



# DHCR Employment and VISA Policy

POLICY AND PROCEDURE

Department: Government Services  
Document Identifier: PP/VP/001/03



## Employment and Visa Policy-DHCR

### INTRODUCTION

DHCR provides comprehensive government services by interfacing with various departments within the Government of Dubai and the UAE Ministries for all Dubai Healthcare City Business Partners as part of one stop shop services. One of those services is the issuance and maintenance of visas. This policy has been developed related to employment and Visa within DHCC.

### 1. PURPOSE

1.1	To ensure that Dubai Healthcare City Authority issues employment Visas, Visit Visas, Medical Tourism Visa, Student Visas, Non-Sponsored ID cards, Non-Sponsored Access Card , Official Letter services and other employee related services in line with their established entitlements of all Free Zone Licensees and its employees.
1.2	The approval of commitments and transactions outlined in this policy must always be made by the parties that have been designated the responsibility for final approval. Any or all other transactions not defined in this policy shall be within the authority.
1.3	To provide license holders the required information in order to comply with the relevant rules and regulations and avoid any unauthorized visa practices. <ul style="list-style-type: none"> <li>1.3.1 Misuse of purpose of visas, thus making it a hidden profession and source of income.</li> <li>1.3.2 Arranging manpower for their subsidiaries or any other companies inside or outside the free zone.</li> <li>1.3.2 Applying for visas for domestic help and relatives as staff to avoid minimum deposits at ICA.</li> </ul>

### 2. APPLICABLE TO

2.1	This policy is applicable to all free zone companies registered under DHCA, individuals together with their respective agents, beneficiaries and executors who conduct transactions for and on behalf of the Authority.
2.2	All licensees and/or associates or employees operating in the free zone are required to comply with the visa policy. Ignorance of the rules and regulations excuses no one from compliance therewith.
2.3	Specific instructions received from Dubai Courts and/or other Government Authorities pertaining to the sponsored employees will be executed by the Authority.

### 3. POLICY

3.1	<p>Visa Services</p> <p>3.1.1 All Employees working in the Free Zone must obtain either Visa, Non-Sponsored ID or Non-Sponsored Access card as applicable.</p>
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- 3.1.2 Licensees Visa Eligibility will be based on Leased Area and other activity related factor as prescribed by the authority from time to time.
- 3.1.3 All appropriate approvals for processing a transaction, are obtained and complied in accordance with the mandates of this policy.
- 3.1.4 A Personnel Secondment Agreement (PSA) must be signed and submitted prior to process any visa services.
- 3.1.5 Licensee shall ensure all visas pertaining to the ICA are renewed and/or cancelled or repatriated or declared absconder within the allowed time.
- 3.1.6 Employment visas are issued for employment purposes only. In the event of any shareholder obtains a visa from The Authority, they will be considered as an employee of the company.
- 3.1.7 The Authority shall issue visas for shareholders as an investor/partner with specific approval from ROC.
- 3.1.8 Employee who are under the sponsorship of DHCA may allowed to work outside DHCC by obtaining prior approval from DHCR and relevant authorities as applicable in line with rules, regulations, Agreement and UAE federal Labor Law.
- 3.1.9 Employee who are under the sponsorship other than DHCA may allowed to work inside DHCC by obtaining prior approval from GSO and relevant authorities as applicable in line with rules, regulation, agreement and UAE federal Labor Law as illustrated in Appendix 2.
- 3.1.10 All the Licensee must provide the copies of Employment contract to respective employee and The Authority.
- 3.1.11 The ownership of freehold properties does not entitle the owner to obtain any type of visa from The Authority unless the commercial license has been obtained from DHCA.
- 3.1.12 Any licensee operating on a shift basis must obtain specific approval from the Authority prior to deploying employees on a shift basis, as this may have an impact on the visa eligibility. Non-compliance or breach of this requirement shall entitle the Authority to take necessary action.
- 3.1.13 Each additional shift or increased business volume shall be offered up to 100% visa eligibility in addition to their entitlement, subject to evaluation and approvals by the ROC.
- 3.1.14 In addition to the above in 3.1.13, any request for the additional visa to a maximum of 20% exceeding actual visa eligibility shall require specific approval from ROC (minimum 2 additional Visa)\*\*



