UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

جائزة الإمارات للريادة في سوق العمل
Emirates Labour Market Award

Categories
of the Emirates Labour Market Award

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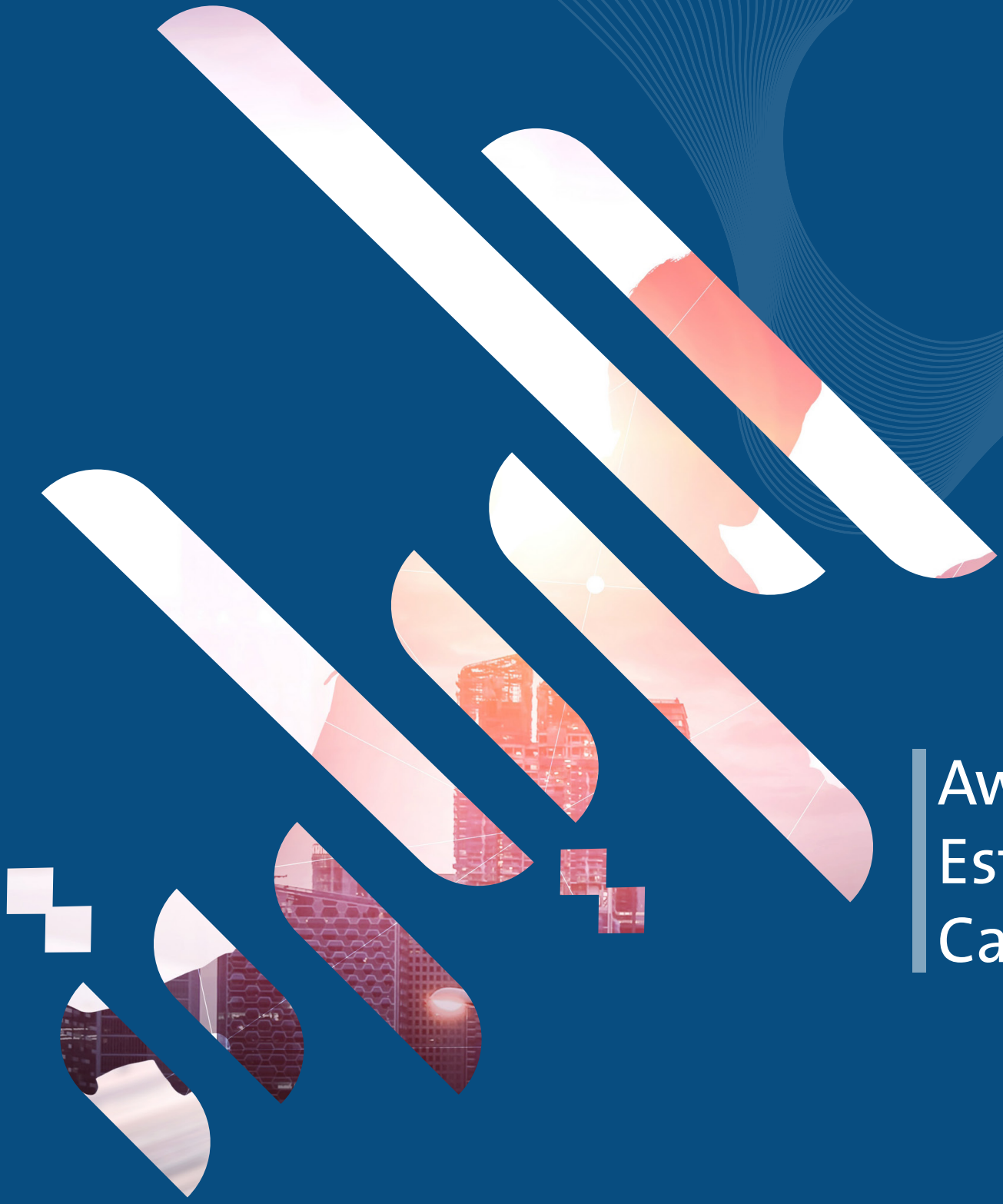


Award Criteria – Establishments Category

Award Criteria – Establishments Category

Establishments are evaluated after a participation application is submitted as per the criteria detailed below:

01 **Employment, empowerment, and attracting skilled labour.**
This criterion highlights the importance of having a workforce planning mechanism and empowering employees at all professional levels.

