

**ADMINISTRATIVE RESOLUTION NO.(26) OF 2022
CONCERNING THE PROCEDURES MANUAL FOR LICENSING AND REGULATING THE
WORK OF EMPLOYMENT AGENCIES**

Undersecretary for Human Resources Affairs:

Having considered:

- Federal Law No.(1) of 1972 on the competencies of the Ministries and Powers of the Ministers and amendments thereof
- Federal Decree-Law No. 33 of 2021 concerning Regulation of Labor Relations and its Executive Regulations
- Cabinet Resolution No. (25) of 2016 and Cabinet Resolution No. (33) of 2022 concerning the organizational structure of the Ministry of Human Resources and Emiratisation
- Cabinet Resolution No. (51) of 2022 regarding Licensing and Regulating The Activities of Employment Agencies
- Administrative Decision No. (10) of 2022 regarding the Procedures Manual for Licensing & Regulating the Work of Employment Agencies
- In pursuance of public interest

Has Resolved

Article (1)

Electronic forms (e-Forms) provided in MOHRE system shall be adopted, and the Procedures Manual attached hereto shall be implemented.

Article (2)

Administrative Decision No.(10) of 2022 referred to is hereby repealed, and any provision inconsistent with the provisions of this decision shall be repealed

Article (3)

Competent authorities shall take necessary actions required for the implementation of this decision in accordance with their areas of jurisdiction.

Khalil Ibrahim Al-Khoury
Acting Undersecretary for Human Resources Affairs

Issuance of a new license for Private Employment Agency (temporary employment, outsourcing and mediation):

<p>Service Description</p>	<p>Private Employment and Mediation Agencies or a combination of both activities: a service provided by the Ministry to obtain a license to practice the activities of private employment & outsourcing. This activity means employing a worker with the intention of placing him at the disposal of a third party, whereby the relationship of the worker becomes directly with the agency that has outsourced his services to a third party (the Beneficiary).</p> <p>The activities of employment agencies include mediation activities to bring the two parties and their representatives together to negotiate the terms of the employment contract with the aim of establishing an employment relationship without the agency becoming a party.</p>
<p>Service Delivery Channels</p>	<p>MOHRE website, MOHRE smart app, Business Service Centers</p>
<p>Procedures / Application Process</p>	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions and supporting documents required for verification and approval are met. 3. Initial approval from the Assistant Undersecretary for Labor Affairs, the Undersecretary for Human Resources Affairs, and His Excellency the Minister 4. The applicant shall pay the prescribed federal fees and deposit the amount of the Bank Guarantee or the Insurance as per the activity chosen. 5. Issuance of a new license by approving the application in TA'ZIZ system followed by issuing the license certificate. 6. Payment of the prescribed federal fees and deposition of the Bank Guarantee or Insurance as per the activity chosen.
<p>Required Documents</p>	<ol style="list-style-type: none"> 1. Initial approval from the Department of Economic Development to issue a license and reserve a trade name. 2. A diagram of the establishment's site/ location. 3. A copy of the passport and Emirates ID of the license holders (if any) 4. A copy of the valid commercial license of the legal company, a copy of the passport and the Emirates ID of the legal representative (if any) 5. Acknowledgment of consent of compliance with the applied legal regulations for the practice of agency business 6. A Credit report of the applicant, the person in the sole proprietorship or the partners in the legal person issued by a competent authority. 7. A valid Clearance Certificate 8. Financial Solvency Certificate (Bank statement issued by the bank)

	9. Property Report of the license holders issued by the Land Department
Terms and Conditions	<ol style="list-style-type: none">1. The license applicant in the Sole Proprietorship or any of the partners in the legal person must not be an employee in the Ministry or one of his second- degree relatives, husband or wife, provided that the legal representative of the legal person submits a written acknowledgment thereof2. The applicant must have a premise with a clear address solely for practicing employment business. The Ministry may grant the applicant an exception to practice his activities online (subject to the Ministry approval).3. The legal representative of the legal person must submit a written declaration indicating his knowledge and acceptance of the legal regulations governing the practice of agency business.4. The person in the sole proprietorship or any of the partners in the legal person, shall not have previous convictions for an offence against honour, breach of trust, human trafficking, or one of the offences set forth in the decree-law, unless he was rehabilitated, if he was sentenced to imprisonment, or after the lapse of one year from the date of the judgment, if he was sentenced with a fine.5. The Sole Proprietorship or the Legal Person shall submit a bank guarantee not less than AED 300,000 (three hundred thousand dirhams) throughout the license validity for licensing of Mediation Agencies, and a bank guarantee not less than one million dirhams for licensing of Temporary Employment and Outsourcing Agencies or a combination of the two activities (temporary recruitment and mediation). The guarantee shall be automatically renewed or an insurance system shall be introduced as an alternative to the guarantee. The Ministry may allocate whole or part of the guarantee or insurance, to settle any arrears or payments due by the agency resulting from breaching its obligations or failure to comply with the instructions and the decision issued thereof.6. A Credit report of the applicant, the person in the sole proprietorship or the partners in the legal person issued by a competent authority.7. The Agency may not make any changes or amendments to the license details without obtaining a written approval from the Ministry.8. Any other requirements issued pursuant to a decision of the Minister.

