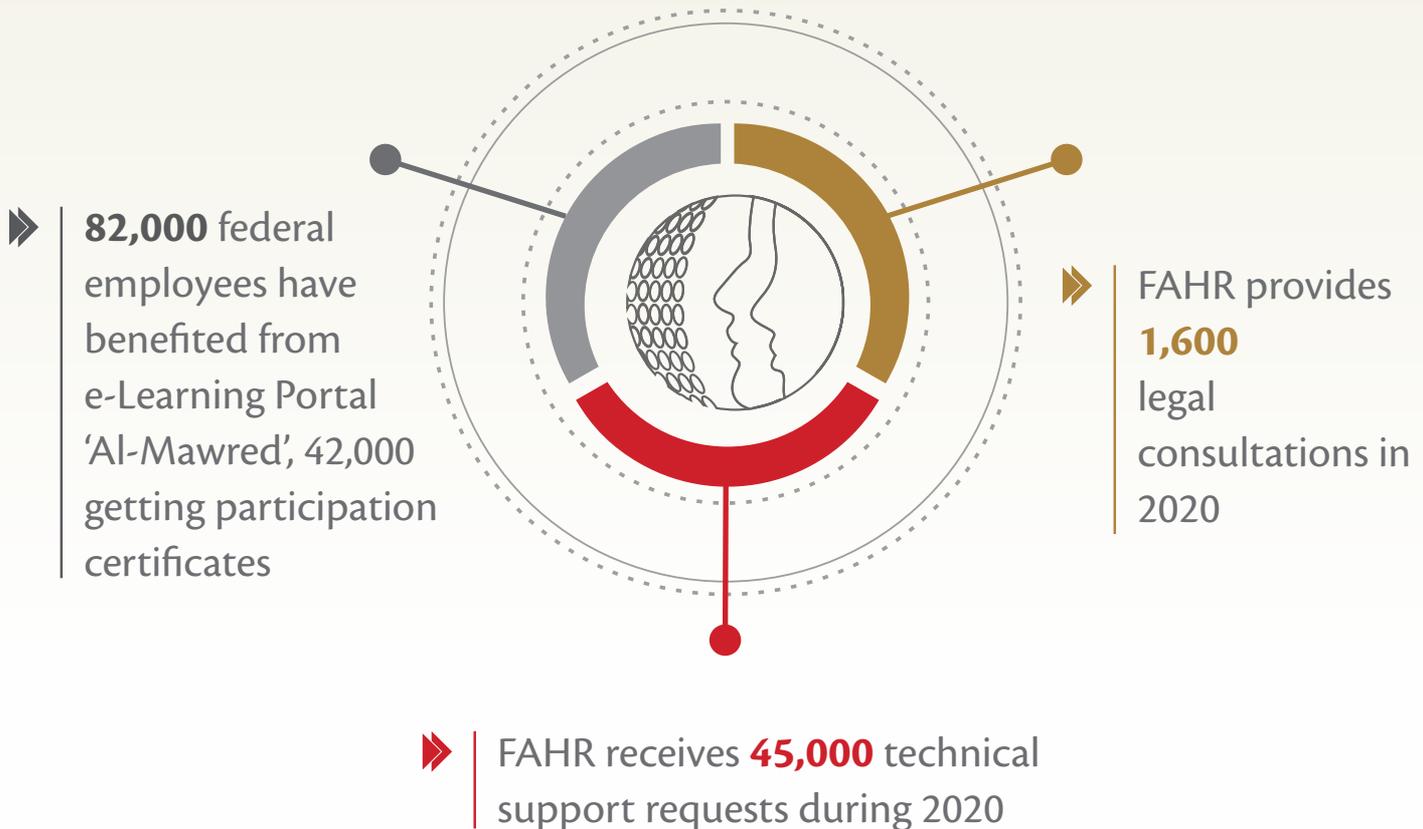




## 5 million self-service transactions carried out by Federal Government employees via Bayanati System



Federal Government employees upload their individual objectives 2021 in Bayanati System

# FAHR provides

# 1,600 legal consultations in 2020

The Federal Authority for Government Human Resources provided nearly 1,600 legal advices to ministries and federal entities and their employees, local and private entities and to the public during the past year on human resources policies, legislation and regulations applicable at the Federal Government level.



