



AED 10,000 fine and blacklist for not reporting occupational injuries

New rules start a fresh era of transparent employer-employee relations

MoL launches smart device to raise labour law awareness

Future inspections vehicle that includes smart systems

MoL meets private sector innovators to showcase useful ideas





10 YEARS OF WISDOM AND ACHIEVEMENTS

#ThankUShkMohd



Two Comments

New rules to bring positive changes

Starting this year the three new decrees related to labour rules that were passed last year, become effective.

The decrees help transition to a knowledge-based economy and both the employers and workers benefit in terms of clarity and flexibility from these rules, that are based on international standards.

Both will face legal benefits at all stages of the contractual relationship, which require both to deal with each other according to the responsibilities determined as per the new rules.

The UAE Ministry of Labour is keen to ensure that these measures are adopted by employers and public relation officers with ease and in a manner that the objectives of the three decrees are achieved.

This change is for the sustainability of the labour market, to help it cope with the challenges, and hence, these decrees will result in establishing and enhancing transparency of contracts between both parties, ensure a balanced relationship between them and save their rights, as well as improve productivity and maintain market stability.

The first year

Exactly a year ago, the Ministry of Labour took the initiative of launching the first issue of 'Al'Amal Magazine'.

Now, as we come out with the fifth issue, the editorial team was keen to offer specialized content for the magazine following the guidance of His Excellency Saqr Ghobash, Minister of Labour, to contribute to increased awareness on labour related issues and reflect the achievements and challenges adapted within the labour market, and to highlight the successes of national human resources serving in the private sector, all through different journalistic professional material in a framework of transparency and objectivity.

If we were, in the very beginning, determined to achieve success and highlight challenges, then today we are even more committed to proceed steadily and further develop the content of our publication, all thanks to the support received by His Excellency Saqr Ghobash and leaders of the ministry, as well as the feedback from our readers both from within the Ministry and abroad.

We would also like to thank all those who contacted us over the past year, individuals and institutions, particularly those from other countries, whether for their positive feedback or submitted suggestions that we've implemented within our five published issues.

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Ministry offices

Abu Dhabi Office - Al Ain Office - 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 Labour office - Labour Relations Office in Dubai Court Dubai Labour office - Al Twar Center - Service Center Department of Economic Development - Service center Muhaisnah - Cancellation Center Alwasl (Dubai) - Service Center Al Manara Center fujairah Labour office - Labour Relations Office Fujairah Courts Ras Al Khaima Labour Office - Al Dhaid Labour office Khorfakkan Labour office - Sharjah Office kalba Labour office - Labour Relations Office Sharjah Court Umm AlQuwain Labour Office

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

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

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

Sharjah: Al Saqir Businessmen Center

Estemarat Services - Al Thiqa Multi Services Center

Al Malomat Tasheel Center - Ejraat Businessmen Services LLC

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

Khor Fakkan: Al Shamaliya Businessmen services

Kalba: Al Ettihad Businessmen services

Ajman: - Estemarat Services LLC

Ajman E Business Services Company LLC - Mustanadat Trading Information Services

Umm Al Quwain: Muamalat Clearing Documents Center

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

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

Dibba Fujairah: Tasheel Businessmen Services

Vision

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

Mission

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

Values

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

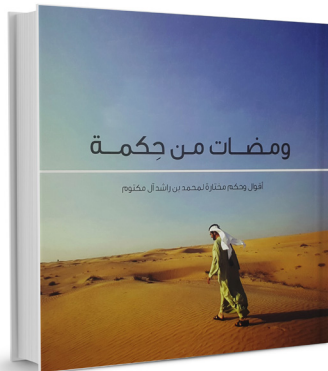
Strategic Objectives

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

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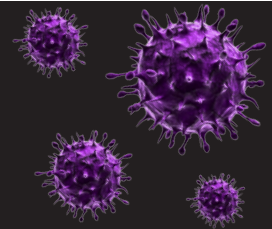
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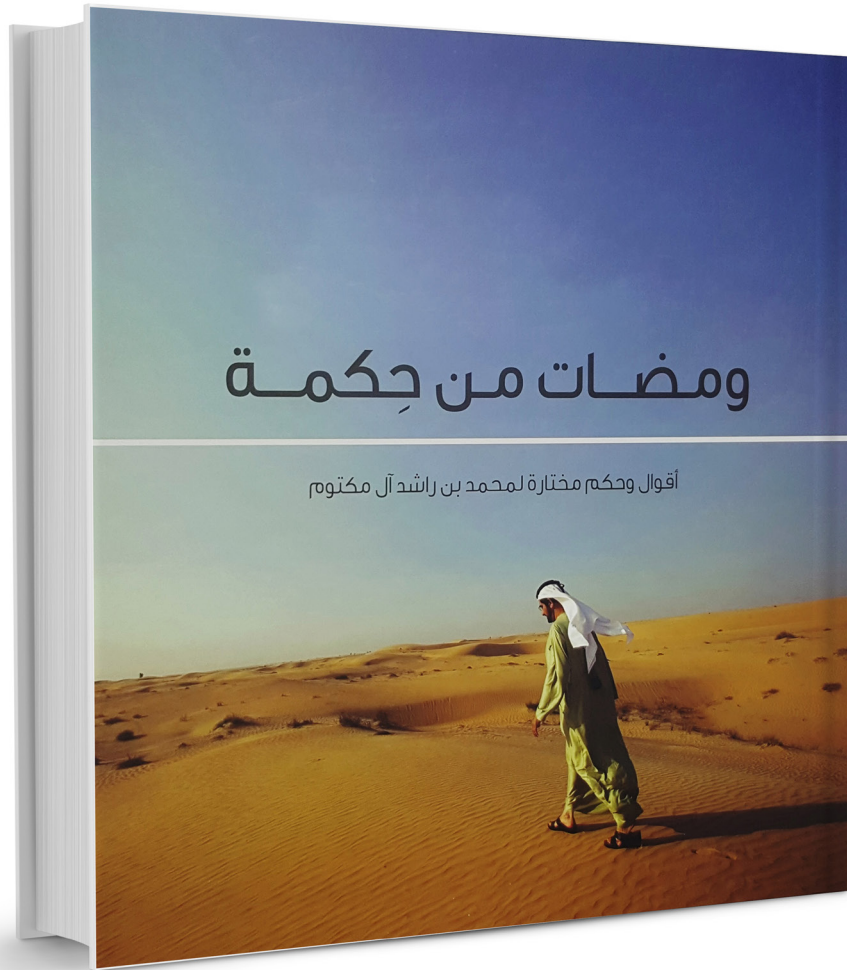
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MoL gives 'Flashes of Wisdom' book to staff



The Ministry of Labour gave more than 1,200 copies of the latest book issued by His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai titled 'Flashes of Wisdom' to all its employees.

His Excellency Saqr Ghobash, Minister of Labour, signed every copy with a note saying, "The book is an important and value-added platform as

well as a great reference to all those seeking excellence in their personal lives, book readers find exceptional phrases by a great commander who determines starting points of success overlooking the past, works hard in the present and looks forward to bright future.

Ghobash stressed that the book also puts readers on the path and visions of His Highness Sheikh Mohammed,

stimulating productivity, filling them with positive energy and pushing them toward challenges and innovation to achieve success and leadership.

The minister called upon all staff member to read the book carefully, understand the messages, meanings and implications and take advantage of it for self-development and to contribute upgrading institutional work.



Labour Minister inspects Ministry offices in Fujairah, Khor Fakkan and Kalba

His Excellency Saqr Ghobash, Minister of Labour, recently visited the Ministry's offices in Fujairah, Khor Fakkan and Kalba, to review customer care compliance levels and ensure the delivery of distinguished services.

During his tour, the Minister was briefed on the operations and delivery mechanisms of different departments in the three offices.

Ghobash said that the Ministry of Labour is keen on providing exceptional services through its various channels, including remote labour ministry offices, by providing good work environment that motivate employees and increases productivity as directed by His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE's Vice President and Prime Minister and Ruler of Dubai.

The Minister also said the MoL is committed to easing the process of receiving complaints and resolving labour disputes through the use of transparent and efficient procedures that ensure that rights are preserved.

"In case of unresolved disputes between two parties, the Ministry refers the case to public prosecution which looks into ways of solving the issue between the two sides," said Ghobash.

Smart lab and innovative webpage to host new ideas and support talents

The Minister of Labour, Saqr Ghobash, has initiated the ministry's innovation webpage and laboratory at the MoL headquarters in Dubai.

Ghobash said the ministry is always supporting its talents and encourages innovative ideas from all staff, which is in line with the vision of our great leadership.

The smart lab, he said, promotes staff contribution to carry out innovative brainstorming sessions to further contribute towards strategic development.

The lab enjoys an outstanding design equipped with state-of-the-art technologies and builds an outstanding atmosphere for innovators.

