

United Arab Emirates
Ministry of Foreign Affairs



دولة الإمارات العربية المتحدة
وزارة الخارجية

Annex

Actions and measures taken by the United Arab Emirates to implement accepted recommendations and voluntary pledges made during the Universal Periodic Review (UPR) for the period 2008 - 2012

Executive Summary

During the UPR process on the UAE National Report made before the Human Rights Council's Universal Periodic Review mechanism, ~~made~~ the United Arab Emirates made 9 voluntary pledges and accepted 36 recommendations submitted by a number of the Member States of the Council, making altogether a total of 45 voluntary pledges and accepted recommendations out of which the United Arab Emirates has implemented the recommendations it has accepted and the voluntary pledges it has made at its first review in 2008.

The present Annex is a sequential presentation of actions and measures taken by the United Arab Emirates to implement accepted recommendations and voluntary pledges for the period 2008-2012.

Accepted Recommendations

No.	Accepted recommendations	Implementation measures
1.1	To reform the 1980 law on publications and all other related laws to take into account the evolution of freedom of expression and opinion (Qatar).	There is a Federal bill on “media activities” that will replace the Federal Law No. 15 of 1980 on Publications. The purpose of this law is to promote press freedom in the UAE and support the issue of political and economic empowerment which support development and national identity issues. The law went before its promulgation through several stages involving a group of experts and opinion makers in this area starting from Journalists’ Association in the UAE, media organizations, civil society institutions and a number of academics. Many laws on journalism and publishing in some Arab and foreign countries were re-examined to seek advice and make sure the approach followed in the development of the new law is sound. Among the key features of the legislation are the following: allow flow of information to the media, go beyond prior censorship, not to close down any media or revoke their licenses for a long time, not to force journalists to disclose their sources of information or deprive them of freedom. The special measures taken to issue the new law are currently being completed.
2.17	To take concrete measures to limit the number and extent of restrictions on the right to freedom of expression and the freedom of the press (France).	
3.20	That the intention of the decree, recently signed by H.H. Sheikh Mohammed Al Maktoum that no journalist should receive prison sentences for its publications, be secured through the enactment of a modernized press and publications law (Norway).	
4.2	To continue efforts to strengthen and protect human rights in accordance with international standards, in keeping with the cultural values of the Emirati people (Egypt);	<ul style="list-style-type: none"> • The Ministry of Education established a unified system for the various human rights’ concepts, and published a document in order to implement the education curriculum on human rights designed for use in grades 1 to 12 to be taught through the subject formal curricula. A set of human rights-related concepts was included into in the National Document for Islamic Education Curriculum for use in the primary and secondary education, according to a three-phased plan starting with drafting lessons during the 2011/2012 academic year, to be followed in 2012/2013 by teaching in the first three grades of primary education. Among these concepts are the following: <ul style="list-style-type: none"> ➤ Civil and political rights (such as the right to life, the right to non-discrimination, the right to private life, the right to equality before the law, the right to freedom of thought, the right to freedom of expression, the right to political participation).
5.3	To continue to refuse to apply any standards or principles that are outside the international principles and standards agreed upon in the field of human	

	<p>rights, including any attempt to impose any foreign values and customs on the Emirati people (Egypt);</p>	<ul style="list-style-type: none"> ➤ Social and economic rights (such as the right to services, the right to property). ➤ Environmental rights (such as the right to clean water resources, the right to breathe clean air, the right to equality between generations, the right to protection of the environment and public health). <ul style="list-style-type: none"> • On the basis of the guidelines of his Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister, the Policy Council launched on 24 April 2012 a package of initiatives aimed at promoting the use of Arabic as one of the most important means to preserve the national identity as well as the cultural and civilizational values of the UAE society. Language is a key tool for expressing values of any society and reflecting its national identity as well as its historical and cultural distinctiveness. This package of initiatives to reinforce the status of the Arabic language included the following: <ul style="list-style-type: none"> • To launch the Charter of the Arabic Language to promote its use in public life • To establish an Advisory Council chaired by the Minister of Culture to implement the principles of the Charter, and to enhance the government's efforts to promote the development of the Arabic language. • To revive Arabic as a language of science and knowledge. • To highlight the innovations carried out by students in using the Arabic language. • To launch a faculty of translation and an institute for teaching Arabic to non-native speakers. • To launch an electronic initiative to promote Arabic content on the Internet. • The Standing Committee for the UPR is working hard to unify the State's efforts in the area of promoting the culture of human rights by devising a national strategy for human rights in accordance with the best applicable regional and international standards that stem from the values and cultural heritage of the Emirati society.
4.6	<p>To continue its achievements in the area of human rights and to take them into account as an encouraging factor for the promotion and protection of human rights (Saudi Arabia);</p>	<p>The UAE continued its achievements in the area of human rights and this is reflected in the high ranks attained as illustrated by the following indicators:</p> <ul style="list-style-type: none"> • Human Development Report Index: UAE ranked first among Arab countries and has gained up two ranks to reach 30th position internationally among a total of 187 countries in the 2011 Human Development Report, and ranked 38 according to the Women's Empowerment Index (WEI). • Gender Equality Index: The State made progress in the Gender Equality Index issued by the

