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MAIDS.CC OPERATIONS MANUAL - VERSION 5.1.0 (UPDATED NOV 2025)

CLASSIFICATION: RESTRICTED

OWNER: OPERATIONS DIRECTORATE / VISA COMPLIANCE UNIT

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## **1.0 VISA PROCESSING & GOVERNMENT LIAISON**

### **1.1 GENERAL ENTRY PERMIT GUIDELINES**

All domestic worker visas are processed under the jurisdiction of the Ministry of Human Resources and Emiratization (MOHRE) and handled via Tadbeer centers.

#### **1.1.1 OUT-OF-COUNTRY CANDIDATES (NEW ARRIVALS)**

For candidates recruited directly from their home country:

- Step 1: Offer Letter generation (MOHRE standard contract).
- Step 2: Entry Permit issuance (Pink Visa).
  - Cost: 1,200 AED (Standard) / 1,450 AED (Urgent).
  - Validity: 60 days from issuance.

- Step 3: Status Change. Upon arrival at DXB/AUH airport, the status is automatically activated.
- NOTE: The "Inside Country" status change fee does NOT apply to new arrivals.

### 1.1.2 IN-COUNTRY CANDIDATES (LOCAL HIRE)

For candidates already in the UAE on Visit Visa or Cancelled Visa:

- Status Change (Ameen Service): Mandatory for all local hires to switch from Tourist/Previous Employment to New Sponsor.
- Fee: 1,650 AED (Non-refundable).
- Penalty: If the candidate overstays their previous visa grace period, a fine of 50 AED/day is levied, payable by the Client unless the delay was caused by Maids.cc Ops.
- Process Trigger: Ops team must upload the "Change Status" paper to the portal within 24 hours of client payment.

### 1.2 RESIDENCY STAMPING (THE "VISA STAMP")

The final residence visa is valid for 2 years.

- Prerequisite 1: Passed Medical Fitness Test (See Section 4.0).
- Prerequisite 2: Emirates ID Biometrics completed.
- Prerequisite 3: Active Medical Insurance Policy.
- Timeline: Residency must be stamped within 30 days of Entry/Status Change. Failure results in a 25 AED/day fine.

### 1.3 VISA RENEWAL

Renewals must be initiated 30 days before expiry.

- Renewal Fee: 4,500 AED (Inclusive of typing, medical, EID, and agency processing fee).
- Late Renewal: A grace period of 30 days is granted after expiry. Beyond this, fines apply.

## 2.0 NATIONALITY-SPECIFIC RECRUITMENT PROTOCOLS

### 2.1 PHILIPPINES (KABAYAN SECTOR)

The recruitment of Filipino nationals is subject to the strictest regulations due to the POEA (Philippine Overseas Employment Administration) and POLO (Philippine Overseas Labor Office) mandates.

#### 2.1.1 MINIMUM SALARY COMPLIANCE

- The UAE Government standard contract may state a salary, but the POLO contract MUST reflect a minimum salary of 1,500 AED (approx \$400 USD).
- Ops Alert: Even if the client agrees to pay 1,200 AED, the official contract submitted to the embassy must read 1,500 AED. The difference is an internal client-maid agreement, but for compliance, 1,500 AED is the floor.

#### 2.1.2 CONTRACT VERIFICATION (POLO)

- Phase 1: Contract submission to the Philippines Consulate in Dubai.
- Phase 2: Attestation fee of 420 AED (Pass-through cost).

- Phase 3: Issuance of the OEC (Overseas Employment Certificate). Without an OEC, a Filipino national cannot exit Manila airport.

### 2.1.3 REST DAYS

- Mandatory: 1 day per week OR monetary compensation (75 AED per day worked).
- Phone Usage: Embassy rules strictly prohibit confiscating mobile phones.

## 2.2 ETHIOPIA

Ethiopian recruitment is high-volume but requires specific health checks.

### 2.2.1 YELLOW CARD (VACCINATION)

- Every candidate must present a valid "Yellow Card" (proof of Yellow Fever vaccination) before the medical typing.
- If missing: The candidate must take the vaccine at a UAE Preventive Medicine Center (Cost: 350 AED).