“The lab positively impacts creativity in order to achieve the desired goals, as it works on supporting proposals and ideas contributing to strengthening partnerships with all federal authorities and the private sector, in addition to overcoming all challenges faced in customer service according to the best international practices with the highest qualities,” Ghobash said.

The newly adapted Lab launch was attended by the ministry's undersecretary Mubarak Al-Dhahiri, as well as the Assistant Undersecretaries, Humaid Bin Deemas, Maher Al-Obed, Dr. Omar Al-Nuaimi and Saif Al-Suwaidi.



The lab also includes a Smart Robot, which has been developed as a channel between directors and innovation teams during brainstorming sessions.

The directors and heads can now remotely communicate with the attendees through the high-definition display screen on the Robot with live broadcasting tools using clear sound speakers, microphones and high resolution cameras.

Users can logging into the smart Robot using a smart application to move the machine across the room, also determine the display screen's height to ease communication process during meetings. Sensors have been fitted on the Smart Robot to

prevent collisions while moving, in addition to a number of sophisticated tools that keep the robot balanced and move smoothly across the room.

The new innovation webpage has a database containing studies and publications related to ministry functionalities supporting upcoming ideas in line with MoL objectives.

The page enables staff to bring in ideas, communicate with each other and display all the innovative ideas given by the employees and connects them to work together on a suggested innovation, which eases the process and further encourages innovation.

Ministry launches smart device to raise labour law awareness

The Ministry of Labour has launched an intelligent device that has been set to connect to labourers to raise their labour law awareness.

Mubarak Al Dhahiri, Ministry of Labour Undersecretary, highlighted the Ministry's keenness to keep up with modern technological developments and post Smart Government projects to meet institutional performance development and deliver quality services to customers and strategic partners.

The launch took place at Al Quoz Mall Dubai, in the presence of Maher Al Obed, Assistant Undersecretary for Inspectional Affairs, and a number of employers and workers.

“The new device would effectively contribute to raising workers' awareness on ways to approach labour relations and follow the law which shall reflect positively on the stability of the working relation between both parties,” Al Dhahiri said.

“The Ministry of Labour is keen on spreading awareness regarding labour laws as a part of its Strategic Plans to create a stable labour market and a productive workforce promoting a competitive knowledge-based economy that revolves around the UAE citizens.”

Maher Al Obed, Assistant Undersecretary for Inspectional Affairs, explained that the intelligent device electronically

runs using the Internet, enjoys a touch screen and internal speakers and a printer.

“The device was assembled by the Ministry's Guidance department to mark the innovation week with the aim to educate and guide as many labourers as possible across the nation.”

He explained that the “device shall be able to assist approximately 1,200 workers every month, identified through their emirates identity cards, passports or labour cards.”

“Workers can learn and access labour ministerial decisions and laws implemented by listening and watching special explanatory videos for about 20 minutes created in eight languages: Arabic, English, Urdu, Hindi, Chinese, Malayalam, Filipino and Vietnamese,” he said.

Soon after the worker finishes watching the video, an e-training certificate shall be printed stating that the worker has been educated about UAE labour laws. Al Obed explained that smart device will be available for use in places with high labour density such as Preventive Medicine centers and several other places across the country.

Many of the attendees expressed interest in trying the new device seeking enlightenment and obtain the Labour Ministry certificate.





Highlighting the national cadres innovative capabilities

MoL meets private sector innovators to showcase useful ideas

A number of Emirati citizens' employed at the public sector, offered a range of innovative ideas and mechanisms applied on their daily duties, during the "Innovative Citizens Forum," which was organised by the Ministry of Labour recently.

Mubarak Al Dhahiri, Undersecretary of the Ministry of Labour, said, "The forum aims to shed light on creative ideas prepared by innovative citizens working in the private sector and support it through various economic divisions."

Al Dhahiri said during his opening speech, which was attended by officials from the Ministry of Labour and representatives of private companies, "The UAE is keen on empowering citizens and providing all means of support that contribute to developing their abilities and participating in achieving UAE's 2021 vision. "The innovation week was complemented by a series of national initiatives adopted by our wise leadership to approach work through innovation.

I appreciate the innovative ideas by our creative citizens working in the private sector, which confirms their excellence and ability to lead their own business in the future," Al Dhahiri said.

Al Dhahiri: The wise leadership is always keen on supporting national talents

Dr. Omar Al Nuaimi, Assistant Undersecretary for Policy and Strategy at the Ministry of Labour, said the Ministry of Labour pays great attention to such initiatives something which supports and attracts citizens to the private sector.

"To support such initiatives is among the national agenda, a main target by the year 2021, to raise Emiratization numbers within the private sector to 10 times the current numbers and double the current numbers of citizens working in the country's private sector," he said.

Zuhair Al Haj, Director Of HR & Localization, MENA at Al Futtain Group, said the group has implemented a strategy to attract young citizens to work in the group. "Different training programs have been put together to rehabilitate and train fresh graduates to ensure providing appropriate job opportunities for them." Abdullah Sultan Al

Sabbagh, Executive Director of Cars Taxi, said, "We are seeking to attract the largest possible number of citizens to work in private companies.

Ghanem Suhail Al-Marri, Chairman of the Emiratization Department, Jebel Ali Hotels & Resorts, said, "Properly training and rehabilitating young citizens helps them reach leadership positions, offers them a suitable environment allows them the ability to creatively operate

Al Nuaimi: UAE citizens lead local companies to reach the world

and constantly innovate." He referred to training programs that succeeded in attracting a large number of citizens whom enjoy senior positions today.

Hamad Saif Aghdani, Director of Government Relations and Emiratization at Emaar Hospitality Group, said the group is keen to adopt innovative creative ideas by employees and provide necessary means to implement the same."

Al Obed: AED 10,000 fine and blacklist for not reporting occupational injuries

The Ministry of Labour urges private sector companies to implement occupational safety and health standards while on duty and report workers occupational injuries immediately.

Maher Al Obed, Assistant Undersecretary for Inspectional Affairs, said, “The ministry’s keenness to provide a safe working environment for workers comes as a support to avoid occupational injuries, and through the application of innovative standards for occupational safety and health in addition to taking the necessary steps against the non-complying facilities, we shall reach positive outcomes.”

He explained, “Facilities that don’t report occupational injuries, illness or deaths are violating the Cabinet decision No. 40 of 2014 which states a AED10,000 fine per (non-reported) case, and the Ministry of Labour can blacklist the company till they solve the offense.”

The Ministry of Labour must be informed of any work-related injuries that costs a worker three days absence and more, and within 24 hours from the date of injury only if it occurs during working periods or while commuting from/to a workplace.

Also if the workers caught one of the listed diseases at the occupational labour diseases agenda.

“The ministry receives reports 800665 hotline or via the e-mail wiiis@mol.gov.ae clarifying the worker’s name, labour card number, property number, date of the injury and a phone number to contact the responsible number,” Al Obed said.

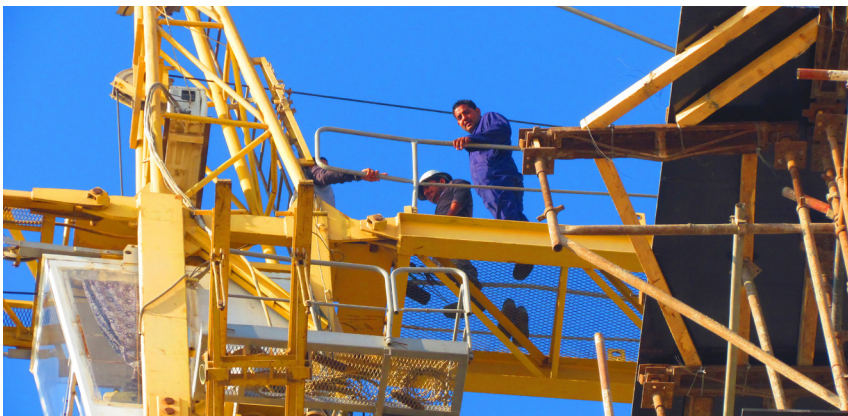
In case of injury the employer shall bear the costs of treatment in addition to paying transfer expenses required for treatments till cured to report back to duty or presents a clear a statement of a permanent disability.



Maher Al Obed

Occupational injuries relates to any form of injury that faces an employee in the occupational accidents listed in the attached document that they encounter during work, and so, every incident where a worker faces an injury during work periods, going or returning home from duty, is considered an occupational injury but only if the worker didn’t interrupt or deviate from the usual routine.

“The Ministry works diligently towards strengthening commitment to occupational safety and health measures, all through implementing educational programs for employers to motivate them to provide all the safety requirements for workers at their workplace and report all injuries a worker might face. These programs also target workers to enlighten them about the importance of adapting to safety measures while working,” he said.



Labour Ministry launches new MoL Store providing five interactive smart apps

The Ministry of Labour has launched a newly adapted MoL Store for smartphone, which includes a bundle of innovative applications designed to provide smart services to the ministry's customers, employees and government agencies.

