



UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

Domestic Worker Manual



Contents:

Chapter one

Before Travelling to the UAE..... **4**

Chapter two

Your Rights & Obligations as A Domestic Worker **17**

Chapter three

What should you do if you face a problem? **27**



Chapter One

Before Travelling to the UAE





Dear Worker:

Chapter One

You are about to embark on a new experience that brings you to live and work in the UAE. Your employer's social and cultural habits differ from what you are accustomed to in your country. Always remember that respect between you and your employer must be mutual. It is your right as a human being and a worker to be treated respectfully, and it is also the right of the employer as a business owner to be respected and that you perform the tasks required from you.

This Manual Introduces you to:

- 1- Your rights and duties; how to guarantee these rights and carry out these duties during your work; helps you acclimate to the country you work in and cope with the people, their habits and lifestyle.
- 2- The working environment, living conditions, and cultural climate in the UAE.
- 3- Your rights and obligations as per your contract and the law.
- 4- How and where to submit your complaint if you have any problem or suffer from maltreatment, and what will happen when appealing to the authorities.

We wish you a positive and successful
work experience in the UAE.





Tips before travelling:

- 1 - Inquire about the UAE from your relatives who have previously worked in the UAE or any Arab country.
- 2 - Participate in an induction training course, if available in your country.
- 3 - Read brochures available in recruitment offices or Embassies carefully.



Before entering the UAE:



What should you do	Done	Not Done
Bring the necessary identification papers: <ul style="list-style-type: none">● Passport● Entry visa● Medical report● Work contract		
<ul style="list-style-type: none">● Read your contract and understand its terms and conditions		
<ul style="list-style-type: none">● Make a copy of all your documents and leave a copy with your family or friends		
<ul style="list-style-type: none">● Provide your family or your friends with your employment agency address, the recruitment office in UAE, and your employer's address.		
<ul style="list-style-type: none">● Save phone numbers of your local embassy		

Acclimating to UAE culture:

Knowing the culture of the country in which you work in and the habits and customs of its people helps you improve the quality of your life and avoid misunderstandings with the family you work for.

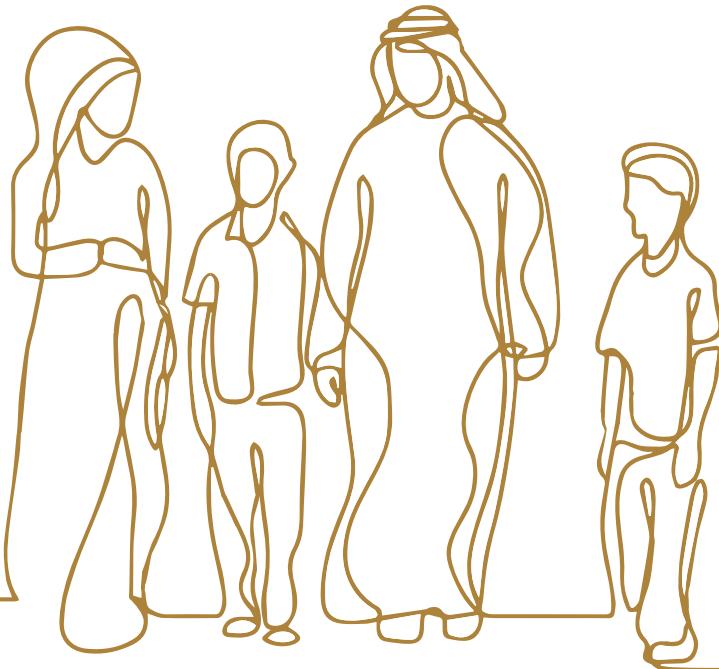
Brief History of the UAE:

- The United Arab Emirates is a federal state and its capital is Abu Dhabi.
- It consists of seven emirates: Abu Dhabi, Dubai, Sharjah, Ajman, Umm Al Quwain, Ras Al Khaimah and Fujairah.
- Located in the Eastern Arabian Peninsula in Southwest Asia.
- The environment of the UAE varies as it includes mountains, desert areas and coastal areas parallel to the sea.
- Dubai is considered the commercial hub of UAE.
- The official currency is the UAE dirham.
- The native language is Arabic, and the secondary language is English.
- Islam is the official religion.
- The general climate in the country is hot in most seasons and cool in the winter, so you may need cotton clothes.
- There are people of different religions and nationalities in the UAE, so religious and racial harmony is a must in order for people to live in peace.
- The UAE community respects all religions and tolerates all races, and racial discrimination is punishable by law.









Social Habits:

Understanding the cultural and social traditions of the UAE helps you adapt to your new work environment, and you may find the below tips helpful:



- People in the UAE are characterized by family cohesion, so large families consisting of grandparents, parents, children and grandchildren live together in one house.