Aisha Al Suwaidi



Zayed Al-Qahtani



Hamad Bu Amim

HE Aisha Al Suwaidi, Executive Director of the Human Resources Policies Sector at the Authority, explained that the Authority's team made exceptional efforts during the past year; to ensure the continuity of all services of the Authority to the public with high efficiency and effectiveness, in light of the unusual circumstances imposed by the outbreak of Covid-19 pandemic in the world, and the repercussions of the pandemic that overshadowed various aspects of life and business sectors.

She attributed the success of the Authority in continuing to provide its services with high professionalism to the advanced technological infrastructure that it owns, and investing such technologies in the electronic systems of the Authority, and converting all services into smart electronic services. In addition to providing various electronic and smart communication platforms and channels.

In the same context, HE indicated that the legal advisory service launched by the Authority in 2010, witnessed a great interaction and demand by the employees of ministries and federal entities, local governments, private institutions and the public during the year 2020, where the legal consulting team responded to 1,600 legal advice on Human Resources policies, legislation and laws applied in the Federal Government.

Aisha Al Suwaidi pointed out that the legal consulting team has dealt with more than 12,500 legal advice and inquiries since its formation in 2010 until the end of last year, received from government, private entities and the public, which was mainly focused on human resources systems and guidelines adopted by the Federal Government, as well as bonuses and allowances, vacations, end of service benefits, housing allowance, contracts and promotions.

She explained that most of the consultations in 2020 focused on legislation, policies and circulars related to Covid-19 pandemic, concerning organizing work, maintaining business continuity and providing services at the Federal Government level, including, for example: remote work and procedural guidance in emergency circumstances, the guide to office work environment and work from the workplace under emergency conditions, manual for measuring the productivity and the Federal Government employees' efficiency. Consultations also included a manual for dealing with Covid-19 patients, suspects and contacts, and another manual for dealing with employees who are not committed to the precautionary measures implemented to limit the spread of epidemics.

HE stated that the Authority has designated 9 official channels to receive legal advice from the public, including: Customer Happiness System, the Authority's website ([www.fahr.gov.ae](http://www.fahr.gov.ae)), the legal advisory team email ([legal@fahr.gov.ae](mailto:legal@fahr.gov.ae)) the smart application of the Authority (FAHR), human resources forums, unified call center 600525524, in addition to the various accounts of the Authority through social media networks such as: "Twitter", Instagram and "LinkedIn"

## 80% of Legal Consultations are through the Customer Happiness System

Hamad Bu Amim, Director of Policies and Legal Affairs Department at the Authority, explained that 80% of the legal consultations received by the Authority during the year 2020 were through the customer happiness system, which was launched in August 2019, and includes 16 main services, serving all ministries, federal agencies, private sector and the public, which is considered to be an integrated electronic portal, through which the Authority provides the necessary support to ministries and federal entities, with regard to the operation and maintenance of all electronic Human Resources Systems that fall under the umbrella of the Human Resources information management system in the Federal Government "Bayanati"

He said: "The legal advisory team at the Authority studies inquiries received by the Authority on a daily basis regarding laws, legislation and human resources policies in the Federal Government, and the ministerial decisions, rules and regulations issued in this regard, and the team aims to unify legal opinions in all matters before the commission, and to document legal principles to unify and facilitate work procedures in the future.

## 30 Awareness workshops on HR Indicators

Zayed Al-Qahtani, Director of Performance Evaluation and Follow-up Department at the Authority, confirmed that the Authority held 30 awareness workshops for managers and officials of Human Resources departments in ministries and federal entities during the year 2020, during which they were introduced to the indicators and enablers of human resources adopted by the Federal Government within various aspects, and raising their awareness of the mechanism of using Human Resources systems that fall under the umbrella of the Human Resources information management system in the Federal Government "Bayanati", and the updates of the second phase of the ESP project.

Al-Qahtani mentioned that the Authority's performance appraisal and follow-up system closely followed the productivity indicators of the employees of 46 ministries and federal entities during the year 2020, the Department also received nearly 700 inquiries on a number of topics, including: UAE HR Award in the Federal Government, award for the best scientific research in the field of human resources, the mechanism for measuring the development of human resource practices, and the safety of applying human resources systems through Enterprise Service Bus (ESB).