Saif Al Suwaidi, Assistant Undersecretary for Institutional and Supporting Services, said that the launch of the store comes from the keenness to create innovative interactive channels to meet customer demands swiftly and in a smart way.

"Everyone must try the new services, download the apps offered at MoL Store available at the Google Play and the App Store platform," he said.

The store include the third edition of its smartphone application The MoL App , featuring a wide range of interactive services that helps users enjoy smooth and safe transactions while keeping them informed about the state of their facilities on a 24/7 basis. Workers can be aware of their rights and duties and the ability to communicate with the ministry directly in case of disputes, the App also helps calculate end of service dues.

The Store also includes Wajjehni App which targets educational institutions, students, and teachers.

This application helps students learn about UAE labour market needs to ensure a positive educational choice, it also helps students enroll in the private sector to pursue a vocational training program according to the demand list.

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

The application provides occupational safety and health awareness messages and precautions, as well as obtain workers notes and status on recorded injuries accurately and fast across the UAE. Additionally the app helps maintain doctors' efficiency and informs them of new job opportunities offered by the registered health institutions.

Absher Application targets UAE citizens working in the private sector, a huge 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 as per the directives of His Highness Sheikh Khalifa bin Zayed Al Nahyan, President of the United Arab Emirates.

The App allows users evaluate and choose the offers that suit



Saif Al Suwaidi

their needs, they can also reach offers locations using an interactive smartphone map built within the app.

The Aamen Application, 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 end of service.

Saif Al Suwaidi explained that the Store is characterized by reliability, security, and maintains data privately, as well as enhances the mechanisms and procedures for cooperation with the ministry partners from government entities to securely exchange data accurately which in turn ensures a stable work environment for all.

Future inspections vehicle that includes smart systems

The ministry of Labour launched a concept future inspections vehicle which includes smart reporting systems and a central commands room with latest technology.

Noura Mohammed Almarzouqi, Chief Executive Officer of Innovation said, “The ministry encourages innovation and creativity among its employees to develop and launch innovative ideas and support and embrace all the innovative initiatives that will contribute to efforts that shift the labour market to the knowledge-based economy.”

She explained the Ministry of Labour’s commitment to provide a stimulating environment to generate ideas and innovations submitted by both staff and customers to implement the ministry’s strategic innovation plans. “The car is one of many innovative ideas presented by one of our talented staff who was guided and supported by His Excellency Saqr Ghobash, Minister of Labour.”

Khaled Alsaedi, Head Of Infrastructure, MoL IT Department, vehicle supervisor and designer, said, “The vehicle depends on many operational mechanisms of integrated intelligent systems interconnected with each other, in addition to the exterior appearance which reflects the Ministry of Labour corporate identity, through designs that highlight a futuristic impression as a smart vehicle.” He said that future car operates according to



three systems, the smart inspections system, the smart Inspector system along with a central commands room.

Talking about the intelligent aspects, Alsaedi pointed out that the system sends messages to inspectors onboard the vehicle with inquiries about new duties on the smart display panel installed inside the vehicle with special maps to assess the users on the specified labour locations.

He pointed out that the smart Inspector system helps labour inspectors organize daily duties by connecting to the central commands room which can connect them directly to their supervisors and report results on spot.

The smart Inspectors system allows users to update current status immediately after the transition from one inspectional stage to the other while highlighting necessary developments and improvements, the system connects different users to deliberate new developments on the specified locations.

The central command room, Alsaedi explained, “follows up inspectional tasks carried out by the specialised teams since their deployment until the job ends, as the command officer is in charge of appointing the inspectors using the smart vehicles, sending them locations on the smart display screen and follows up on their duties.

He explained that the central command room has direct contact with the inspectors at all times, as well as full control over the smartly installed monitor and internal cameras.

The future inspections vehicle is subject to a testing and revision phase to ensure the effectiveness of its performance before officially launching it. The car is also equipped with the Smart Drone which can be deployed by the inspectors to monitor and record any labour activities on site.

The future inspections vehicle is showcased at the Ministry of Labour headquarters in Dubai throughout the Innovation Week.

UAE heads governments group at ILO International Training Centre

The United Arab Emirates (UAE) led the government group of professionals during the 78th International Labour Organisation International Training Centre Board Meeting, held recently, in Turin, Italy.

Abdulrahman Al Marzooqi, Director of the International Relations Office at the Ministry of Labour, said, “The UAE has always encouraged efforts toward preserving the Arab culture and heritage and, in cooperation and coordination with other parties, the Ministry of Labour has contributed to this with various efforts such as adopting Arabic language for special training programmes at the centre.”

He explained that this success follows the directives of His Highness Saqr Bin Ghobash, Minister of Labour,



who is keen on shaping the Ministry as the UAE’s representative at the meeting through its current vice-presidential position on the Governments Group, which runs until 2017.

The session discussed Strategic Plan proposals of the International Centre for Training during 2015 and 2016 and the Strategic Plan of the International Labour Organisation for the

same period, in addition to strategic partnerships between the centre and the organisation.

During the meeting, expenditure for the 2015 – 2016 budget proposals have been submitted, which highlighted high interest in ‘Innovation Funds’ to develop attractive and innovative training courses and highly beneficial services.

Labour Ministry launches e-training for employees

The Ministry of Labour has launched an electronic training system for its employees in order to provide an interactive environment that contributes to staff development and rehabilitation for training programs provided by the ministry.

The Human Resources Department held an introductory workshop to further explain the e-training system mechanism and highlighted his positive outcomes. Shamma Al Muhairi, Director of Human Resources Department, said, “The launch of

online training system is based on the ministry’s keenness to keep up with trends towards smart government transformation and opening up new prospects of skills development within our human resources, all in an interactive environment that meets proper training requirements.”

Al Muhairi stressed that the electronic training system helps create a direct contact between the trainer and trainees, enhances the participation and exchange of knowledge amongst them, they can choose suit-

able training programs according to their operational environment as well as access to scientific content that enjoy advanced technological methods.

The training programs have 16 training paths, each of which includes materials in technology, interactive questions and tests that contribute to the transmission of the trainees to enable them to reach the next stage, plus enables the trainer to follow up with the trainees, review their performance and development process.

Research and study over major sectors, labour market included

10 key changes to shape the World Government Summit

Under the directives of His Highness Shaikh Mohammad Bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai, the Government Summit will be rebranded as the World Government Summit as part of 10 key changes made to the event this year.

The summit will also see the launch of the Best Minister in the World Award.

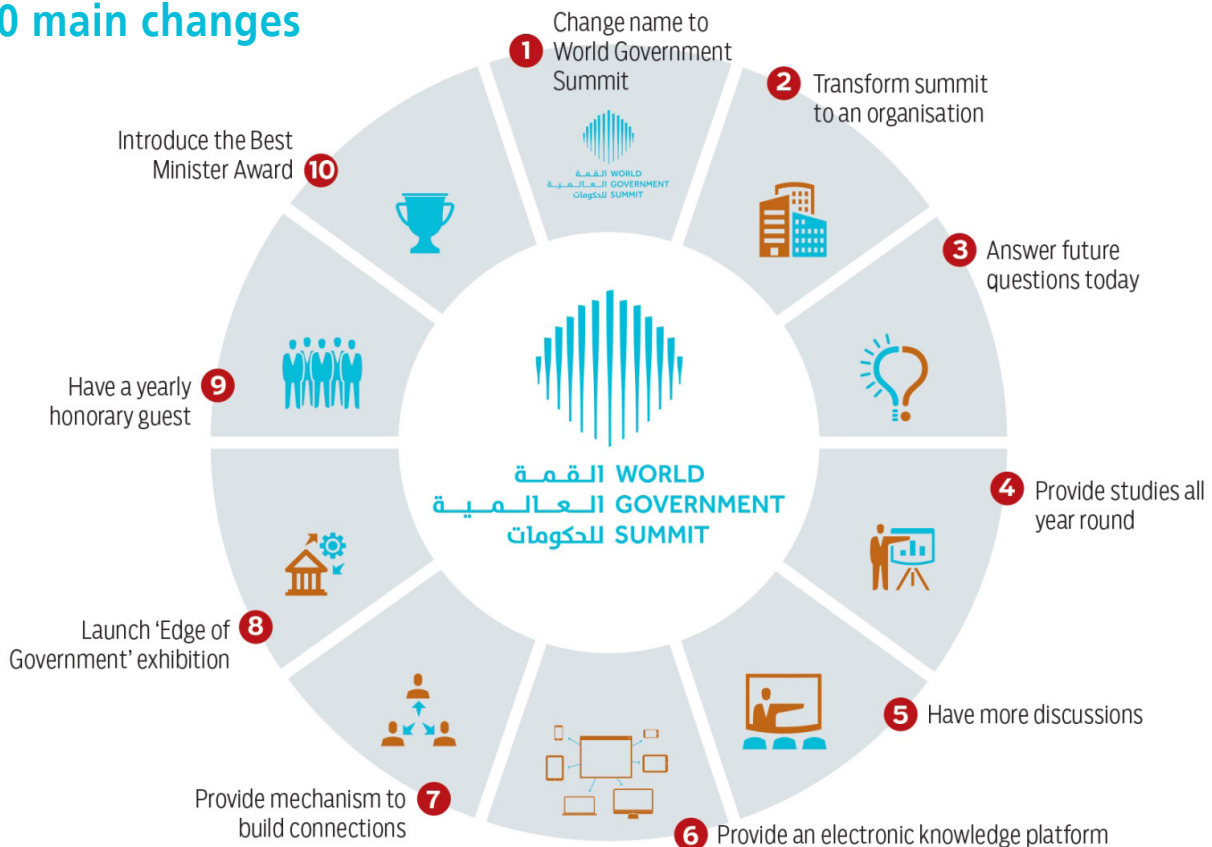
The UAE Government is organising World Government Summit in Dubai in February to bring together governments and international organisations on the leading global platform to share knowledge and experiences in the efforts to improve government work and offer better services to humanity.

