



Bureau
International
des Expositions

Matters of Stay Guide







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2019



Preface

Expo 2020 Dubai is committed to facilitating a seamless journey for all participants and other related personnel travelling to the UAE in relation to the Expo event.

The Organiser has developed the Matters of Stay Guide to provide guidance on the processes that participants will be required to follow to undertake the activities pertaining to entry, stay, and work in the UAE. This guide also illustrates the application procedure for the varied service requests and documentation requirement(s) for successful submission of the applications and the information participants require in the recruitment of their paid and volunteer staff for Expo 2020 Dubai.

This document also includes high-level analysis of the local labour market, information on local resources to support attraction strategies, local labour law, training, and volunteers.

The processes described in this guide are aligned with the General Regulations and Special Regulations of Expo 2020 Dubai, as applicable.

The content of this Matters of Stay Guide is outlined in the accompanying Table.

Chapter	Content
Chapter 1 Introduction	Information on the eligibility for entry, stay, and work in the United Arab Emirates (UAE).
Chapter 2 Establishment Card	A brief overview of the Establishment Card and how to obtain one.
Chapter 3 Types of Permits and Visas	The type of visa and permits required for the participants.
Chapter 4 Application Procedure	A summary of the One-Stop Shop, Participant Portal, and the High-level Visa Process.
Chapter 5 Recruitment and Employment	High-level information on the labour market in the UAE. Different platforms for participants to attract and recruit their workforce, the uniforms, and the orientation and training that will be provided by the participants and the Organiser.
Chapter 6 Volunteers	The role of Expo 2020 volunteers and the participant's responsibilities toward volunteers recruited in the UAE.



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Understanding Controls and Guides

Throughout this document, two criteria for compliance — controls and guides — have been established to assist the participants in the matters related to entry and stay in the UAE for all their related personnel and to assist the participants in the recruitment of their workforce and volunteers.

Controls are 'must' statements that establish the compulsory requirements for all participants taking part in Expo 2020 Dubai to ensure that the standards and aspirations are achieved for the benefit of all parties as a whole.

Guides are 'can' or 'should' statements that describe methods or suggested ways of operating that meet the specified goals and objectives of Expo 2020 Dubai.

Each control and guide is assigned a unique alphanumeric code. The first character of the code identifies if the statement is a control (C) or a guide (G). The numeric character

identifies the sequential order of the control or guide. For example, in the accompanying figure, **C-05** is a control while **G-01** is a guide.

The controls and guides will facilitate the Organiser in assessing the participants' compliance with Expo 2020 Dubai's requirements to 'Matters of Stay'. These will also assist the participants in:

- > Planning and organising for entry into the UAE and stay of various categories of personnel, in relation to the Expo 2020 Dubai.
- > Understanding the documentation requirements prior to proceeding with various types of service applications included in this Guide.
- > Familiarising themselves with UAE Rules and Regulations related to entry and residence for ensuring required compliance.
- > Understanding the local labour and volunteering laws.

Example of a Control Statement

C-05

All visa requests must be done through the Participant Portal to receive the privileges of being an Expo participant.

Example of a Guide Statement

G-01

Participants should provide their workforce with suitable training on the work assigned to them including the tools they need to perform their role successfully.

Acronyms, Abbreviations, Units, and Definitions

Acronyms and Abbreviations

Acronym/Abbreviation	Expansion
BIE	Bureau International des Expositions
CG	Section Commissioner General
DCG	Deputy Section Commissioner General
GCC	Gulf Cooperation Council
GDRFA	General Directorate of Residency and Foreigners Affairs
ID	National Identification Card
OMP	Online Marketplace
PD	Pavilion Director
SMS	Short Message Service
UAE	United Arab Emirates
VLO	Visa Liaison Officer

Units

Unit	Expansion
AED	UAE Dirhams

Definitions

Term	Definition
Absconding Employee	An employee who doesn't report for work for more than a week (7 days) without a valid reason.
Accreditation	A pass that is issued by the Organiser to participants and their workforce, granting them access to the Expo site and other designated areas.
Applicant	A person formally applying for a service described in this guide (whether as an individual or through a representative such as the VLO).
BIE Convention	The Paris Convention of 22 November 1928 relating to international exhibitions as amended and supplemented.
Bureau International des Expositions	The intergovernmental organisation in charge of overseeing and regulating World Expos, since 1931.
Commissioner General of Expo 2020	The person appointed by the UAE to represent the Inviting Government in matters concerning Expo 2020 Dubai.
Country Manager	The Organiser's representative appointed to provide end-to-end support to participants throughout their journey.
Day for Dubai	A government mobile application that should be used to advertise volunteering opportunities in Dubai. Volunteers sourced locally should be registered on this site.
Dependents	Spouse and children as well as domestic helpers (cook, maid, driver, and helper).
Deputy Section Commissioner General	The individual appointed by the Section Commissioner General for assistance in all matters related to the exhibition of the participant country.
E-Gates	An express passport control service that can be used by all Emirates ID cardholders aged 18 and above.
Emirates ID Card	An Emirates ID card is mandatory for all individuals residing in the UAE, i.e. UAE nationals, GCC nationals, expats and residents. It is considered as an official document that is required to get governmental and non-governmental and facilities services in the country.
Employee Services	All the services provided by Expo's One-Stop Shop to the international participant's employees.
Employer	A person, organisation or entity who employs the services of others and pays them wages in exchange for work carried out.
Employment Visa	A residence permit issued for applicants based on an employment contract between the applicant and a registered establishment in the country for a limited period (1,2, or 3 years). The employment visa is renewable.
Entry Permit	An electronic document issued by the relevant UAE authorities that allows the foreigners to enter and stay in the UAE legally for a certain period.
Establishment Card	An official identity issued for a registered establishment in the country to be used with the GDRFA for visa application.
eVisa	An electronic entry permit issued by GDRFA which allows the applicant to enter the UAE.
Expatriate	Foreign nationals who hold a UAE residence visa.
Expo 2020 Dubai®	Name of the event that will be hosted on the Expo 2020 site; also referred to as 'Expo 2020,' 'Expo,' 'Dubai Expo 2020,' 'Expo Dubai 2020,' and 'Expo event'
Expo 2020 Licence	A licence issued by the Organiser to facilitate the operations of the participants in the UAE, including but not limited to the import, export, sale, distribution, and storage of goods.
Expo 2020 Site	Located in Dubai South and circulated by the Outer Perimeter fence, it is made up of internal and external operational zones, managed by Expo 2020. Also referred to as 'Site.'
Expo Employee Card	A physical identification card issued by the organiser to facilitate the holder requests inside EXPO 2020 area.
General Regulations	The general regulations of Expo 2020 Dubai that are included in Chapter 9 of the Registration Document as approved by the Bureau International des Expositions (BIE) General Assembly.
Local Workforce	Those individuals sourced from the UAE and recruited to perform work.

Definitions

Term	Definition
No Objection Certificate	A type of legal certificate issued by any agency, organisation, institute or in certain cases, an individual that does not object to the covenants of the certificate.
Non-official Participants	Parties, outside Official Participant sections, who have been authorised by the Commissioner General of Expo 2020 to participate in Expo 2020 Dubai. These include entities such as corporations, non-government organisations, academic and research institutions, global initiatives, and foundations.
Official Expo 2020 Volunteers	Individuals who are part of the official Expo 2020 Volunteer Programme.
Official Participants	Foreign governments and international organisations who received and accepted the official invitation from the Government of the UAE to participate in Expo 2020 Dubai. These include countries and multilateral organisations.
Officials	Section Commissioner General(s), Section Staff, and their dependents and members and personnel of BIE.
One-Stop Shop	A virtual and physical service provided by the Organiser to participants which offers end-to-end support for aspects such as permitting, approvals, submissions, certifications, and inspections. The One-Stop Shop will also respond to any queries or requests raised by participants. Participants can access this facility through the Participant Portal.
Online Marketplace	A platform provided by Expo 2020 Dubai enabling businesses to showcase their expertise and products, advertise tender opportunities, compete for contracts, and gain access to a local and international supplier base.
Organiser	Bureau Expo Dubai 2020; established by virtue of Decree No. 30 of 2014 issued on 25 June 2014 to administer the organisation and delivery of Expo 2020 Dubai.
Other Related Personnel	The personnel providing support to the Official and Non-official Participants, in relation to the Expo 2020 Dubai.
Participant Countries	Official countries participating in Expo 2020 Dubai.
Participant Portal	A web-based portal that facilitates communication and provides services such as event management to participants.
Participants	Countries and multilateral organisations who have received and accepted the official invitation from the Government of the United Arab Emirates to participate in Expo 2020 Dubai. Participants also include those parties who have been authorised by the Expo Commissioner General to participate in the Expo event. In the context of this Guide, the Participants include Official as well as Non-official Participants.
Participation Contract	The contract agreed upon between a Section Commissioner General and the Organiser to establish the terms and procedures by which the participants will take part in Expo 2020 Dubai.
Pavilion Director	The individual responsible for the smooth running and operation of the participant country's exhibition and operations throughout the duration of the Expo 2020 Dubai.
People of Determination	People with special needs or disabilities will be referred to as 'people of determination' to recognise their achievements in different fields. Includes those who have long term physical, mental or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.
Registration Document	The document relating to the realisation and feasibility of Expo 2020 Dubai which the Inviting Government submitted to the BIE, and which the BIE registered during the 158th General Assembly on 25 November 2015.
Rented Pavilions	Pavilions that are built by the Organiser and rented out to participants.
Residence Visa	A document issued by relevant UAE Authorities entitling the holder to temporarily reside in the UAE for the valid duration of the visa for the purpose applied for (employment, family, helper).
Section Commissioner General	The Section Commissioner General of a participant appointed in accordance with Article 13 of the Convention. Official Participant representative appointed to manage the participation file in accordance with Article 13 of the Convention.
Section Staff	The staff of the Section Commissioner General, the Deputy Section Commissioner General, the Pavilion Director, and other direct employees of the Section Commissioner General.