### 2.2.2 CONSULATE JOB ORDER

- For contracts exceeding 2 years, a Job Order must be registered with the Ethiopian Consulate.
- Agency Fee: 150 AED per candidate batch.

## 2.3 SRI LANKA

Sri Lankan recruitment is currently governed by the SLBFE (Sri Lanka Bureau of Foreign Employment).

### 2.3.1 PRE-DEPARTURE TRAINING

- Candidates must complete a 21-day housekeeping course in Colombo.
- Operations must verify the "Training Certificate Level 2" is uploaded to the portal before booking the flight.

### 2.3.2 INSURANCE SURCHARGE

- The Sri Lankan consulate imposes an additional "Welfare Insurance" fee of 120 AED upon contract attestation.

## 2.4 KENYA & UGANDA (AFRICAN BLOC)

High demand for English-speaking candidates.

### 2.4.1 KENYA

- Police Clearance Certificate (Good Conduct) is mandatory for visa issuance.
- Validity: Must be issued within the last 6 months.
- Flight Logistics: Direct flights via Kenya Airways or Emirates are preferred to avoid transit visa complications in intermediate countries.

### 2.4.2 UGANDA

- Interpol Clearance: Required for security check.
- Exit Clearance: Ugandan Labor Ministry must sign off on the deployment. This adds 5-7 days to the processing timeline compared to Kenya.

## 2.5 NEPAL & INDIA

- India: Candidates require "ECR Clearance" (Emigration Check Required) if they have not completed Grade 10 education.
- Nepal: Currently, the deployment of female domestic workers is highly restricted by the Nepal government. Special "No Objection Certificate" (NOC) is required from the embassy, often making the process 30+ days longer. Suggest alternatives to clients.

## 3.0 FINANCIAL FRAMEWORK & FEE STRUCTURES

### 3.1 GOVERNMENT VS. AGENCY FEES (INTERNAL BREAKDOWN)

Staff must distinguish between "Hard Costs" (Government) and "Service Fees" (Maids.cc Revenue) when dealing with accounting discrepancies.

ITEM DESCRIPTION	GOV COST (AED)	AGENCY FEE (AED)	CLIENT PRICE (AED)
Entry Permit (New)	260	940	1,200
Status Change	550	1,050	1,600
Medical Test (VIP)	350	150	500
Medical Test (Std)	300	50	350
Emirates ID (2 Yr)	270	130	400
Residency Stamp	500	300	800
File Opening	200	50	250

### 3.2 REFUND MATRIX (CLIENT CANCELLATION)

If a client cancels the process midway, the refund depends on the stage reached.

- STAGE 1: Profile Selected, No Visa Typed.
  - Refund: 100% of Agency Fee.
- STAGE 2: Entry Permit Issued (Pink Visa).
  - Refund: Client Price MINUS 1,200 AED (Visa Cost).
- STAGE 3: Status Changed / Inside Country.
  - Refund: Client Price MINUS 2,800 AED (Visa + Status Change).
- STAGE 4: Residency Stamped.
  - Refund: 0 AED. The service is considered fully delivered.

### 3.3 "FREE REPLACEMENT" GUARANTEE

- Validity: 90 days from the maid's arrival date (Probation Period).

- Conditions:
  1. Maid is medically unfit (Failed Medical).
  2. Maid refuses to work (requires video proof or agency interview).
  3. Maid absconds.
- Limit: Unlimited replacements within the 90 days.
- Cost: The client pays only government transfer fees (approx 800 AED) for the new maid; Agency Fees are waived.

## 4.0 MEDICAL FITNESS & HEALTH INSURANCE

### 4.1 MEDICAL FITNESS TEST

All candidates must undergo testing at a DHA (Dubai Health Authority) or MOHAP certified center.

#### 4.1.1 MANDATORY TESTS

- HIV/AIDS: Immediate deportation if positive.
- Hepatitis B: Vaccination required if negative; treatment required if positive (for nanny categories).
- Tuberculosis (TB): Old scars are acceptable via "Unfit-New / Fit-Old" certificate. Active TB results in immediate deportation.
- Syphilis: Treatment required.
- Pregnancy: Immediate deportation for unmarried candidates.

