



# DEWS

## Employer executive guide

Everything you need to know about  
DEWS, the Savings Scheme for  
Employees of the Government of Dubai



# Message from His Highness



“We seek to enhance the flexibility and attractiveness of the market in Dubai through the continuous development of our systems. The Savings Scheme is a new step towards attracting more talent, innovators and investors across various fields, as we look to consolidate Dubai’s position as a leading city that delivers optimum work and living standards.”

**His Highness Sheikh Hamdan bin  
Mohammed bin Rashid Al Maktoum**

Crown Prince of Dubai and  
Chairman of Dubai Executive Council



## Contents

<b>1</b>	<b>All About DEWS</b>	<b>3</b>
	Re-thinking end-of-service benefits What is DEWS? Why DEWS? The DEWS panel of experts	
<b>2</b>	<b>My responsibilities as an employer</b>	<b>7</b>
<b>3</b>	<b>Enrolment</b>	<b>9</b>
	Enrolment checklist Easy enrolment	
<b>4</b>	<b>All about contributions</b>	<b>12</b>
	Types of contributions Mandatory contributions explained Voluntary contributions explained Optional accrued gratuity transfers explained Understanding the costs Understanding the costs	
<b>5</b>	<b>Educating and engaging my employees</b>	<b>18</b>
	How will DEWS help my employees?	
<b>6</b>	<b>Managing my DEWS account</b>	<b>20</b>
	Easy ways to track and manage my account	
<b>7</b>	<b>Help and contacts</b>	<b>22</b>
	Contact us	

# All about DEWS



## Re-thinking end of service benefits

Globally over the last 20 years, governments and employers have moved away from the Defined Benefit (DB) approach and adopted a Defined Contribution (DC) model. The Government of Dubai has recognised the need to reform its end-of-service benefit system for foreign employees and has worked thoughtfully with industry experts to align to global best practices. It is within this framework that DEWS, the DIFC Employee Workplace Savings Plan, has been chosen and uniquely tailored to meet the needs of the Dubai Government and to achieve the following objectives:

**To ensure and protect employee rights** providing them with the opportunity to manage and grow their savings and end-of-service benefit.

**To foster financial wellness** by creating awareness and assisting employees in planning for a better and secure financial future.

**To support Dubai's vision** of consolidating its position as a leading talent hub globally, by providing flexible and attractive employee benefits schemes to attract and retain talent.



## What is DEWS?

DEWS is a progressive workplace savings plan, introduced to restructure end-of-service benefits from a defined benefit arrangement, to a funded and professionally managed defined contribution plan.

The participation of foreign employees in the plan is mandated by law and each month you will be required to make a defined contribution into DEWS for each eligible employee, towards their end of service benefits.

The contribution amount will be expressed as a percentage of basic salary and will depend on the law/regulation that your entity is subject to, as well as an employee's basic salary component and length of service.

Employees also have the opportunity to contribute to the plan voluntarily through salary deduction, which is a simple, efficient way of achieving their long-term financial objectives. As this is facilitated through salary deduction, each entity will have to define its own process to support employees with these requests.

Employees will see their contributions build over time whilst they remain in employment, and they can view, manage and invest their contributions in line with their own objectives.

When employees leave service, they'll then have the option to withdraw from DEWS (fully or partially) or to stay invested, giving them complete financial control and flexibility. If employees have made voluntary contributions, they can also take up to 2 x withdrawals per year, up to 30% each time, if they need access to their contributions whilst they remain employed.

UAE nationals who are part of the state pension scheme are not required to participate in the plan by law. However, these employees can choose to participate in DEWS on a voluntary basis and contribute personally via salary deduction.



# Why DEWS?

With the DEWS solution... participating entities will



**Attract and retain the best talent** into the region by offering a benefits scheme that is aligned with the best in international standards.



**Have clarity on EoSB liabilities** and manage this across an employees' tenure.



**Have access to a world-class** professionally managed plan that they can offer their employees.



**Ensure and protect employee rights** providing them with the opportunity to manage and grow their savings and end-of-service benefit.



...and members will:



**Have visibility** of their EoSB entitlement.



Have their contributions **professionally managed in a cost-effective manner** with the opportunity to earn investment returns.



**Have choice and flexibility** when it comes to managing their savings, catering to different risk appetites, inclusive of Sharia-compliant options.