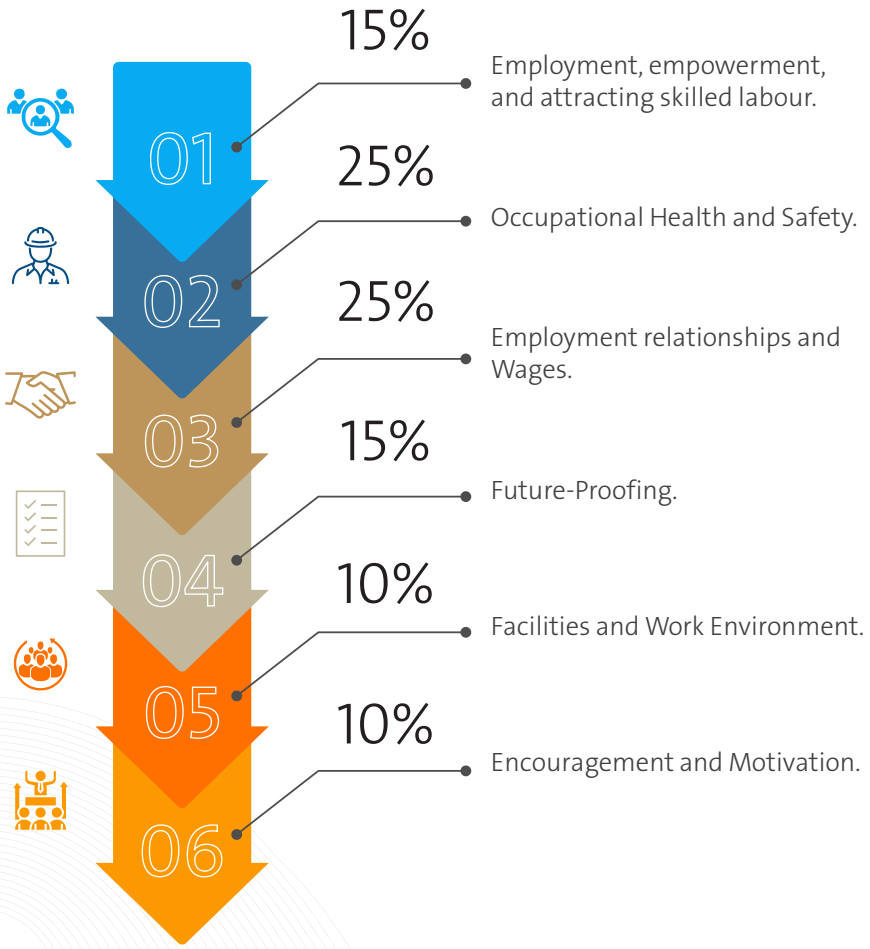
02 **Occupational Health and Safety.**
This criterion highlights the importance of having an occupational health and safety mechanism in the establishment to guarantee the workforce's safety and reduce occupational injuries.

03 **Employment relationships and Wages.**
This criterion highlights the importance of having a relationship management mechanism between the establishment and its workforce.

04 **Future-Proofing.**
This criterion highlights the importance of adopting digital technologies and artificial intelligence in the establishment's business.

05 **Facilities and Work Environment.**
This criterion highlights the importance of having facilities and infrastructure that enable the workforce to perform their tasks, along with motivating and encouraging them to increase productivity and advance quality of life.

06 **Encouragement and Motivation.**
This criterion highlights the importance of providing mechanisms and systems to encourage the workforce and ensure increased productivity.



Employment, empowerment, and attracting skilled labour

1

15%
Total

Performance Indicators

Including, but not limited to

- Percentage of Emiratisation in the establishment
- Percentage of skilled workers in the establishment (total cumulative)
- Percentage of working women out of the total skilled workers in the establishment
- Number of employees with disabilities appointed in the establishment
- Percentage of commitment to the standards of cultural diversity in the establishment
- Average hours of training for each worker
- Percentage of trained employees out of the total workforce
- Percentage of commitment to paying end of service rewards

10%

5%

Sub-Criteria

Including, but not limited to

- Availability of manpower planning system and Emiratisation mechanism
- Availability of systems for attracting and retaining talent
- Availability of systems of equal opportunities for job seekers (gender, elderly, people with disabilities and worker levels and categories)
- Availability of job security and promotion systems
- Availability of workforce empowerment and career development mechanisms
- Availability of annual manpower training plans
- Availability of an end-of-service reward mechanism
- Availability of workforce talent records according to specialties
- Availability of trainees› records according to training programs

2 Occupational Health and Safety

25% Total

15%

Performance Indicators

Including, but not limited to

- Rate of recorded work injuries and occupational accidents (major, minor)
- Number of working days lost as a result of labour injuries
- Number of approved health and safety training programs
- Number of hours of occupational safety training
- Percentage of workers benefiting from occupational health and safety awareness programs
- Percentage of coverage in health insurance
- Number of occupational health and safety development policies and systems
- Number of procedures and instructions adopted for the safety and health of workers in the work environment

10%

Sub-Criteria

Including, but not limited to

- Availability of occupational health and safety policies that reflect positively on the productivity of workers in the establishment
- Availability of approved and updated systems and procedures that ensure the health and safety of workers in the workplace, with identification of potential risks and controls to reduce risks
- Availability of safe work environment
- Availability of preventive and curative healthcare for all categories of workers (such as medical supplies, medicines, injections, medication, and hospital accommodation opportunities)
- Availability of medical insurance for the workers at the establishment's expense without placing any financial burden on workers
- Granting workers leaves and sick leaves in case of injury or illness during work
- Spreading awareness about safety issues in the work environment and training workers to avoid hazards and accidents, and providing training records about them
- Availability of supplies, equipment, devices and public safety techniques necessary to implement health and safety procedures at work sites
- Availability of a first-aid room and a nurse or doctor in the workplace
- Availability of insurance against work injuries or coverage of burial expenses and deceased transportation
- Availability of work injury records, analysing and using them to take corrective action

employment relationships and wages

3

Performance Indicators

Including, but not limited to

- Percentage of commitment to paying wages on time
- Percentage of resolved worker grievances and complaints annually
- Rate of settled labour complaints
- Number of violations recorded against the establishment by government agencies
- Number of labour strikes
- Number of working days lost as a result of labour strikes
- Number of participants in labour strikes
- Number of communication channels available to workers
- Number of consultative meetings with management