The Authority had formed a legal advisory team as part of its endeavors to create a sound legal culture on Human Resource legislation, policies and systems applied at the Federal Government level by responding to inquiries and questions of ministries and federal authorities.

Hamad Bu Amim stated that the Authority held 70 virtual workshops to raise awareness of Human Resources policies and legislation applied in the Federal Government during the past year, followed by tens of thousands of employees of ministries and federal entities.

# 5 million

## self-service transactions carried out by Federal Government employees via Bayanati System

The Federal Authority for Government Human Resources (FAHR) revealed that the employees and officials of ministries and federal entities have carried out more than five million HR transactions using self-service feature of the Federal Government's HR Management Information System "Bayanati", since its official launch in the year 2012 until the end of 2020.



Shaima Al-Awadhi



Imran Al Shamsi

Shaima Al-Awadhi, Director of HR Information System Department at the Authority, explained that 2020 witnessed a record increase in the number of transactions carried out by Federal Government employees through via Bayanati system due to the circumstances imposed by the outbreak of COVID-19 pandemic in the world, and introduction of the remote work system in ministries and federal entities for nearly 3 months, which strengthened their ability to use the Authority's electronic and smart services. They could successfully complete nearly 800,000 self-service transactions during the past year alone, she noted.

### 45 ministries and federal entities operate Bayanati

Shaima Al-Awadi said: "All the 64 ministries and federal entities are now under the umbrella of the Federal Government's Human Resources Management Information System Bayanati. While the system is activated in 45 federal entities, the Authority has finished linking 19 of them with the system through the enterprise

service bus(ESB) project.

"Bayanati system, which was launched by the Authority in cooperation with the Ministry of Finance, constitutes a turning point in the course of the Federal Government's work. It includes under its umbrella many vital electronic human resources systems such as Performance Management System, Training & Development System, Job Evaluation & Description System, Recruitment System, Attendance & Departure Systems, Wages & Salaries, Strategic Workforce Planning System and Rewards & Incentives System for Federal Government employees."

She explained that the system provides a wide range of services to Federal Government employees. It ensures the payment of salaries through a unified system and enables employees to complete all human resources procedures through the self-service unit assigned for each employee. It also helps speed up electronic approvals for certain HR procedures.

Al-Awadi added: "Moreover, Bayanati System helps



automating all HR procedures, including wages and salaries in the ministries and federal entities from the date an employee is appointed until his retirement. It increases human resources performance based on modern concepts and international standards. It also forms the foundation for a unified Federal Government database that reflects HR status, supports decision makers and facilitates planning processes".

### 303 self- service transactions via Smart App. "FAHR"

For his part, Imran Al Shamsi, Head of HR Systems Development and Maintenance at the Authority, revealed that Federal Government employees have carried out nearly 303 thousand self-service transactions via the Authority's Smart App "FAHR", since its launch in 2014 until the end of 2020. She explained that the application last year witnessed an unprecedented progress in the number of transactions executed by Federal Government employees, which topped 120 thousand.

App. "FAHR" has allowed Federal Government employees to complete all their HR procedures easily, especially vital ones, on their own, through their mobile devices, without the need to refer to their HR departments," he noted.

Al Shamsi added: "Self-resources procedures conducted through the Authority's smart application, includes but are not limited to: reviewing attendance and departure records, and requesting leave, salary certificate, certificate

of experience, To Whom it May Concern letters, legal advice on HR laws, policies and legislation at the Federal Government level, as well as completion of all phases of Performance Management System for Federal Government employees, and setting employee individual development plans."

He further explained that the application provides a package of self-services for federal government employees, including: Displaying and updating personal documents, browsing current vacancies in the federal government, facilitating the application process for job seekers, reviewing the jobs that have been applied for, and requesting technical support service to assist federal ministries and agencies in implementing various human resources procedures, registering as a service provider in the discounts program for government employees "Imtiyazat", searching for employees in the federal government, communicating with employees via e-mail, nominating employees within the federal rewards and incentives system, viewing the job description card, and requesting a business card.

The smart application provides 29 services provided to Federal Government employees and customers from all sectors. These include distinguished services to more than 100,000 employees working in all ministries and federal entities, and the most important of these services are those related to "Bayanati" system, providing a smart dashboard for employees and officials of ministries and federal entities.