Benefit from the facility to make **voluntary savings on top of their employers' contributions** to secure their long-term **savings goals**.

DEWS meets international standards to **help shape the financial future of your employees with ease.**

# The DEWS panel of experts



## The Plan Administrator

Zurich Workplace Solutions (ZWS) provides support to employers and employees through the administration and management of the DEWS plan. This includes enrolment, management of contributions, enablement of the investment process and administering withdrawals. They provide an online portal where employers and employees will have real-time access to plan information. ZWS also provides support through a DIFC-based support team and contact centre.

[Click here](#) to learn more about Zurich workplace solutions.



The DEWS Supervisory Board ensures that the DEWS panel of experts – Equiom, Zurich and Mercer – fulfill their roles in line with established international standards.



## The Master Trustee

As the DEWS Master Trustee, Equiom is responsible for oversight of the overall plan, to ensure it meets the needs of members at all times. They act as the independent legal owner of the contributions made by participating entities and ensure the beneficial ownership lies with the underlying members (employees). They also ensure the suitability of the investment options offered within the plan.

[Click here](#) to learn more about Equiom



## The Investment Adviser

As the investment adviser, Mercer brings an independent, tried and tested investment process to the Master Trustee of the DEWS Scheme. This includes a range of robust, dynamically managed investment portfolios as part of a fully governed investment solution.

[Click here](#) to learn more about Mercer.

## Clear oversight for DEWS through the DEWS Supervisory Board.



### Its purpose

The DEWS Supervisory Board is a statutory corporation established by the President of the DIFC.



### Its mission

The initial primary objective was to oversee the establishment of the DEWS plan and Master Trust, the scheme rules, and the appointment of Equiom as Trustee. The continued objectives are to ensure the interests of employers and employees and overseeing the scheme's governance and commercial aspects that are not subject to regulatory supervision.



### Its members

The DEWS Supervisory Board comprises an independent chairperson, a representative from Dubai's Department of Finance, a representative from Dubai Government Human Resources, 2 representatives from the DIFC Authority, a DIFC employer representative, and a DIFC employee representative.

# My responsibilities as an employer



## Your key responsibilities as an employer include:



### Enrolling into DEWS

Enrolment into DEWS is through a simple online process. Contact us for further details.



### Enrolling employees and creating contributions

Once enrolled as an employer, you will need to upload the list of eligible employees along with their first contributions. This is done using our upload file.



### Paying contributions

You can transfer the total contribution amount in AED to the bank account of the trustee and you will find the bank details on the upload page within the online portal.



### Due dates

Uploading your employee and contribution data is a monthly task. Your file should be uploaded before the 7th of the month following payroll, that is, contributions relating to March salary should be uploaded into DEWS by 7th April. Paying contributions is also a monthly task. Your payment should be made on the 21st of the month following payroll, that is, payment relating to March salary/contributions should be paid to DEWS on 21st April.



### Supporting your employees to make voluntary contributions

As the employer, you can support employees by providing a payroll deduction facility for those who wish to make voluntary contributions. The information relating to the amount of voluntary contributions per employee can be provided in the same contribution upload file, and the funds are transferred as part of your normal monthly payment into the trustee bank account.



### Updating and maintaining employee information

Through the same upload file you'll inform us of new joiners and leavers. You will also keep employee personal details up-to-date.

**Note:** As an employer we recommend that you familiarise yourself with the legal changes that support the rollout of this initiative.

Access  
the DEWS  
[online portal](#)





# Enrolment



## Enrolment checklist

The DEWS enrolment process is simple and can be completed online. In order to facilitate this process efficiently, you will need to be prepared to do the following:

- ✔ Identify an individual within your organisation who will complete the online registration process. This person can be from your HR, Finance or any other relevant department and should be authorised to submit the DEWS registration on behalf of your company.
- ✔ Identify your Director General (or equivalent) as the individual who will electronically sign the “Deed of Participation” for the DEWS Master Trust. Please note that the Department of Finance will sign on behalf of a number of Government Entities, so please contact us to verify if this applies to you.
- ✔ Provide information regarding the Ultimate Beneficial Owners (UBO) by selecting the option of “Is your company a Government entity or wholly owned by a Government or Government Agency?”, declaring “No individuals can be identified” and providing Director details such as title, first and last name, date of birth, gender, and nationality
- ✔ Provide details of the bank account from which you will be making the contributions. We need to know the name of your bank, location, account name, and account number (IBAN).