		<p>World Economic Forum in 2011 putting the UAE at the top of the Arab countries.</p> <ul style="list-style-type: none"> • Index of Happiness and Satisfaction: The UAE ranked first among Arab countries and 17th internationally according to the first survey on happiness and satisfaction among people made by the United Nations in 2012. • Rule of Law Index: The UAE ranked first among Arab and Middle East countries and 13th in the world according to the rule of law and transparency of the judicial system indicators of the 2011 International Justice Programme. • Transparency and Anti-Corruption Index: The UAE ranked second in the Middle East and North Africa region in the 2011 Transparency International's Corruption Perceptions Index, and 28th internationally out of a list of 183 countries, gaining one rank compared to its position in 2010. • Competitiveness Index: The UAE ranked fifth in the world for efficiency of government spending, which is a sub-criteria of the Global Competitiveness Report (2011 -2012) issued by the World Economic Forum.
19.7	To put in place a concrete national strategy to disseminate a culture of human rights and to ensure the long-term protection of these rights (Morocco).	<ul style="list-style-type: none"> • The Standing Committee for the UPR Follow-up is working towards unifying the State's efforts in disseminating the culture of human rights by devising a national strategy for human rights in accordance with the best applicable regional and international standards that stem from the values and cultural heritage of the Emirati society. • The Ministry of Education established a unified system for the various human rights' concepts, and developed an instrument for the application of an education curriculum on human rights designed for use in grades 1 to 12 taught through the subject curricula. A set of human rights-related concepts was included into in the National Instrument for Islamic Education Curriculum for use in the primary and secondary education, according to a three-phased plan starting with drafting lessons during the 2011/2012 academic year, to be followed in 2012/2013 by teaching in the first three grades of primary education. Among these concepts are the following:
34.8	To accelerate the elaboration of a national plan of action with a view to instilling a culture of human rights (South Africa).	<ol style="list-style-type: none"> 1. Civil and political rights (such as the right to life, the right to non-discrimination, the right to private life, the right to equality before the law, the right to freedom of thought, the right to freedom of expression, the right to political participation). 2. Social and economic rights (such as the right to services, the right to property). 3. Environmental rights (such as the right to clean water, the right to clean air, the right to equality between generations, the right to protection of the environment and public health).