The launch of the first phase of e-Performance Management System

# Federal Government employees upload their individual objectives 2021 in Bayanati System



The Federal Authority for Government Human Resources (FAHR), has announced the start of Performance Planning Phase according to the mechanisms of the electronic Employee Performance Management System (EPMS) for 2021. Performance Planning Phase, extends from the beginning of January to February 28, while the second phase Interim Review, starts at the beginning of June to the end of July, and the third phase, Annual Performance Evaluation during November and December.



Laila Al Suwaidi



Maryam Al-Zarouni

In this regard, HE Laila Obaid Al Suwaidi, Executive Director of Programs and HR Planning Sector at the Authority, explained that the three stages of EPMS are conducted electronically through Bayanati system, its system, documents and manual being available on the Authority's website [www.fahr.gov.ae](http://www.fahr.gov.ae).

She indicated that the employee can enter the self-service system, one of the pillars of Bayanati system, which is an interface to EPMS, for uploading individual objectives together with their weights, and reviewing objectives directly between the employee and his line manager.

HE said: "EPMS allows the evaluation of employee performance electronically and enables employees to attach necessary evidence and documents required to complete the evaluation process. However, the system is not a substitute for personal interview between the employee and his / her line manager, but it is an

electronic system intended to automate the traditional manual procedures, speed up workflow in ministries and federal entities and enhance human capital management in the Federal Government.

"During 2020, the Authority launched the new version of EPMS with amendments centered around the weights of the employees' objectives, flexibility to amend objectives throughout the year by agreement between the employee and his line manager, the possibility of documenting the employee's performance and achievements throughout the year as well, expanding the range of performance results, the adoption of behavioral competencies in line with the Uae Model of Government Leadership approved by the Council of Ministers, making professional competencies mandatory according to job families."

Laila Al Suwaidi added that the EPMS updates also

included amending classification of the final performance results according to moderation committee's mechanisms contained in the system. The system is based on five main principles: enhancing individual performance culture, involving employees in planning and setting objectives, encouraging supervisors to provide feedback about their employees' performance objectively, linking promotions, incentives, bonuses, training and development to the level of performance, and establishing the values of justice, consistency, and credibility while implementing the system.

HE said that the system evaluates the employee's performance against the objectives and key performance indicators (KPIs) set jointly between both the employee and the line manager before the start of the review period to be ready at the beginning of evaluation. She noted that Performance evaluation process relies on ongoing feedback throughout the three performance review phases: Performance Planning, Interim Review and Annual Performance Review.

## Applicability

For her part, Maryam Al-Zarouni, Director of HR Planning Department at the Authority, said: "EPMS applies to all Federal Government employees, regardless of their contract type and term. that the performance management system applies to all employees of federal agencies, regardless of the type and duration of the contract. The federal entity may, when evaluating the performance results of employees who are enrolled in the National Service and Reserve or who have extended study permits, be guided by the evaluation results of

those concerned at the National Service and Reserve for the purposes of evaluating the concerned employee or based on the academic results of the employee exempted for study purposes or that the entity automatically conducts the evaluation process for this category.

"As for the new employees, their performance is evaluated at the end of the probation period if their service period is more than 6 months, like other employees, but if the period is less than (6) months, the employee will not be included in the annual performance cycle."

## Behavioral and Professional Competencies

Maryam Al-Zarouni explained that EPMS is based on Behavioral Competency Framework in the Federal Government compatible with the UAE Model for Government Leadership, which applies to all grades from Undersecretary to Grade (7), and consists of three main axes: leadership spirit, future outlook, accomplishment and influence. Each pillar consists of set of 10 criteria which, combined constitute a realistic picture of the leadership model.

She added: "The Leadership Spirit pillar includes 3 behavioral competencies: empowering, role model and open to the world, while Future Outlook consists of 4 behavioral competencies: future shaping, innovative, catalyst for radical change, familiar with advanced technology, and life-long learner. The third and final pillar, Accomplishment and Influence, consists of 3 competencies: flexible and fast, makes smart, efficient and effective decisions, focuses on and achieves higher goals of government."

