



Applicant Handbook

An initiative led by



هيئة أبوظبي
للطفولة المبكرة
Abu Dhabi Early
Childhood Authority

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About ECA

The Abu Dhabi Early Childhood Authority (ECA) is a government entity, based in Abu Dhabi Emirate, that supports holistic early childhood development. We oversee the Early Childhood Development sector in Abu Dhabi with a mind that is committed to the highest standards and young children are at the heart of all we do.

We help all of Abu Dhabi's young children flourish by playing vital roles in the Abu Dhabi community:

We are an Enabler

We broaden the capabilities of our partners to support holistic child development

We are a Policymaker

We develop coordinated and aligned policies and laws

We are a Knowledge Hub

We inform decision-making through research, data and evidence

We are a Disruptor

We transform how people think about and address the needs of young children

One of the most important things we can do as a society is to invest in our children early, which is why our primary focus is on children aged 0-8 years old. Our target age group has been identified on the basis of the latest scientific research. This period is the most influential in life, with the brain's internal structure reaching 90% of its development by the age of 5 years. The age range we focus on is also consistent with the definition of early childhood applied by international organizations such as the United Nations International Children's Emergency Fund (UNICEF), the World Health Organization (WHO) as well as the World Bank.



About the Parent-friendly Label

The Parent-friendly Label (PFL) is a voluntary initiative that provides a range of criteria your organization can adopt in order to be recognized and awarded for your parent-friendly policies and practices. Among a wide range of benefits, eligible organizations that qualify for the PFL will be entitled to display it as a symbol of their independent accreditation and commitment in this area.

Working families in Abu Dhabi often need to make difficult tradeoffs in order to fulfil their various commitments, and we know they can require additional support at work and at home. By encouraging more parent-friendly workplaces, we can establish a culture, policies and ways of working that are more compatible with the needs of working parents of young children aged 0-8. This, in turn, would have a positive social and economic impact on our community.

Parent-friendly workplaces demonstrate a deep understanding of family needs by offering a work culture and environment that is compassionate towards working parents. This is primarily manifested through offering flexibility for working parents, actively welcoming back new mothers and fathers and providing sufficient maternity and paternity leaves, among other measures.

Research has demonstrated that by empowering parents to play a more active role in their children's lives during the early years from 0-8, a positive and lifelong impact is generated, thereby benefiting the community as a whole. When you support working parents, you are also supporting the development of future generations to come, as well as the future of Abu Dhabi.



Research suggests that parent-friendly policies and practices in the workplace can:

Reduce parental stress and parent absenteeism in their children's lives

Increase chances of women realizing their full potential, while contributing both at home and to the economy

Enable fathers to be more involved in the early years, supporting children to have better developmental outcomes, potentially leading to less behavioral problems and improved cognitive and mental health

Lower rates of acute infant, chronic illnesses and decrease likelihood to variety of infections when mothers are supported to nurse their babies

Research has also shown that a parent-friendly workplace committed to supporting families with young children can reduce parenting stress and promote wellbeing, which in turn can lead to greater productivity and support business objectives.

Many businesses have found that the adoption of parent-friendly policies and practices can:

Increase company attractiveness, with 77% of respondents to one study in Australia reporting that it affected their choice of employer

Increase productivity and employee motivation as a result of more flexible working conditions

Have a positive impact on recruitment, retention, loyalty and morale, among a wide range of cultural and reputational benefits

Eligibility Criteria

To determine if your organization is eligible to apply for the Parent-friendly Label (PFL), it is important to consider the following questions:

Does your organization operate in the private sector, semi-government sector or third sector?

Does your organization have a valid trade license issued in the Emirate of Abu Dhabi or in a free zone in the Emirate of Abu Dhabi?

Can your organization demonstrate a commitment to parent-friendliness?

If you answered “yes” to all these questions, and your organization is committed to contributing to the development of a more parent-friendly Abu Dhabi, then you may be eligible to apply.