Definitions

Term	Definition
See Agreement	The agreement signed with the BIE and the Government of the UAE to facilitate participation at Expo 2020 Dubai by serving as a legal framework to guarantee the privileges and special conditions for Official Participants in the Expo.
Self-Build Pavilions	Pavilions that are built by the participants.
Service Letter	An official letter issued by the Organiser addressed to the desired government/non-government for service facilitation.
Sponsor	The UAE Laws require foreigners who wish to work in the UAE to be primarily sponsored by their employer, commonly known as a "sponsor".
Staff	Individuals who are directly employed by an organisation.
Visa Liaison Officer	Designated personnel who is a single point of contact to liaise with the One-Stop Shop for all matters related to the services contained in this Guide.
Volunteers.ae	The website hosting the national volunteering program which works toward ensuring the UAE maximizes its social impact.
Workforce	The collective definition for Paid, Volunteer, and Contractors operating on the Expo 2020 Site who are engaged in or available for work.



1 ∴ Introduction



To ensure seamless operations, the Organiser works closely with government departments to support participants' and their visitor's arrival and stay in the UAE.

This chapter provides information on the eligibility for entry and stay in the United Arab Emirates (UAE).

1.1 Eligibility

The Organiser will ease the process of entry and stay of the following categories as per the See Agreement and Special Regulation Number 12.

1.1.1 Section Commissioners General, Section Staff, and Dependents

The Organiser will facilitate this by issuing the Employment Visit Visa and Employment Residence Visa free of charge, at least 18 months before the start of the Expo 2020 Dubai to the following person(s):

- › **Section Commissioner General (CG)**
- › **Section Staff**
- › **Dependents** of the CG, Deputy Section Commissioner General (DCG), and Pavilion Directors (PD)

Dependents will be considered as beneficiaries if they are listed in the official communications defined in Article 9 of the See Agreement.

The Organiser will also facilitate the issuance of visas and Emirates ID cards to the Section Staff and their family members. Section Staff will bear the cost of their dependent's visas and ID cards.

The Emirates ID card is an identification card issued by the Federal Authority for Identity and Citizenship and is a mandatory legal requirement for all UAE citizens and residents. The Emirates ID card will only be valid for the period strictly connected to the Expo event and will not be valid beyond the terms of the See Agreement.

1.1.2 Members and Personnel of the BIE

The Organiser will provide the members and personnel of the Bureau International des Expositions (BIE) with an entry permit and residence visa, free of charge.

For the purpose of the Matters of Stay Guide, the members and personnel of the BIE will include the following:

- › **President of the General Assembly:** The chairperson of the BIE General Assembly.
- › **Delegates of the Member States:** The representative delegates of each member state of the BIE.
- › **Secretary General of the BIE:** The head of the BIE Secretariat which oversees the management of the BIE.

1.1.3 Personnel Providing Support to the Participants

The Organiser will facilitate the visa procedures and free of charge services for the following persons as they play a role in supporting the participants as per the See Agreement:

- › Personnel of participants' suppliers and service providers, such as experienced labour and technicians from abroad to support the participants in their works including setting up their pavilion and installing their machinery and equipment. Local personnel of participants' suppliers and service providers will be included provided the Organiser receives the list of names and duties of said personnel from the Section Commissioner General. The said personnel will be considered as "pavilion staff."
- › Personnel of participants' exhibitors.
- › Persons involved in artistic and cultural events organised in the Expo site by the Organiser or the participants.
- › Journalists accompanying foreign delegations tasked with covering the events organised in Expo 2020 Dubai.
- › Persons involved in commercial activities at Expo 2020 Dubai within the scope of the exhibition, with an authorisation from the Organiser.

1.2 Responsibilities of the Participants

Participants and their Section Commissioners General are required to provide the Organiser with the information they need to ensure a seamless process:

- C-01** Using the Participant Portal (see Section 4.2 – Participation Portal) the participant must provide:
 - › The list of names and duties of their Section Staff.
 - › The list of family members of their Section Staff, where applicable, stating the family relationship.
 - › The names of personnel providing support to the participants as well as the duration and purpose of their stay in the UAE.
- C-02** Participants and officials must appoint a Visa Liaison Officer (VLO) as their designated point of contact to liaise with the Organiser regarding all services related to their Matters of Stay (see Section 4.3–VLO).

2 :: Establishment Card





وزارة الداخلية
إدارة الهجرة والجنسية
مكتب دبي

الرقم: 123456789
التاريخ: 2020-10-20

هذا الملف يخص السيد/ة [اسم] الجنسية [الجنسية] المولود بتاريخ [التاريخ] في [المدينة]، [الدولة].
تمت الموافقة على إصدار تأشيرة إقامة لمدة [المدة] من تاريخ [التاريخ] على أن يتقدم السيد/ة [اسم] إلى دائرة إقامته في دبي.
هذا الملف يخص السيد/ة [اسم] الجنسية [الجنسية] المولود بتاريخ [التاريخ] في [المدينة]، [الدولة].
تمت الموافقة على إصدار تأشيرة إقامة لمدة [المدة] من تاريخ [التاريخ] على أن يتقدم السيد/ة [اسم] إلى دائرة إقامته في دبي.

All concerned authorities upon request.

333 Dubai - UAE

Expo 2020 Dubai is issuing each participant a licence to facilitate their operations in Dubai and the UAE.

The licence is the initial step for visa services that is followed by the Establishment Card. The Establishment Card is issued by the General Directorate of Residency and Foreigners Affairs – Dubai Immigration (GDRFA) at the request of the Organiser. The card is linked to a participant's Expo 2020 licence and is valid only until the expiry of that licence. The Establishment Card is considered as the identity of the participant's organisation and when a participant applies for services from government authorities such as Immigration "Visas", telecommunication services, banking services, etc., a copy of the Establishment Card is one of the requirements to proceed with the request.

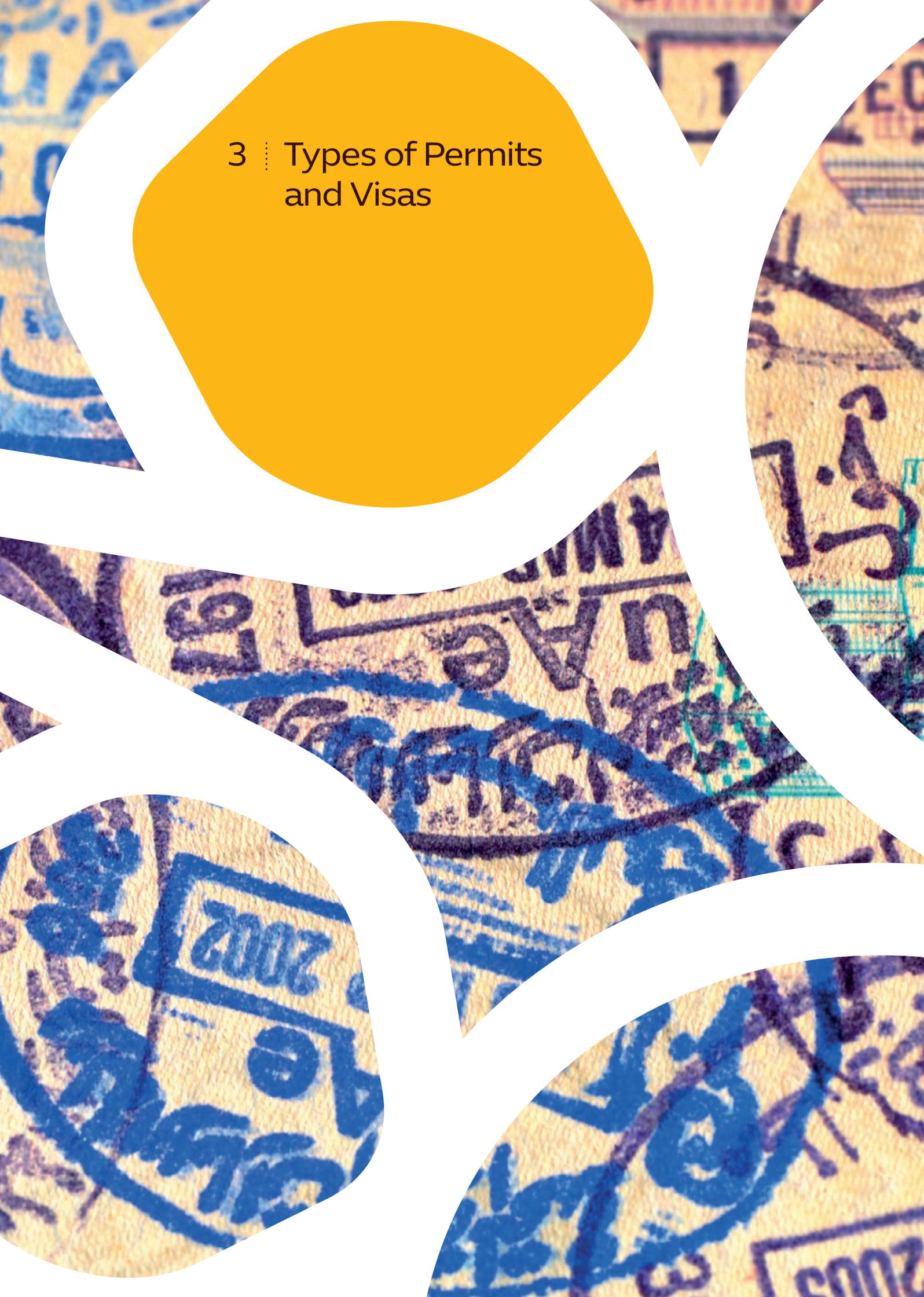
Participants will receive the E- Establishment Card (see Figure 2.1) by email. The card contains the following information:

- › Immigration File Number (each company has a unique number in the Immigration System).
- › Pavilion Name as per the license.
- › Card Expiry Date.
- › Authorised Signatory list (provided by the CG).