The first of the 10 changes is the new the name and the logo, while the second change is the transformation

of the summit from a Forum to an organisation that offers integrated knowledge services with the goal of foreseeing future governments, creating knowledge and organising events throughout the year.

In addition to producing knowledge for future governments and launching a report and global development indicators, this new organization will aim to build global relationships with important international organisations

10 main changes





جائزة أفضل خدمة حكومية عبر الهاتف المحمول
BEST M-GOVERNMENT SERVICE AWARD

Participation Levels:

Best m-Government Service on the National Level:

All UAE Federal and Local Government entities can participate with a maximum of one submission per category.

Best m-Government Service on the Arab Level:

All Arab Government entities can participate with a maximum of one submission for the entity per category.

Best m-Government Service on the International Level:

All non-Arab Government entities can participate with a maximum of one submission for the entity per category.

Best M-Government Service by University Students in the UAE in cooperation with UAE Federal or Local government entities:

All registered students enrolled in one of UAE universities/ colleges are eligible to participate in this category in cooperate with either a federal or a local government entity to develop their apps in the UAE.

Award Categories:



such as the United Nations, World Economic Forum, the Arab League and the World Bank to name a few.

The summit is a gift from the UAE to the world as it is a contribution to the development and knowledge of all governments of the world with the aim of improving services to all seven billion people round the world. And this year different fields and sectors will be studied, including the future of education, healthcare, governmental action, science and innovation, economy, human capital market and management of the labour market, development and sustainability and the cities of the future.

The transformation will lead the summit to become a research centre that launches studies and reports

throughout the year including global developmental indicators that help foresee the future in collaboration with global institutions. Another change will be noticed by the attendees and participants this year as sessions will be shorter and will be delivered in a more focused way, with an increase in conversation between the speakers and audience.

The summit will see the development of the summit's smart application and electronic website in a way that will transform them into two knowledge platforms used by government officials, locally, regionally and globally to discuss some of the most important future trends in key sectors covered by the summit, in addition to the introduction of a smart application to provide effective communication between the participants.

The 'Edge of Governments' exhibition, aims at enabling 15 governments to share their experiences and knowledge on applied disruptive innovations.

As annual guest of the summit will showcase various experiences, while the launch of a new annual award will take place – World Government Summit Award – to honour the best minister in the world who has led a new and successful qualitative government project.

As in previous editions, the summit this year will honour the winners of the third edition of the m-Government Award. Besides, a number of meetings will be organised on the sidelines of the Summit to discuss the implementation of sustainable development goals.

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MINISTRY OF LABOUR



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وزارة العمل

Innovative Store .. Smart Services



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MoL Ends dispute between doctor and employer

The Ministry of Labour has resolved a dispute between a medical doctor and her employer, medical facility owner.

The doctor complained that the employer pushed her to resign in order to avoid meeting paying her financial dues, which the employer has to pay according to the labour contract between them.

According to the complaint, the owner changed the doctor's headquarters from Abu Dhabi to Dubai before the end of her contract period, which posed additional work challenges in terms of additional hours and new work

environment. She said the shift caused her a lot of stress at work and home.

The legal researcher learnt, according to her testimony, that the owner moved her to Dubai only eight months before her contract term was to end, so she would resign, and the employer could avoid paying her dues. This, as the employer also reduced staff at the facility in order to cut down on expenses.

The Ministry, after hearing both the doctor and the business owner who refused to shift her back to Abu Dhabi, ruled that the employ-

er abused the doctor's work rights. While an employer has the right to make a decision of transferring an employee, but such a decision should not be impractical.

The legal scholars were able to reach a solution between the two parties without the need to transfer the case to the courts. The two parties agreed to an immediate termination of their work relationship, and the doctor gets her monthly salary plus the compensation for a month and a half and an airline ticket value to her homeland, in addition to granting her the right to move to another facility, as she desired.



Job offers match Labour contracts

New rules start a fresh era of transparent employer-employee relations

The Ministry of Labour has started implementing the three new decrees issued earlier by His Excellency Saqr Ghobash, Minister of Labour, to regulate the labour market through a new unified labour contract that standardises employment terms.



| | |
|---|---|
| Second Party's Signature موقع الطرف الثاني | First Party's Signature موقع الطرف الأول |
|---|---|

Thumb print of for the
Worker of fourth/fifth skill
Level

موقع إصبع الإصبع الأيمن
للعمال من المستوى الرابع/الخامس
مستوى

This Contract has been made in three counterparts duly signed by both Parties. Each Party shall receive a copy and the third one shall be kept at MOL.

Twelfth Article
تم إعداد هذا العقد في ثلاث نسخ معتمدة، وقعها كل من الطرفين. يحصل كل طرف على نسخة واحدة، وتحتفظ الوزارة بالنسخة الثالثة.



Under the new labour contract rules, starting 2016, residents of the UAE cannot renew their work permits nor will they be issued new permits if an employer fails to provide a signed unified contract.

The ministry will approve requests by workers to move to another employer only if they met the terms and conditions of the contracts they are party to.

All procedures within the new decrees aim to ease processes of extracting working permits to employees coming from outside or those residing in the country while maintaining rights of both sides.

Recruiting foreign workers from outside the country for a two-year work visa involves three stages. Firstly, the employer applies for a 'quota' regardless of the number of workers recruited, the second demands printing the offer given to the worker containing a comprehensive description of their rights and duties, terms and conditions, through the Tas'heel service centers or through the 'MoLApp' smartphone application.

Furthermore, within the second phase, employers should electronically sign a job offer, send it to the worker regardless their location and this can be done electronically to the worker himself or through an employment agency.

If the worker accepts the terms and conditions, he then signs it, in case he is within the first, second

and third occupational levels, or mark a fingerprint in case of workers with lower work skills levels.

The offer is required to be in both Arabic and English in addition to a third language that the worker understands, which can be available on the ministry's website 'www.mol.gov.ae', containing comprehensive details of terms, regulations and labour laws.

New rules to settle contracts and ease labour mobility procedures

Each worker can review their work contract through the Ministry's website after registering into the site using their passport number, nationality and their transaction number as each has its own code.

During the final stage, which is the work permit extraction stage, employers attach the signed offers by the worker for the initial approval, where the ministry works on reviewing the application to make sure it meets all the requirements then issue the permit, which allows the worker to come work in the country under a work permit visa.

The two following decrees issued by H.E Saqr Ghobash, confirm that workers fulfilling their legal obligations, as mentioned in their

contracts, is the main condition to approve their mobility to other facilities, and they can also move to other facilities if the employer fails to follow law proceedings in this regard.

The Ministry of Labour stands at the same distance from parties, (employers and employees) at all stages of their working relationship and guarantees rights preservation even after contract termination.

The Ministry is committed to take measures in the event of ending a relationship, whether through agreement between both parties or in the event one party decides to terminate the relation contrarily, and thus be obliged to face all legal consequences to end the relation, then agree to grant the worker a mobility acceptance to another facility or reject the permit which shall be resubmitted after one year from the date of termination.

The Ministry has also begun applying innovative measures to renew work permits and copy of the expired contract signed by the worker is a prerequisite for getting renewal by the ministry, which will allow the worker to express his will on whether he wants to renew the contract in accordance with the privileges and requirements stipulated in the contract or chooses to modify it accordingly.

It is noteworthy that the three new decrees are available on the website of the Ministry of Labour www.mol.gov.ae

Ghobash: The new decrees are in line with the vision and efforts of our leaders toward preservation of rights as per the constitution and international standards

His Excellency Saqr Ghobash, Labour Minister, said that government employees have proven their excellence, which has contributed to success and growth of institutions.

Ghobash expressed his confidence in their ability to properly implement the new decrees to achieve all the marked objectives, meet the directives of our wise leadership, which are consistent with the constitution and labour market requirements, and also promote the transition to a knowledge-based economy as well as compatibility with international labour standards.

Ghobash confirmed that the stability in the labour market is a reflection of the stability of the working relationship between both parties, something which is expected to be reinforced

by those decisions that would establish a better relationship between the employer and workers due to transparency of the unified contracts.