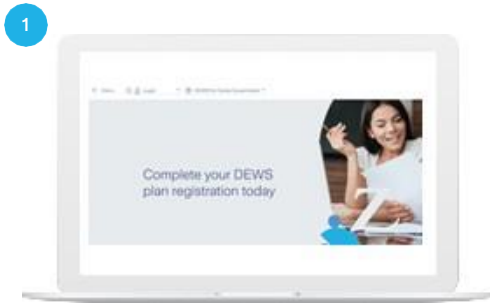


# Easy enrolment

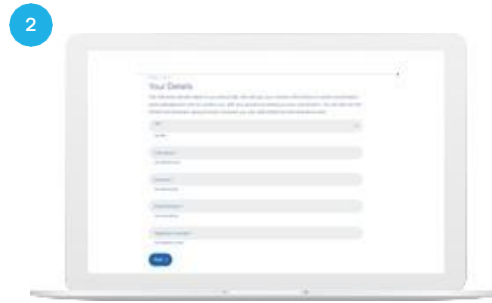
To set up as an employer, you will need to have an administrator who will be responsible for the registration, contributions and updating of employee information and an Authorised Signatory for approvals.

## My steps as the administrator:

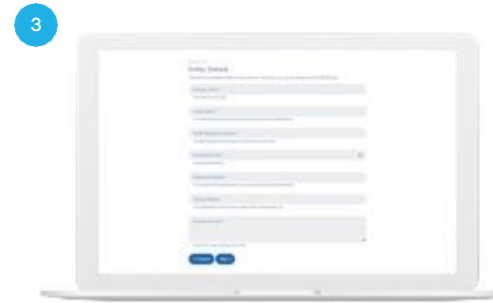
Before getting started: You will see an upload section on the final page. Please contact us at [dews.support@zurich.com](mailto:dews.support@zurich.com) or 800-3397 to understand if this is relevant to you before you start the process.



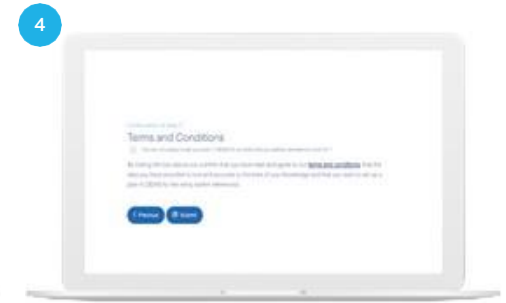
Step 1: [Register](#) your entity



Step 2: Your details & your entity details



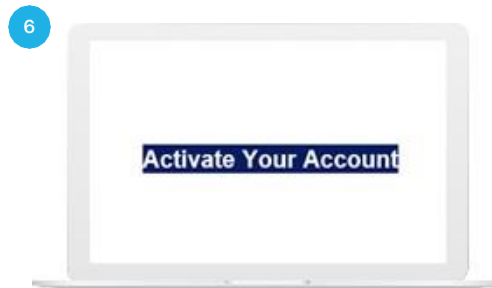
Step 3: Your signatory details  
Please provide Director General details here



Step 4: Upload and submit



Step 5: Welcome email



Step 6: Activate



Step 7: Set a password



Step 8: Get started

# All about contributions



# Types of contributions

Here are the types of contribution to consider:

## Mandatory

Statutory employer  
minimum contributions



**First contribution**



**Ongoing contributions**

The contribution amount will be expressed as a percentage of basic salary and will depend on the law/regulation that your entity is subject to, as well as an employee's basic salary component and length of service.

## Voluntary

Employee contributions



**Voluntary contributions via salary  
deduction**

## Optional



**Accrued gratuity transfer**

Employers have the option to transfer an employee's gratuity entitlement linked to past service, i.e. service prior to the DEWS effective date, into the DEWS plan. This will be treated as a one-off employer contribution and will not be accessible whilst an employee remains in service.. If the employee provides written consent to transfer accrued EoSB to DEWS, there is no further liability for the employer. The liability will remain with the employer if the employee doesn't provide written consent to transfer to DEWS.





## Mandatory contributions explained



Register for DEWS



Upload a contribution file with a list of your participating employees and details of their contributions



Transfer your first contribution payment

Entities that are part of the GRP will be able to download a populated file each month from the GRP portal. Entities that are not part of the GRP will have to complete the DEWS upload file manually.