Establishment Card cancellation is done through the One-Stop Shop. The service will only be rendered when all sponsored visas are cancelled.

Figure 2.1 Establishment Card

FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP GENERAL DIRECTORATE OF RESIDENCY AND FOREIGNERS AFFAIRS - DUBAI		 الهيئة الاتحادية للهوية والجنسية الإدارة العامة للإقامة وشؤون الأجنبي - دبي	
Name: جناح دولة الإمارات العربية المتحدة - اكسبو 2020 دبي UNITED ARAB EMIRATES PAVILION - EXPO		الإسم: أحمد محمد عبدالله	
المخول بالتوقيع المفوض	المنطقة جبل علي	المدينة: بر دبي	الهاتف: 056-3336666
تاريخ الإنتهاء: 2021-10-10	بطاقة المنشأة 2/2/950829		
701469761			
 <p> • هذه البطاقة ملك للإدارة العامة للإقامة وشؤون الأجنبي - دبي وإستخدامها يخضع للأحكام والشروط. • على حامل هذه البطاقة إبرازها للجهات المعنية عند الطلب. • يجب إبلاغ جهة الإصدار في حالة فقدان البطاقة. • يرجى من يعثر على هذه البطاقة إعادتها الى اقرب مركز شرطة. </p> <ul style="list-style-type: none"> • This card belongs to General Directorate of Residency and foreigners affairs – Dubai and the use is subject to terms and conditions. • The holder of this card presents it to concerned authorities upon request. • Issuers must be notified in case of card loss. • If found please return to the nearest police station. 			
خدمة أمر - هاتف: ٨٠٠ ٥١١١ ص.ب: ٤٣٣٣ دبي - إ.ع.م. Tel.: 800 5111 Amer Service P.O.Box: 4333 Dubai - U.A.E. Website: www.dnrd.ae			

The background of the page is a collage of various passport stamps and visas. The stamps are in different colors, including blue, purple, and green, and feature various symbols, text, and dates. A large, solid yellow circle is positioned in the upper left quadrant, partially overlapping the stamps. The text '3 :: Types of Permits and Visas' is centered within this yellow circle.

3 :: Types of Permits and Visas



2002

الجمهورية العربية السورية

7 SEP 2002

جامعة حلب
الجمهورية العربية السورية

MAR 2002

4 DEC

2002

MAR

3.1 Visas Available Without Permission to Work

The following groups of people do not require an entry permit to enter the UAE:

- > Citizens of the Gulf Cooperation Council (GCC) only need to produce their GCC country passport or National Identification Card (ID) at the point of entry into the country.
- > Residents of GCC countries and companions travelling with GCC citizens are required to obtain an eVisa before their travel to the UAE. Application for an eVisa is done

online. This Entry Permit can be obtained from the UAE consulate or Embassy in GCC countries. For details, see the website of the Ministry of Interior that is provided in Supporting Resources.

- > Citizens of certain countries are entitled to a visa on arrival upon entry into the UAE. Depending on which country, a default number of visit days is given by the relevant UAE authorities upon arrival. Details on which countries are entitled to a visa on arrival and the number of visit days given to these countries are provided in Figure 3.2. Check the Portal of the UAE Government with link in Supporting Resources for the most up to date list.



Figure 3.2 Visa on Arrival

Citizens of countries eligible to get a 30-day visit visa on arrival, free of charge and renewable/extendable for similar period.

Andorra	Ireland	New Zealand	South Korea
Australia	Japan	People's Republic of China	Ukraine
Brunei	Kazakhstan	Russian Federation	United Kingdom
Canada	Malaysia	San Marino	United States of America
Hong Kong	Monaco	Singapore	Vatican City

Citizens of countries eligible to get a 90-day multiple entry visit visa on arrival valid for 6 months from the date of issue for a stay of 90 days (not renewable/extendable.)

Austria	Denmark	Italy	Portugal
Barbados	Estonia	Latvia	Romania
Brazil	Finland	Liechtenstein	Seychelles
Belgium	France	Lithuania	Slovakia
Bulgaria	Germany	Luxembourg	Slovenia
Chile	Greece	Malta	Spain
Costa Rica	Grenada	Montenegro	Sweden
Croatia	Hungary	Netherlands	Switzerland
Cyprus	Honduras	Norway	Ukraine
Czech Republic	Iceland	Poland	Uruguay

3.2 Employment Visit Visa 90 days Multiple Entry

The employment visit visa is an entry permit issued for an official visit provided by the participant. To apply for this type of visa, an approval needs to be obtained from the Organiser and the relevant UAE authorities, and a certain quota will be approved based on the activity and operational requirement. The applicant will be under the sponsorship of the participant and shall arrange for the resident's accommodation, transportation, and utilities.

This type of visa is valid for 3 months (90 days); and the visa holder can leave the country and come back again during the visa validity. The visit visa can be renewed by applying for a new visit visa on the Participant Portal 10 days before expiry of the existing visa.

This visa is for business use only, and the participant needs to justify the reason of having this type of visa. The beneficiaries of this type of visa include the following groups:

- › Official Participants.
- › Personnel of service providers to Official Participants.
- › Personnel of exhibitors of Official Participants.
- › Personnel involved in artistic and cultural events organised within the exhibition site by Official Participants of the Organiser.

Table 3.1 Document Requirements for Work Visit Visa Service Request

Service Type	Document Requirements
	› Copy of the applicant's passport
	› Applicant's photograph with white background
Employment Visit Visa (90 Days) -Multiple Entry	› Copy of the participant's valid Expo 2020 licence
	› Copy of the participant's valid establishment card
	› Proof of medical insurance from the sponsor

- › Journalists accompanying foreign delegations covering the events organised by participants in Expo 2020.
- › Persons involved in commercial activities within the scope of exhibition with authorisation from the Organiser.

C-06 The VLO must apply for this visa through the Participant Portal and submit the documents listed in Table 3.1.

C-07 The participants must ensure the visa holder leaves the country on time or applies for a new visit visa.

3.3 Employment Visa (1 or 2 year)

The participant is the sponsor of all pavilion staff including the CG. It is important that the CG, DCG or PD obtains an Employment Residence Visa. The VLO can apply for this visa while the applicant is in or outside the UAE. The VLO will need the applicant details, employment details, and the documents listed in Table 3.2.

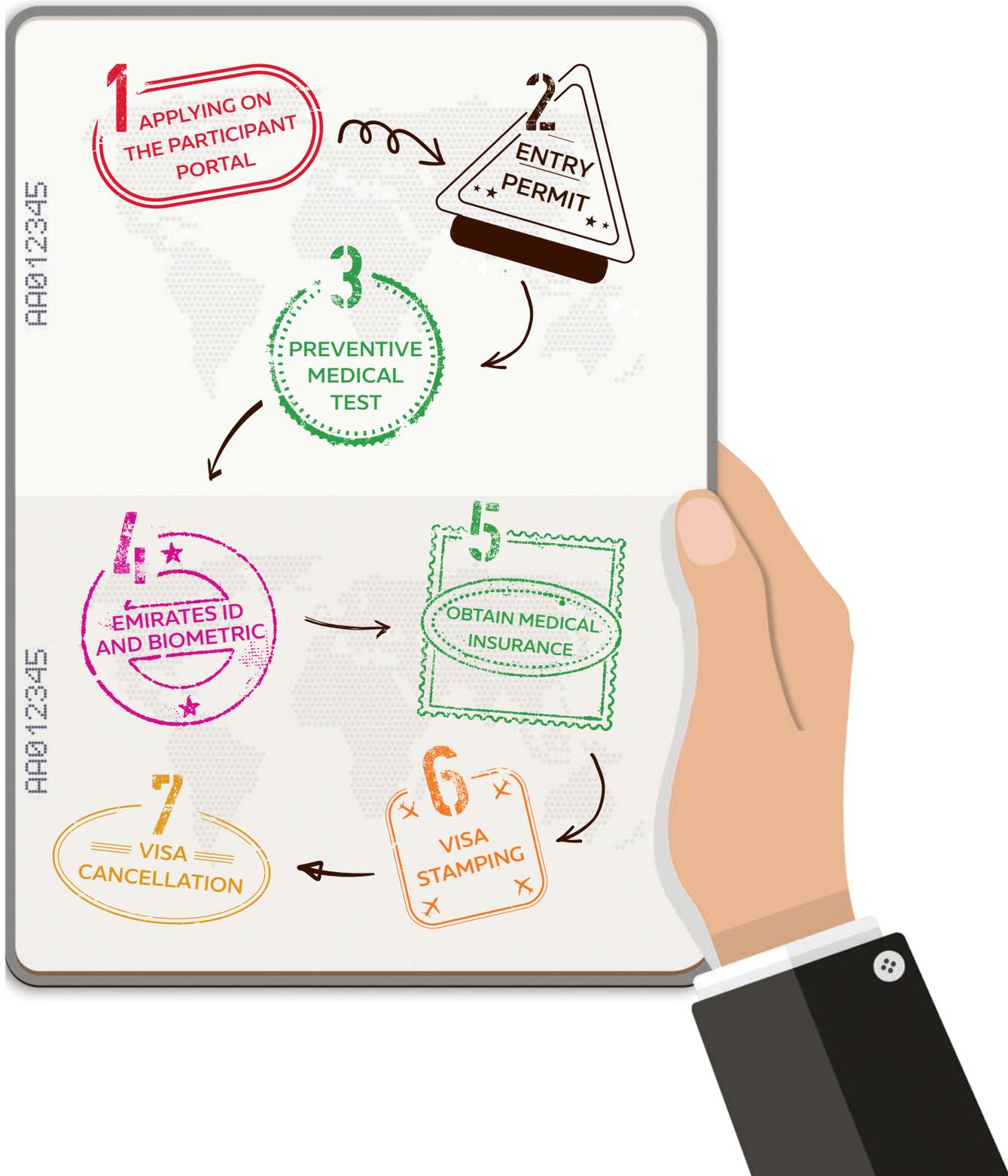
C-08 The VLO must initiate the requests using the Participant Portal for all their employees and family members and upload the relevant documents as illustrated in Table 3.2.