- Seniors must be respected and cared for.



- Work clothes must be comfortable and suitable for the nature of your work and the hot climate, and must be decent and respectful of the local customs and traditions.



- Your employers religion may be different from your religion, so it is important that both sides understand this difference and respect each other's religion and rituals.



- The people of the UAE are conservative and adhere to rules about non-mixing (or socializing) with opposite genders must be respected in the employer's household.

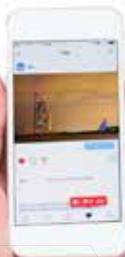


- Under no circumstances should you allow strangers to enter the house during the absence of the family members without their permission.

How to contact your family in your home country:

Communicating with family and friends is a social right in the UAE and it is your legitimate right. After receiving a SIM card (cell phone number) you can call anyone you desire, but do not forget to use your country's international code.

- You may use a VoIP (Internet calling) service. All you have to do is ask your employer about such a service; the cost is your liability, not your employer's.



When you arrive in the United Arab Emirates:

To enter the United Arab Emirates live and work there legally, you must be registered and have a valid work permit and residence visa covering the entire term of residence:

01



Arrival at the airport.

02



Someone from the recruitment office will pick you up.

03



Head to the accommodation of the recruitment office.

04



Medical examinations will be conducted for you plus the issuance of an ID card.

05



You will be educated about your rights and duties and about UAE customs and traditions.

06



You will be employed with the employer.

How to Transfer Funds to your Home Country:

There are official and approved methods in the UAE to transfer your funds to your home country.

Advantages of transferring funds through the official methods in the UAE:



- Lower transfer charges
- Quicker transferring
- Exemption from taxes
- Safer

Disadvantages of transferring funds through the unofficial methods in the UAE



- Loss of funds
- Slower transferring

Dear worker, did you know that:

Workers do not bear any financial costs such as recruitment fees or fees for the issuance of the work visa. Also, workers neither bear the cost of issuing a UAE ID card nor the cost of health insurance.

Chapter two

Your Rights & Obligations as a Domestic Worker



Your Rights:



Salary

You are entitled to receive the salary mentioned in the signed contract in UAE Dirhams at the end of each month or within a period not exceeding ten days from the due date.



Weekly Rest

You are entitled to one-day off per week without any deduction. If you worked on your weekly rest day, you have the right to an alternative rest day, or to be given a cash allowance equivalent to the full pay for that day.



Daily Rest

You are entitled to daily rest of not less than twelve hours in total, with at least eight continuous hours.





Annual Leave

- 1- You are entitled to a 30-day paid annual leave. Such leave may be carried forward to 60 days at the end of the contract. You should agree with your employer on the period during which you can enjoy your annual leave.
- 2- You have the right to a monthly two-day leave if your service term is less than one year and more than six months.
- 3- You may not be required by your employer to work during your annual leave more than one time during two consecutive years.
- 4- Upon renewal of your employment contract, you may use your leave days accrued over the course of more than two years in one go.





Cash allowances and tickets

- 1-** You are entitled to your full salary plus an equivalent leave allowance equal to your basic salary, if you are required to work during some or all of your annual vacation, and the period was not carried forward to the following year.
- 2.** You are entitled to a round-trip ticket home every two years if you continue in the same work.
- 3-** You are entitled to an equivalent cash allowance to the two-year vacation fee plus the cost of the ticket, if you wish to continue working and not use your vacation.
- 4-** You are entitled to an equivalent cash allowance to your salary for the accrued leave days you didn't get, if your contract is expired or it was terminated by one of its two parties..
- 5-** You are entitled to a return ticket to your country plus an equivalent compensation to a one-month salary, if the contract is terminated by the employer for reasons that are not your fault.





Sick leave

Inform your employer about your illness and you will have the right to treatment.

If you are sick, you have the right to sick leave for a period that does not exceed thirty days in the contractual year, with your full salary for the first fifteen days, but the next fifteen days are unpaid. You have the right to have this leave connected or separated.



Severance Pay

You are entitled to severance pay if you completed one year or more, and the pay is for fourteen days per year. You are entitled to this pay when your service with the employer ends.



If you are Employed with a Recruitment Agency, the Agency's Obligations are as Follows:

01



Providing you with temporary residence, equipped with decent living facilities plus three meals a day.

02



Introducing you to the nature of your work, and your full salary.

03



Conducting the necessary medical examinations for you within a maximum of thirty days after entering the country.

04



Informing the authorities regarding any violation of your rights and freedom.

05



Educating you on the customs and traditions of society.

06



Treating you in a way that preserves your dignity.