		<p>Federal Fees: AED25,000 for issuing a branch license for a Mediation Agency AED 50,000 for issuing a new license for a Temporary Employment Agency AED 75,000 for issuing a license for both activities Temporary Employment and a Mediation Agency.</p>
Service Time	Response	<p>10 working days.</p> <p>The customer will be notified upon completion. Customers may follow up their applications by logging into MOHRE inquiry services through www.mohre.gov.ae , MOHRE smart app , call center 80060</p>

2. Renewal of a Private Employment Agency (temporary employment, outsourcing and mediation) License

Service Description	A service provide by the Ministry for agencies wishing to renew the license of a temporary employment or a mediation agency.
Service Delivery Channels	MOHRE website, MOHRE smart app, Business Service Centers
Procedures / Application Process	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions and supporting documents required for verification and approval are provided. 3. The applicant shall pay the prescribed federal fees and deposit the amount of the Bank Guarantee or the Insurance as per the activity chosen, taking into account any variations in fees, guarantee or insurance amount in case of adding or deleting an activity 4. Renew the license in TA'ZIZ system followed by issuing the renewed license certificate.
Required Documents	<ol style="list-style-type: none"> 1. A copy of the trade license 2. A valid clearance certificate
Terms and Conditions	<ol style="list-style-type: none"> 1. The license applicant in the Sole Proprietorship or any of the partners in the legal person must not be an employee in the Ministry or one of his second- degree relatives, husband or wife, provided that the legal representative of the legal person submits a written acknowledgment thereof

	<p>2. The applicant must have a premise with a clear address solely for practicing employment business. The Ministry may grant the applicant an exception to practice his activities online (subject to the Ministry approval).</p> <p>3. The legal representative of the legal person must submit a written declaration indicating his knowledge and acceptance of the legal regulations governing the practice of agency business.</p> <p>4. The person in the sole proprietorship or any of the partners in the legal person, shall not have previous convictions for an offence against honour, breach of trust, human trafficking, or one of the offences set forth in the decree-law, unless he was rehabilitated, if he was sentenced to imprisonment, or after the lapse of one year from the date of the judgment, if he was sentenced with a fine.</p> <p>5. The Sole Proprietorship or the Legal Person shall submit a bank guarantee not less than AED 300,000 (three hundred thousand dirhams) throughout the license validity for licensing of Mediation Agencies, and a bank guarantee not less than one million dirhams for licensing of Temporary Employment and Outsourcing Agencies or a combination of the two activities (temporary recruitment and mediation). The guarantee shall be automatically renewed or an insurance system shall be introduced as an alternative to the guarantee. The Ministry may allocate whole or part of the guarantee or insurance, to settle any arrears or payments due by the agency resulting from breaching its obligations or failure to comply with the instructions and the decision issued thereof.</p> <p>6. The Agency may not make any changes or amendments to the license details without obtaining a written approval from the Ministry.</p> <p>7. Any other requirements issued pursuant to a decision of the Minister.</p> <p>Federal Fees: AED 12,500 License renewal fees of a Mediation Agency or a branch AED 25,000 License renewal fees of a Temporary Employment Agency or a branch AED 37,500 License renewal fees for combining Temporary Employment and Mediation Agency activities or a branch.</p>
Service Response Time	<p>5 working days.</p> <p>The customer will be notified upon completion. Customers may follow up their applications by logging into MOHRE inquiry services through www.mohre.gov.ae , MOHRE smart app , call center 80060</p>