## FAHR receives

# 45,000 technical support requests during 2020

The Federal Authority for Government Human Resources (FAHR) has announced receiving during 2020 more than 45,000 technical support requests through Customer Happiness System and Unified Call Center. The Customer Happiness System launched by the Authority in August 2019 is an interactive electronic platform to communicate with customers, and includes all services provided to them.



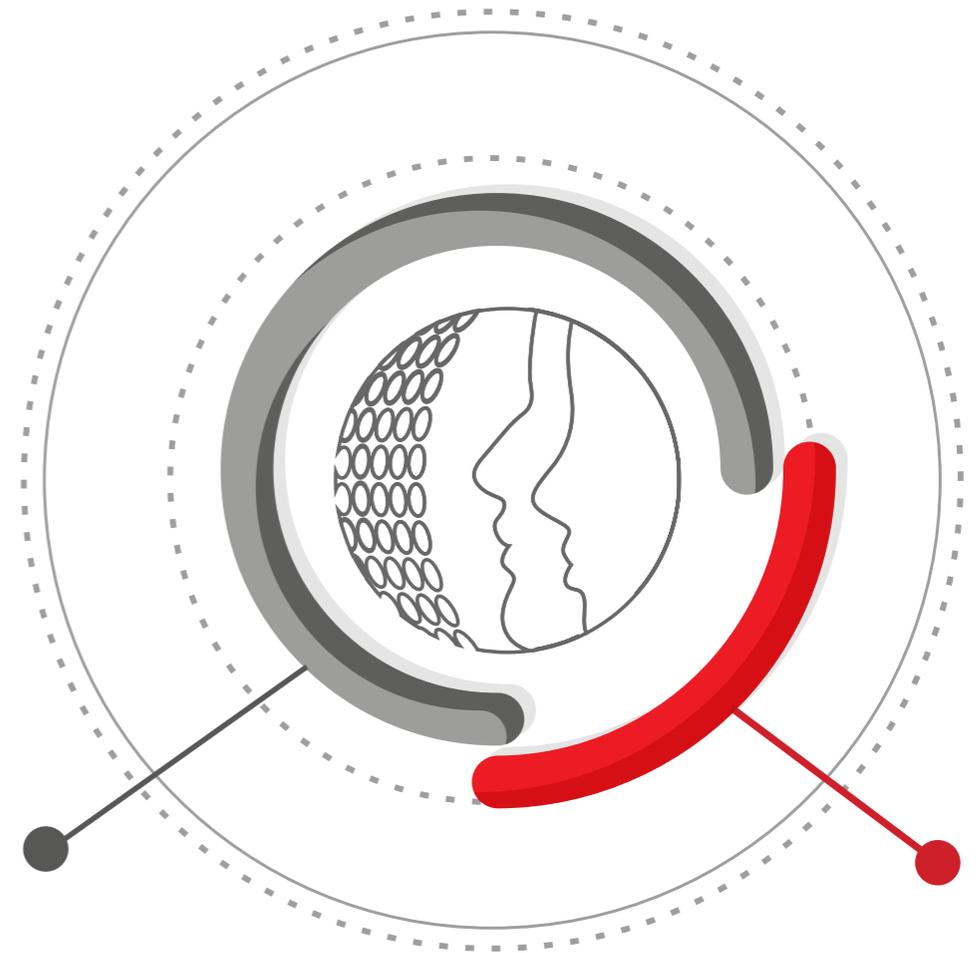
Ibrahim Fikry

In this context, HE Ibrahim Ahmed Fikry, Executive Director of Support Services Sector at the Authority considered the Customer Happiness System as an excellent service platform, through which the Authority provides all its services to ministries, federal entities, private sector institutions and the public with high quality, under one umbrella. The system, in his opinion, received great interaction by the Authority customers during 2020, due to the exceptional circumstances imposed by COVID-19 pandemic, resulting in the Authority receiving over 45,000 support requests.

He said: "The Authority also received during the past year more than 31,000 calls through the Unified Call Center, and nearly 14,500 support requests through the electronic Customer Happiness System, 10,700 of which relating

to technical support for the Federal Government's HR Management Information System "Bayanati", and 2,100 inquiries to HR laws, policies and legislation applied at the Federal Government level. Support requests include 700 related to Job Evaluation & Description System and 500 for the e-learning portal -Al Mawrid.