15%

25% Total

10%

Sub-Criteria

Including, but not limited to

- Availability of a system for managing the relationship between the establishment and the workforce to ensure transparency and fairness
- Availability of programs to protect workers from practices of discrimination against race, religion, colour, language, gender, sect, and others
- Availability of wage payment mechanisms
- Developing channels of communication between the establishment and the labour groups to ensure freedom of thinking and expressing their opinions in innovative ways
- Availability of approved systems and procedures to deal with complaints and grievances
- Commitment to managing and resolving complaints and grievances received from all worker categories before they reach the courts
- Availability of labour grievances records, analysing and using them to take corrective action to amend systems and policies

Future-Proofing

4

Performance Indicators

Including, but not limited to

- Number of technologies used in the establishment
- Percentage of reduced and managed risks
- Number of tools used to study and analyse changes
- Number of innovative solutions adopted
- Number of future opportunities seized
- Percentage of achieving partnership goals

5%

15% Total

10%

Sub-Criteria

Including, but not limited to

- Developing supportive mechanisms for anticipating the future, studying and exploring changes and impacts to support readiness for the future
- Adopting digital solutions and artificial intelligence technologies
- Implementing flexible and proactive programs based on specific future directions to support leadership in the labour market
- Developing possible scenarios to enhance continuity in the labour market
- Managing potential risks, reducing negative impacts and enhancing competitiveness
- Analysing and studying data regularly to evaluate performance and develop future scenarios
- Ability to adapt to changes in the labour market and sustain results and outputs for all stakeholders
- Adopting innovation and smart solutions to the challenges facing the establishment in the labour market and providing appropriate work environment
- Building, managing and exchanging knowledge, experiences and best practices with partners
- Number of consultative meetings with management

Facilities and work environment

5

Performance Indicators

Including, but not limited to

- Percentage of employee satisfaction and happiness
- Number of main and additional working hours in the establishment
- Number of employee happiness programs in the establishment
- Percentage of systems available for complaints, suggestions, grievances, performance management, innovation rewards) in the establishment
- Number of public utilities, services and places of entertainment available to workers in the establishment
- Number of social responsibility programs
- Number of workers participating in social responsibility programs

5%

10% Total

5%

Sub-Criteria

Including, but not limited to

- Providing appropriate facilities and infrastructure for workers, enhancing their wellbeing and improving their performance at work sites
- Developing mechanisms that support justice, equality, transparency and integrity among workers
- Implementing programs and initiatives for workers happiness, wellbeing and quality of life
- Providing labour accommodations appropriate to the number and needs of workers (*for establishments that have labour accommodations)
- Providing places of entertainment for workers, and opportunities for access to recreational places, gardens, facilities, shopping malls, exchange centres etc.
- Providing workers with clean, air-conditioned and safe transportation to and from workplaces
- Commitment to daily working hours and weekly rest days, and banning work during noon
- Availability of social responsibility plans and programs
- Availability of documented and approved initiatives or guidelines that reflect the establishment's vision and direction towards preserving workers' rights and enhancing their productivity

Encouragement and motivation

6

Performance Indicators

Including, but not limited to

- Number of suggestions received from workers
- Percentage of adopted suggestions
- Percentage of honoured workers during the year
- Value of annual bonuses received by workers

5%

10% Total

5%

Sub-Criteria

Including, but not limited to

- Availability of motivation and evaluation systems
- Availability of manpower evaluation mechanisms
- Availability of mechanisms for feedback on the workforce performance
- Availability of mechanisms/systems for proposals and dissemination of mechanisms for receiving, evaluating and implementing proposals
- Encouraging and motivating workers to use the suggestion system as an effective communication channel between management and workers
- Providing lists of received and implemented proposals
- Circulating, disseminating and communicating the mechanism for rewarding the different groups of workers
- Providing lists of honoured and rewarded people
- Linking rewards and suggestions systems with the aim of motivating workers to think creatively in enhancing skills and work techniques
- Listing of processes, policies or procedures that have been developed or updated as a result of receiving proposals and the benefits resulting from that in reducing time and effort and satisfying workers

Award Terms and Conditions

Establishments

1. The establishment is operating in the UAE labour market for at least 2 years
2. The establishment must not be government-owned
3. The establishment must not have been sentenced or penalized for violating any of the UAE's labour laws during the previous year
4. The establishment must comply with the nomination application and the award's timeframe
5. Establishments that have previously won the award cannot participate in it until two sessions have passed since they were awarded
6. Participation is optional for establishments operating in the private sector under the MoHRE's umbrella