The minimum contribution amounts differ in accordance with the law/regulation that your entity is subject to, as well as an employee's basic salary component and length of service.

## Ongoing contribution

Follow these simple steps to ensure your contributions are up-to-date:



Upload the contribution file

The monthly process for updating employee information and updating contributions is simple. All you need to do is upload the latest contribution file on the DEWS portal on a monthly basis, showing that month's contribution for employees, along with information on new joiners and leavers.



Transfer the contributions

Once the contribution file is successfully uploaded, you can transfer the total contribution due each month to the Trustee's bank account. Employers must cover any bank charges that may apply.

### Important

The amount paid into the bank account must match the total amount due for the month plus any applicable bank charges. If there is an error with your contribution file you will have the opportunity to delete, amend and re-upload this. If there is an error with your payment amount the funds will be returned to you within 5 working days. We will be unable to accept any partial/shortfall payments.

Remember the due dates: 7th monthly for the upload file and 21st monthly for the payment monthly, in arrears.

# Voluntary contributions explained

Our voluntary contribution feature enables your employees to make extra savings into their DEWS account through the process of salary deduction.

There is no minimum amount that an employee can contribute to DEWS voluntarily, but the maximum is 100% of the monthly basic salary. Employees can choose to make voluntary contributions on a regular basis or as a one-off lump sum and may choose to start or stop voluntary contributions at any time.

If employees need to access their voluntary savings whilst they're still employed, they have the flexibility to take up to 2 withdrawals per year, each up to 30% of their voluntary savings pot value.

You may choose to implement your own policies for ease of administration.

**Step 1:** Define a process to receive and manage voluntary contribution requests from your employees.

**Step 2:** Ensure the employee's request is reflected either in your independent payroll (non-GRP entities) or within the GRP portal (GRP entities) so that the appropriate amount will be deducted from their salary.

**Step 3:** Include the employee's chosen contribution amount in your normal monthly upload file in column "AEDEmployeeContributionAmount" (this will reflect automatically for GRP entities) and upload your file into the DEWS portal the usual way before the 7th of the month following deduction.

**Step 4:** Send the deducted amount(s), along with your normal monthly employer contribution payment, to DEWS before the 21st of the month following the deduction.



## Optional accrued gratuity transfers explained

You can decide to transfer the amount that you have been accruing towards your current EoSB liabilities (before the effective date of DEWS) into the DEWS Plan. You can do it in one of two ways:

### **Transfer with employee consent:**

You can get written consent from your employee and transfer an agreed amount, that is no less than the entitlement calculated by reference to a termination payment under the applicable law/regulation, into the DEWS Plan. In doing so, you are no longer liable for the payment of the accrued EoSB to the employee when employment is terminated, irrespective of any future salary increases and/or length of service. In addition, the employee accepts the ongoing investment risk and is entitled to benefit from any investment growth.

### **Transfer without employee consent:**

You can also choose to transfer the accumulated benefit without employee consent. This will be held in the plan, in the employer's name and you can decide how the amount is to be invested. You will still be liable for settling each employee's accrued EoSB entitlement when they leave service and you can take withdrawals from the fund to achieve this. You can also top-up this account as and when your accruals increase.



## Understanding the costs

The fixed fees for the service providers are as follows:

- 0.80% Plan Administrator (Zurich)
- 0.20% Trustee (Equiom)
- 0.23% Investment Advisor (Mercer)

There are also variable fees for investment management which are based on an employee's investment choice, starting from 0.03% to 1.88%.

The fees are charged as a percentage of the employee's assets under administration per annum and are deducted proportionately on a daily basis through the fund pricing. Fees are subject to VAT and may be subject to change from time to time.

The Capital Protection Bank Account option will ensure an employee's value is not impacted by fees.

When you send your monthly contribution payments to DEWS there may be a bank charge, and you should ensure that this is not deducted from the payment but rather your entity's bank account.

When an employee withdraws their benefits from DEWS there will be bank charges that will vary depending on the amount, selected currency and beneficiary bank country.

All charge-related information is clearly outlined in the DEWS fund factsheets and employees have access to these documents on our website and via their DEWS online access.