The new decisions will also enable workers to shift to other firms at any time preserving their rights, all in accordance to regulations set forth, which enhances the UAE labour market mobility and flexibility.”

The Minister of Labour put forth his statement while meeting over 300 ministry employees and legal scholars to review and discuss the upcoming decrees, in the presence of Mubarak Saeed Al Dhahiri, Labour Ministry Undersecretary, Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs and Dr. Omar Al-Nuaimi, Assistant Undersecretary for Policy and Strategy.



The minister stressed that files highlighting labour rights put forth by the Human Rights Watch is one of the most vital issues of concern, urging the necessity to provide labourers protection and rights preservation. He said maintaining rights is definitely a core value to the UAE, hence, three new decrees have been launched.



The three decrees came after building a strong economy and add to the legislations by the ministry over the past couple of years to reach a stable labour market in line with the UAE 2021 vision of creating a stable labour market and a productive workforce to promote a competitive knowledge-based economy that revolves around

UAE citizens, including an emphasis on providing better protection to workers' rights and ensuring that interests of the employers are also maintained.

The minister praised the efforts of legal experts at the Ministry who deal with labour disputes fairly and work endlessly to find

amicable solutions to preserve labour rights.

On the sidelines of the meeting, a workshop was conducted by Humaid bin Deemas Al Suwaidi, Assistant Undersecretary for Labour Affairs, to further explain texts of each of the three new decrees and implementation procedures.

Labour Ministry supports both ends of labour relations

Humaid bin Deemas Al Suwaidi, Assistant Undersecretary of Labor Affairs, confirmed that fulfilment of legal obligations towards employers according to the is the main condition for approving the mobility of workers to other facilities.

Workers also obtain the ability to move to other facilities if employers fail to follow the law in this regard.

He said the Ministry of Labour considers both parties equal at all stages of their working relationship and guarantees rights preservation even after contract termination.

This was discussed during two seminars held separately in Abu Dhabi and Dubai where Saeed Al Kurmastaji, Director of the Abu Dhabi Labour Office was present, alongwith Hamad Al Nuaimi, Director of Al Ain Labour Office, Zahra Al Manhali, Deputy Director of the Dubai Office of Labour Relations, Aisha Belharfia, Director of the Dubai Labour Office, and many business owners and government relations officers.

The three new decrees ensure a stable, balanced and transparent



working relationship between employers and workers, which is based on a contract agreement between both sides yet following labour laws and regulations, which also enables them the right to end the relationship anytime, whether by reaching an agreement or proof that one side of the relationship, regardless, does not fulfill obligations towards the other.

He explained that if the employers delayed renewal of a fixed-term contract they will stand to face fines of Dhs 500 monthly, noting that if both ends continue a working relationship without renewing that contract, it will be considered a non-fixed term contract by default.

Bin Deemas noted that both the parties cannot agree on notice period exemptions or even reducing its duration.

The recent decree, which was launched by His Excellency Saqr

Ghobash, UAE Labour Minister, on granting employees the ability to shift between two jobs, states that the Ministry shall agree with effect from January 2016 to accept granting permits immediately to the workers with non-fixed term contracts and classified with first, second, and third working skills, either by reaching an agreement with the employer or a desire to shift to other facilities after completing the notice period and dues or if the employer chose to end the contract without referring to the worker, an thus ending the need to post a six months ban.

Workers with fourth and fifth working skills can move to another facility after completing a period of not less than six months with the current firm. In case they do not complete the minimum period, the Ministry will not grant a new work permit till the worker completes one year from terminating their employment relationship.

Terminating fixed-term and unlimited contracts

His Excellency Saqr Ghobash, Minister of Labour, has set rules regarding termination of employment relationships for fixed-term contracts, no longer than 2 years as approved by the Ministry.

In this case, the employment relationship ends if the term of the contract expires and the contract is not renewed. If the employer and worker mutually consent to terminate the contract during the course of its term; either party (employer or worker) acts unilaterally to terminate the contract and complies with the legal steps. The terminating party bears any legal consequences of the early termination.

The third and fourth case follows if either party decides to end the relation before the contract is due following a written intent to terminate the contract in accordance with the notice period to be agreed to by the two parties, not to be less than one month and not to exceed three months.

If renewal occurred before this decree enters into effect and the parties had not agreed to a notice period, this notice period shall be three months; the party that took the decision to end the relation must continue to honor his/her contractual obligations for the duration of the notice period, in addition to indemnify the other party to the level that was agreed to by both parties, not to exceed the equivalent of three months of gross wages.

In a situation where either party (employer or worker) acts unilaterally to terminate the contract without complying with the legal steps, and for no reason of non-compliance by the other party; in this case the terminating party bears any legal consequences of early termination.

An employer can terminate the contract of a worker who commits any of the violations that are described in Article (120) of the Federal Labour Law.

In the case of unlimited (not term-bound) contracts there are four scenarios. If an employment relation is terminated if any of the following instances occurs- both parties consent to termination, or one party acts, at any time, to terminate the contract subject to notifying the other party and continuing to honor contractual obligations for the duration of the notice period, which

cannot be less than one month and cannot exceed three months. The third case occurs when a party (employer or worker) acts unilaterally to terminate the contract, without complying with the legal conditions described above and without reason of non-compliance by the other party; in this case the terminating party bears any legal consequences of early termination.

The fourth case points to the employer who acts to terminate the contract of a worker who commits any of the violations that are described in Article (120) of the Federal Labour Law; for instance, the worker assaults the employer.

In all instances of termination, either employer or worker may refer to the judicial system to seek indemnification or recover other rights under the Federal Labour Law and its implementing decrees.



Sheikh Mohammed bin Rashid initiative to encourage young Emiratis towards innovation

Shaabiat Al Cartoon: A huge hit in the region

Shaabiat Al Cartoon's creator and Fanar Productions co-founder and General Manager, Haidar Mohammed, told Al'Amal magazine the reasons that made Shaabiat Al Cartoon one of the most-watched Emirati productions since its television debut in 2006.



Mohammed said, "His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE's Vice President and Prime Minister and Ruler of Dubai, has always supported and encouraged the young Emiratis' innovative creative ideas.

"Shaabiat Al Cartoon started out as a mobile phone animation in 2004, but its popularity grew and finally turned into a TV series," Mohammed said.

"We only had three characters and 20 seconds," he recalls. "But it became so popular with the boys and girls here and in the Gulf. Later on, it turned into a television show.

"Normally it happens the other way around, where snippets of a television show can be downloaded on your phone. But we were the only local show to jump from mobile phones to the television screen," Mohammed said.

The move to the bigger screen necessitated a creative overhaul, with the addition of a slew of minor characters and hiring a creative team of 50 illustrators, writers and voice-over actors. The concept started back in 2003, when it was first released as vignettes downloadable to mobile phones - a revolutionary approach at the time.

"We only had three characters and 20 seconds," he recalls. "But it became so popular with the boys and girls here and in the Gulf that we were asked by the team at Sama Dubai to turn it into a television show.

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of minor characters and the hiring of a creative team of 50 illustrators, writers and voice-over actors.

But it also finally gave Mohammed the scope to broaden his puns and hit bigger social targets.

Mohammed noted that he learnt to overcome many difficulties through creating an entertaining and fun cartoon that focused on daily family and community issues facing people in the UAE and the Middle East, Shaabiat Al Cartoon.

It has been aired on Sama Dubai TV every year and has become a very traditional programme in Ramadan. The show features various accents and dialects in the show, including Khaliji, Iranian, Hindi, Levant and North African, making the appeal of the show widespread. English subtitles were also introduced for the DVD releases.

Difficulties didn't stop or prevent Mohammed from continuing Shaabiat Al Cartoon series. Totalling to partnering with some important and high profile sponsors to deliver the show.

Mohammed said, "With every season, Shaabiat Al Cartoon delivers a mixture of comedy and entertainment addressing social issues relevant to the region.

Mohammed points out that Shaabiat Al Cartoon characters fully represent the UAE's lifestyle, including dialects, certain issues, and even international communities living in the UAE. The idea behind the series generated many awards, and took the forefront

as the best entrepreneur in 2007 by Mohammed bin Rashid Establishment for Young Business Award, an award which confirmed that Shaabiat Al Cartoon team have been walking in the right path towards exclusivity. Later, it received Dubai Film Festival Award 2008 as the best Emirati talent, and many other awards.

"The show received many awards and continued because we are always looking to improve in terms of stories and presentation. This is what keeps us and the show going," Mohammed said. our show continued because we are always looking to improve in terms of stories and presentation. This is what keeps us and the show going.

He added that all the success achieved has motivated Shaabiat Al Cartoon team to work harder and strengthen their artistic abilities. UAE, as well, supported the show by all means and offered great technological infrastructure.