Criteria – Business Services Partners Category

(Domestic workers recruitment agencies)

Criteria – Business Services Partners Category

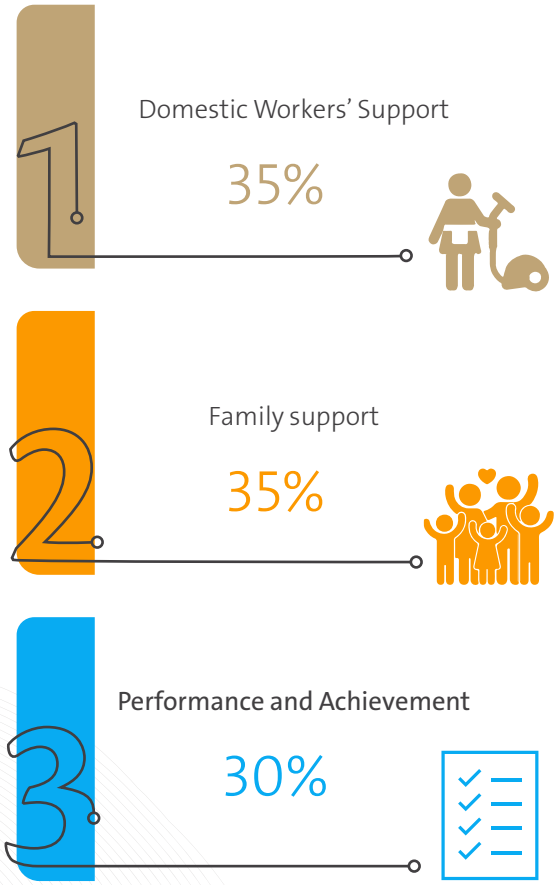
(Domestic workers recruitment agencies)

The Domestic Workers recruitment agencies are evaluated after a participation application is submitted as per the criteria detailed below:

01 **Domestic Workers' Support:**
This criterion highlights the importance of supporting Domestic Workers recruitment agencies to assist in ensuring their rights.

02 **Family Support:**
This criterion highlights the importance of supporting families by recruiting Domestic Workers and empowering them to ensure families' aspirations are fulfilled

03 **Performance and Achievement:**
This criterion highlights the importance of having mechanisms that ensure service and transactions quality and following up on their performance.



Domestic Workers' Support

35%
Total

1

Performance Indicators

Including, but not limited to

- Percentage of trained Domestic Workers
- Percentage of resolved complaints from Domestic Workers annually
- Number of communication channels available for Domestic Workers

20%

15%

Sub-Criteria

Including, but not limited to

- Availability of system for educating and training Domestic Workers
- Securing suitable housing for Domestic Workers
- Developing communication channels between Domestic Worker and recruitment office
- Availability of a system/mechanism for protecting workers from discrimination against race, religion, color, language, gender, sect, and others
- Providing work systems and procedures to deal with complaints related to Domestic Workers
- Commitment to managing and resolving complaints received from Domestic Workers before they reach the courts
- Availability of complaint records, analysing and using them to take corrective action to amend systems and policies

Family support

2

Performance Indicators

Including, but not limited to

- Percentage of complaints resolved for families annually
- Number of communication channels available to families
- Percentage of commitment to refund dues to families
- Percentage of trained workers out of total workforce
- Number of suggestions submitted for the development of the recruitment process
- Number of suggestions submitted for opening new labour markets

20%

35% Total

15%

Sub-Criteria

Including, but not limited to

- Availability of system/channel for families to get to know Domestic Workers within the recruitment office
- Providing qualified and trained workers according to the expectations of families
- Providing channels of communication between families and the recruitment office
- Providing systems for dealing with complaints from families
- Commitment to managing and resolving complaints received from families before they reach the courts
- Availability of complaint records, analysing and using them to take corrective action to amend systems and policies

Performance and Achievement

3

Performance Indicators

Including, but not limited to

- Percentage of transactions that do not comply with the quality of service standards out of the total number of transactions
- Percentage of compliance with service level agreement standards
- Number of suggestions for developing services
- Percentage of resolved customer complaints