It is obviously important to align with your organization’s leadership before applying for the PFL, and we have therefore prepared [this short presentation](#) to support you in these conversations, should you wish to use it.



What are the benefits of the Parent-friendly Label (PFL)?

The Parent-friendly Label (PFL) offers a number of benefits to its recipients, including entry into an exclusive community of like-minded organizations to share learnings and leading practices with, as well as public recognition of your organization in the adoption and implementation of parent-friendly policies and practices.

The primary benefits include:

Workplace impact

Positive employee/family wellbeing and business outcomes realized through the implementation of parent-friendly policies.

Impact on employees' wellbeing

When employees feel supported by their employer to balance their work and family commitments, they can better deal with stress, which results in improved wellbeing. Workers' well-being is a key factor in determining an organization's long-term success.

Increased employee loyalty

Employees that work in parent-friendly workplaces value the care and support provided by their employers, creating greater loyalty to the organization.

Higher productivity

Parent-friendly policies such as extended parental leave, employee wellbeing programs, and flexible working have been shown to have no negative impact on productivity, and in most cases, have a positive effect.

Increased employer competitiveness

Employers that are known for prioritizing families and parents enjoy reputational benefits and are often regarded as employers of choice, especially for more experienced employees that, due to their age group, are most likely to have children.

Knowledge sharing

Customized comparative analysis reports of recipients' performance, leading practice sessions and access to success stories and experiences from peers and the wider community.

Learning and development opportunities

Label recipients will be invited to community meetups to exchange success stories and promote policies and practices that have demonstrated impact in their organization, as well as challenges faced and lessons learned.

Report insights

Label recipients will receive a report that will support their learning journey, showcasing trends within their applicant pool regarding current parent-friendly practices policies and custom content, such as local insight reports with key information, learnings and innovative initiatives.

Recognition

Acknowledgement of recipients' commitment to parent-friendly policies and practices including through traditional and social media channels.

Virtual kit

Recipients will be provided with a virtual kit that includes key information on the PFL and its associated design and PR assets for use in their internal and external communication efforts.

Recognition ceremony

A recognition ceremony that highlights the efforts of recipients and enables organizations to be celebrated for their achievements.

Communications campaign

Targeted outreach designed to provide recipients with public recognition of their efforts both in the media and through ECA-owned social media channels.

What are the two levels my organization could apply to?

The Parent-friendly Label (PFL) is awarded at two levels:



Level 1: Parent-friendly Label

Employers that demonstrate evidence of the adoption of parent-friendly policies based on Level 1 criteria.

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Level 2: Parent-friendly Plus

Employers that meet or exceed global leading practices in parent-friendly policies based on Level 2 criteria.

Specific organizational targets have been defined for each level, and those for 'Parent-friendly Plus' are more comprehensive and ambitious.

Each label is valid for two years, with a checkpoint at the end of the first year with the ECA.

How will my organization be assessed?

To ensure the credibility and integrity of the Parent-friendly Label, the assessment will be conducted by an independent third party. Eligible applicants will be assessed against 19 criteria spanning 5 categories. 8 of these criteria are mandatory and 11 are optional.

Of the 19 criteria, all 8 of the mandatory criteria and 6 of the optional criteria should be met in order to obtain the Parent-friendly Label (PFL), giving applicants the flexibility to choose which of the optional criteria are most applicable to their situation.

The 19 criteria fall within 5 overarching categories:



Innovation (Optional)

We also invite you to share how your organization has applied creative and non-traditional approaches to better support parents through innovative workplace policies and practices.

Judging Panel

A judging panel made up of members from leading public institutions is tasked with reviewing the label applicants and making recommendations on selection.

i. Assessment Criteria

'Yes' indicates that this component of the relevant criteria will be assessed. If 'NA', this component is not applicable to the assessment of that criteria. There are also areas where a numerical value has been added to be evaluated against when required.