"What distinguishes the Customer Happiness System is that it is an interactive platform to provide all the Authority's services electronically, smoothly integrating with the other systems, e.g Bayanati System and Unified Call center System, through which the customer can request services, track their request, receive the service, and evaluate their satisfaction with the quality of the services provided. The system also provides results and real-time indicators about the progress of service



provision."

He added that the system includes 14 main services for all ministries, federal entities, private sector institutions and the public, and is an integrated electronic portal through which the Authority provides the necessary support to the ministries and federal authorities, to operate and maintain all electronic human resources systems under the umbrella of HR Management Information System (Bayanati) applied at the Federal Government level.

Examples of these services, according to HE, include: HR Self-Service, e-Performance Management and Training & Development for Federal Government Employees, e-Employment Systems System, HR procedure System and Smart Reports, Job Evaluation and Description

System, Attendance and Departure System, Manpower Planning, and e-Approvals System.

Ibrahim Fikry further explained that Customer Happiness System provides many interactive services to ministries, federal authorities and the public. These include services provided via the Smart Application (FAHR), e-Learning Portal (Al Mawrid), HR policies and legislation inquiry services, training request on HR policies and systems, and request to review and approve federal entities organizational structures, UAE HR Award support request, Services also include requesting support to: the UAE HR Award in the Federal Government, HR enablers, and enabling companies to request membership of Imtiyazat program and Federal Government employees to request to Whom it May Concern letters.

# 82,000

## federal employees have benefited from e-Learning Portal 'Al-Mawred', 42,000 getting participation certificates

The Federal Authority for Government Human Resources (FAHR) revealed that nearly 82,000 Federal Government employees have benefited from the training courses and workshops provided via the Federal Government's e-Learning Portal Al-Mawred, since its launch in late 2019 until the end of 2020.



In this regard, Maryam Al Zarouni, Director of HR Planning Department at the Authority, explained that Al Mawred Portal is the first official platform for training and e-learning in the United Arab Emirates, as nearly 82,000 employees working in ministries and federal entities have benefited from the list of training programs available on the platform, with a total 106 training hours.

She estimated the number of electronic participation certificates issued through Al Mawred platform since its inception until the end of last year at nearly 42,000, with more than 750 workshops, specialized and general training courses available on the portal, in various fields. Ministries and federal



Noura Al Mulla

entities can take advantage of these materials for their employees.

Maryam Al-Zarouni noted that the topics of the workshops presented through Al Mawred portal varied between general and specialized, and in both Arabic and English, including, for example: change management, pressure at work, the power of positivity, personal financial planning, updating accounting standards, managing virtual teams, leadership through emotional intelligence, writing reports in English, foundations of data analysis, and how to develop presentation skills.

Noura Al Mulla, Executive, Training and Continuing

Education Policies at the Authority, said: "Al Mawred is a smart training platform that serves Federal Government employees, develops their behavioral and specialized skills, and provides them with innovative and general electronic and specialized training programs and courses that meet their needs, The portal also strengthens employees' competencies and enables them to keep pace with the labor market changes, in light of the Fourth Industrial Revolution.

"The e-Learning Portal in the Federal Government, has become an important alternative to traditional training and learning methods based on physical attendance of workshops and training courses, and communication between the trainer and trainees seeking knowledge."

Noura Al Mulla pointed out that since the launch of Al Mawred, the Authority has signed a series of memorandums of understanding with a selection of universities and educational institutions, houses of

expertise and leading international companies in the field of training and development, under which the latter provide specialized certificates, electronic courses and training programs, and educational videos for Federal Government employees at reduced prices.

"Al Mawred Portal has originally been launched in line with the Federal Government's directions towards investing in artificial intelligence, enhancing the Federal Government employees' skills and ensuring continuous learning, as well as providing them with the best and latest kind of training by investing in modern technology at all levels," Noura Al Mulla noted.

Al Mawred initiative aims to develop the employees' knowledge, skills and capabilities, so that they can cope with the rapidly changing needs of global labor market by receiving reliable electronic training, at any time, and from anywhere in the world.