If you are Employed with an Employer, the Employer's Obligations are as Follows:

01



Issuing your work permit.

02



Finding decent accommodation for you and providing you a suitable place to sleep, with sufficient privacy.

03



Providing, you with the necessary tools for work.

04



Providing the appropriate clothes or uniform, if applicable (some families require the domestic worker to wear a uniform and in this case they have to provide it for you)

05



Ensuring access to medical treatment.

06



Treating you in a way that preserves your dignity and your body's integrity.

07



You are entitled to obtain a copy of the employment contract and the employer must give it to you.

08



Providing three meals a day, or fulfilling your needs of meals.

09



You are free to practice your religious rituals in the places designated for such purposes.

Your Obligations towards your Employer:

01



You shall observe the customs and traditions of society and abide by public morals.

02



Be committed to the employer's requests unless they violate your contract or the law or public morals, which may expose you to legal accountability.

03



Do not allow strangers to enter your employer's household.

04



Keep your employer's property, work tools, and everything in your custody or at your service, in good working order.

05



Respect the privacy of the home and do not disclose secrets even after the end of the work relationship.

06



Do not use work tools outside the workplace without the permission of the employer.

07



Maintain your personal sanitation (especially when dealing with young children)

08



Perform the required work according to the guidance and supervision of the employer and what is defined by the contract. Do not be absent from work without an acceptable excuse.

09



If you lose or damage your employer's tools due to negligence or violation of instructions, there will be deduction from your total salary. If you disagree, you shall communicate with the recruitment office or the Ministry of Human Resources and Emiratisation.

If the Employer or the Recruitment Office does not comply with their obligations, you can contact the Recruitment Office or the Ministry of Human Resources and Emiratisation at : **80060**