The assessment of some components will be based on responses provided to a 'Workplace Culture Survey' which you are responsible for sharing with your employees. This is a mandatory component of your application. These areas have been indicated and highlighted when they are included.

A- Parental Leave:

i. A1. Maternity leave - Mandatory

Parental leave granted to women before and after the birth or adoption of a child, to allow mothers to heal, nurture, care for and bond with their child.

Components of measurement	Parent-friendly	Parent-friendly Plus
Number of paid maternity leave calendar days offered	90 days	136 days
Flexibility in how maternity leave is taken (i.e. deferring leave days to later or spreading part-time over a longer period)	Yes	Yes
Option to take unpaid leave along with maternity leave	Yes	Yes



ii. A2. Paternity leave - Mandatory

Parental leave granted to men before and after the birth or adoption of a child, to allow fathers to nurture, care for and bond with their family.

Components of measurement	Parent-friendly	Parent-friendly Plus
Number of paid paternity leave working days offered	5 days	10 days
Flexibility in using paternity days (i.e. deferring leave days to later or spreading leave days over a longer period)	Yes	Yes
Option to take unpaid leave along with paternity leave		Yes
% of employees who agree that it is important to take paternity leave	60%	80%
% of employees who agree that fathers are supported by peers to take their full paternity leave benefit	60%	80%
% of employees who agree that fathers are supported by leadership to take their full paternity leave benefit	60%	80%

iii. A3. Special parental leave - Optional

Special leave provisions for prenatal and adoption appointments, illness during pregnancy, miscarriage, stillbirth or loss.

Components of measurement	Parent-friendly	Parent-friendly Plus
Number of days of additional paid leave in cases of stillbirth after 24 weeks	60 days	Full maternity leave benefit
Number of days offered for antenatal or adoption appointments	2 weeks unpaid	2 weeks paid
Number of days offered for antenatal or adoption appointments	2 days paid	Policy does not limit

iv. A4. Leave transition support - Optional

Employees are provided with support as they depart on, remain on and return from, extended parental leave through regular manager communication, transitional flexible work arrangements and re-integration programs.

Components of measurement	Parent-friendly	Parent-friendly Plus
Communications sent prior to parental leave detail support options available to employees to help their transition back to work	Yes	Yes
Option for employees to be invited to work events during parental leave	Yes	Yes
Availability of a formalized training / coaching / mentoring program for employees to support them before they take leave or upon their return	NA	Yes
Option for employees to have regular touch points with managers while on leave	NA	Yes
Option for transitional working arrangements upon employee's return to work	NA	Yes

v. A5. Employee benefits while on unpaid parental leave - Optional

Employee receives benefits while on unpaid leave such as continuity of their health insurance, ability to apply for roles to progress career, access to organizational communications, surveys and trainings, and inclusion in remuneration reviews, team events and activities.

Components of measurement	Parent-friendly	Parent-friendly Plus
Employee benefits are protected throughout the duration of parental leave	Access to at least 70% of employee benefits offered by the organization	Access to all employee benefits offered by the organization are provided

B- Flexible Work:

i. B1. Flexible work policy - Mandatory

Policy which documents the organization’s flexible working arrangements, including the types of flexibility available (e.g. hours, location, part time, job sharing). This policy places focus on output and outcomes achieved rather than set hours of work. Employees with access to this policy should include at a minimum those that are pregnant, returning from parental leave, or caring for a Child of Determination.

Components of measurement	Parent-friendly	Parent-friendly Plus
Documented flexible working policy includes flexible hours and remote working	Yes	Yes
Policy includes job share, part time, or annualized hours	NA	Yes
Specific provision for parents to work flexibly to attend school events	Yes	Yes
Flexible work arrangements are embedded in employee contracts	NA	Yes
% employee satisfaction with flexible work arrangements	60%	90%
% employees who agree that flexible working is promoted, supported and role modeled at all levels	NA	80%
% employees who agree that they feel comfortable requesting their manager to work flexibly	NA	80%

ii. B2. Short term flexible work - Optional

Entitlement for employees to work remotely for short periods to accommodate caring responsibilities or care emergencies e.g. loss of childcare or childcare illness.