# Documenting cases of Federal Government employees with Coronavirus or suspects

To complete the governance of procedures for responding to COVID-19 pandemic, the Federal Authority for Government Human Resources (FAHR), after coordination with the concerned authorities, issued a circular addressed to all ministries and federal entities regarding the quarantine period for a Federal Government employees affected or suspected to be affected with COVID-19.

Circular No. (4) of 2021 stressed the need for a Federal Government employee who did not receive the two doses of the vaccine to undergo a nasal swab examination (PCR) every 7 days, so as to ensure the health and safety of employees and their families.

Regarding procedures for employees who are infected with the pandemic or come into contact with infected employees, the circular stipulates that any employee infected with COVID-19 virus, shows symptoms of the disease, or tests positive must abide by the measures for treatment and quarantine prescribed by the competent health authorities, and according to the following procedures:

If the employee has received the two vaccine doses, the quarantine period (as per time frames specified by the competent health authorities in the country) will be treated as remote work in accordance with the rules established in this regard.

If the employee did not receive the two vaccine doses, then the quarantine period shall be deducted from his leave balance, if any, otherwise, the period will be considered unpaid leave, and the employee will perform any tasks assigned to him by his employer during the quarantine period if the work interest so requires.

Any employee who is infected, comes to contact with someone infected with COVID-19 or received one or two doses of COVID-19 vaccine, must comply with the measures contained in the electronic mechanism for registering Coronavirus patients. HR departments in federal entities shall follow up on their employees'

compliance with this mechanism, as well as ensure the integrity and accuracy of the information entered according to the mechanism.

As part of its commitment to assisting the federal entities with their monitoring and documentation efforts, the Authority has automated a set of guidelines related to the governance of addressing COVID-19 at the Federal Government level, through "Bayanati" System. Most important of these is the completion of automate mechanism for registering in the system, cases of Federal Government employee who are infected with the virus, remote work request for employees suspected to be in contact with patients, and employees who have received Covid-19 vaccine.

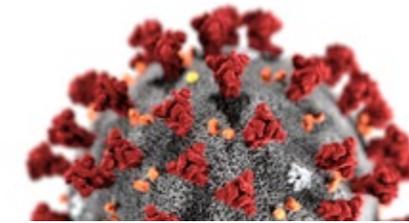
The Authority called on all employees to adhere to the precautionary measures issued by the competent authorities in the country to prevent the spread of the pandemic. The federal entities must monitor the commitment of violation committees to implement the guideline for employees who breach the precautionary measure contained in the Authority's circular No (26) of 2020.

"All federal entities must provide the Authority with a weekly report on the number of employees infected with the pandemic, who came to direct contact with infected and who received COVID-19 vaccine, one or two doses," the circular stressed.

The Authority revealed that it will hold a virtual workshop to explain the above mechanisms for all Federal Government employees on Monday, February 01, 2021.

# Updating measures to combat COVID-19 in ministries and federal entities

The Federal Authority for Government Human Resources (FAHR), issued a circular to all ministries and federal entities, regarding some amendments to the procedures for dealing with COVID-19 pandemic at the Federal Government level. The new procedures will come to effect as of Sunday, January 24, 2021, obliging the Federal Government employees to undergo a nasal swab test every 7 days, in the event that they have not received the two doses of COVID-19 vaccine.



According to the Authority's circular, these measures are made in line with the directions of the UAE Government in addressing the pandemic, limiting its repercussions, and protecting the employees' health in a safe work environment. The circular urged all federal bodies to implement several procedures, related to their employees and those of outsourcing and public services companies, as well as employees of consulting services and expert houses they deal with, to protect them and their families from infection with the virus.

With regard to the employees of the Ministries and Federal Entities, the circular stipulated that they must undergo a nasal swab test (PCR) every 14 days; at the employee's own expense, an exception is made for employees who have received the COVID-19 vaccine, and employees who have a medical report or certificate approved by the official health authorities in the country indicating that they cannot receive the COVID-19 vaccine due to their health status, provided that the Federal Government Entity undertakes to conduct a Nasal Swab Test (PCR) for those exempted employees every 7 days.

Employees of outsourcing, public services companies etc. those companies that have contracts with Federal Government Entities (current and future) must conduct a nose swab examination (PCR) for their employees who are present, or who will be present on a daily basis in the workplace of a federal entity, every 7 days, at the expense of those contracting companies, with the exception of employees who have received the COVID-19 vaccine.