#### 4.1.2 FAILED MEDICAL PROTOCOL

- Step 1: Ops receives "Unfit Certificate".
- Step 2: Notify Client immediately (Do not send the maid to the client's house).
- Step 3: Arrange "Outpass" and flight ticket.
- Step 4: Cost of repatriation is borne by the Agency (Maids.cc), NOT the client, provided it is within the guarantee period.

### 4.2 HEALTH INSURANCE PLANS

Insurance is mandatory for visa stamping.

- TIER A (BASIC - DHA COMPLIANT)
  - Cost: 650 AED / Year.
  - Network: Economy/Lower-tier clinics only.
  - Annual Limit: 150,000 AED.
  - Co-pay: 20% on all visits.
- TIER B (STANDARD)
  - Cost: 1,250 AED / Year.
  - Network: Includes mid-tier hospitals (e.g., Prime, Aster).
  - Coverage: General Practitioner, Specialist, Maternity.
  - Co-pay: 10%.
- TIER C (PREMIUM)
  - Cost: 2,400 AED / Year.
  - Network: Premium hospitals (e.g., Saudi German, Mediclinic - restricted access).

- Coverage: Dental (up to 1,500 AED), Optical (up to 500 AED).
- Co-pay: 0% or 50 AED flat rate.

## 5.0 WAGE PROTECTION SYSTEM (WPS) & PAYROLL

### 5.1 COMPLIANCE MANDATE

As of 2023, the UAE government requires domestic worker salaries to be processed digitally. Maids.cc provides a proprietary WPS solution integrated into the App.

### 5.2 RULES

- Frequency: Monthly.
- Deadline: Salary must be deposited by the 5th of the following month.
- Minimum Percentage: At least 80% of the contract salary must be transferred to avoid flagging.

### 5.3 PENALTIES (SYSTEM BLOCKS)

- Code 44 Block: Triggered if salary is not paid for 2 consecutive months.
  - Consequence: The sponsor cannot issue new visas or renew existing ones.
- Lifting the Block: Requires paying all arrears + 500 AED fine per month of delay.

### 5.4 MAIDS.CC PAYROLL CARD

- We issue a "C3" or "Lulu Money" card to every maid upon arrival.
- Client Action: Client tops up their Maids.cc wallet; we transfer to the card.
- Ops Action: Ensure card activation is done during the training week.

## 6.0 LEGAL COMPLIANCE: ABSCONDING & DISPUTES

### 6.1 ABSCONDING (HUROOB)

Defined as the worker leaving the employer's premises without permission for more than 7 consecutive days.

#### 6.1.1 REPORTING PROCESS

- Timeframe: Must be reported within 14 days of the incident.
- Venue: Tadbeer Center.
- Cost: 418 AED (Government Fee) + 150 AED (Agency Admin Fee).
- Document: "Unexpected Departure Report".

#### 6.1.2 CONSEQUENCES

- The maid receives a lifetime employment ban in the UAE.
- The sponsor is absolved of providing a return ticket.
- Any bank guarantee (if applicable) is forfeited.

### 6.2 DISPUTE RESOLUTION

- Level 1: Internal Mediation. Maids.cc Case Manager speaks to both parties.
- Level 2: Tadbeer Mediation. If unresolved, the case moves to the Ministry.
- Level 3: Labor Court. (Rare for domestic cases).

- Common Dispute: "Phone Confiscation".
  - Policy: It is illegal to confiscate the maid's phone or passport. Clients found doing this void their warranty.

## **7.0 CLIENT SERVICES: HOUSING & UNIFORMS**

### **7.1 AGENCY ACCOMMODATION**

Maids.cc provides temporary housing for maids in transit or between jobs.

- Capacity: 400 beds.
- Facilities: WiFi, 3 meals/day, Laundry.
- Cost to Client: Free during the replacement process. 50 AED/day if the client requests "Babysitting" hold (i.e., keeping the maid with us while they travel).

### **7.2 UNIFORMS**

- Standard Issue: 2 sets of uniforms (Pink/Grey tunic + trousers).
- Safety Shoes: 1 pair (Black, non-slip).
- Replacement Cost: 150 AED per set.

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