Components of measurement	Parent-friendly	Parent-friendly Plus
Short term flexible working practice in place for cases of childcare emergencies or childcare illness	Yes	Yes
Access to emergency medical leave days for childcare emergencies or hospitalization	NA	Yes

iii. B3. Flexible working job evaluation and progression - Optional

Employees working flexibly are able to progress in their careers, and organizational processes provide fair review of performance for those working flexibly.

Components of measurement	Parent-friendly	Parent-friendly Plus
Job evaluation guidelines consider flexible working	Yes	Yes
Employees can challenge reviews on the basis that working flexibly negatively impacted their performance evaluation	NA	Yes
% of employees who agree that using flexible working can still advance their careers	NA	80%



C- Family Care:

i. C1. Nursing - Mandatory

Employees are able to take paid breaks from work to pump or nurse their baby where applicable, and a private and hygienic maternity space with storage facilities, power, microwave, seating and baby change facilities is available. Extra support could include access to lactation specialist, hospital-grade breast pumps, sanitation equipment, fresh towels, lockers, parenting books, wireless speaker, window access, adjustable lighting, WIFI and charging station.

Components of measurement	Parent-friendly	Parent-friendly Plus
Number of nursing break hours per day	2 hours/day	Policy does not limit
Availability of an onsite maternity room; a private, hygienic room, where the mother is comfortable and can store and heat milk	A private and hygienic maternity room with fridge and microwave provided	L1 + at least 3 of the listed "extras"

* Questions pertaining to this criteria apply to the organizations with a physical office space.

ii. C2. Childcare - Optional

Employees are supported by their employers to access childcare support, including when childcare is not available, such as during school holidays.

Components of measurement	Parent-friendly	Parent-friendly Plus
Forms of childcare assistance e.g. direct financial support, vouchers, discounts, domestic helper training, domestic helper search, dedicated facilities (such as a kid's corner or onsite childcare that is compliant with all applicable regulations)	Availability of at least 1 form of childcare assistance	Availability of at least 3 forms of childcare assistance

iii. C3. Caregiver education - Optional

Information and resources are made available for employees on relevant topics including babies, toddlers, children, and Children of Determination specifically.

Components of measurement	Parent-friendly	Parent-friendly Plus
Parenting education resources are offered (i.e. seminars on parent topics, educational materials, access to ECA's Parents Platform)	Yes	Yes
Structured parenting training is offered (an example of this can be experts and facilitators providing on the ground training for expectant parents)	NA	Yes
Targeted caregiver training that covers different caregiver and parenting styles for different needs is offered (example can be providing first-aid nanny training)	NA	Yes

iv. C4. Child of Determination caregiver support - Optional

Employees caring for a Child of Determination can access additional support and/or benefits through their employer.

Components of measurement	Parent-friendly	Parent-friendly Plus
Policy in place (or included within another policy) to support employees caring for a Child of Determination	Yes	Yes
Employers provide at least two forms of support to parents caring for a Child of Determination	NA	Yes
% of employees who agree that the support for parents caring for Children of Determination is clearly defined	NA	80%
% of employees who agree that support for parents caring for Children of Determination is sufficient	NA	80%

D - Family Wellbeing:

i. D1. Employee wellbeing support - Mandatory

Programs and services available to promote the emotional, mental and physical wellbeing of employees and their families.