The One-Stop Shop will work hand-in-hand with the VLO to help facilitate the complete process for receiving an Employment Visa as described in Figure 3.3.

Table 3.2 Document Requirements for Employment Visa Service Request

Service Type	Document Requirements
	› Copy of the applicant's passport
	› Applicant's photograph with white background
	› Copy of the participant's valid Expo 2020 licence
Employment Visa	› Copy of the participant's valid establishment card
	› Attested educational certificate of the applicant, if applicable
	› Copy of Emirates ID of the applicant (if he has had one)
	› Proof of medical insurance from the sponsor

Figure 3.3 Employment Visa Process



3.3.1 Entry Permit

An Entry Permit is an electronic document issued by the General Directorate of Residency and Foreigners Affairs (GDRFA) that is valid for 60 days of entry and allows foreigners to enter and stay in the UAE legally for the given period. The applicant must complete the visa stamping processes before the expiry of the Entry Permit to avoid overstay fines. Figure 3.4 shows an example of an entry permit.

3.3.2 Employment Visa for Employees in the UAE

If the applicant is in the UAE and does not wish to exit while applying for the visa, the One-Stop Shop will change the status of the existing visa to the new visa. The applicant will go through the same system as applying for a new visa, but without the biometric process.



الهيئة الاتحادية للهوية والجنسية
FEDERAL AUTHORITY FOR IDENTITY & CITIZENSHIP
الإدارة العامة للإقامة وشؤون الأجانب - دبي
GENERAL DIRECTORATE OF RESIDENCY AND FOREIGNERS AFFAIRS - DUBAI



United Arab Emirates

إذن دخول الكتروني eVisa



إكسبو 2020
دبي، الإمارات العربية المتحدة
DUBAI, UNITED ARAB EMIRATES

عمل / سفرات - طويلة Work/Multi-Long

<p>ENTRY PERMIT NO:</p> <p>Date & Place Of Issuer:</p> <p>Valid Until:</p> <p>U.I.D. No:</p> <p>Allowed to Enter U.A.E to:</p> <p>Full Name:</p> <p>Nationality:</p> <p>Place of Birth:</p> <p>Date of Birth:</p> <p>Passport No:</p> <p>Profession:</p> <p>Accompanied by</p>	<p>رقم إذن دخول:</p> <p>تاريخ ومحل الاصدار:</p> <p>تاريخ صلاحية الدخول:</p> <p>الرقم الموحد:</p> <p>أجيز بدخول دولة الإمارات العربية المتحدة الى:</p> <p>الاسم الكامل:</p> <p>الجنسية:</p> <p>محل الميلاد:</p> <p>تاريخ الميلاد:</p> <p>رقم الجواز:</p> <p>المهنة:</p> <p>المرافقون</p>
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**NOTES: ENJOY YOUR VISIT & LEAVE BEFORE YOUR VISA EXPIRES
SO WE CAN WELCOME YOU AGAIN**

**تنبيه: تمتع بزيارتك وغادر قبل
إنتهائها ليتم الترحيب بك مرة أخرى**

Director of Residency & Foreigners Affairs

للتواصل مع الإدارة يرجى الاتصال بخدمة أمر هاتف:

L8005111 / 04-3139999
For any inquiry please call AMER SERV
tel: 04-3139999 / 8005111

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خدمة سرية لتوصيل المعلومات
24 HOURS CONFIDENTIAL CRIME REPORTING SERVICE

3.3.3 Medical Fitness Test

After entering the country and to grant or renew a residence visa for employees or family members, males and females who have reached the age of 18 need to undergo and pass medical fitness tests at government health centres that will be designated for Expo 2020 participants.

All visa applicants, whether for applying for the first time or for renewal, will be medically tested (blood test and chest X-ray) before the visa stamping step to ensure the fitness of the applicant.

3.3.4 The Emirates ID card

The Emirates ID card gives the user the ability to use banking services, telecommunications services, driving licence services, and many more.

C-09 Applicants must personally visit the designated Emirates ID centre with their original passport to conduct the biometric processes for their Emirates ID (if applicable). The biometric process comprises of taking a fingerprint and live photograph.

An example of an Emirates ID Card is shown in Figure 3.5 below.

The Emirates ID gives you also the following benefits:

- › Identification and verification as per international standards.
- › Protect individuals' identity.

- › Can be used to access secure e-Services.
- › Provides identity information.
- › Stores many ID applications in future.
- › Prevents fraud and identity theft.

3.3.5 Medical Insurance

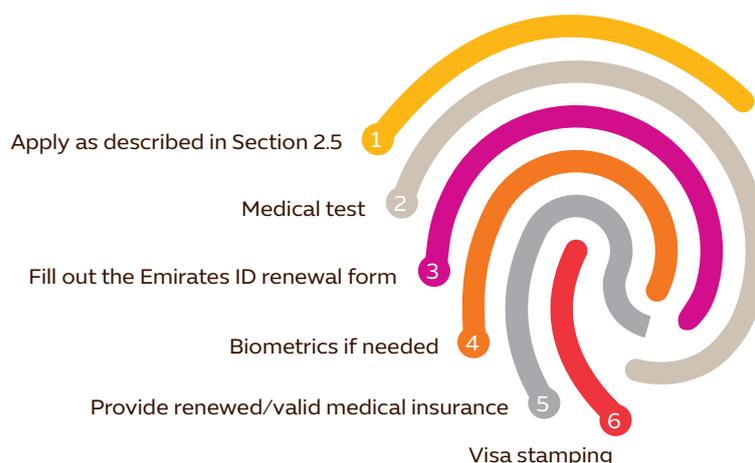
C-10 To obtain an Employment Visa, the applicant is required to hold an adequate Insurance Policy recognised by the health authorities of the UAE. These medical insurance policies can be arranged in either of the following ways:

- › The applicant can purchase the minimum medical insurance cover from a provider in the UAE as required by the DHA (Dubai Health Authority) in order to comply with the rules and regulations of the UAE.
- › The applicant can utilise their existing international medical insurance from their country of origin/residence if the insurance covers the UAE and is fronted by a UAE registered insurance company. The applicant must request their insurer in their country of origin/residence to reach out to Expo 2020's Official Insurance Provider – Orient Insurance PJSC – or their preferred UAE registered insurance provider directly in order to get the international medical insurance fronted in the UAE.

Figure 3.5 Emirates ID Card



Figure 3.7 Renewal an Employment Visa



3.5 Renewal of an Employment Visa

To renew an Employment Visa, the following documents are required.

- > Applicant's original passport.
- > Copy of participant's valid Expo 2020 Licence.
- > Copy of participant's Establishment Card.
- > Applicant's passport size photograph with white background.
- > Copy of valid medical insurance certificate issued by a DHA-approved insurance provider.
- > Copy of the renewed Employment Contract following the approved format.

C-13 Participants and officials must ensure that the application for their employees' visa renewal is submitted one month before the expiry of the visa to avoid overstay fines. An applicant's personal details cannot be changed at the time of renewal of the Employment Visa.

The steps required to renew an Employment Visa are shown in Figure 3.7.

3.6 Amendment of an Employment Visa

Participants and officials may request to amend an employee's visa under the following cases:

- > If the employee's visa is to be transferred to a new passport (old passport lost, renewed, or duplicate).
- > If the designation (occupation) of the employee is to be changed.

To amend an Employment Visa, follow the steps provided in Figure 4.2 and submit the necessary documents to the Participant Portal as illustrated in Table 3.4.

Table 3.4 Documents required for Amendment

Document Requirements	New Passport	Change of Occupation
Copy of applicant's passport including the personal details page	✓	✓
Applicant's photograph with white background	✓	✓
Copy of participant's valid Expo 2020 licence	✓	✓
A clear coloured copy of the Participant Establishment Card	✓	✓
A clear coloured copy of the new passport	✓	
Attested Educational Certificate, if applicable		✓
A 'Visa Information Report' issued by the UAE Embassy in the country where the passport was lost (if passport is lost out of UAE)	✓	

3.7 Cancellation of an Employment Visa

- C-14** Participants must renew/transfer or cancel their employees' employment visas within 30 days from the expiry date.
- C-15** Participants who wish to cancel the visa of their employee must ensure that:
 - › The visas of the employee's sponsored dependents (if any) are cancelled first prior to the cancellation of the employee's visa.
 - › Upon the cancellation of the employee's visa, a proof of exit stamp or visa transfer paper is submitted to the One-Stop Shop to clear the record.

Participants are required to comply with the regulations of the relevant UAE authorities to avoid penalties or fines. To cancel an employment visa, follow the steps provided in Section 4.5 and submit the following documents as listed below in Table 3.5. Cancellation of an Employment Visa will automatically trigger the cancellation of the linked Emirates ID card.

