



# Mechanisms and Controls of Volunteer Work for Federal Government Employees

2026





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## Introduction:

The concept of volunteerism in the United Arab Emirates constitutes a well-established culture that has been intrinsically linked to the State's development since its founding, under the continuous support of the wise leadership. In line with this approach, Federal Law No. (13) of 2018 concerning Volunteer Work was issued to serve as a legislative framework regulating volunteer work in the State. It aims to support, encourage, and promote a culture of volunteerism, raise awareness of its importance, and establish an integrated governance framework regulating volunteer activities in all their forms by individuals and institutions in the State.

Based on the foregoing, the Federal Authority for Government Human Resources (FAHR), in coordination with the Ministry of Community Empowerment (MOCE), has developed this policy on volunteerism for Federal Government employees, which aims to define the mechanisms, controls, and conditions to be followed when employees wish to engage in volunteer activities.

This policy further provides that the volunteer hours completed by the employee shall be counted within their annual performance results as positive points, in order to encourage community contribution and participation in volunteer initiatives, in accordance with the approved mechanism attached hereto.

## I: Definitions

For the purposes of this Policy, the same definitions set forth in Federal Law No. (13) of 2018 on Volunteer Work, Federal Decree-Law No. (49) of 2022 on Human Resources in the Federal Government, and their respective Executive Regulations shall apply. Unless the context requires otherwise, the following words and expressions shall have the meanings assigned to each thereof.

- Authority** : The Federal Authority for Government Human Resources (FAHR).
- Employee** : A person who occupies a position in any Federal entity in accordance with the approved mechanisms and procedures in the Federal Government.
- Performance Management System** : The performance management system approved for employees of the Federal Government, or the system adopted by the Federal entity that has its own systems.
- Rewards and Incentives System** : The rewards and incentives system approved for employees of the Federal Government, or the system adopted by the Federal entity that has its own systems.
- Statistical Reports** : Reports extracted from the approved electronic Human Resources Information System or from the National Volunteering Platform.
- Volunteer Work** : Any individual or collective activity undertaken without financial or job-related consideration, aimed at achieving a benefit for others.

## II: Scope of Application

This Policy shall apply to all Federal Government employees, except for employees contracted in accordance with the provisions of the Remote Work System from outside the State.

## III: Objectives

**This Policy aims to:**

1. Promote, encourage, and foster a culture of volunteer work among employees and raise awareness of its importance.
2. Reinforce national identity and belonging.
3. Develop skills, knowledge, and experience, and acquire new competencies.
4. Establish social relationships based on altruism and voluntary giving without consideration.
5. Enhance a higher sense of self-satisfaction and self-fulfillment.
6. Consolidate the principles of solidarity and social cohesion among members of society.
7. Strive diligently and work persistently towards achieving community objectives.
8. Contribute effectively to social development by upholding the values and virtues that characterize society.

## IV: Core Principles

This Policy is based on supporting and promoting volunteer work without financial or functional compensation, with the aim of benefiting others, within the framework of the legislation regulating volunteer work in the State, as well as the legislation governing Human Resources in the Federal Government, as it emanates from and complements both without any conflict or inconsistency.

## V: Conditions and Controls for Volunteer Work

### I: Conditions and Controls for Volunteer Work within the State

An employee working in a Federal entity who wishes to undertake voluntary work within the State shall meet all conditions stipulated in the Volunteer Work Law and its Executive Regulations, in addition to the following:

1. The employee must be employed on a full-time basis within the State.
2. The employee must be at least eighteen (18) Gregorian years of age.
3. The employee must be of good conduct and reputation.
4. The employee must be medically fit for the assigned volunteer work.
5. The employee must hold a professional license, where required, or an academic qualification or certificate of experience in the case of specialized volunteering.
6. The employee must be registered on the interactive website known as the National Volunteering Platform affiliated with the Ministry of Community Empowerment.
7. The volunteering activity must fall within a volunteering program with defined programs and objectives officially approved by the competent authorities in the State.

## II: Conditions and Controls for Volunteer Work outside the State

1. Fulfilment of all conditions stipulated in the Volunteer Work Law and its Executive Regulations.
2. The volunteering employee must be employed on a full-time basis at a Federal entity within the State.
3. The volunteering opportunity must not conflict with the State's policies and legislation.
4. The volunteering opportunity must support the State's vision and directions regarding its foreign policy.
5. The volunteering opportunity must comply with all requirements of the Ministry of Foreign Affairs and other entities concerned with foreign affairs in the State.
6. The volunteering opportunity must be offered through an entity registered, licensed, or declared in the State via the National Volunteering Platform or any other platform approved by the Competent Authority.
7. The volunteering employee must be at least twenty-one (21) Gregorian years of age.
8. The employee must not have been previously convicted of a custodial penalty in a felony or a misdemeanor involving honor or trust, unless pardoned or rehabilitated.