Components of measurement	Parent-friendly	Parent-friendly Plus
Formalized wellbeing support for emotional and mental wellbeing including stress management support, mental health and counseling services	Availability of physical health targeted programs and family wellbeing activities	L1 + at least one type of mental health support (examples include stress management, mental health, post-natal depression support)
PRO/admin support is offered to new parents	Yes	Yes
Peer-led family support groups are available	NA	Yes
Formalized manager training and education in awareness and application of wellbeing support, potentially including but not limited to first aid courses or CPR training	NA	Yes

ii. D2. Worker protection on parental leave - Mandatory

Employee rights are protected and cannot be undermined due to eligible parental leave or the utilization of nursing hours.

Components of measurement	Parent-friendly	Parent-friendly Plus
Protection from termination during pregnancy and parental leave	Yes	Yes, and for a period of 18 months from childbirth

iii. D3. Women's leadership and career programs - Optional

Dedicated support for women to advance in their careers given the specific challenges they often face in balancing family and work responsibilities.

Components of measurement	Parent-friendly	Parent-friendly Plus
Support programs for women's leadership advancement or career progression are available based on merit	Yes	Yes, and they address specific groups (i.e. mothers)
Structured support and mentorship networking opportunities	NA	Yes
% of employees who believe women's leadership and career programs offered at their organization are effective	60%	80%

E-culture:

i. E1. Manager enablement and support - Mandatory

Managers are knowledgeable of parent-friendly policies and implement them in line with the intent for which they were created. Employees feel comfortable and supported utilizing the parent-friendly policies that are available to them.

Components of measurement	Parent-friendly	Parent-friendly Plus
Training or awareness sessions are provided to managers periodically to enable them to implement parent-friendly policies and practices seamlessly	Yes	Yes
% of employees who feel that their manager is knowledgeable on parent-friendly policies (flexible work, parental leaves, etc.)	60%	80%
% of employees who agree that their manager is supportive of employees utilizing parent-friendly policies	60%	80%
% of employees who agree that their manager applies parent-friendly policies consistently across the team	60%	80%



ii. E2. Internal promotion of parent-friendly policies - Mandatory

Parent-friendly policies are documented and promoted within the organization to all employees.

Components of measurement	Parent-friendly	Parent-friendly Plus
Promotion of parent-friendly policies throughout organization, including ensuring they are easily accessed by employees	Yes	Yes
% of employees who feel they have a good understanding of the parent-friendly policies available to them	60%	80%
% of employees who agree that they know how and where to access information on parent-friendly policies	60%	80%

iii. E3. Policy monitoring and impact - Optional

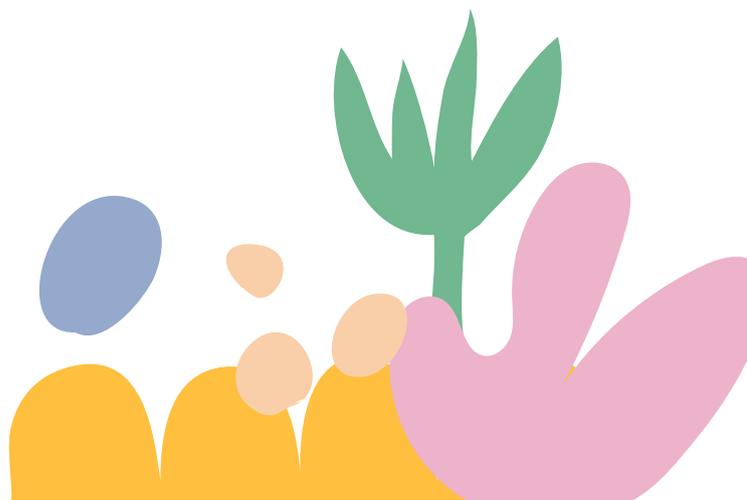
Organizations review the utilization of parent-friendly policies, including identifying potential areas for improvement, and use that intelligence to inform policy changes.