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- 3.1.15 Any request for the additional visa in addition to 3.1.13 and 3.1.14 shall require Specific approval from CRO of DHCR.
- 3.1.16 The Authority ceases the sponsorship of the employees who have resigned or have been terminated by the licensee. In such cases the licensee must ensure that the visa of the employee is cancelled or transferred or to declare as absconder to avoid any legal matters. Granting an extension will be at the sole discretion of the Authority.
- 3.1.17 The Authority ceases the sponsorship of the employees of de-registered or companies under cancellation. The Licensee must ensure that the visa cancellation or transfer must be completed and submit the approved document(s).
- 3.1.18 In the Event of companies cancelled by The Authority, The Authority ceases the sponsorship of the employees and has right to declare its employees as absconder or to cancel or transfer the Visa without prior notice to the licensee and its employees.
- 3.1.19 The employee has rights to apply of cancellation or transfer of his/her employment visa without approval from the employer, if the employee who have registered a labor dispute in Dubai Courts or any other Governing Authority.
- 3.1.20 The employee has rights to apply of cancellation or transfer of his/her employment visa without approval from the employer, if the employer's License has been cancelled by The Authority and the employee have registered a Labor dispute.
- 3.1.21 Business Visit visas and Medical tourism visit visa are issued solely for businesses and Medical Treatment respectively. Any such visit visa holders are mandated to comply with the statutory requirements of the Federal as well as Local Government prior.
- 3.1.22 Following the issuance of a visa, Employment ID Cards are issued in addition to the visa. Additional information regarding Employment ID Cards is available in *Appendix 2*.
- 3.1.23 In the event of any Visa Eligibility negatively impacts the licensee's consumed Visa due the Visa Policy amendment, the previous Visa eligibility shall prevail.

*\*\*a) if visa quota falls below 2 shall be round off as 2*

*b) all decimals shall be round off to the closest round numbers.*

3.2

Land Lease Eligibility

3.2.1 Any licensees who hold plot of land is eligible for visas based on the Licensee request and subject to evaluation and approval from The Authority. Any additional visa requirements during the building under construction will be subject to



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	<p>having a temporary office on-site or lease of a permanent office space within the free zone.</p> <p>3.2.2 Once the building completion certificate is issued, visas will be approved as per the GFA (Gross floor Area) or by licensed activity as applicable.</p>
3.3	<p>Education Cluster Eligibility</p> <p>3.3.1 Eligible licensees can request up to the total number of allowed admitted students on student visa quota.</p> <p>3.3.2 Eligible licensees can request up to the total number of designated faculty, administrative staff and visiting faculty visas.</p> <p>3.3.3 All faculty, staff and students are obliged to comply with the Regulations stipulated by the Authority and UAE Labor Law.</p> <p>3.3.4. Any Student / Faculty visa requirement for education activity shall be processed subject to:</p> <p>3.3.4.1 Number of Student enrollment.</p> <p>3.3.4.2 Proposed Business Plan.</p> <p>3.3.4.3 Final approval at the sole discretion of ROC.</p>
3.5	<p>Additional Visa Requirements</p> <p>3.5.1 Any visa requirement for activity <i>Operations Support</i> in excess of the allowable shall be processed subject to:</p> <p>3.5.1.1 Licensee contracts with third parties.</p> <p>3.5.1.2 Proposed Business Plan.</p> <p>3.5.1.3 Final approval at the sole discretion of ROC.</p>
3.6	<p>Visit Visas for Events:</p> <p>3.6.1 Any request for visit visas shall be subject to the approval of the Authority and in accordance to the following:</p> <p>3.6.1.1 Licensee contracts with third parties.</p> <p>3.6.2.2 Proposed Business Plan.</p> <p>3.6.2.3 Final approval at the sole discretion of ROC.</p>
3.8	<p>Violations and Penalties</p> <p>3.8.1 Any violations will result in freezing of GSO services to the Licensee or imposition of additional fines related to other government stakeholders etc., as deemed fit at the cost of licensee which includes but not limited to Blacklisting/ Banning/ Suspension of the entry of the sponsored employee Etc</p> <p>3.8.2 All licensees are expected to comply with the Authority's Regulations during their operations in the free zone. In the event of non-compliance, appropriate penalties, concerning the sponsorship, will be applicable.</p>