The circular also covers employees of outsourcing, public services companies, expert houses, etc. In the event of contracting with these companies. In the event of contracting with these companies by the federal entities, and if their employees are required to visit the federal entity's premises, to attend meetings, discussions and other tasks according to the contract, the Federal Government entity must ensure that the employees of these companies present a valid nasal swab test result for a period of no more than 3 days, except for employees who have received the COVID-19 vaccine.

The Federal Authority for Government Human Resources urged all ministries and federal entities to encourage their employees and workers to take COVID-19 vaccine..

# FAHR gets its employees vaccinated against COVID-19

The Federal Authority for Government Human Resources (FAHR) organized, in cooperation with the Ministry of Health and Prevention, in mid-January, a vaccination campaign for its employees against COVID-19 pandemic. The vaccination took place at the Authority's headquarters in Dubai with the aim of immunizing them and their family members from dangers.



In this context, Ali Ahly, Director of Human Resources and Services at the Authority said: "The campaign comes to maintain protect the health and safety of employees, their families and society at large. It also comes in line with the State's directions, and the relentless efforts being made by competent authorities to safeguard the community and reduce the repercussions of the pandemic by containing its dangers through vaccination."

He added: "Under Employee Wellness Programs and other programs launched to protect the physical and psychological health of employees, the Authority has recently finalized the first stage of vaccination campaign for most of the Authority staff members, in collaboration with the Ministry of Health and Prevention. WE would like to thank the Ministry of Health and Prevention and all health institutions for their great efforts during this critical period."

# FAHR obtains ISO Integrated Management System certification

The Federal Authority for Government Human Resources (FAHR), has recently been awarded ISO certification for Integrated Management System, which outlines requirements for an occupational health and safety (OH&S) management system.



Khaled Al-Mazmi

It also covers the occupational health and safety procedures in the Authority, including contingency plans and employee safety, as well as the environment management system, which includes mechanisms for environmental conservation, such as electronic transformation, and the quality management system that includes managing the Authority's operations and their links to overall plan.

In this regard, Khaled Al-Mazmi, Director of Strategy and Future Department, stressed that the Authority, at all



levels, has made great efforts to prepare for award, and these efforts paid dividends by obtaining ISO certificate for Integrated Management System.

Al-Mazmi said: "It is worth mentioning that ISO certification awarding body, praised the Authority's efforts at the audit process, and the Authority obtained the certification without any major reservations regarding its operations. So I would like to thank all employees who cooperated with the Strategy and Future Department in making the audit process a great success."



## FAHR launches 'Winter Wormth' Campaign in collaboration with Dar al-Ber Society

The Federal Authority for Government Human Resources (FAHR) launched, in cooperation with Dar al-Ber Society, the humanitarian campaign "Winter Wormth", aimed at distributing winter necessities to needy people within and outside the country.



Mahmoud Al Marzooqi



In this context, Mahmoud Al Marzooqi, Director of Government Communications at the Authority stressed that the campaign comes to reflect the keenness of the two parties to alleviate the sufferings of the needy during the harsh winter cold. The campaign will distribute some winter necessities including blankets and clothes, he said.

He indicated that the Authority has publicized the campaign at the Federal Government level through the Federal Government's HR Management Information System (Bayanati), as well as its various accounts in social media. He called on all members of society to support the

campaign, and donate 10 dirhams by sending the word "Winter" in an SMS via Etisalat or du to the number 2289, or 50 dirhams by sending the same word to the number 2252, or 100 dirhams to the number 4209, or 500 dirhams to 6026.

Al Marzooqi said: "The Authority has implemented, in collaboration with Dar al-Ber Society, 23 humanitarian campaigns since the beginning of cooperation between them in 2017 until the end of 2020. The proceedings of the campaigns went to aid many needy persons inside and outside UAE.

## FAHR Smart App Featured Services



Services around the clock

-  Requesting & Approving Leaves
-  Requesting to Whom it May Concern & Experience Letters
-  Reviewing Salary Details
-  Updating Personal Data
-  Preparing the Individual Development Plan
-  Reviewing and Approving Performance Document
-  Attendance Registration
-  Nominating for Rewards & Incentive System



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