3.8 Fines and Penalties for Overstaying on a Visa

Participants are requested to adhere to the rules and regulations of the UAE to avoid incurring a fine or penalty.

The Employment Residence Visa has a 30-day grace period after visa expiry to either amend its status and get another Residence Visa or leave the country. The fines do not apply during the grace period. Overstaying after the grace period will incur a fine that is to be paid by the holder of the visa. Visit Visa holders will have to pay a fine if they stay past the expiry date of the visa.

Table 3.5 Documents to Cancel an Employment Visa

Document Requirements	Applicant Stays Inside UAE	Applicant Leaves UAE – Original Passport	Applicant is 6 Months Outside UAE – No Original Passport
Copy of applicant's passport including the personal details page	✓ Including visa stamp page	✓ Including visa stamp page	
Copy of participant's valid Expo 2020 licence	✓	✓	✓
Copy of participant's establishment card	✓	✓	✓
Copy of Expo employee card and Emirates ID card			✓ Required only if the applicant is outside the UAE
Copy of dependent(s) passport and visa	✓ Applicable only in case of cancellation holding dependents	✓ Applicable only in case of cancellation holding dependents	✓ Applicable only in case of cancellation holding dependents
Employee DNRD report shows the visa holder is out of UAE		✓	
End of Service Letter on company's letterhead signed by the employee and the current employer stating that all dues from the current employer have been received. Applicable if the employee is locally hired	✓		
An undertaking letter from the participant confirming that the employee does not wish to return for employment, and that there are no outstanding payments due to the employee, approved by the company.		✓	✓



4 ∴ Application Procedure





EXPO 2020 DUBAI
PARTICIPANT PORTAL

LOGIN

Enter the credentials to access the app

Email/Phone

Password

LOGIN

Logout

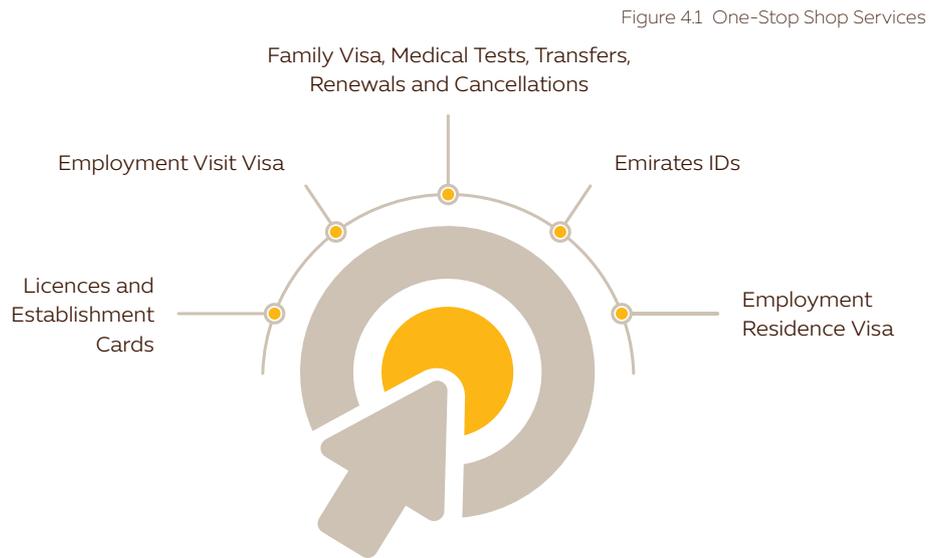
The Organiser has established the One-Stop Shop and Participant Portal to support participants in their application process for visas and entry permits.

These services will allow participants to submit applications, receive responses in real time and gain all the help they may need. This chapter discusses the application procedure for participants. All services are available for participants as long as the Expo license is active and until decommissioning.

4.1 One-Stop Shop

The Organiser has established the One-Stop Shop to provide full support to the participants and related personnel for their entry, stay, and residence. The One-Stop Shop is a virtual and physical entity that has been set up as a single body to process and respond to all submissions and requests from participants through the Participant Portal.

Matters of Stay services provided by the One-Stop Shop are illustrated in Figure 4.1



4.2 Participant Portal

The Participant Portal is an innovative, secure, and sustainable web-based portal that is dedicated to facilitating the provision of various categories of services, including those concerning Matters of Stay.

Participants and officials will be able to track and view the status of their service applications through the Participant Portal. All service applications with pending information or documents for over six months will be deleted from the Participant Portal.

C-16 Every request received from the participant on the portal will be considered by the Organiser as an official request.

4.3 Visa Liaison Officer

As mentioned in Control C-02, participants are required to appoint a VLO to liaise with the One-Stop Shop for all Matters of Stay services. The VLO is a single point of contact to facilitate smooth functioning of activities related to Matters of Stay. On the Participant Portal, you can create a request to get access for visa topics and there is a possibility to create sub-users.

4.4 High Level Visa Process

The following steps are required before the VLO can start applying for a visa on behalf of his/her colleagues on the Participant Portal:

- › Licence and Establishment Card received.
- › The CG to give the VLO the right access on the portal so that the VLO can apply for the visas.
- › An official visa request letter from the CG that contains all the pavilion staff, including the CG, Deputy CG, and the Pavilion Director with their roles and titles. Fill out the visa information template with passport details and duration of stay.
- › Confirmation from the Organiser about the type of visa for each pavilion staff in the CG letter and in the template.

C-17 The VLO must ensure that the applicant's name in the visa request matches the applicant's name in the passport and the CG letter and that the type of visa requested on the portal matches the approved visa type received from the Country Manager.

C-18 All matters of stay requests must be done through the Participant Portal to receive the privileges of being an Expo participant.

4.5 Applying for a Specific Service Using the Participant Portal

To apply for a specific service, the VLO will need to undertake the following steps. See Figure 4.2.

- › Log on to the Participant Portal.
- › Select the applicable service type.
- › Fill out the service request with accurate information.
- › Upload the required documents to the Participant Portal and submit the original required documents (if any) to the One-Stop Shop.
- › Submit the request.
- › The Organiser will send an e-mail notification confirming the following:
 - The service request has been received.
 - If any additional documents or information is required to process the application.
 - The service request has been completed.



- C-19** Participants must ensure that they provide accurate information on all service applications to avoid any delays or errors.

All information provided in the submitted applications will be treated with confidentiality.

- C-20** Participants and officials must ensure that they comply with the service application instructions and requirements on the Participant Portal. Instructions include the following:

- › All documents uploaded must be coloured and scanned with high resolution.
- › The passport photograph must be with a white background and frontal view of the applicant.
- › Passport copy file size must not be more than 1 MB.
- › All uploaded file types must be in JPG, PNG, or PDF.
- › All certificates submitted along with the visa applications must be either in Arabic or English. The certificates in any other language must be legally translated to Arabic or English only.

4.6 Timeframe

Once the required documents for the visa (Employment Visit Visa, Employment Residence Visa, Family Visa) are submitted in the Participant Portal, an entry permit will be issued within 5 working days. To complete the visa stamping process upon the applicants' arrival (Employment Residence Visa), 10 working days are required to conduct the medical fitness test, Emirates ID biometrics (if applicable), and visa stamping.

To complete the visa stamping process for families and dependants, the Emirates ID of the sponsor must be submitted to the One-Stop Shop upon the applicants' arrival to the UAE. Upon submission, 20 working days are required to conduct the medical fitness test, Emirates ID biometrics (if applicable), and visa stamping.



5 ∴ Recruitment and Employment





The UAE proudly boasts a diverse workforce with more than 200 nationalities successfully co-existing together.

Expo 2020 Dubai is committed to providing all visitors with an exceptional experience and shall deliver this through a culturally diverse workforce made up of 200+ nationalities that call the UAE home. The UAE is proud of its diverse workforce and the solidarity it represents with the mission of the Bureau International des Expositions (BIE) to promote progress and foster cooperation through facilitating the World Expo.

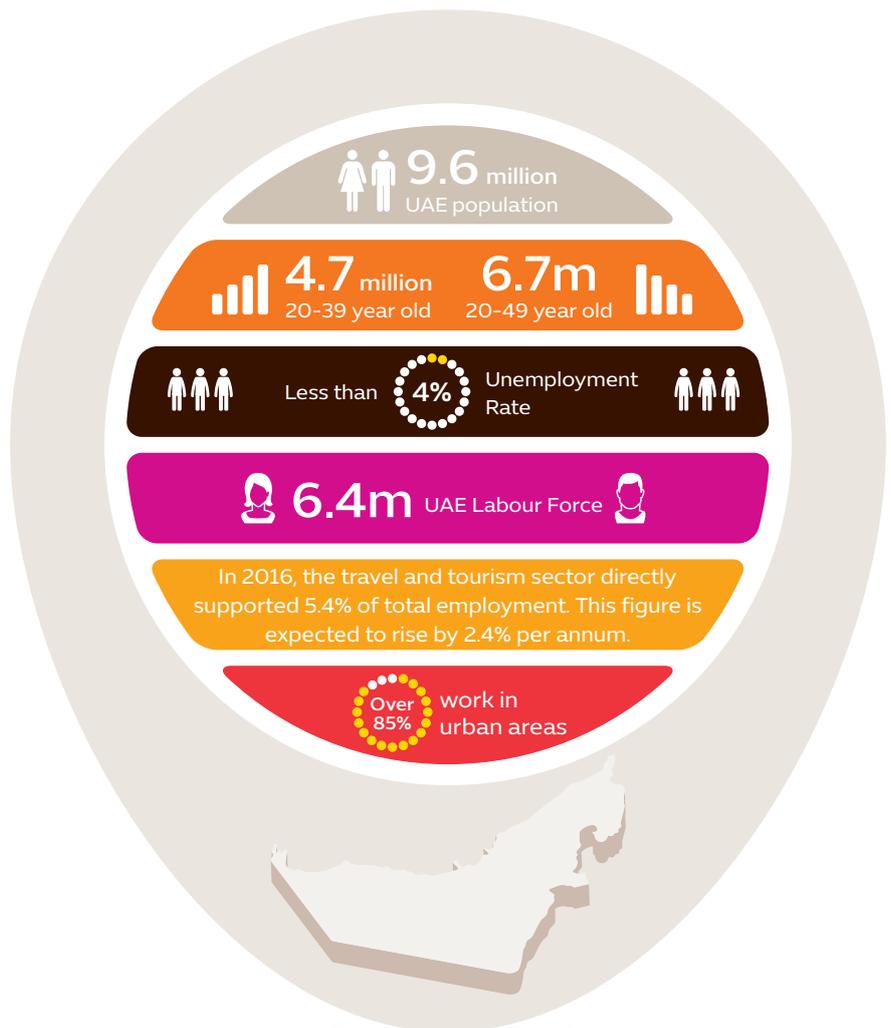
5.1 The UAE Labour Market

The Organiser has collated some high-level information on the labour market in the UAE, highlighting the key trends that can assist participants when sourcing their required staff for the Expo 2020 Dubai event.