15%

30% Total

15%

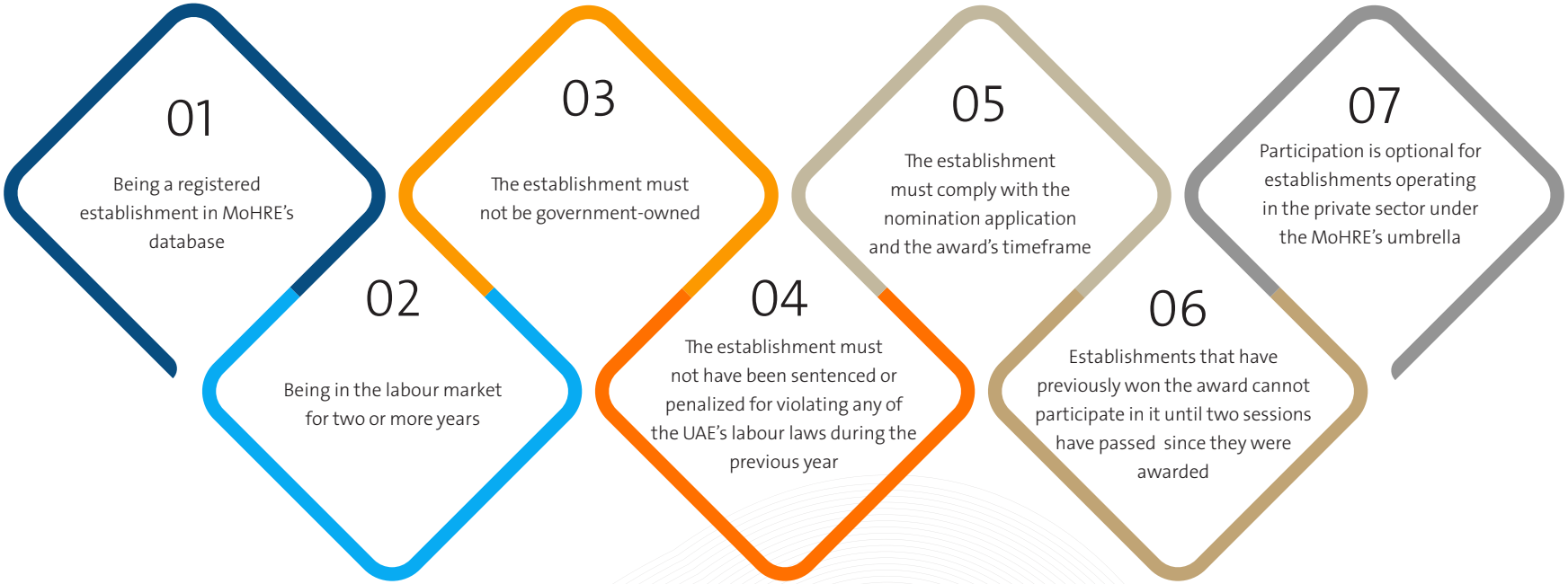
Sub-Criteria

Including, but not limited to

- Availability of service quality monitoring systems
- Availability of a mechanism for follow-up on the Service Level Agreement
- Availability of performance management reports
- Availability of a mechanism for partnership with the entities regarding the development of services
- Availability of a mechanism for receiving customer complaints

Award Terms and Conditions

Business Partners



Award Criteria – Business Services Partners Category

(Employment Agencies)

Award Criteria – Business Services Partners Category

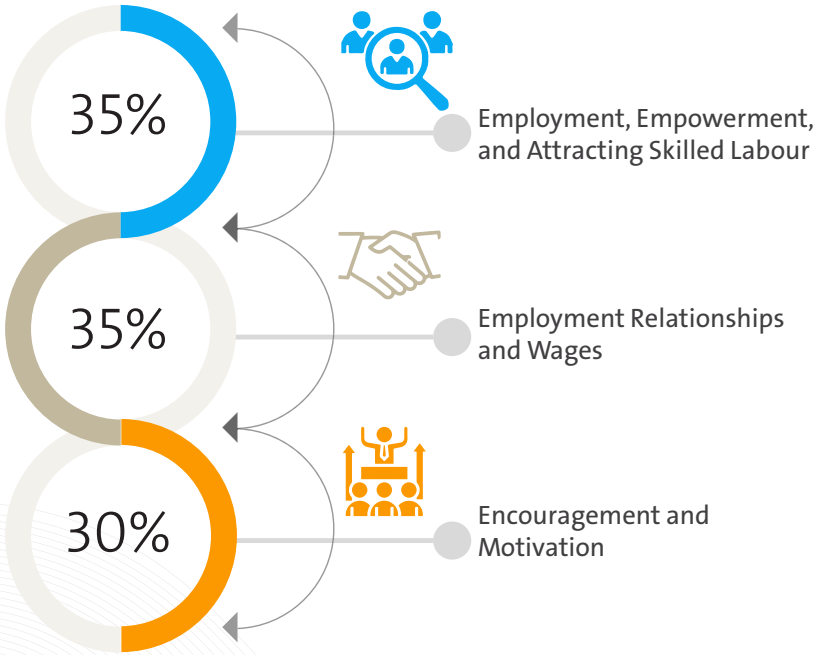
(Employment Agencies)

Employment Agencies are evaluated after a participation application is submitted as per the criteria detailed below:

01 **Employment, Empowerment, and Attracting Skilled Labour:**
This criterion highlights the importance of having a workforce planning system and empowering employees at all professional levels

02 **Employment relationships and wages:**
This criterion highlights the importance of having a relationship management system between the establishment and its workforce

03 **Encouragement and Motivation:**
This criterion highlights the importance of providing mechanisms and systems to encourage the workforce and ensure increased productivity.