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3.8.3 Any violations or penalties imposed by other authorities against the licensee shall be collected by DHCR

#### 4. COMMUNICATION: (check all that apply)

<input type="checkbox"/>	Announcement
<input checked="" type="checkbox"/>	Awareness
<input type="checkbox"/>	Training
<input checked="" type="checkbox"/>	Other specify- Website Upload

#### 5. DEFINITIONS

5.1	The Authority- The Dubai HealthCare City Authority – Regulatory (DHCR)
5.2	Authorized Signatories- Means the authorized signatories appointed and delegated by each respective departments, business clusters, companies, business units, and third party to act for and on its behalf. For records and reference purposes, AUTHORITY may at any time and at its sole discretion require for the lists of each respective authorized signatories.
5.3	DHCR- Dubai Healthcare City Authority-Regulatory
5.4	Master Developer- Means the service provider who facilitates services to all common assets and facilities of the Free Zone that are intended for use by all owners, licensees, business partners and visitors within Free Zone.
5.5	ICA- The Federal Authority for Identity and Citizenship
5.6	Free Zone- The Dubai Health Care City Zone being regulated by the Dubai HealthCare City Authority
5.7	Rules- The rules and regulations including all laws implemented in the free zone.
5.8	GSO- The Government Service Operation of DHCR
5.9	KHDA- Means the Knowledge and Human Development Authority
5.10	Lease Office- A space leased out by the Licensee under a Lease Contract with the Building owner.
5.11	Licensee- A company holding a valid Free zone Commercial license under Dubai HealthCare City Authority.
5.12	Policy- This Visa Policy together with all or any appendix, amendments attached herein which shall form part of the Policy.
5.13	UAE- The United Arab Emirates
5.14	AED- United Arab Emirates Dirham
5.15	ROC- The Registry of Companies



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### 6. APPENDICES

6.1	Appendix 1 - Eligibility Matrix
6.2	Appendix 1 - Documents Associated with Visa Issuance- Employment ID Cards

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### APPENDIX 1 Eligibility Criteria

Cluster	Employment Visa
Healthcare Wellness Research & Development Education Retail Business Support Regional Headquarters Support Services Property Services	1 per 80 sq.

### Hotels & Hotel Apartments

Description	Category	Employment
Authority issues a commercial license to the operator and authorizes visas in line with the Hotel categorization.	3,4&5 Star Hotels Deluxe Hotel Apartment	1 per Room

### Business Center

SI	Category	Employment Visa
1.	Executive Desk / Desk Space	2
2.	Executive Office	3
3.	Kiosk	3





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### APPENDIX 2

#### EMPLOYMENT ID CARDS

Sponsored Employment ID Cards are issued by GSO for all employees sponsored by licensees under the free zone thereby the Licensee to utilize their allotted employment visa eligibility. Sponsored ID cards are valid till the expiry of residence visa

#### Non-Sponsored ID card:

The Non sponsored ID cards are issued to the UAE, GCC and employees sponsored by their parents or spouse who are employed by Free Zone companies.

- The issued Non-Sponsored ID cards will be counted against the total number of employees allowed to be employed in the facility.
- Non sponsored employees must sign an employment contract with sponsoring company.
- If the non-sponsored staff continues to be employed in the Free Zone, ID card must be renewed on or before the expiry date.

#### Non-Sponsored Access cards

- Non-sponsored Access cards are issued to the following employees
  - 1. Employees sponsored by the parent company of Branches who are operating in Free Zone.
  - 2. Employees Sponsored by other companies with a NOC from current sponsor/employer. Such Access cards validity shall be 1 year. Any extension of the validity subject to ROC approval.
  - 3. Golden Visa Holders
- Authority will not issue any kind of salary certificate for non-sponsored access card holders. However, the GSO will issue the access card bearing the same designation on their employment residence visa.
- If the non-sponsored employee continues to be employed in the Free Zone, the access card must be renewed prior to the expiry date.