# Educating and engaging my employees



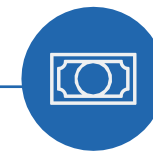
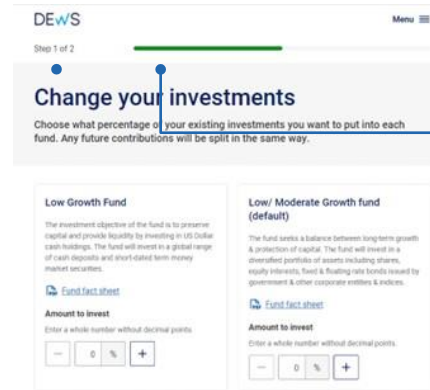


# How will DEWS help my employees?

While helping you attract and retain talent within your workplace, DEWS will allow your employees to be Ready For Life by taking control of their financial futures.



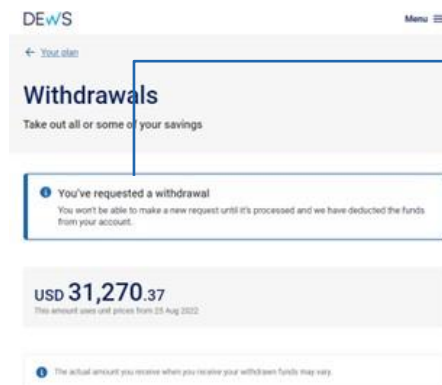
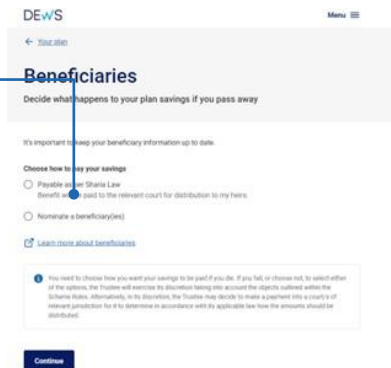
Employees can log in and access the DEWS portal using the login credentials in their welcome email. This will be issued automatically after you arrange their enrolment. Using this account they can view their valuation and contributions (including employer contributions and any voluntary contributions or accrued gratuity transfers), manage their investments and track performance.



Employees can view and choose from a range of investment options available within DEWS, including conventional funds, Sharia compliant funds and our Capital Protection Bank Account option. This gives employees complete flexibility to choose a strategy that aligns with their long term savings objectives.



Employees can 'nominate a beneficiary' through the online portal. This is the process of choosing who should receive the value of their account in the event of loss of life. The options for selection are 'in accordance with Sharia law' or 'name specific individuals'.

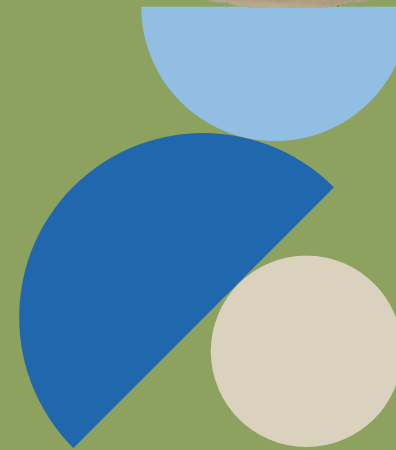


Employees can request full or partial withdrawal of their benefits when they leave service easily through their online account. They can also access some of their voluntary savings (if applicable) whilst in service through the online withdrawal feature.