Mohammed said," Shaabiat Al Cartoon' team travel constantly in order to learn and identify similar experiences applied in other countries"

Mohammed is extremely grateful for the UAE and the privileges, which enabled him to establish a project beyond his expectations, which confirms that the UAE is different and unique when it comes to supporting businesses. He adds, "It is not surprising that the UAE has become an attraction to numerous entrepreneurs worldwide for its innovative support to projects and initiatives that impressed everyone."

Mohammed confirms that everyone must carry on with their national and work harder towards further development pursued by our wise leadership.

I'm sure that we will continue our journey with UAE's government continuous support, Mohammed said.



For more information, visit the website of the Ministry of Labour www.mol.gov.ae

Initial approval to issue a temporary work permit.

This service grants an establishment a temporary work permit to complete a temporary work or a certain project, validity of this permit does not exceeding one year.

Service requirements

1. A copy of the trade license of the both facilities, employees' current facility and the other applying for a work permit.
2. Colored photograph with a white background of the worker
3. Worker's passport copy
4. In the case of qualified scientific request, High School Diploma or University Degree or so, you (must attach a true copy attested by the Ministry of Foreign Affairs).
5. Attach an acceptance letter issued by competent authority, if required, mainly for (physicians pharmacists, nurses, teachers).
6. Attach a No Objection Letter from the current sponsor
7. Copy of the contract

Conditions:

It is agreed to issue temporary work permits to the following two categories in accordance to the following conditions:

- 1) The establishment should keep a record that does not contain any violations and should abide by the provisions of the law and the binding decisions at the time of submission of the application form.
- 2) The profession that the worker serves suites the activity of the hosting facility.
- 3) Workers aged between 18 years and not more than 65 years

Terms of the first category of workers who have effective work permits (registered in the Ministry):

- Labour card and residence must be valid
- The permit duration does not exceed at

a time one year, or the expiry date of the labour card, whichever comes first.

- Approval following authorized signatories for the current sponsoring facility and the hosting one.

Terms of the second category (Those unregistered in the ministry):

- Government employees
- Students (male or female) aged 18 years and above (sponsored by family or schools/universities, profession on residency must state 'student'.
- Females aged 18 years and above sponsored by family
- Husbands, sons and daughters of local housewives

According to the following conditions:

- Non-local workers and their family must obtain a valid residency visa on the passport.
- Get an approval from the General Directorate of Residency and Foreigners Affairs (GDRFA) in every Emirate stating that the applicant serves in an enterprise not registered at the ministry of labour from government institutions to obtain a work permit.
- Duration of the permit each time is one year.

General Conditions for the above categories:

- The facility submitting a request must obtain a valid license.
- The profession that the worker serves

suites the activity of the hosting facility.

Measures and steps for applications

1. Requests are printed at the Tas'heel service centers or within the enterprises registered through the joint electronic form software.
2. The application is electronically referred to the Ministry of Labour to check and approve the conditions and documents.
3. In case of errors, the party shall be noticed of the shortcomings and asked to complete it through Tas'heel service centers.
4. If the conditions are met, approval receipts can be printed through the Ministry's website (www.mol.gov.ae).

Service Provision Channels

Requests are printed at the Tas'heel service centers or within the enterprises registered through the joint electronic form software.

Average time to complete the service

One working day

Target Audience

Employers

Service fees

Category I: AED 500

Category II (a-b-c) : AED 500

Category III: AED 500

To apply, contact:

Tas'heel Service Centers

From Saturday to Thursday.

From 8:00 am to 20:00.

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@mol.gov.ae

Answering the inquiries -Mohammed Ahmed Mubarak, Director of Labour Relations Office, Ministry of Labour, Dubai



Question 1:

I worked for a company for almost 1 year and nine-months under an unlimited term contract, at a salary of AED 4,000 per month. My relationship with the owner was quite cordial. However, the company was going through a difficult financial condition and the employers decided to cut down on staff strength and I was one of them. My labour card was canceled and I also managed to get a new job offer. However, when the new facility applied for my new work permit, the ministry refused to grant it to me only after a six months' probation.

Answer

You must submit a letter through any of the Tas'heel service centers across the UAE, which are open 12-hours daily. Please attach with your application any documents

How can I join the new job and is there a way out? I would like to inquire about the procedure required to cancel the labour card and residency permit so I could get a visit visa. A.H.

that might support your claims, such as your termination letter. The Ministry will look into the request within a maximum of 10 days.

Question 2:

I was working with a construction company in Dubai. Due to a three-month salary delay, I filed a complaint which was referred to the court. However, due to my

Answer

Your case comes under the purview of Labour Courts, which has the authority to decide whether a case re-registration will be accepted or not.

Regarding your eligibility for a residency visa, if your current residency visa is still valid you can enter the country using it and try to re-register the case in court. If the court accepts, the Ministry of Labour shall grant you a temporary work permit until your case is completed. But in case the court doesn't accept re-registration, a temporary work permit is not possible.

circumstances, I was not able to follow up on the case, which led to cancellation. Can I re-register the complaint? Also, am I eligible for a new residence visa?

In case the residence is expired, you may enter the country using any other entry permits, either visit or tourism. However, you must complete cancellation process with the previous company, if the employer did not do so already.

The UAE is always keen on ensuring that employers' as well as workers' rights are preserved.

The UAE provides free litigation processes to workers, as well as means for both parties to issue work related complaints at ease.

Expat thanks UAE for life-changing opportunities

Friendly work environment, training workshops by employer helped enhance skills

For Indian expat Radhakrishnan Unnilath, a job opportunity in the United Arab Emirates (UAE) has not only helped in his career, it has transformed the lives of his family members too.



The 34-year-old, who came to the UAE about five years ago, said in an interview with 'Al'Amal magazine, "when I first landed and joined as a factory workman with Hepworth Plastic Industries Co., I didn't have adequate skills. My job gave me tremendous opportunities to enhance my skills."

Unnilath underwent training by the company to develop his skills. "It was highly beneficial as I got to learn the exact work skills for my job. The training was very professional and of international standards," he said.

Unnilath worked hard to fulfil his job responsibilities and says he was always keen on increasing his skills further and has been open to learning new methods and this

attitude to learn made a significant positive impact on his growth as a worker as well in the company.

"The company gave us a very friendly work and social environment, encouraged barrier free communication and we also participated on the activities they organised. All of this created a highly positive environment."

As he honed his wood-crafting talent, his employers also encouraged him to participate in exhibitions which gave him recognition, appreciation as well as money he got from sale of his artworks.

"Developing my skills has helped not only me but even helped improve my family's lifestyle back

Working in UAE has 'changed my life'

in India. With my income, I have been able to support the education for my children in India and also offer financial help to my family.

Thanks to the opportunities provided by the company, I feel more empowered. I am highly grateful to the UAE for transforming my life."

Keen on continuing with the growth path, Unnilath says he never misses an opportunity to opt for more courses, workshops and training programmes offered by the company.



He also said the stable and well-established labour market fills him with a sense of security as the Ministry of Labour has implemented rules and regulations to ensure that the rights of the labourers are preserved.

“The best thing is that regardless of the situation, the Law protects you and is implemented well. It is beneficial for the companies and also for all the workers,” he added.







The legitimacy of Arbitration Clause in labor contracts

The aim of this paper is to examine to what extent it is legal to include an Arbitration Clause in a labor contracts in accordance with the terms of the National Labor Law number (8/1980).

A clear provision is not stipulated in the mentioned law which makes it important to investigate this matter within the legislative policy of this law.

The terms of the Labor Law provide essential rules concerning with the rights that both the contracting parties, employee and employer, have to agree upon.

The law also provides clear procedures in case of a conflict between the contacting parties.

The procedures begin with the role of the Ministry of Labor to settle the dispute between both parties in order to ensure the fair presentation of the employee interests.

Finally, the law does not approve waiver of any legal rights of the employee till the contract is still valid.



Mahmoud Fayad

In the nutshell, it is not allowed for the contracting parties to agree on arbitration clause (in case the this agreement was agreed on while the both parties still exists) because the employee is in a weak position compared with the other party.

In addition, it is legal for both parties to agree to this clause after the termination of this relation.

Connect to the Ministry through:

Toll free number:

 **800-665**

 callcenter@mol.gov.ae

Our Website:



www.mol.gov.ae

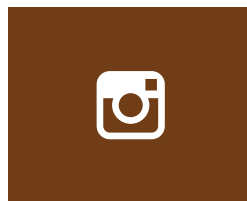
The Ministry's official social media platforms:



@moluae



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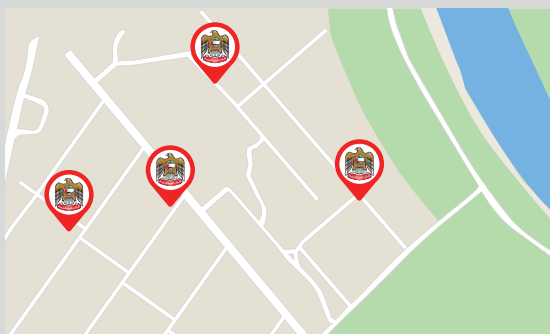


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Labour offices' location across the UAE



The Ministry of Labour's Smartphone Application



Why Private Sector is absent?!