Components of measurement	Parent-friendly	Parent-friendly Plus
Measures are in place and reviewed regularly to ensure that policies and practices are delivering parent-friendly outcomes as intended	Yes	Yes
Organizations take action to update policies in line with the outcomes of the policy reviews	NA	Yes
% of employees who agree they are satisfied with parent-friendly policies	60%	80%

iv. E4. Employee listening and impact - Optional

Organizations can illustrate that they have collected feedback from employees on parent-friendly policies, have introduced creative solutions to meet employee needs, and can demonstrate with data the impact of these initiatives.

Components of measurement	Parent-friendly	Parent-friendly Plus
Organizations can demonstrate that they have a mechanism in place to collect employee feedback and ideas on parent-friendly policies	Yes	Yes
There is a structured and well-governed process in place by which employee feedback and suggestions are reviewed, piloted, tested and implemented where applicable	NA	Yes
The positive impact of improvements in policy can be demonstrated through credible data analysis	NA	Yes
% of employees who agree that they can provide feedback on parent-friendly policies	60%	80%
% of employees who feel that their feedback will be taken seriously	60%	80%



Innovation

Applicants are encouraged to share how they have been innovative in the delivery of parent-friendly practices and share details as well as any supporting evidence. The more information provided, the better the evaluator will be able to assess the level of creativity applied.

When sharing your innovative solutions, please keep in mind how your organization has gone above and beyond to support parents and their children's needs; whether this was done through a policy, new programs or projects, onsite office changes, or other actions taken to enhance their experience.