Employment, Empowerment, and Attracting Skilled Labour

1

Performance Indicators

Including, but not limited to

- Emiratisation
- Cultural and demographic diversity
- Percentage of skilled employees (cumulative)
- Percentage of women employees
- Average number of hours of training given to each employee
- Percentage of trained employees out of the total workforce

20%

35% Total

15%

Sub-Criteria

Including, but not limited to

- Workforce planning system
- Hiring and retention systems
- Provide equal opportunities for job seekers (gender, age, ability)
- Career empowerment and development mechanisms
- Workforce competency list according to specialised fields
- List of trainees as per training program

Employment Relationships and Wages

2

Performance Indicators

Including, but not limited to

- On-time payment of wages
- Number of labour disputes resolved during the year
- Average of labour disputes settled
- Number of penalties issued by government entities against the establishment
- Number of communication channels available to employees

20%

35%
Total

15%

Sub-Criteria

Including, but not limited to

- A relationship management system between the agency and the workforce
- A system to protect workers from discrimination against race, religion, color, language, gender, sect, and others
- A payroll system
- Communication channels between the agency and the workforce to ensure freedom of thought and expression of opinions in innovative ways
- A systemic procedure for dealing with complaints
- Commitment to resolve complaints received from all categories of labourers, before they reach the courts
- Provide records of labour disputes, analyse them and use them to take corrective action to amend their systems and policies

Encouragement and Motivation

3

Performance Indicators

Including, but not limited to

- Number of suggestions received from employees
- Percentage of suggestions implemented, out of total applicable suggestions
- Percentage of recognised employees, out of total number of employees

15%

30% Total

15%

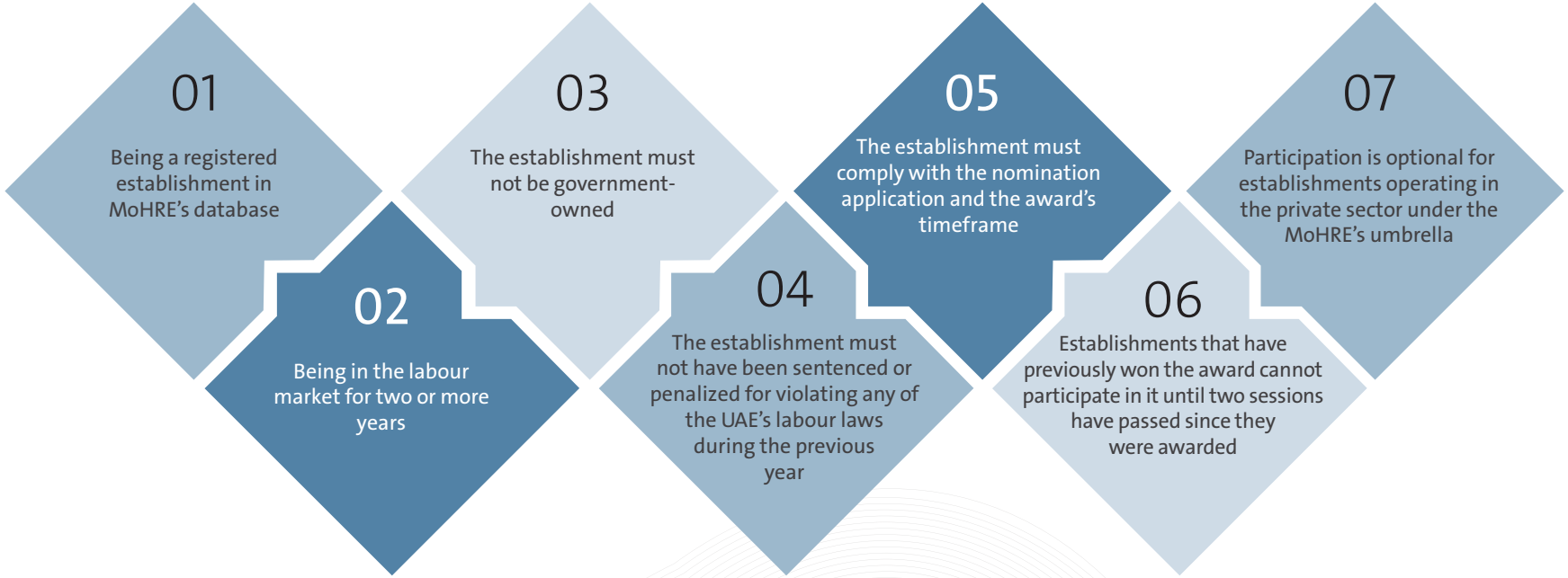
Sub-Criteria

Including, but not limited to

- Availability of Evaluation systems and motivation mechanisms in place
- Availability of Manpower evaluation systems
- Availability of System for job performance feedback and review
- Availability of Suggestions system and spreading mechanisms for receiving, evaluating and implementing suggestions
- Encouraging and incentivising employees to use the suggestions system
- Maintain a list of received suggestions, and which of them have been implemented
- Circulating the rewarding structure in place
- Maintaining a list of people who have been recognised and rewarded
- Linking the reward structure with the suggestions system, to motivate employees
- Maintaining a list of processes, policies, and/or procedures that have been developed or updated as a result of a suggestion received, the resulting efficiency in terms of time, effort, or employee satisfaction