		<ul style="list-style-type: none"> • The Ministry of Education, in collaboration with the Dubai Police General Headquarters published a “Student Behavioral Manual” for the various stages of education in order to guarantee the rights of students and promote a positive behavior among them, find regulators for human relations and normal relationships among all member of the school community. The Ministry has also prepared a school manual on the procedures of dealing with students’ attitudes and their difficulties. • Since the Ministry of Interior believes in the importance of promoting and spreading the culture of human rights through the training process, it endeavoured to give its members in all fields, the necessary skills and qualifications in the human rights area. To that effect, the Ministry held a number of seminars, conferences and workshops, in addition to organising several courses for its members in the UAE and abroad. The total number of training sessions held in police colleges, institutes and schools reached 50 for the period 2009-2010, with 24 training sessions held in 2009 and 26 in 2010. • With regard to the inclusion of human rights principles in the curricula of police colleges and schools during 2009-2010, the number of hours of courses included in the Academic Curriculum for colleges of police officers and schools of police personnel amounted to 684 hours, with 342 hours taught in 2010 and 342 hours in 2009. The aim of such courses was to acquaint the Ministry employees with the nature of human rights, the global and regional system of human rights, the collective rights, the rights of prisoners, the human rights legislation in the UAE and the role of the police in the protection of human rights. • The UAE concerned itself with the issue of preparing the Attorney General’s Office and judiciary cadres and further training them at the federal and local levels. To this effect, the State has built a federal institute for judicial training and studies. Similar local institutes were also built in Abu Dhabi and Dubai. The subjects taught in these institutes include human rights conventions and treaties, procedures of human rights international organizations and international resolutions adopted in this regard. Since the adoption of the UPR outcome, many States institutions and civil societies have been active in organizing dozens of events ranging from conferences and seminars to campaigns for the dissemination and promotion of the culture of human rights, in addition to the preparation of studies and academic research as well as the publication of brochures, pamphlets and periodicals aimed at promoting awareness in various areas of human rights.
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5.9	To be complimented for its pioneering and considerable experience in the area of ending employment of children in camel racing (Bahrain).	<ul style="list-style-type: none"> • The UAE spared no effort to close the file of children "in camel racing" as the government made vigorous efforts on this issue and took practical steps over several years starting in 2005 with the promulgation of Law No. 15 of 2005, which prohibits the employment of children under the age of 18 in camel races, whereas the Ministry of Interior has set up committees to follow up the implementation of the law. In addition, the State has signed an agreement with the United Nations children's Fund (UNICEF) to rehabilitate former children jockeys in the communities they live in, with the aim of improving their social situation and raise their standard of living. In 2007, the Government allocated \$30 million and signed a memoranda of understanding with four countries from where come the children "in camel racing" (Sudan, Mauritania, Pakistan and Bangladesh), to grant every child who participated in camel racing financial compensation. A Committee was formed to follow up the compensation, rehabilitation and integration process of children by making 72 field visits before closing the "Children in camel racing" file in the UAE on 6 June 2012. The Committee held a wrap-up meeting on it is work during which officials from the relevant governments, international organizations and community leaders in the countries concerned were honoured.
6.10	To invite the Special Rapporteur on trafficking in persons, especially women and children, to visit the country (Bahrain).	<ul style="list-style-type: none"> • The Special Rapporteur on trafficking in persons, especially women and children, visited the UAE from 11 to 17 April 2012 at the official invitation of the relevant authorities in the UAE. The visit included meetings with a number of officers from all official authorities concerned with human rights. The Special Rapporteur also met with a number of representatives from civil society organizations to learn about the State's efforts to combat human trafficking.