Amendment of the Private Employment Agency License (temporary employment, outsourcing and mediation):

<p>Service Description</p>	<p>A service provide by the Ministry for agencies wishing to amend the details or its license (Adding Partner/ Withdrawal of Partner / Assignment of License / Changing Activity/ Changing Trade/Co. Name / Adding Activity/ Changing Business Site)</p>
<p>Service Delivery Channels</p>	<p>MOHRE website, MOHRE smart app, Business Service Centers</p>
<p>Procedures Application Process</p>	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions and supporting documents required for verification and approval are provided. 3. The applicant shall pay the prescribed federal fees and deposit the amount of the Bank Guarantee or the Insurance as per the activity chosen, taking into account any variations in fees, guarantee or insurance amount in case of adding or deleting an activity 4. Renew the license in TA'ZIZ system followed by issuing the renewed license certificate.
<p>Required Documents</p>	<ul style="list-style-type: none"> • Adding Partner/ Assignment (the establishment owner to the new owner) <ol style="list-style-type: none"> 1. Private Employment Agencies Amendment Form 2. A passport copy and EID of the Owner or the New Owner (if any) 3. A valid copy of the Legal Person trade license and a passport copy and EID of the company representative (if any) 4. Valid Clearance Certificate 5. Acknowledgment of consent to comply with the applied legal regulations for the practice of agency business 6. Financial Solvency Certificate (Bank statement issued by the bank), except for Sheikh category. ▪ Withdrawal of Partner /Changing Activity/ Changing Trade/Co. Name / Adding Activity/ Changing Business Site <ol style="list-style-type: none"> 1. Private Employment Agencies Amendment Form 2. Initial approval from the Economic Development Department to amend license details.

	3. Trade license & Partners Amendment
Terms and Conditions	<p>1. No restrictions shall be imposed on the establishments of the Assignee and the New Partner.</p> <p>2. The agency shall not restrict, suspended or fined.</p> <p>3. A valid and full Bank Guarantee/ Insurance.</p> <p>Federal Fees: N/A</p>
Service Response Time	<p>5 working days.</p> <p>The customer will be notified upon completion. Customers may follow up their applications by logging into MOHRE inquiry services through www.mohre.gov.ae , MOHRE smart app , call center 80060</p>

Establishing a branch for the Private Employment Agency (temporary employment, outsourcing and mediation):

Service Description	<p>A branch for a Private Employment Agency (temporary employment, outsourcing and mediation) or a combination of both activities: a service provided by the Ministry to obtain a private employment agency branch license. This activity means employing a worker with the intention of placing him at the disposal of a third party, whereby the relationship of the worker becomes directly with the agency that has outsourced his services to a third party (the Beneficiary).</p> <p>The activities of employment agencies include mediation activities to bring the two parties and their representatives together to negotiate the terms of the contract and employment, with the aim of establishing an employment relationship without the agency becoming a party.</p>
Service Delivery Channels	MOHRE website, MOHRE smart app, Business Service Centers
Procedures / Application Process	<p>1. Submit an application through one of the service delivery channels.</p> <p>2. Ensure that conditions and supporting documents required for verification and approval are met.</p> <p>3. Submit the application for approval by the Assistant Undersecretary for Labor Affairs</p> <p>4. The applicant shall pay the prescribed federal fees and deposit the amount of the Bank Guarantee or the Insurance as per the activity chosen.</p>

	5. Issue the license in the system followed by issuing the license certificate.
Required Documents	<ol style="list-style-type: none"> 1. Initial approval from the Department of Economic Development to issue a license and reserve a trade name. 2. A diagram of the establishment's site. 3. A copy of the passport and Emirates ID of the license holders (if any) 4. A copy of the valid commercial license of the legal company, a copy of the passport and the Emirates ID of the legal representative (if any) 5. Acknowledgment of consent to comply with the applied legal regulations for the practice of agency business 6. A Credit report of the applicant, the person in the sole proprietorship or the partners in the legal person issued by a competent authority. 7. A valid clearance certificate 8. Financial Solvency Certificate (Bank statement issued by the bank) 9. Property Report of the license holders issued by the Land Department
Terms and Conditions	<ol style="list-style-type: none"> 1. The license applicant in the Sole Proprietorship or any of the partners in the legal person must not be an employee in the Ministry or one of his second- degree relatives, husband or wife, provided that the legal representative of the legal person submits a written acknowledgment thereof 2. The applicant must have a premise/ site with a clear address solely for practicing employment business. The Ministry may grant the applicant an exception to practice his activities online (subject to the Ministry approval). 3. The legal representative of the legal person must submit a written declaration indicating his knowledge and acceptance of the legal regulations governing the practice of agency business. 4. The person in the sole proprietorship or any of the partners in the legal person, shall not have previous convictions for an offence against honour, breach of trust, human trafficking, or one of the offences set forth in the decree-law, unless he was rehabilitated, if he was sentenced to imprisonment, or after the lapse of one year from the date of the judgment, if he was sentenced with a fine.