5.1.1 Labour Market Statistics

The UAE has built a strong, multicultural labour market which has been at the foundation of its success and incredible growth in its relatively short history. Figure 5.1 captures the UAE's key labour market statistics.

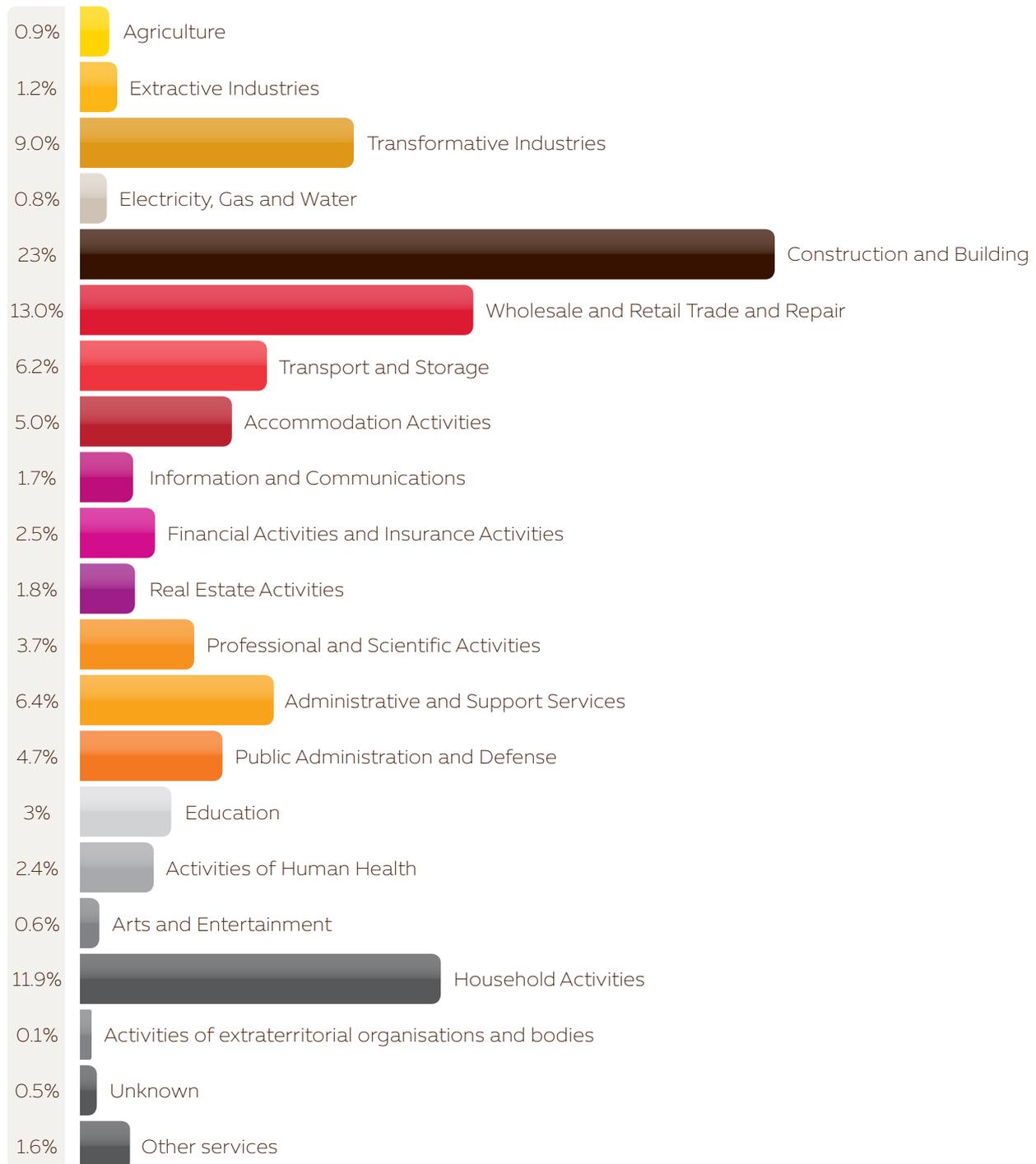
Figure 5.1 Key Labour Market Statistics



5.1.2 UAE Market Sectors

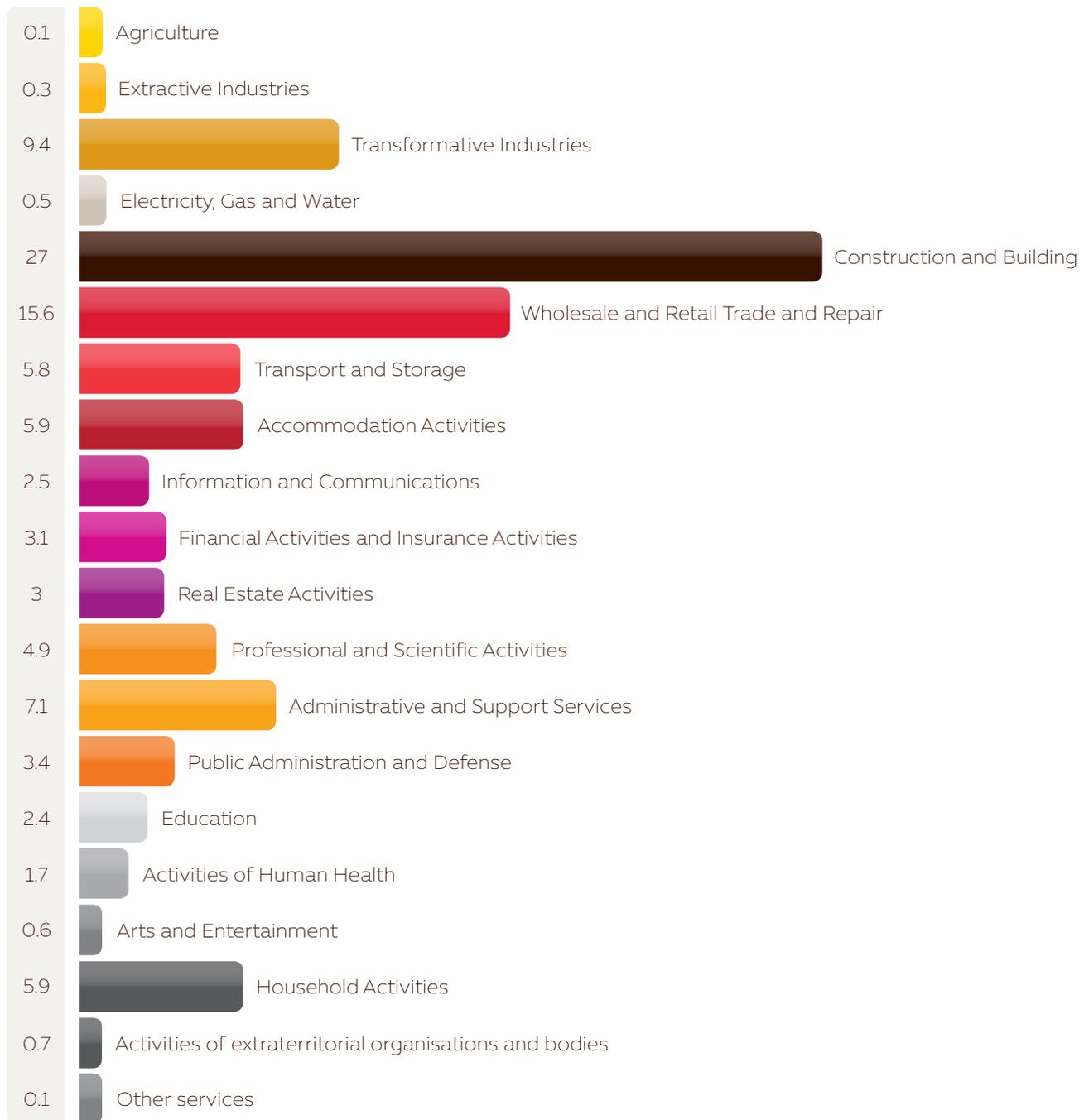
The UAE has a diverse spread of market sectors. Figure 5.2 shows the relative distribution of the workforce employed in different market sectors in the UAE in 2017. Figure 5.3 displays Dubai's labour market statistics from 2018.