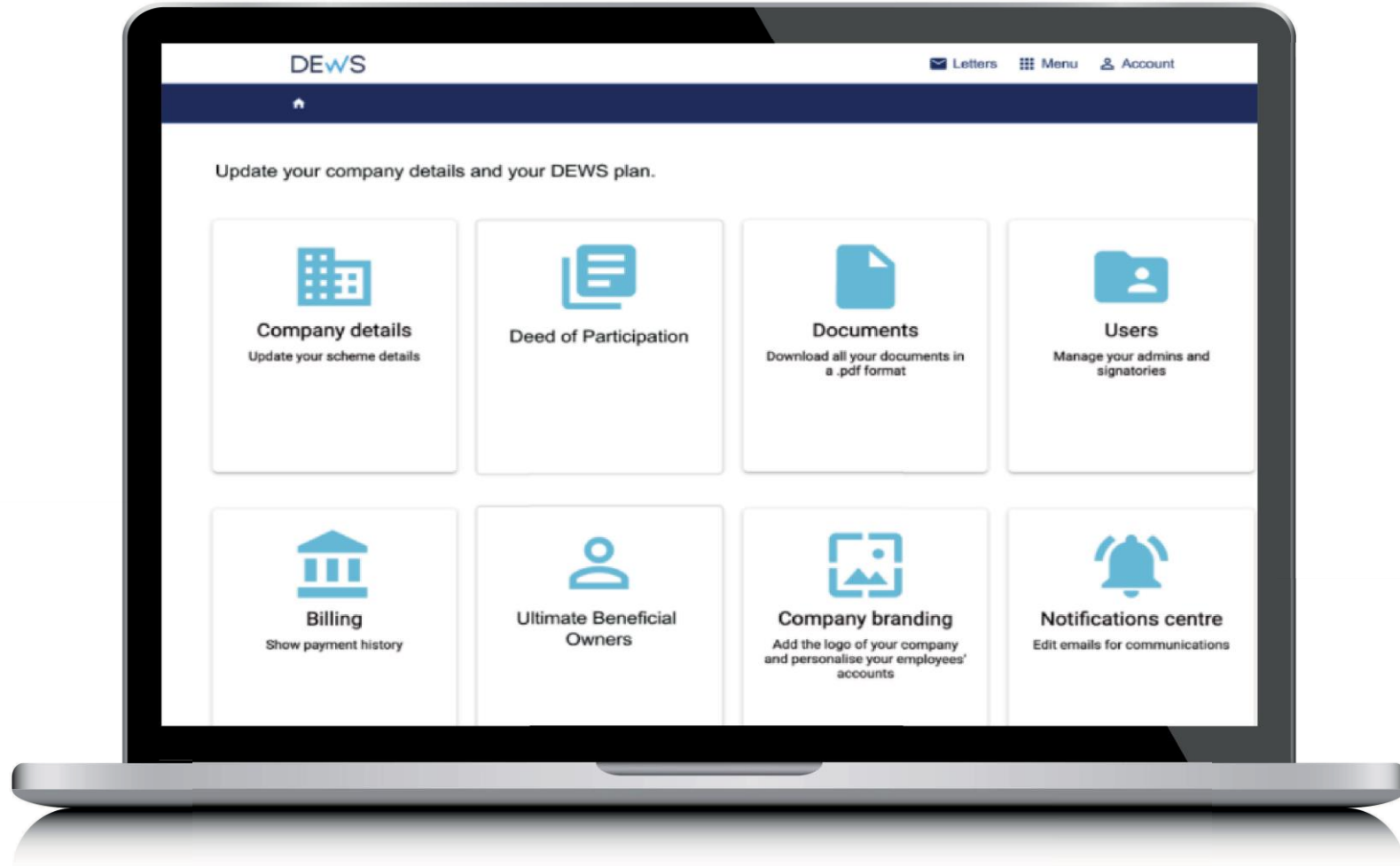
**Leaver arrangements:** When an employee leaves your company, they will be sent a notification from DEWS based on the leaver information updated in the employer contribution file. The notification will contain the following options:

- **Remain 100% invested:** Choose to remain invested, without making further contributions. They can continue to manage their accounts.
- **Take a withdrawal:** Employees can request either a partial or full withdrawal through their online DEWS account.

# Managing my DEWS account



## Easy ways to track and manage my account



Using the DEWS portal, you can track and manage your account.

# Help and contacts



## Get in touch

Live chat with our experts during working hours or check in with our chatbot Zavi to find answers to your queries – to do this click ‘Let’s chat’ in a Google Chrome browser.




Click [here](#) to live chat.

## Contacts

### For plan-related queries:



Zurich Workplace Solutions (Middle East) Limited is Regulated by the DFSA. This is an administrative office and not a service centre.

 Unit 1606, Level 16, Index Tower, DIFC, Dubai, 50389, United Arab Emirates

 800 DEWS / 800 3397 / +9714 455 7575


 [Dews.support@zurich.com](mailto:Dews.support@zurich.com)

### For Master-Trustee related queries:

## Equiom

Equiom Fiduciary Services (Middle East) Limited is Regulated by the DFSA

 Unit 302, Level 3, Liberty House, DIFC, Dubai, United Arab Emirates,

 04 446 3980

 [DEWS@equiomgroup.com](mailto:DEWS@equiomgroup.com)





Zurich Workplace Solutions (Middle East) Limited is incorporated in the Dubai International Financial Centre (Registration No. 3595) and is authorised by the Dubai Financial Services Authority (Registration No. F005650)



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