36.11	<p>To strengthen cooperation with human rights mechanisms, which will be helpful to achieve further improvements in various areas (Republic of Korea).</p>	<ul style="list-style-type: none"> • Following the adoption of its first report in 2009, the UAE received a number of Special Rapporteurs such as the Special Rapporteur on contemporary forms of racism, racial discrimination, xenophobia and related intolerance, the Special Rapporteur on the sale of children, child prostitution and child pornography, and the Special Rapporteur on trafficking in persons especially women and children who was welcomed from 11 to 17 April 2012 to learn about the State’s efforts in this respect. The State also received in 2010 the High Commissioner for Human Rights Council, Madam Navi Pillay, who had the honour to meet with the Head of State “may God protect him” and who praised the efforts of the State in the promotion and protection of human rights. The State also participated in many international fora dealing with human rights. Furthermore, various governmental and civil institutions, in cooperation with relevant international organizations, have organized many international conferences and workshops to promote human rights such as the organization of the 7th World Family Summit, which was held from 5 to 7 December 2011 in cooperation with the World Family Organization. This summit was organized by the UAE General Women’s Union, a fact that clearly reflects the UAE’s interest in the family issues and in identifying the various challenges facing the family within the framework of the global financial and economic crisis and its effects on the family, as well as working to find effective solutions to achieve the Millennium Development Goals. • Within the framework of cooperation between the UAE and the Office of the High Commissioner for Human Rights, the Ministry of Foreign Affairs organized from 17 to 18 April 2012 a regional workshop on the second session of the UPR, in collaboration with the UN Human Rights Training and Documentation Centre for South-West Asia and the Arab Region Representatives from GCC and a number of Arab countries attended this workshop. • The UAE continues to renew its support to the funds of the High Commissioner for Human Rights, which will enable the OHCHR to carry out its programmes scheduled for 2012-2013. The State’s contributions to these funds amounted to US\$390,000. The UAE has also announced during the UN Pledging Conference for Development Activities organized by the United Nations at its headquarters in New York, that it will pledge US\$7,194,000 for a number of special funds dedicated to strengthen human rights such as the UN Voluntary Fund on Contemporary Forms of Slavery and the UN Voluntary Trust Fund for Victims of Trafficking in Persons, in addition to the funds of the UN development programmes for 2012.
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7.12	To continue to strengthen its labour regulations and improve the working/living conditions of workers (Pakistan);	<ul style="list-style-type: none"> • The Ministry of Labour elaborated a strategy and a plan of action to provide and guarantee the rights of migrant workers in the country. This strategy is based on the following: <ol style="list-style-type: none"> 1. Protecting workers' rights to obtain fair pay within the time specified in the employment contract. 2. Combating all forms of labour exploitation, forced labour and trafficking in persons through the imposition of heavy fees and fines. 3. Protecting workers' right to access to housing and to live in a suitable and safe environment where resources for a decent life are available. 4. Raising workers' awareness of their rights and encourage them to establish links and communicate with the Ministry of Labour. 5. Protect workers' rights in the event of a labour dispute with the employer. 6. Cooperating in the area of protecting workers from illegal practices related to employment and promote welfare as well as protection measures for workers.
14.13	Continue to promote employment and improve the systems working and living conditions for workers (Pakistan).	
35.14	To guarantee adequate protection of workers through the effective implementation of legislative and administrative labour laws (South Africa).	
28.15	To bolster capacity to oversee working and living conditions of migrant workers by employing more inspectors to oversee implementation of labour laws (Canada).	
		<ul style="list-style-type: none"> • The Council of Ministers issued Decision No. 13 of 2009 [dated 17/3/2009] Approving the General Standards Manual for Group Labor Accommodation and Related Services. The Decision stressed the responsibility of employers who must provide collective labour accommodation that are in line with the approved standards, and the need for each facility operating in the State to upgrade its current workers' accommodation conditions to comply with these standards. Employers are given a maximum period of five years starting from the date the Decision comes into force. The approved Manual includes a comprehensive package of norms to be provided in labour accommodation units, among which are the following: <ul style="list-style-type: none"> - The site shall be far from sources of environmental pollution and noise. - The site shall fulfil the health and safety requirements, including water systems (hot and cold), sewerage network, air-conditioning, lighting systems, elevators, emergency exits, fire systems and indoor air quality. - The building shall cover from 60% to 65% of the complex plot area, whereas the remaining space is allotted to entertainment venues, parking lots, courtyards, walkways and green areas. - Each accommodation complex shall have a Mini Market, private playgrounds, and a clinic equipped with all services, including first aid, working 24/7, including official holydays and weekends as well as religious festivals and national events. - The establishment shall maintain clean sanitations with all accessories such as soaps,