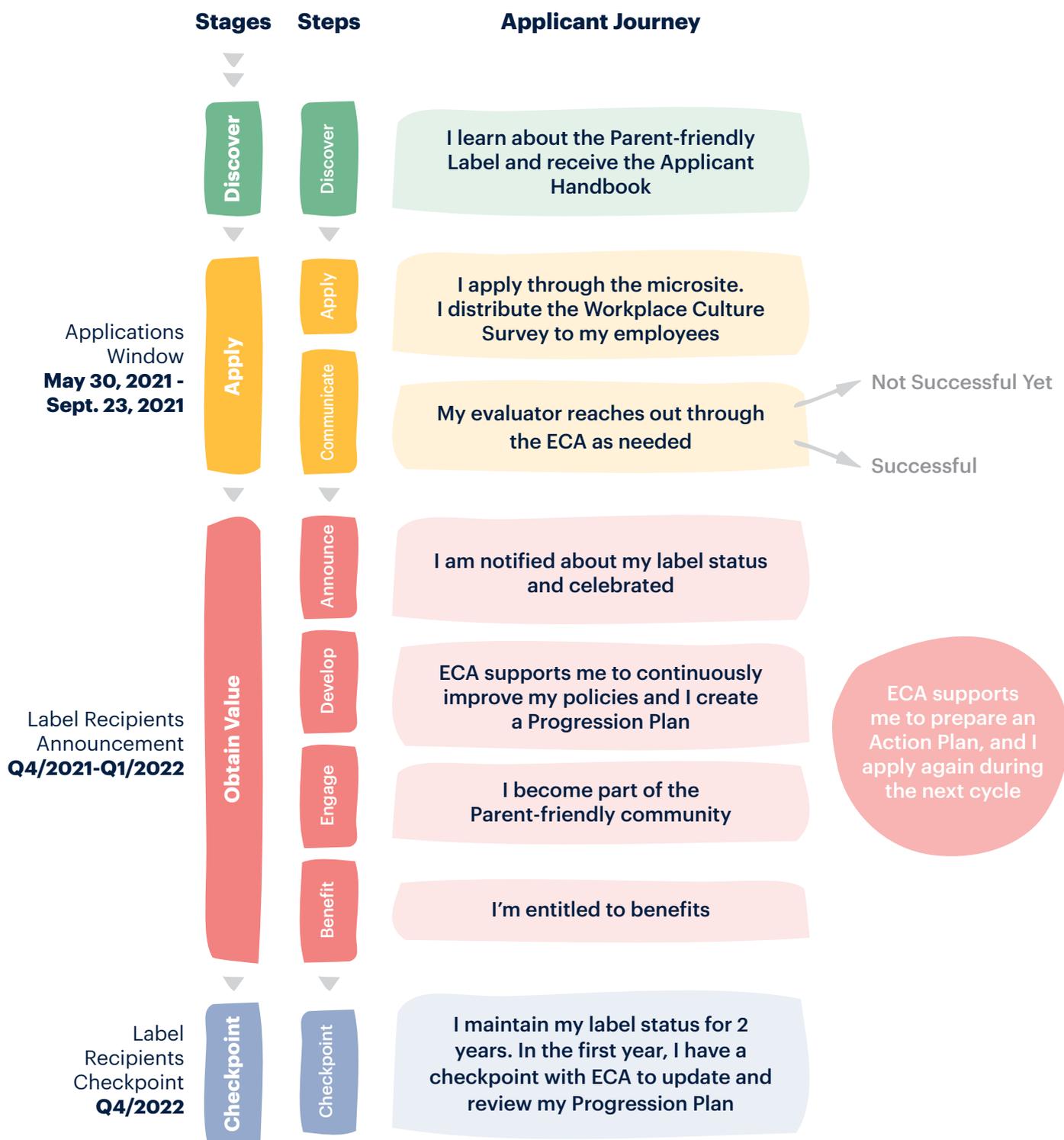
ii. About the Workplace Culture Survey

As part of your application, you will be required to share a brief 'Workplace Culture Survey' with your employees. These questions were designed to specifically assess how employees view current parent-friendly practices within their own organization. The ECA will share the survey link with you after you begin your application, along with a suggested internal communication for your use. Employee responses to the survey will be anonymous and will be collected and analyzed by an independent 3rd party to prevent bias and maintain privacy.

The survey is a mandatory component of your application, and depending on the size of your organization, a minimum number of responses will be required. If we are advised that an inadequate number of surveys has been returned, we will communicate with you directly to discuss next steps in order to ensure that your application can proceed.

The Applicant Journey

Interested in joining the parent-friendly community? Here's what you need to know!



i. How to Apply

STEP 1

Review this Applicant Handbook in order to decide which level you want to apply for, based on where your organization is today: Parent-friendly or Parent-friendly Plus.

STEP 2

Complete the relevant application form on eca.gov.ae/en/pfl, upload all required documentation, and submit your application before the deadline (for more information on timelines, please visit our FAQs page). Once your application is received, an independent evaluator will be conducting the assessment.

STEP 3

When advised to do so, **circulate the Workplace Culture Survey** to your employees, keeping in mind that this is a mandatory component of your application process. The Workplace Culture Survey link and suggested internal communication will be shared with you to distribute to your employees.

ii. After You Apply

- The ECA will communicate with you, as needed, to answer any additional questions you may have. The ECA may also communicate with you if any additional evidence is required by the evaluators to ensure every part of your application is accurate and complete for assessment.
- Once assessment is complete, the ECA will personally notify all applicants of their status and recipients will be recognized for their achievement.
- Applicants that have not yet achieved the Parent-friendly Label will be provided with feedback on how they can better prepare for the next cycle through the development of a targeted Action Plan.
- Recipients will become a part of the parent-friendly community and start receiving benefits.
- Recipients will also be supported on their journey to continuously improve parent-friendly policies and practices within their organizations through the provision of a confidential Progression Plan tailored to where they are and where they want to be.

Parent-friendly Leading Practices

Several organizations, some of which were recognized by the ECA and its Leadership in November 2020, have already undertaken successful initiatives and are leading the change throughout the Emirate with their innovative parent-friendly policies. These organizations have introduced a variety of parent-friendly practices, policies and facilities such as extended parental leave, flexible working arrangements and nursing rooms. They also display an internal culture that encourages a better work-life balance for parents, ultimately supporting young children in our community to thrive by receiving the attention they need during their critical development years.