It is absolutely important to have this year as a national year of reading, whilst last year was for innovation. It is hard for innovation or any other creative effort to thrive without reading!

Corporates and firms in the country should be concerned to make this campaign as part of their plans for development & researches, and training too.

As the public sector is setting to think of how to make this campaign as effective, as ever, by suggesting as many activities as it could be achieved within the boundaries of the year, we see private sector as not showing concern, by responding as actively as it should be.

We all know that private sector in the country, and all over the world, is mainly connected to the international capital, which makes culture of reading, pursue new trends in society, and innovation and modernization as common practice, mainly through education.

As such, if the private sector attracts new qualified comers to the market, who received their training and learning from public schools and universities, without even offering a well-recognized contribution to that, then it has to involve, not coercively, but according to the true nature of its work, to such a campaign, as it is the one to suggest of such initiation in the first place.

Private sector mainly depends on innovation and creativity in producing new ideas and products at any society. Therefore, this age has witnessed the final triumph of capitalism, with all its creative ideas has lately stormed the world, such as globalization, the web, and dissemination of basic liberties. These features enabled it to freely and flexibly be welcomed throughout the world, in order to achieve the final and fastest upgrade of humanity in history.

This sector is leading the civic change in advanced capitalist societies, making it throbbing with vitality and comprehensive development, all over the societies it is operating in.

Here, why is private sector lagging behind, to be just an investor, who lazily exploit what the public sector is suggesting, depending on it, without taking positive steps to initiate and lead the society towards its creative ideas and



Dr. Ebrahim Rashed Al Hosani
Ajman University of Sciences & Technology

ideals in administration and many other things that mainly depend on education?

When we talk about education, it seems that this sector is a real beneficial from fighting ignorance in our society, which is a precondition to disseminate reading, creativity, and innovation. It benefits from the early leavers of school in our society, by founding private universities that benefit in turn from enrolling such early leaver students who want to improve their work status later in career, by return back to study benches, in private sector universities.

Thus, as a real beneficial from those projects, as well as developing its works in recruiting qualified labor able to learn, innovate, and create through supporting such a trend not to its subjective purposes only, but to the interest of society as a whole.

Accordingly, an initiation of reading clubs everywhere in the UAE suggested by the public sector, could be consolidated even further, in turn, by making private sector adopts other projects in its workplace and different areas in society, with its strict visions.

We are just at the beginning of this national year of reading, suggested to develop our society, in order to advance to the standards of more developed world within the human civilization. The private sector, though, is invited to play even greater role within this campaign, but only if it has become aware of the role set to itself, like the way happened elsewhere in societies preceded us at this track. So, can this creative sector respond well to the initiative of a creative government of a little society with great vision?

New research suggests we work more effectively, creatively, and collaboratively when we're happy at work

Happy workers are 12 percent more productive

Conventional wisdom holds that if only we pay workers enough, they'll be productive. There may be more to it, though. Recent research hints there's a link between employees' happiness and their productivity at work. Some companies are taking note—and already seeing the payoff.



A recent study by economists at the University of Warwick found that happiness led to a 12% spike in productivity, while unhappy workers proved 10% less productive. As the research team put it, "We find that human happiness has large and positive causal effects on productivity. Positive emotions appear to invigorate human beings."

Financial incentives aren't enough to make for highly productive employees.

Professor Andrew Oswald, one of three researchers who led the study, said companies that invest in employee support and satisfaction tend to succeed in generating happier workers.

At Google, employee satisfaction rose 37% as a result of those initiatives—suggesting that financial incentives aren't enough to make for highly productive employees.

Shawn Achor, author of *The Happiness Advantage*, has found that the brain works much better when a person is feeling positive. At those times, individuals tend to be more creative and better at solving problems.

And additional research has shown that when workers are happy they're more effective collaborators working toward common goals. As Achor sees it, the incentive for organizations is clear-cut—"happiness leads to greater levels of profits" for companies that take the right steps.

Relationships and mindfulness matter—especially early on.

But the burden for improving workers' satisfaction needn't rest with companies alone.

Research suggests there are some simple ways employees can boost their own happiness, like helping out co-workers, meditating for at least two minutes every day, and reflecting on three things to be grateful for at work.

New research suggests we work more effectively, creatively, and collaboratively when we're happy at work

In other words, relationships and mindfulness matter—especially early on.

Harvard researchers Phil Stone and Tal Ben-Shahar have found that students with strong social support, both at school and at home, tended to be happier and better at dealing with stress.

As those students become adults, they take those skills with them into the workplace.

Workers with strong relationships with co-workers are likewise better at staying engaged and performing

under stress. That's led some to argue that happier employees also make better leaders.

According to Alexander Kjerulf, founder of Woohoo Inc. and the organization's "chief happiness officer," happiness is the "ultimate productivity booster." Happy employees, in his view, make better decisions, excel at managing their time, and possess other crucial leadership skills. The vast majority of working adults doesn't enjoy their work.

From the looks of it, there's certainly room to improve on the happiness factor. A recent Gallup survey found only 13% of employees are engaged at work, meaning the vast majority of working adults doesn't enjoy their work.

By one recent measure, this costs US companies roughly \$450–\$550 billion annually.

Looked at another way, though, poor worker engagement is an opportunity for companies to boost their productivity by investing in employees' welfare and workplace happiness.

Still, the question of how many resources to devote to that cause remains. And in the meantime, more research is needed to determine which practices are most successful in generating those outcomes. But there's already reason to believe this is one of those rare instances when you really can make everyone happy.

Smart cities to use 1.6 billion connected devices, says study

Smart cities will experience a drastic increase in the number of connected devices in the coming year, according to a recent Gartner report.

In the report, Forecast: Internet of Things — Endpoints and Associated Services, Worldwide, 2015, Gartner estimated 1.6 billion connected things will be used by smart cities in 2016, an increase of 39 per cent from 2015.

The report also stated that smart commercial buildings will be the highest user of IoT with 518 billion connected things to be in use in 2016.

It is believed that smart commercial buildings would be the highest users of Internet of Things (IoT) until 2017, smart homes are expected to have 339 million connected things during 2016.

And commercial real estate benefits greatly from IoT implementation, according to the research firm.

It said IoT creates a unified view of facilities management as well as advanced service operations through the collection of data and insights from a multitude of sensors.



Especially in large sites, such as industrial zones, office parks, shopping malls, airports or seaports, IoT can help reduce the cost of energy, spatial management and building maintenance by up to 30 percent.

The firm also said business applications fuelling the growth of IoT in commercial buildings

were handled through building information management systems that drive operations management, especially around energy efficiency and user-centric service environments.

In addition, Gartner predicted commercial security cameras and webcams as well as indoor LEDs will drive total growth in

2016, representing 24 per cent of the IoT market for smart cities.

Gartner also indicated IoT deployment in commercial buildings will continue to grow at a rapid pace over the next few years, and is on pace to reach just over 1 billion in 2018 and Tratz-Ryan said incentives into the deployment of IoT in commercial real estate would fuel development.

Consumer IoT applications that are fuelling growth in the smart homes space are smart TVs, smart set-top boxes, smart bulbs and various home automation tools such as smart thermostats, home security systems and kitchen appliances.

Smart homes will represent 21 per cent of total IoT use in smart cities in 2016, the highest increase over the next five years, the analyst firm said.

Device and wireless standards will be embedded in more devices. Homes will move from being interconnected to information- and smart-enabled — an integrated services environment that will provide value to the home and the individual ambience.

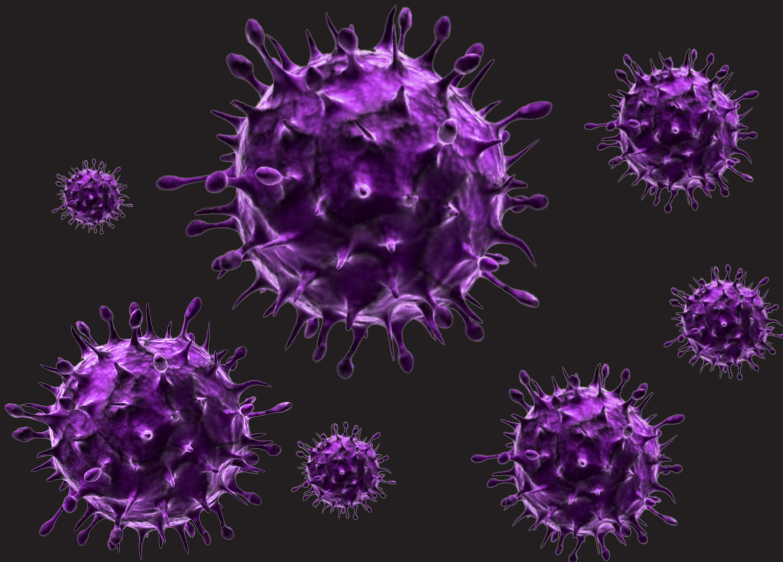
Technological advances mean citizens could actively contribute to the development and strategic direction of their city.