		<p>mirrors, towels and clothing racks, toilet paper and cupboards.</p> <ul style="list-style-type: none"> - The pilot labour cities are being built according to these standards and currently amount to 21 cities that accommodate about 345,400 workers. The Ministry of Labour has also open offices dealing with labour relations inside the labour courts to resolve disputes amicably, in addition to launching the Judge's initiative of reconciliation in Dubai and establishing the Department of alternative disputes resolution. • In May 2009, the Ministry of Labour issued Resolution No. 788 on the Wage Protection System (WPS), which is an electronic system which was launched in collaboration with the Central Bank of the UAE whereby public establishments transfer workers' wages through banks, exchange companies and providers of the said service. The system allows the Ministry to permanently check out operations of wage payments through a comprehensive database which has been created specifically to follow-up wage payments. The outcome of adopting and launching such a system provided protection for the wages of more than 3,584,000 workers employed in 215,681 facilities and who are currently receiving wages through the system. • On 04/28/2009 the Ministry of Labour launched the salary service (My Salary), dedicated to receive complaints from employees in the private sector for non-payment of wages, overtime pay or illegal deductions on their wages. Complaints are received round the clock through the Ministry's website or via the Ministry of Labour's Call Centre which offers services in twelve different languages. Complaints are confidentially examined until they are resolved or referred to the judiciary. The total number of complaints filed through the system since the launch of the My Salary service until the end of the second quarter of 2012 amounted to 3,450 of which 3,338 were resolved while 112 were referred to the courts. • Dubai Police launched the Benevolent Hand Programme which addresses collective problems—as well as claims over legitimate rights by temporary workers. A Hotline Programme has also been set up to help investigate and deal with violations committed against workers. • The Ministry of Labour implemented the initiative setting up “Offices of Labour Relations” to support some courts by providing them with data and information relating to litigants. This helps accelerating litigation procedures and dispute resolutions, especially in terms of implementing
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		<p>issued judgments, freezing files of establishments which failed to implement judicial decisions and cease to deal with them such establishments, in addition to turning the bank guarantees into cash for the benefit of workers in accordance with the law. The Ministry also proceeded to implement a programme to establish an electronic link between the labour courts and the Ministry of Labour to reduce cumbersome procedures and facilitate a joint action between the two parties.</p> <ul style="list-style-type: none"> • The Ministry of Labour set up 8 Labour Care Units which were deployed in labour pool areas and a mobile care unit within the Department of Labour Guidance. Its main tasks is to develop and provide awareness programmes on labour market laws and the relevant decisions to implement such laws, which are then directed to parties in the production sector (workers / employers) in the workplace, and provide workers and employers with legal and administrative advice on actions to be taken to address the problems that arise in the workplace. The number of guidance visits made during 2010/2011 by unit managers to workers in their workplace amounted to 1154, whereas the number of inquiries and complaints they received amounted to 1104, of which 1059 have been amicably addressed 45 have been referred to the relevant authorities for consideration and adjudication. • The Ministry of Labour strengthened inspection mechanisms through a number of initiatives and the appointment of more than 300 male and 200 female inspectors. They were provided with internal training carried out by the Ministry through a joint programme with a number of domestic stakeholders, the most important among them is the Judicial Institute. A Department of Occupational Health and Safety has also been developed in the labour inspection sector. • Dubai Police has elaborated a system to monitor the situation of temporary workers called Temporary Labour Complaints Office Programme. The system is centred on inspection tours aimed at improving the living standard of the workers housing conditions and enquire about their social situation, in addition to receiving and examining workers' complaints in their place of living. The total number of workers' housing inspections amounted to 1648 in 2009, while the total of all inspection tours amounted to 1607 in 2010.
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9.16	To take further steps to improve the situation of migrant labourers and domestic staff (United Kingdom).	<ul style="list-style-type: none"> • The Council of Ministers' Resolution No. 1/1w/1 of 2012 approving the Federal Law on workers' support service was issued. The Ministry of Interior was assigned the task to prepare a draft executive regulation for the Law so that it will be ready for issuance once the regulation is completed. The law included 38 articles.
18.17	To pursue and strengthen current efforts to address allegations and reports of discriminatory treatment of migrant workers, especially those related to female domestic workers (Italy).	<ul style="list-style-type: none"> • A unified contract to regulate the relationship between the worker and the employer was elaborated. This unified contract defines the rights and obligations of each party in 11 sections dealing with the following topics (type and nature of work, salary, organization of work and holidays, travel tickets, living, good treatment, communication and correspondence, health care, death and burial, duration of the contract, and disputes between the parties).
21.18	To continue to build on and strengthen efforts to protect the rights of migrant workers, especially women migrant domestic workers (Philippines).	<ul style="list-style-type: none"> • Complaints of domestic workers are received through specialized branches set up in the Public Administrations for Residency Affairs and Ports. There are nine branches whereby these public administrations examine cases brought to its attention through a permanent and open channel of communication and providing assistance and care to victims of violence or ill-treatment. • The various police stations receive and investigate complaints made by domestic workers. If there is evidence that an aggression which constitutes a crime punishable by law has been committed, the case will be referred to the Attorney General's Office for investigation before being submitted to the competent court. • The work of the domestic labour recruitment offices has been organised and a committee was set up to look into the abuses committed by these offices in order to make proposal on the measures and solutions reached by the Committee to provide domestic workers with protection and care. • In order to disseminate a legal culture among employees in the country, the ministry has implemented a number of initiatives to raise the cultural level of this category of labourers group and involve them in the process of progress and sustainable development taking place in the country. • The Ministry of Labour has set up offices for labour relations inside the labour courts with the purpose of settling the disputes amicably, in addition to launching the Judge's initiative of