## VI: Obligations

The employee who wishes to undertake volunteer work, whether within or outside the State, shall comply with the following:

1. Adherence to teamwork spirit in accordance with volunteer work requirements.

2. Compliance with all instructions issued to them and execution of assigned tasks.
3. Commitment to the Volunteer Work Charter and organizing any volunteer work inside or outside the State is prohibited unless duly licensed by the competent authorities in accordance with the established procedures.
4. Maintaining confidentiality of information and data accessed during the performance of volunteer duties.
5. Updating their personal data.
6. Compliance with the volunteering assignment and its objectives, and respect for the policies, systems, and regulations of the organizing entity, and preservation of its property.
7. Notifying the employing entity and the organizing entity upon cessation of volunteer work.
8. Not displaying, offering, promoting, or advertising any goods or services during volunteer work that yield financial benefit or personal gain.
9. Returning all tools, equipment, and devices entrusted upon completion of volunteer work.
10. Compliance with safety and security instructions.
11. Volunteer work shall not compromise community safety or security, nor cause harm to others, the environment, or public or private property, nor infringe privacy.
12. Volunteer work must be duly licensed in accordance with applicable procedures.
13. No conflict of interest shall arise from performing the work, nor shall it result in personal benefit.

14. Compliance with all conditions stipulated in the Volunteer Work Law and other applicable legislation in force in the State.

## VII: Rights of the Volunteering Employee

The volunteering employee shall be treated with respect and granted full trust to carry out the assigned voluntary tasks and responsibilities.

## VIII: Duties of the Volunteering Employee

- To complete all required data for registration on the National Volunteering Platform.
- To attend any orientation sessions and/or review any details related to the assigned voluntary tasks.
- To adhere to respecting the rights of all groups with whom they interact while providing their voluntary services.
- To demonstrate proper conduct towards all other cultures.

## IX: Prohibitions

- The volunteering employee is prohibited from collecting or accepting donations (cash or in-kind), or permitting their collection or advertising them by any means.

- The employee is prohibited from undertaking virtual volunteering work without obtaining prior written approval from the Ministry of Community Empowerment and the employing entity.
- An employee contracted to work remotely from outside the State is prohibited from undertaking any voluntary activities.
- Refraining from engaging with media or public relations regarding any matters related to volunteer entities and groups.

## X: Violations

Without prejudice against criminal liability, the Federal Government Human Resources Law and its Executive Regulations / the approved human resources regulations of the employing entity, as well as the Volunteer Work Law and its Executive Regulations, shall apply to the volunteering employee.

## XI: General Provisions

The employing entity and the employee engaging in volunteer work shall, in general, ensure the following:

1. That the work to be performed by the employee achieves a community benefit.

2. That the work does not conflict with the legislation, customs, and public order in the State.
3. The employee who has contributed to volunteer work shall be automatically nominated to be eligible for rewards and incentives under the "Community Employee" category upon completing 35 volunteer hours.
4. No points shall be awarded to an employee who receives an evaluation rating of (1) "Unacceptable" or (2) "Below Expectations".
5. This guide shall be updated in accordance with developments by the Authority in coordination with the Ministry of Community Empowerment.

## **XII: Mechanism for Calculation within the Performance Management System for Federal Government Employees**

### **1: Federal Entities Operating the "Bayanati" System**

Points shall be added to the employee's performance evaluation as an incentive to support participation in volunteer activities. The performance rating percentage shall be increased based on the number of volunteer hours completed over the year, thereby enhancing the culture of volunteerism among Federal Government employees.

The table below illustrates how evaluation points are increased based on the number of volunteer hours contributed by the employee:

### Mechanism for Calculating Volunteer Hours

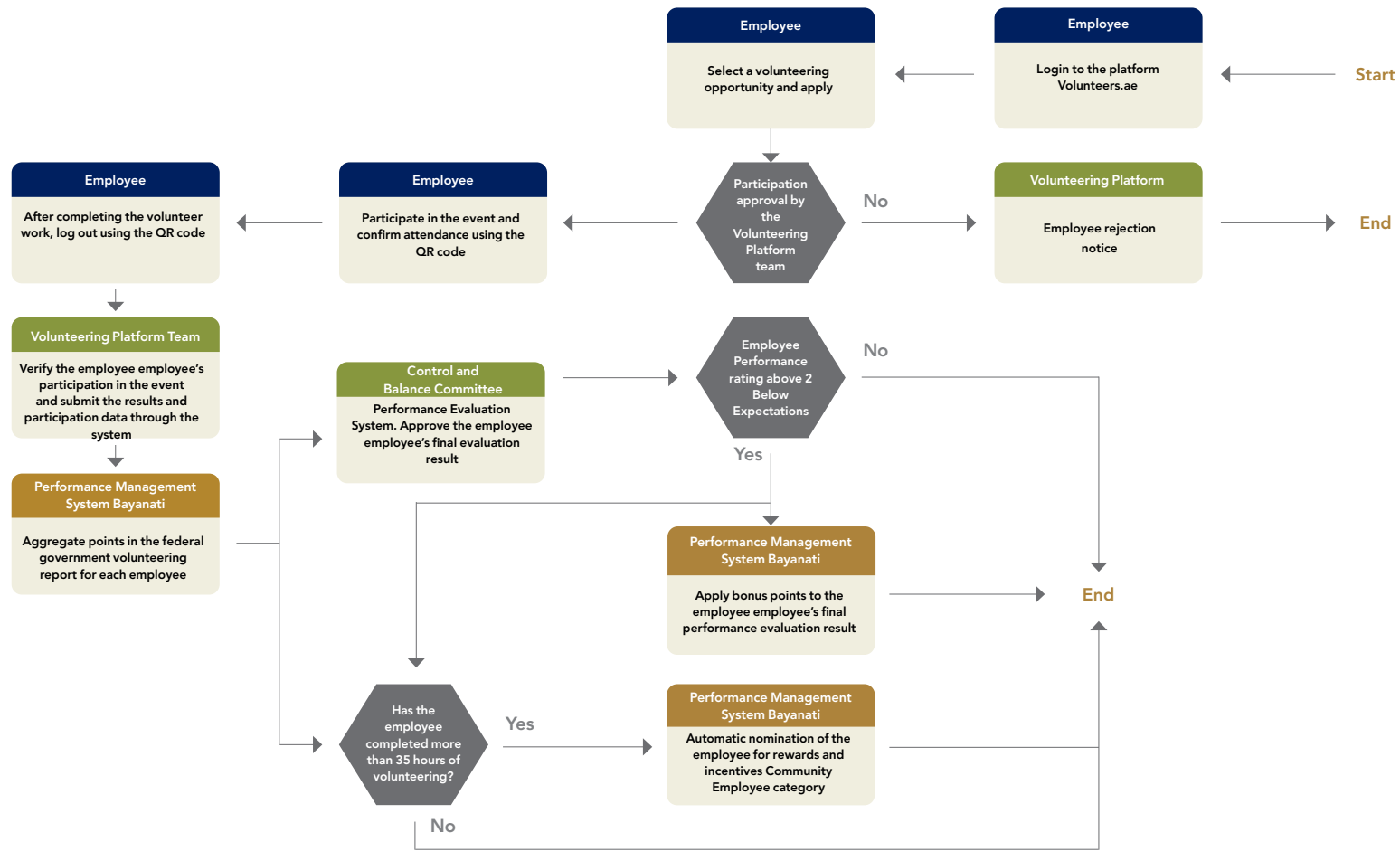
Number of Volunteer Hours	Percentage Increase in Annual Performance Evaluation (Injazati)
5 - 14	%5
15 - 24	+ %2 = %7 Total
25 - 34	+ %3 = %10 Total
35+	+ %5 = %15 Total

As illustrated in the workflow diagram below, the process of employee participation in volunteer activities is conducted through integration between the Volunteers.ae platform and the "Bayanati" system, as follows:

1. The employee logs in and selects an appropriate volunteer opportunity.
2. Applications are reviewed by the Volunteering Platform team, which approves or rejects them.
3. Upon approval, the employee specifies the duration of the volunteer activity, and a work notification is issued using a QR code.
4. Upon completion of the activity, results are recorded and automatically transmitted to the "Bayanati" system for

inclusion in the Federal Government Volunteer Report.

5. Thereafter, the data is transferred to the Performance Management System to allocate incentive points to the employee who attains a performance rating of (3) “Meets Expectations” or above, or its equivalent in entities with their own systems.
6. The employee who contributes to activities is automatically nominated under the “Community Employee” category upon completing 35 volunteer hours.



- Employees obtaining performance ratings of (1) "Unacceptable" or (2) "Below Expectations" are excluded from point allocation.
- Points for part-time employees are calculated on a pro-rate basis.
- Entities Integrated via the ESB System and Non-Integrated Entities
- Entities integrated via the ESB system and non-integrated entities shall align and re-engineer their electronic systems in accordance with the general principles and calculation mechanism set forth in this policy.