	<p>5. The Sole Proprietorship or the Legal Person shall submit a bank guarantee not less than AED 300,000 (three hundred thousand dirhams) throughout the license validity for licensing of Mediation Agencies, and a bank guarantee not less than one million dirhams for licensing of Temporary Employment and Outsourcing Agencies or a combination of the two activities (temporary recruitment and mediation). The guarantee shall be automatically renewed or an insurance system shall be introduced as an alternative to the guarantee. The Ministry may allocate whole or part of the guarantee or insurance, to settle any arrears or payments due by the agency resulting from breaching its obligations or failure to comply with the instructions and the decision issued thereof.</p> <p>6. A Credit report of the applicant, the person in the sole proprietorship or the partners in the legal person issued by a competent authority</p> <p>7. The Agency shall pledge not to make any changes or amendments to the license details without obtaining a written approval from the Ministry.</p> <p>8. Any other requirements issued pursuant to a decision of the Minister.</p> <p>Federal Fees: AED25,000 for issuing a branch license for a Mediation Agency AED 50,000 for issuing a new license for a Temporary Employment Agency AED 75,000 for issuing a license for both activities Temporary Employment and a Mediation Agency.</p>
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License cancellation (temporary employment, outsourcing and mediation) as per the Owner’s request:

Service Description	An online application submitted by the establishment owner to cancel the license of a private employment agency.
Service Delivery Channels	MOHRE website, MOHRE smart app, Business Service Centers
Procedures Application Process /	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions and supporting documents required for verification and approval are met. 3. Cancellation of the license by TA’ZIZ system.

Required Documents	N/A
Terms and Conditions	<ol style="list-style-type: none"> 1. Settle the conditions of its employees 2. Payment of imposed fines (if any), if the license holder fails to settle and remedy restrictions and violations, the Bank Guarantee or the Insurance will be liquidated to pay the fines resulting therefrom.
Service Response Time	<p>One working day.</p> <p>The customer will be notified upon completion. Customers may follow up their applications by logging into MOHRE inquiry services through www.mohre.gov.ae , MOHRE smart app , call center 80060</p>

Refund of the Bank Guarantee

Service Description	The Sole Proprietorship or the Legal Person shall submit an application to the Ministry to refund the Bank Guarantee deposited for obtaining an agency license in case of canceling the said license.
Service Delivery Channels	MOHRE website, MOHRE smart app, Business Service Centers
Procedures / Application Process	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions and supporting documents required for verification and approval are met. 3. Issuance of the refund cheque by TA'ZIZ system.
Required Documents	N/A
Terms and Conditions	No restrictions of fines due.
Service Response Time	<p>One working day.</p> <p>The customer will be notified upon completion. Customers may follow up their applications by logging into MOHRE inquiry services through www.mohre.gov.ae , MOHRE smart app , call center 80060</p>

Completing the value of the Bank Guarantee

Service Description	A service provided by the Ministry to the agency that added an activity which requires increasing the amount of the required bank guarantee or the insurance.
Service Delivery Channels	MOHRE website, MOHRE smart app, Business Service Centers
Procedures / Application Process	<ol style="list-style-type: none"> 1. Submit an application through one of the service delivery channels. 2. Ensure that conditions and supporting documents required for verification and approval are met. 3. The applicant must settle the guarantee amount with the bank or increase the insurance cover with the insurance company according to the value of the required higher amount.
Required Documents	N/A
Terms and Conditions	<ol style="list-style-type: none"> 1. The applicant shall pledge to cover the value of the higher bank guarantee or the Insurance.
Service Response Time	<p>One working day.</p> <p>The customer will be notified upon completion. Customers may follow up their applications by logging into MOHRE inquiry services through www.mohre.gov.ae , MOHRE smart app , call center 80060</p>