Figure 5.2 UAE Labour Market Data



Source: Federal Competitiveness and Statistics Authority

Figure 5.3 Dubai Labour Market Data



Source: Dubai Statistics Centre

5.2 Attracting and Recruiting Workforce

Attracting and recruiting a strong workforce is a key component to creating seamless operations for all participants. There are many readily available platforms for the participants to attract and recruit their required workforce.

5.2.1 Recruitment Providers and Platforms

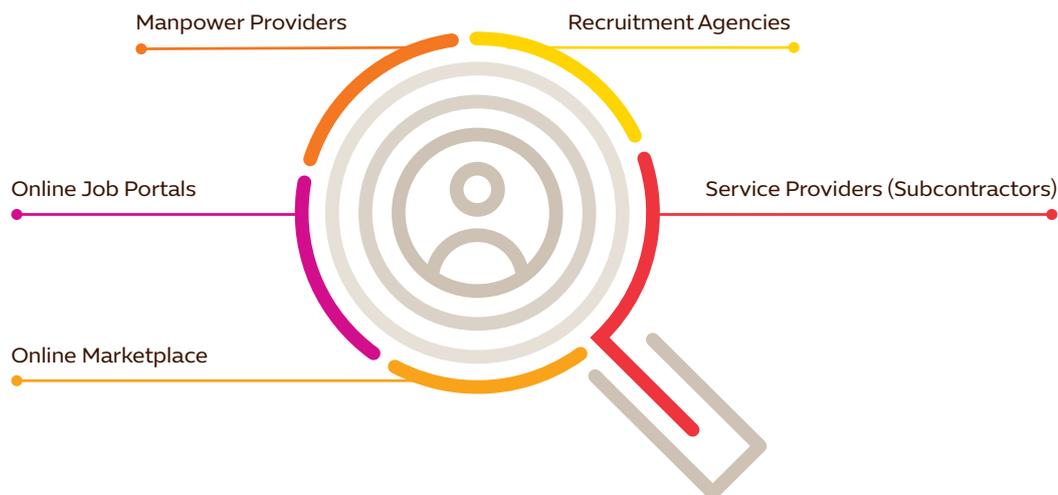
Participants may use different recruitment providers and platforms in the UAE to attract and recruit their workforce (See Figure 5.4). The Organiser will shortlist suppliers that meet Worker Welfare and Health and Safety Requirements.

5.2.1.1 Online Marketplace

Expo 2020 Dubai's Online Marketplace (OMP) is a free platform that enables businesses to showcase their products and services to those involved in the Expo 2020 Dubai, including the participants.

Participants may browse the OMP's comprehensive directory of companies to find suitable recruitment agencies or manpower providers to meet their resource needs. In addition, participants may directly post opportunities on the marketplace for any of their resource requirements and receive and evaluate submissions from agencies and providers.

Figure 5.4 UAE Recruitment Platforms and Providers



Further details on the OMP can be found on the Participant Portal or through the direct link provided in Supporting Resources. Participants may also contact the dedicated OMP Helpdesk to get support by email (OMP.Helpdesk@expo2020.ae) or phone (+971 4 807 1400).

5.2.1.2 Online Job Portals

Participants may utilise various online job portals to attract potential candidates by posting specific jobs or register for access to databases to source their own talent or bench mark against other applications.

5.2.1.3 Manpower Providers

The Organiser will partner with local manpower providers across a number of functional areas (such as cleaning, facility maintenance, operations staff, and guest services) to establish a list of Expo-approved providers. The Expo-approved providers will have agreed to comply with the standards of Expo 2020 Dubai's worker welfare policy and other relevant standards. The Organiser will share the approved provider list on the Participant Portal.

5.2.1.4 Service Providers

Participants may subcontract workers through local service companies as an effective resourcing solution. Participants may use local or international recruitment agencies to help them in their recruitment and selection process. Participants who will use a recruitment firm based in their country are encouraged to choose one that has an office in the UAE or a local agency established in the UAE. It is the responsibility of the participants to ensure that the service providers adhere to Worker Welfare and Health and Safety standards.

5.2.2 Mobilising Foreign Labour

Many organisations have had great success in recruiting and mobilising foreign labour to the UAE and Dubai, particularly from South Asia, the Middle East, and North Africa regions. Participants who are not able to source talent locally should consider recruiting foreign labour for their local hires.

5.3 Employment Contract

For hires from outside the UAE, the participant is responsible for all contractual agreements between the pavilion staff and the participant.

For hires from within the UAE, the participant is required to follow UAE Labour Law. Expo 2020 may provide a template for the employment contracts to be used by the participant for reference only, however, the participant shall obtain independent legal advice in relation to employment laws when recruiting from within the UAE.

5.4 The UAE Labour Law

The UAE labour market has regulations to help protect the local workforce and uphold worker welfare standards.

Participants are encouraged to visit the official website of the UAE's Ministry of Human Resources and Emiratization for more information on the UAE Labour Law. See the link provided in Supporting Resources.

C-21 Participants who hire locally must comply with the UAE Federal and Local Labour Law.

5.4.1 Working Hours

C-22 Participants must comply with Article 65 of the UAE Labour Law which states that the maximum number of ordinary working hours for adult workers must be 8 hours per day or 48 hours per week. The number of working hours may be increased to 9 hours per day for people employed in trade, hotels, cafeterias, security, and other jobs whose addition may be made by virtue of a decision from the Ministry of Labour. The number of working hours per day may be reduced for strenuous or harmful works by virtue of a decision from the Ministry of Labour and Social Affairs.

C-23 Participants must comply with Article 67 of the UAE Labour Law which states that should the work circumstances require the carrying out by the worker of a work for more than the ordinary working hours, the additional period shall be deemed an overtime, for which the worker shall be paid a wage equivalent to the ordinary hourly wage with an addition of at least 25% of the said wage.

C-24 Participants must comply with Article 68 of the UAE Labour Law which states that should the work circumstances require the carrying out by the work of overtime work between 9 pm and 4 am, the worker shall be entitled, in counterpart for the overtime, to a wage equivalent to the ordinary hourly wage with an addition of at least 50% of the said wage.

5.4.2 Records and Files

C-25 Participants must comply with Article 54 of the UAE Labour Law which states that all employers hiring 15 or more workers must keep the following records and documents in each of their work location or branch:

- › Payroll
- › Occupational injuries record
- › Basic work regulations
- › Disciplinary measures

5.4.3 Termination

C-26 Participants must comply with Article 113 of the UAE Labour Law which states that employment contracts must only be terminated in the following cases:

- › If both parties agree to the termination of the contract, provided that the consent of the worker is in writing.
- › If the specified term of the contract expires, unless the contract is explicitly or implicitly extended in accordance with the provision of the UAE Labour Law.
- › If a party to an employment contract with an undetermined term wishes the termination of the contract, provided that such party abides by the provisions of the UAE Labour Law related to the notification and the acceptable grounds for the termination of the contract in a non-arbitrary manner.

Rules of termination differ based on a participant's grounds of registration and the type of contract types held by their employee's. For more information, please visit the Labour Section of the MOHRE website (Labour Law) to download Title Seven of the UAE Labour Law on Termination of Employment Contract and End of Service. The link can be found in Supporting Resources.

5.4.4 Salary

C-27 Participants must comply with Article 56 of the UAE Labour Law which states that all workers who are employed in return for an annual or a monthly wage must be paid at least once per month. All other workers must be paid at least once every 2 weeks.

C-28 All workers recruited in the UAE must be paid in the UAE and in using the local currency (AED).

5.4.5 Leave Entitlements

C-29 Participants must comply with Article 75 of the UAE Labour Law which states that all workers are entitled for an annual leave of no less than the following periods:

- › 2 calendar days for each month if the period of service of the worker is 6 months to 1 year.
- › 30 calendar days for each year if the period of service of the worker exceeds 1 year.

5.5 Training

The Organiser recognises the importance of training and aims to equip everyone working on Expo 2020 Dubai with the relevant skills and knowledge needed to confidently and competently fulfil their roles. Relevant training will be made available to participants to support them in developing their workforce to deliver a safe and exceptional experience for visitors. The details of how a participant can access the training content will be communicated through the Participant Portal once details are confirmed.

G-01 Participants should provide their workforce with suitable training on the work assigned to them including the tools they need to perform their role successfully.

5.6 Uniforms

A uniform unites individuals as a team and creates an immediate sense of belonging. More importantly, a uniform should enhance the identity of the International Participant, visually establishing that they are part of the same tribe. A uniform boosts trust in the brand and will enhance the Visitor Experience of Expo 2020 Dubai by creating an environment where a visitor has confidence in knowing that their experience is supported by competent staff and volunteers.

A uniform is also a safety feature as it enables workforce members to stand out in a crowd. Multiple individuals in uniform concentrated in one area creates a visual cue that an incident might have occurred. It expedites the process of locating individuals in a crowd, should personnel (e.g. medical) need to find them in a hurry.

The unique uniform worn by workforce members will be a visible element in the pavilion and around the Expo 2020 site. As such, the quality of the uniform should remind each individual of the ongoing pride they can carry forward from their invaluable contribution to this exceptional event.

Participants are welcome to design and manufacture their own uniforms for their workforce.

- C-30** Participants will be permitted to include on the uniform any of the logos indicated in the Official and Non-Official Brand Guidelines and must follow the branding submission rules as mentioned in the Brand Guidelines.
- C-31** Participants using commercial partner logos on the uniform must ensure that it is not on the same surface of the Expo logo or refrain from using the Expo logo; i.e. if the Expo logo is used in the front side of the uniform, then the commercial partners can only be visible on the back side of the uniform.