Vaccination most effective way to prevent it

Flu is a common infectious viral illness spread by coughs and dirty hands

As soon as the feeling of autumn is in the air, the leaves start to turn color and people move indoors, the influenza season will be on its way. Although the flu can hit individuals of all ages throughout the world anytime, the highest number of cases occur between November and March.



Influenza viruses are members of the Orthomyxoviridae family. They are lipid-enveloped, single-stranded, negative-sense, segmented RNA viruses that exist in three recognized serotypes: influenza (A, B and C).

Type A viruses are divided into subtypes based on the differences in two viral proteins called hemagglutinin (H) and neuraminidase (N). Among many subtypes of influenza A; A(H1N1) and A(H3N2) are currently circulating among humans.

Influenza C viruses are also found in people. They are, however, milder than either type A or B. People generally do not become very ill from the influenza type C viruses. Type C flu viruses do not cause epidemics. Therefore, influenza A and B viruses are included in seasonal influenza vaccines.

Signs and symptoms

The usual symptoms of influenza include the abrupt onset of high fever, muscle pain, headache, malaise, a nonproductive cough, rhinitis, and sore

throat. The typical incubation period for influenza is almost two days. However, some people will develop complications as a result of the flu, some of which can be life-threatening and result in death.

Who is at risk?

Yearly influenza epidemics can seriously affect all populations, but the highest risk of complications occur among children younger than age 2 years, adults aged 65 years or older, pregnant women, and people of any age with certain medical conditions, such as chronic heart, lung, kidney, liver, blood or metabolic diseases (such as diabetes), or weakened immune systems.

Transmission

People with flu can spread it to others up to about 6 feet away. Most experts think that flu viruses are spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Less often, a person might also get flu by touching

a surface or object that has flu virus on it and then touching their own mouth or nose. To avoid this, people should cover their mouth and nose with a tissue when coughing, and wash their hands regularly.

Seasonal epidemics and disease burden

The main influenza season falls around the winter with sporadic infections may occur throughout the year. Influenza occurs all over the world, with an annual global attack rate estimated at 5 – 10 per cent in adults and 20 – 30 per cent in children.

However, infants, elderly, or chronically ill are most at risk of developing seasonal influenza associated with hospitalization. Although difficult to assess, these annual epidemics are thought to result in between three and five million cases of severe illness and between 250 000 and 500 000 deaths every year around the world.

Much less is known about the impact of influenza in the developing world. Nevertheless, most deaths associated with influenza occur among persons aged 65 and above.

The number of influenza-associated deaths in developing countries are ambiguous and varies substantially by year, influenza virus type and subtype, and age group.

Prevention

Vaccination is the principal measure for preventing influenza and reducing the impact of epidemics. Various types of influenza vaccines have been available and used widely for more than 60 years. Influenza vaccines are safe and effective in preventing both mild and severe outcomes of influenza.

Vaccination is especially important for people at higher risk of serious influenza complications, elderly persons, and individuals of any age considered at a high risk of developing influenza-related conditions due to underlying health conditions. Vaccination reduce influenza-related morbidity by 60 per cent.

Among the elderly, vaccination is thought to reduce influenza-related morbidity by 60%. Influenza vaccine may be less effective among the elderly in preventing the infection. Yet, it reduces the severity of influenza morbidity.

WHO recommends annual vaccination for the following;

- A pregnant woman at any time during pregnancy
- Children aged 6 months to 5 years
- Elderly individuals (≥ 65 years of age)
- People with existing health conditions
- Healthcare workers

Influenza vaccines cause antibodies to develop in the body about two weeks after vaccination. These antibodies provide protection against infection with the viruses that are in the vaccine. The vaccine's effectiveness depends on how closely the vaccine matches the flu strain.

The WHO Global Influenza Surveillance and Response System (GISRS) – a partnership of National Influenza Centres around the world – monitors which influenza viruses are circulating in humans around the world throughout the year. Particularly that Influenza viruses are constantly changing.

WHO monitors influenza regionally, recommends seasonal influenza vaccine

compositions twice a, and supports efforts to develop prevention and control strategies. Starting with the 2013-2014 northern hemisphere influenza season, quadrivalent vaccine composition has been recommended with a second influenza B virus, adding to the viruses in the conventional trivalent vaccines. Quadrivalent influenza vaccines are expected to provide wider protection towards influenza B virus infections.

Treatment

Antiviral drugs for influenza are an important adjunct to reduce severe complications and deaths. Antiviral drugs lessen symptoms and shorten the time you are sick by 1 or 2 days. They also can prevent serious flu complications. The two main classes of antiviral drugs used against influenza are;

Adamantanes1(amantadine and rimantadine); and

Inhibitors of influenza neuraminidase (oseltamivir and zanamivir; as well as peramivir and laninamivir licensed in several countries).

Some influenza viruses develop resistance to the antiviral medicines, limiting the effectiveness of treatment. Thus, WHO monitors antiviral susceptibility among circulating influenza viruses to provide timely guidance for antiviral use in clinical management and potential chemoprophylaxis.



THE HALLYU Korean cultural wave attracts millions of tourists worldwide

Myeong-dong, one of the busiest places in Seoul and a premier shopping district of Korea is among the most popular tourist destinations.



This one-square-kilometer commercial neighbourhood in central Seoul's Jung-gu district is one of the city's most important shopping areas. And if you've ever visited, you probably won't be surprised to hear that Myeong-dong receives more than two million visitors every day. And given its central location, high volume of foot traffic, and cachet as a heart of cutting-edge Korean youth culture, Myeong-dong merchants pay among the world's highest rents.

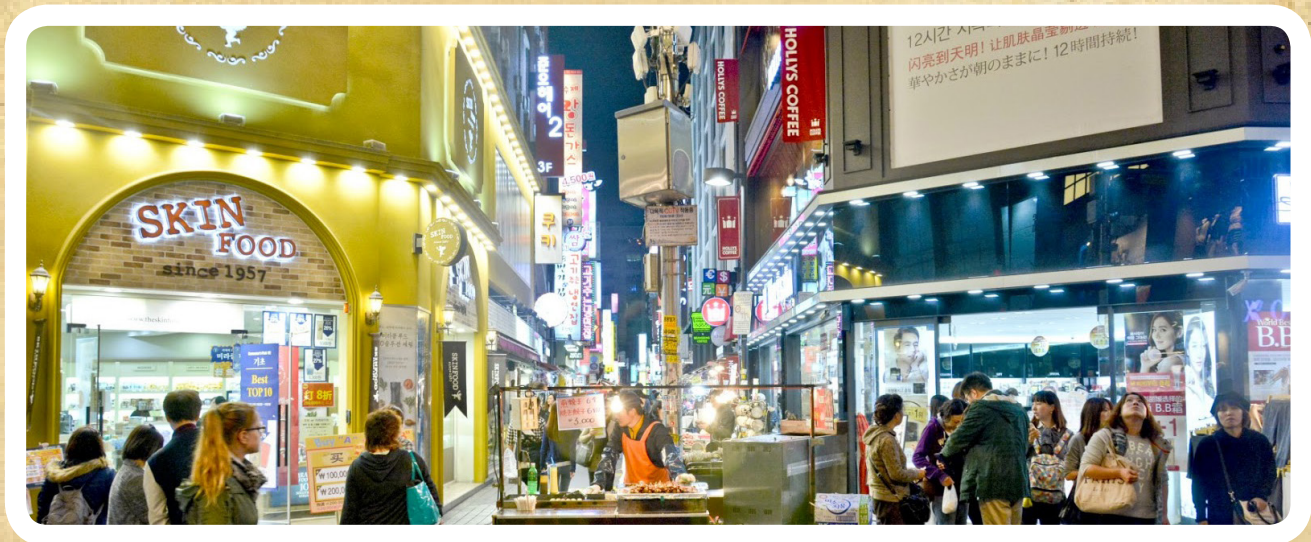
Although Seoul has many shopping districts, northern Seoul destinations like Dongdaemun or Namdaemun focus primarily on low-price, fast fashion. By contrast, Myeong-dong is where you can find mid- to high-priced luxury and designer brands. Surprisingly, it was only in the 1970s that Myeong-dong became a major shopping destination.

Although today we take it for granted, Myeong-dong really took off as a tourism destination in the early 2000s with the rise of the Hallyu Korean cultural wave.

Watching as huge numbers of Japanese and other foreign tourists flocked to the area, and it was recorded that over 14 million tourists visited Korea in 2014.

Tourism in Korea was limited to specific things like environmental areas and nature, monuments and museums, the historic old mansions and so, but it is now something completely different, the

combination of a variety of different things speak to different senses, which makes Korea increasingly a top touristic destination to many from around the world.



How many Apps are available in the MoL App Store?

A) 4 B) 5 C) 6

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

The winner will be announced in the next issue

This issue's question