Award Terms and Conditions

Business Partners



Award Criteria – Business Services Partners Category

(Business service centres)

Award Criteria – Business Services Partners Category

(Business service centres)

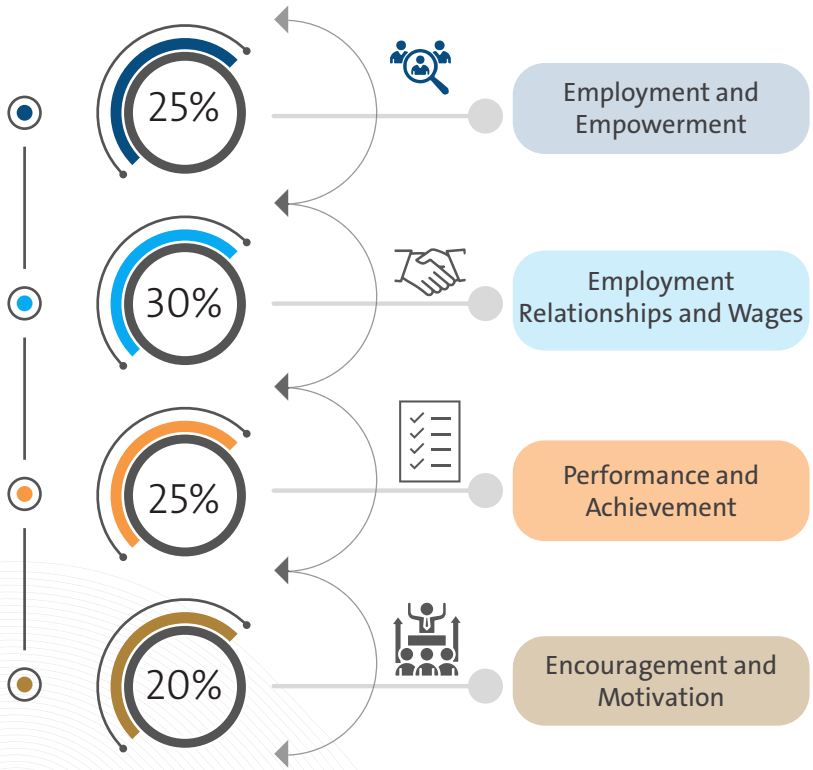
Business Service Centres are evaluated after a participation application is submitted as per the criteria detailed below:

01 **Employment and empowerment:**
This criterion highlights the importance of having a specific mechanism for workforce planning and empowerment.

02 **Employment Relationships and Wages:**
This criterion highlights the importance of having a mechanism for managing the relationship between the business services center and workers in a manner that guarantees the both parties' interests.

03 **Performance and achievement:**
This criterion highlights the importance of providing outstanding service and transactions quality and following up on their performance.

04 **Encouragement and motivation:**
This criterion highlights the importance of having mechanisms and systems to motivate workers, thus ensuring increased productivity.



Employment and Empowerment

1

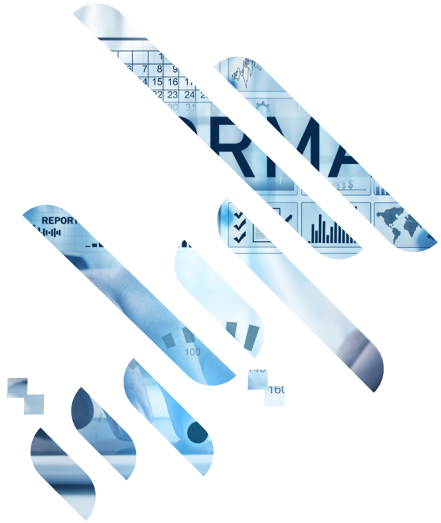
Performance Indicators

Including, but not limited to

- Emiratisation
- Percentage of skilled employees (cumulative)
- Percentage of women employees
- Average number of hours of training given to each employee
- Percentage of trained employees out of the total workforce

15%

25% Total



10%

Sub-Criteria

Including, but not limited to

- Workforce planning system
- Hiring and retention systems
- Provide equal opportunities for job seekers (gender, age, ability)
- Career empowerment and development mechanisms
- List of trainees as per training program

2 Employment and Empowerment

Performance Indicators

Including, but not limited to

- On-time payment of wages
- Number of labour disputes resolved during the year
- Number of penalties issued by government entities against the establishment
- Number of communication channels available to employees

15%

30% Total

15%

Sub-Criteria

Including, but not limited to

- A relationship management system between the business service centre and the workforce
- A payroll system
- Communication channels between the Business Service Centre and the workforce to ensure freedom of thought and expression of opinions in innovative ways
- A systemic procedure for dealing with complaints
- Commitment to resolve complaints received from all categories of labourers before they reach the courts
- Provide records of labour disputes, analyse them and use them to take corrective action to amend their systems and policies