Here are some leading examples from organizations taking positive strides towards cultivating more parent-friendly workplaces in Abu Dhabi:

Cleveland Clinic Abu Dhabi

Parents of children aged 18 months and below are able to work reduced hours to spend more time with them: from 8 hours to 6 hours of work per day, thereby providing 10 additional hours per week which can be dedicated to their young children.

Miral

On Kids Day, every Thursday during the Summer, employees were invited to bring their children to work where they had a full day program of a fun presentation on what their parents do at work, breakfast, arts & crafts, games and lunch with their parents.

*This initiative is currently on hold due to COVID-19 restrictions.

Mubadala

Parents benefit from extended parental leave, where mothers have access to 105 calendar days of fully paid maternity leave, and fathers have access to 7 days of fully paid paternity leave.

New York University Abu Dhabi

Availability of an onsite nursery located on the campus, which also has a nursing room and the capacity to support many parents.

Cisco

A dedicated "E-Mentor me" platform allows employees to volunteer to serve as mentors to other employee's children, based on their specific skills and interests.

HSBC

Fathers receive 10 paid days of paternity leave, which is twice the regulatory requirement, and which can be taken non-consecutively.

Quality Assurance

To ensure the credibility and integrity of the Parent-friendly Label (PFL), a series of checks and balances for quality assurance and control have been put in place throughout the assessment process.

Selection

Application assessment will be conducted by a professional vendor with a trusted reputation and extensive experience to ensure complete fairness and integrity throughout the assessment process. ECA and its personnel will not be directly involved at any stage of the evaluation process.

Evaluation

Evaluators will receive extensive training on the PFL's criteria to ensure complete understanding of the framework and the assessment criteria.

Reporting

Applicants will be communicated with as needed to respond to additional questions or request evidence or clarification to ensure every part of the application is accurate and complete for assessment. Applicants who have not yet achieved the Parent-friendly Label will also have the opportunity to receive feedback in order to better understand the results of their application and how they can improve for the next cycle if they wish to re-apply.

The purpose of the Parent-friendly Label is to encourage and reward the adoption of parent-friendly policies and practices across workplaces in the private, semi-government and third sectors in Abu Dhabi. ECA recognizes, however, that a conflict of interest could potentially arise when entering a professional relationship in the course of business activities with organizations who may choose to apply to the label.

In order to ensure the neutrality and independence of the selection of Parent-friendly Label applicants and avoidance of undue influence, ECA has done the following to retain the integrity of the Label:

1. Contracted a third-party evaluation firm with a strong reputation of ensuring independence to conduct the assessment and analysis of all submitted applications
2. Included as part of the Parent-friendly Label recipient selection process, a Judging Panel made up of independent senior stakeholders from leading public institutions in Abu Dhabi, who will be reviewing and recommending the list of successful applicants
3. If any applicant organization has an existing relationship or is collaborating with ECA, then this will be disclosed to the Judging Panel.

Confidentiality

All data and information submitted by applicants will be used exclusively for the purposes of assessing their application for the Parent-friendly Label (PFL), and individual responses will not be shared with third parties outside of the evaluation parameters. This extends to ECA's selected evaluation vendor, ensuring a fair application assessment.

PFL recipients will be announced publicly, but the individual policies and practices or other organization-specific data shared as part of the application process will not be shared without written consent and authorization from the organization.

Data may be anonymized and aggregated for the purposes of understanding overall trends, and general aggregated data about applicants and the assessment process may also be used in communications by ECA. Organizations may also self-disclose their own individual data in any of their communications should they wish to do so.

Contact details

Do you have any additional questions?

You can always reach out to our team and we will get back to you!

E-mail: pfl@eca.gov.ae

Phone: Abu Dhabi Contact Center **800-555**

eca.gov.ae/en/pfl

You can also check out our [FAQs page](#) for more information.

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