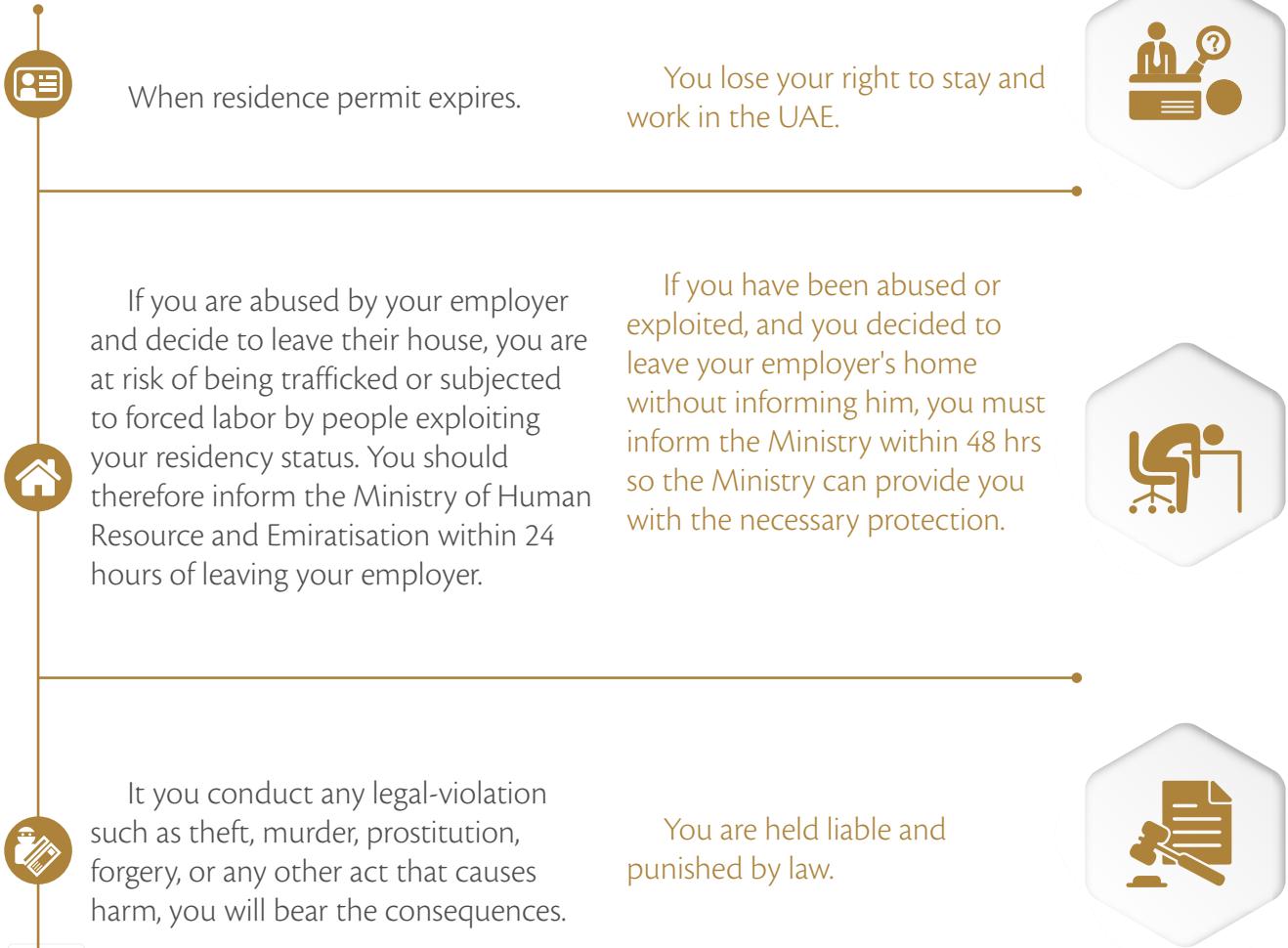
Chapter three

What should you do if you face a problem?



Losing your Residency in the UAE

What happens when you lose your legal residency?





Some Tips:

What to do if you have a problem:

What you might encounter	Wrong solution 	Right solution 
Bad treatment	Leaving your employer's house without communicating with the relevant authorities may put you in a more difficult or dangerous situation than the one you are facing.	<ul style="list-style-type: none">● Communicate with the Ministry of Human Resources and Emiratization or the Recruitment Office at 80060
Unpaid Wages	Being absent from work and leaving your employer's house may put you in a more difficult or dangerous situation than the one you are facing.	<ul style="list-style-type: none">● Try to discuss your situation with your employer, especially if the problem relates to your rights mentioned in the employment contract.● Communicate with the recruitment office or the Ministry of Human Resources and Emiratization at 80060

Dear Worker, know that:

- 1** The UAE criminalizes discrimination, forced labor verbal physical and sexual harassment against workers, and stipulates significant punishment to those who commit any of these crimes.
- 2** The UAE will provide you with the necessary protection if you are subjected to any form of violence. In this case, you must immediately contact the Ministry of Human Resources and Emiratisation or the Office of Recruitment at **80060**.
- 3** **Compulsion**
Forced labor is prohibited in the UAE, and the recruitment office or the employer does not have the right to force you to work without your consent. If you are forced to work against your will and need any help, you may contact the Ministry of Human Resources and Emiratisation at **80060**
- 4** **Threat of deportation**
If the employer tries to threaten you with deportation to prevent you claiming your rights or your salary, know that this threat is illegal and that you can request assistance through the following channels: **80060**
- 5** If you leave the workplace without the employer's knowledge, you must notify the Ministry within 48 hours to guarantee that you have another job opportunity.

In cases where there has been any of the following violations, the employer has full power to terminate your employment contract.



**Remember
that**

Any abuse by you against your employer or any of his/her family member is considered a violation of his his/her right and a valid reason to terminate your employment contract.



Some Tips:

- Memorize the phone numbers you may need: (Recruitment Office - Ministry of Human Resources and Emiratization in case you face a serious problem with your employers.
- You will need contact numbers of police, ambulance and civil defence in case there is an emergency at home or in the vicinity requiring intervention by them (fire, fall, etc.)



Civil Defence 997



Ambulance 998



police 999



Safety at the workplace

- Make sure you disconnect the power supply from all appliances when not in use.
- Make sure you disconnect all the electrical outlets that children can reach.
- Keep at least one meter between source of fire or heat and flammable materials.
- Make sure not to leave children in the kitchen unattended.
- Do not leave the kitchen for a long period of time while cooking food on the stove.
- Beware of using Clorox with hot water. It is advisable to wear plastic gloves when using chemicals. You can wear a mask to avoid inhaling these materials. You should also wear appropriate shoes to avoid slipping onto wet floors.

Hygiene standards:

Care for personal hygiene:

- Shower daily, use toiletries like soap and shampoo, trim nails, and be sure to wear clean clothes to keep you healthy.
- Wash your hands several times a day, and wear gloves if they are available to perform cleaning chores and wash your hands directly afterwards.
- Respect your employer's remarks about your personal hygiene; since you will work with the family you live with, and it is important to communicate with your employer about hygiene requirements and standards.
- Stay away from members of the house, especially children, if you have the flu, or any other illness. In addition, inform your employer about your illness and visit a doctor.

 80060

 @MOHRE_UAE

 @MOHREUAE

 @MOHRE_UAE

 @MOHRE_UAE

 MINISTRY OF
HUMAN RESOURCES
AND EMIRATISATION

www.mohre.gov.ae

Domestic.workers@mohre.gov.ae