Employment and Empowerment

3

Performance Indicators

Including, but not limited to

- Percentage of transactions that do not comply with quality standards
- Percentage of compliance with SLA standards
- Number of suggestions related to developing/advancing services
- Percentage of customer complaints resolved

10%

25% Total

15%

Sub-Criteria

Including, but not limited to

- Quality control systems in place
- SLA monitoring system in place
- Performance management reporting
- Framework for collaboration among entities regarding service development
- Mechanism for receiving customer complaints

Employment and Empowerment

4

Performance Indicators

Including, but not limited to

- Number of suggestions received from employees
- Percentage of suggestions implemented, out of total applicable suggestions
- Percentage of recognised employees, out of total number of employees

10%

20% Total

10%

Sub-Criteria

Including, but not limited to

- Availability of Evaluation systems and motivation mechanisms
- Availability of Manpower evaluation systems
- Availability of System for job performance feedback and review
- Availability of Suggestions system and spreading mechanisms for receiving, evaluating and implementing suggestions
- Encouraging and incentivising employees to use the suggestions system
- Maintain a list of received suggestions, and which of them have been implemented
- Circulating the rewarding structure in place
- Maintaining a list of people who have been recognised and rewarded
- Linking the reward structure with the suggestions system, to motivate employees
- Maintaining a list of processes, policies, and/or procedures that have been developed or updated as a result of a suggestion received, the resulting efficiency in terms of time, effort, or employee satisfaction

Award Terms and Conditions

Business Partners

01
Being a registered establishment in MoHRE's database

02
Being in the labour market for two or more years

03
The establishment must not be government-owned

04
The establishment must not have been sentenced or penalized for violating any of the UAE's labour laws during the previous year

05
The establishment must comply with the nomination application and the award's timeframe

06
Establishments that have previously won the award cannot participate in it until two sessions have passed since they were awarded

07
Participation is optional for establishments operating in the private sector under the MoHRE's umbrella

Award criteria– Outstanding Workforce Category

(through a nomination application, from the workforce or establishments for which they work)

Award criteria – Outstanding Workforce Category

(through a nomination application, from the workforce or establishments for which they work)

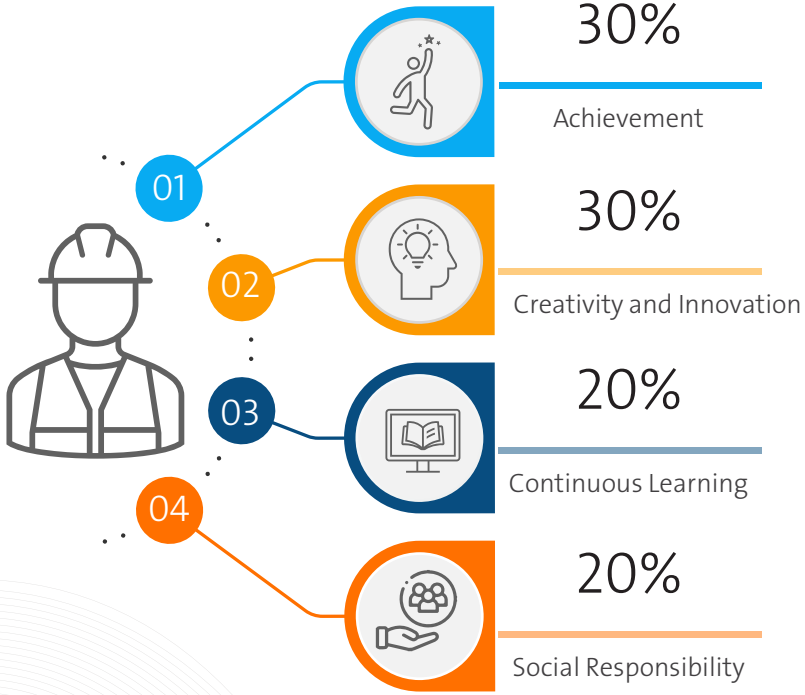
Workers are evaluated after submitting a participation application or through nomination by a participating establishment as per the criteria detailed below:

01 **Achievement:**
This criterion highlights the extent of personal efforts and the achievements made by a worker during their career, which contributed to adding value to themselves and their employer.

02 **Creativity and innovation:**
This criterion highlights unconventional and creative ideas and suggestions presented by a worker within their line of work or beyond it and helped advance the establishment and won acknowledgement for this.

03 **Continuous learning:**
This criterion highlights a worker's passion for self-improvement and continuous development, along with the efforts they exert to improve their skills and their impact on advancing individual and institutional performance.

04 **Social Responsibility:**
This criterion highlights a worker's volunteer work in institutional activities and community events that served their society.



Nominated workers from the establishment must follow the below:

60% of all candidates at professional levels 1 and below

40% from other professional levels

Award Terms and Conditions

Workforce

01 Participants in the Award must have worked with the establishment for no less than one year

02 Participants' records should be violation-free

03 Participants must not have been disciplined for a labour complaint/ interruption of work during the past year

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