G-02 The uniform should not be overly casual, nor should it be formal (boardroom attire not required). The Organiser does not recommend t-shirts or shorts. The uniform should strike a chord within a business casual and smart casual range. It should be modest and respectful, appropriate for the Arab culture and the audience of Expo 2020 Dubai. Points to consider in the design are as follows:

- › Reflect the modesty of the culture – the Organiser recommends that bottoms be below the knee, sleeves of tops should be at least $\frac{3}{4}$ length, and items should not be tight-fitting.
- › Functionality will be important, enabling the workforce to carry out their operational duties and ensure a healthy and safe environment.

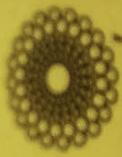
- › Comfort and quality should be considered for the ease of the workforce as well as wash and wear ability for the duration of the event.
- › Appropriate for the climate, ensuring the team will be comfortable during the cooler months in the Emirates when Expo 2020 Dubai will be operational; layers are recommended for cooler days and evenings.
- › Be unique, identifiable, and aligned with the participant's pavilion identity or brand.
- › Consider having a narrative related to Expo 2020 Dubai, or the sub-themes of Sustainability, Mobility, or Opportunity.
- › The uniform should reflect the participant's pavilion theme and the pride of its nation.

G-03 Participants should consider Sustainability in the design and manufacture of the uniform. Considerations for the fabrics used in uniforms, as well as sustainable innovations throughout the supply chain are things to consider when sourcing uniforms. Some examples would be to utilise polyester made from recycled plastic bottles or organic cotton as a fabric selection, and to opt out of excess packaging.

G-04 The Organiser is ensuring that suppliers respect worker welfare conditions in their contributions to the event. Participants should reflect the same in selecting their supply chain and manufacture of their uniforms.

6 ∴ Volunteers





EXPO 2020
دبي الإمارات العربية المتحدة
DUBAI UNITED ARAB EMIRATES

متطوع
VOLUNTEER

The official Expo 2020 volunteer programme is anticipated to be one of the main legacy stories of Expo 2020 Dubai, establishing a culture of volunteering and creating a heritage for Dubai and the UAE.

Building on the UAE's tradition of hospitality, Dubai will stage a World Expo powered by tens of thousands of volunteers from a wide range of ages, nationalities, and backgrounds, all residing in the UAE, reflecting the diversity of the nation and of Expo 2020 Dubai.

The Volunteers at Expo 2020 Dubai, or the 'Official Expo 2020 Volunteers,' will be one of the key differentiators of the event and will determine how Expo 2020 Dubai will be globally perceived. The Official Expo 2020 Volunteers Programme will be the 'face of the Expo' to the world and will provide the human character to the event by sitting at the heart of the visitor experience.

This chapter will cover the roles and responsibilities of both Official Expo 2020 Volunteers and the participants' volunteers to help deliver an exceptional Expo.

6.1 Official Expo 2020 Volunteers

The Organiser will recruit approximately 30,000 Expo 2020 Volunteers to help in the operational delivery of the Expo event as well as other activities in the lead up to 20 October 2020. Official Expo 2020 Volunteers will work across a wide range of functions from guest services through to protocol to ensure an exceptional visitor experience.



Figure 6.1 Official Expo 2020 Volunteers

Figure 6.2 The Role of Expo 2020 Volunteers



Official Expo 2020 Volunteers will be recruited from across the UAE and will include university students and employees from the private and government sectors, as well as entrepreneurs, retirees, and people of determination.

Aspiring volunteers need to register online through the UAE Volunteer platform (see the link provided in Supporting Resources). Once registered, candidates will be required to complete a full application form using the Volunteer Portal. Candidates will then be invited for an interview, with the successful candidates being registered as an official Expo 2020 Volunteer. This process allows successful candidates to participate in pre-Expo 2020 volunteering opportunities. Expo 2020 Volunteers will be required to complete the relevant training, be accredited and uniformed before commencing their role on site. The appointment of roles and schedules will take place closer to the event time.

Applications are open to Emirati nationals or UAE residents who are over the age of 18 at the time of the Expo event (20 October 2020). Applicants should be able to speak at least basic English in a proficient manner or conduct Arabic/English sign language. Applicants should also be able to attend up to four days of volunteer training in Dubai. Applications will remain open before and during the Expo event to ensure that everyone has an opportunity to participate.

6.1.1 Roles of Official Expo 2020 Volunteers

Official Expo Volunteers will provide support around all Self-Build Pavilions and Rented Pavilions, especially on any scheduled large event days. The roles of Expo 2020 Volunteers around Self-Build Pavilions and Rented Pavilions are shown in Figure 6.2.

Each area of the Expo site will have an Official Expo 2020 Volunteer supervisory structure, comprising of a volunteer team leader and a member of the Organiser's team. Participants who require any support are encouraged to reach out to any of these individuals.

6.2 Sourcing Volunteers from the Participant's Country

Participants are given the opportunity to source their own volunteers to help in their pavilion operations.

In previous World Expos, some participants have sourced their volunteers from their own countries and travelled with them to the host city, in this case these volunteers shall be treated as their employees and must comply with the UAE Labour Law. Insurances arranged for these volunteers will be the same as those arranged for a participant employee. Refer to Sections 6.1 and 6.3 of the Insurance Guide.

For volunteers below the age of 18, a NOC attested by the relevant legal authority must be obtained from the parents/guardians.

6.3 Sourcing Volunteers from the UAE

The UAE has a large expatriate community and participants may want to recruit their volunteers locally. Participants are encouraged to coordinate with their respective embassies to identify the number of compatriots living in the UAE and understand the best way to reach them.

Participants who wish to advertise their volunteering opportunities locally should leverage the national platforms for volunteering – Day for Dubai (app) and Volunteers.ae. See the links provided in Supporting Resources.

Volunteers require a Non-Objection Certificate (NOC) from their employer to work as a volunteer if the volunteering will be during working hours.

6.3.1 Responsibilities for Own Volunteers

Participants are responsible for the well-being of their own volunteers.

- C-32** Participants must adhere to the law regulating volunteer work in the UAE for volunteers recruited within the UAE. For volunteers that are hired from outside the UAE, participants will follow their own volunteering Programmes Policies and Expo guidelines. Participants should provide their volunteers with a clear set of guidelines on the standards and rules that they need to adhere to while doing their volunteering work.
- C-33** Participants must bear all expenses and costs incurred in respect of volunteer work including but not limited to transportation and meals.

6.3.2 Accreditation

Access across the Expo site will be determined by the accreditation protocol put in place by the Organiser. Accreditation is the process by which the Organiser can ensure that individuals have access to the right areas at the right time without opening access to everyone. An Accreditation pass needs to be worn at all times to gain access to the Expo site. Refer to the Accreditation Guide for more information.

6.3.3 Health and Safety

Participants are responsible for ensuring the safety of their volunteers.

- C-34** Participants must ensure that their volunteers recruited within the UAE have appropriate insurance coverage against injury, infection, and third-party civil liability. Further details of the relevant insurances are provided in Chapter 6 of the Insurance Guide.

6.3.4 Training

- G-05** Participants who wish to utilise volunteers as part of their workforce to help assist in the operation of their Self-Build Pavilion or Rented Pavilion should identify, attract, and train their own volunteers.
- G-06** The Organiser will help the participants in training their volunteers by providing them some elements such as the General Training module, and access to other materials such as Role Specific Training templates and Event Leadership Training course materials for the participant to run with their volunteers.

6.3.5 Uniforms

- G-07** Participants should provide a uniform for their volunteers. See Chapter 5 for details.

6.3.6 Transport

The Organiser encourages the participants, the visitors, the volunteers, and the entire workforce to travel by public transport to and from the Expo site. Parking space will be limited on the visitor parking. Further details regarding parking on-site are available in the Operations Guide – Section 2.4.

6.3.7 Meals and Breaks

- G-08** Participants should provide food and beverages for their volunteers during their shift. Participants should provide volunteers a 30-minute food break if working a 4-hour or more shift. If the volunteer is working for 6-hours or more, they should receive an additional 15-minute break and for more than 8-hours or more they should receive an additional 15-minute break. In addition, allowance should be made for prayer breaks.

6.3.8 Recognition

Volunteers recruited in the UAE will receive a certificate in recognition of the work they have completed as a volunteer.

- C-35** Participants must provide a certificate of recognition for any volunteers they recruited in the UAE.

The Organiser will provide a certificate of recognition for Expo 2020 Volunteers.



Supporting
Resources





Supporting Resources

The following resources can be accessed either from the Participant Portal or using the website address provided..

- › **Accreditation Guide**
- › **Brand Guidelines**
- › **Community Development Authority**
<https://www.cda.gov.ae/en/Pages/default.aspx>
- › **Day for Dubai**
<https://www.dayfordubai.ae>
- › **Expo Volunteers**
<https://www.expo2020dubai.com/en/programmes/volunteers>
- › **eVisa for GCC Residents**
<https://government.ae/en/information-and-services/visa-and-emirates-id/types-of-visa/evisa-for-gcc-residents>
- › **Health & Safety Requirements**
- › **Insurance Guide**
- › **Law No. 5 of 2018**
<https://www.cda.gov.ae/ar/aboutus/Documents/CDA-Volunteer-Work-in-the-Emirate-of-Dubai-EN.pdf>
- › **Online Marketplace**
<https://omp.expo2020dubai.com/>
- › **Operations Guide**
- › **UAE Labour Law (Title 7)**
<http://www.mohre.gov.ae/en/laws-legislation/labour-law.aspx>
- › **UAE Volunteer Platform**
www.volunteers.ae
- › **Visa on Arrival Eligibility**
<https://government.ae/en/information-and-services/visa-and-emirates-id/do-you-need-an-entry-permit-or-a-visa-to-enter-the-uae>
- › **Worker Welfare Standards**







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