		<p>reconciliation and establishing the Department of alternative solutions to resolve disputes. The Ministry of Labour has also opened an Office for Labour Relations at the new Labour Court located at the headquarters of the Judicial Department in Abu Dhabi, and two offices for labour relations at the Labour Court in Dubai. Additional offices for labour relations have also been opened this year in the courts of Sharjah, Ras Al Khaimah and Fujairah. The Ministry also aims at opening next year two other offices for labour relations in the remaining Emirates so that the initiative will include all courts concerned at the country level. This would prepare the transition towards a new phase of partnership and cooperation with the judiciary to implement its final decisions in accordance with the Labour Law as well as the prerogatives and competences of the Ministry.</p> <ul style="list-style-type: none"> • Dubai Police launched the Benevolent Hand Programme which addresses collective problems as well as claims over legitimate rights by temporary workers. A Hotline Programme has also been set up to help investigate and deal with violations committed against workers.
22.19	To continue to pursue active cooperation and dialogue with the countries of origin of migrant workers (Philippines).	<ul style="list-style-type: none"> • The Ministry of Labour participated in the most prominent international forums dealing with issues of immigration and foreign labour, and worked on the pilot project to develop the contractual labour cycle. In January 2008, the Ministry of Labour, in collaboration with the International Organization for Migration (IOM) and with the participation of the International Labour Organization (ILO) and the Arab Labour Organization (ALO), organized the first consultative meeting in the UAE held at a ministerial level (Abu Dhabi Dialogue). The consultative meeting gathered Asian labour-sending and receiving countries and 22 representatives from Asian States participated in its activities, in addition to a number of Arab and international organizations concerned with the issues of labour and workers. The most important outcome of this meeting was to issue the Abu Dhabi Declaration, which stressed that the good management of temporary contractual labour movement will have a positive impact on both sending and receiving countries, and will improve the living conditions of these workers and ensure their rights. As the current Chairman of Abu Dhabi Dialogue, and the country responsible for the follow up and the implementation of the pilot project and monitoring its results, the United Arab Emirates commissioned two international consultants to prepare a technical report highlighting the main problems and challenges faced by contract migrant workers during their trip from and to sending and receiving countries, documenting best practices
27.20	To continue its leadership role at the regional level, particularly with regard to facilitating dialogue and enhancing cooperation with the receiving and sending States of contractual labourers (Malaysia).	

		<p>that have been monitored in order to face and address these challenges. The report findings and experiences observed in the formulation of a framework for regional cooperation that determines how labour-sending and receiving countries address the challenges within the context of labour mobility were used as guidance. The report was presented at the second ministerial Abu Dhabi Dialogue held in April 2012 in Manila with the full support of the UAE and was adopted as a reference document for regional cooperation between 11 Asian labour-sending countries (Afghanistan, Bangladesh, China, India, Indonesia, Nepal, Pakistan, the Philippines, Sri Lanka, Thailand and Vietnam) and 7 labour-receiving countries, namely Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, the United Arab Emirates and Malaysia, and with the participation as an observer delegation from Singapore.</p> <ul style="list-style-type: none"> • The UAE Ministry of Labour, in collaboration with the Ministries of Labour in India and the Philippines, implemented the pilot project on “developing contractual labour cycle management” and identified all the four phases of the contractual duty cycle as follows: <ol style="list-style-type: none"> 1. Pre-leaving and moving to work in the receiving country. 2. Residency and work in the receiving country. 3. Arranging and preparing the return to the sending country. 4. Return and reintegration in the sending country. • The State signed 10 memoranda of understanding with Asian labour-sending countries and 8 bilateral cooperation agreements with Arab labour-sending countries to organize labour matters and safeguard the rights of migrant workers coming from these countries.
8.21	To establish a workshop on education to exchange views and experiences with developed and developing countries (Kuwait).	<ul style="list-style-type: none"> • The Ministry of Education participated in a number of workshops held in February 2012 at the margins of the fourth session of the World Education Forum and Exhibition Gulf Supplies and Solutions, which is organized annually in the UAE. The Forum was held under the slogan “Teaching and Learning in the Knowledge and Technology Era.” The Ministry organized 35 workshops during the said Forum, which aim to open channels of dialogue and enhance communication between education experts on the one hand and education policymakers on the other. This in order to learn about the latest learning solutions and technologies that can be used effectively in the development of education systems through a combination of lectures and specialized workshops.

		<ul style="list-style-type: none"> • The Ministry of Education played an active role through sessions and workshops recently held to exchange experiences and expertise with developed and developing countries in the area of education, which it considers as one of the basic human rights that everyone in the community shall enjoy. In October 2010, the Ministry of Education, together with the UNESCO Office in Jordan and the UNESCO Office in Doha, organized a workshop which focused on four main themes: World Heritage, human rights and intercultural dialogue, environment and the role of the United Nations in dealing with global issues such as poverty, famine and unemployment.
16.22	To organize training and seminars on human rights for law enforcement authorities in charge of combating terrorism (Algeria).	<ul style="list-style-type: none"> • The Ministry of Interior organized many training sessions and seminars for law enforcement personnel in charge of counter-terrorism to ensure respect for human rights and the rule of law during the implementation of anti-terrorism measures. • Within the context of promoting the dissemination of the culture of human rights and upgrading the competences of the Attorney General's Office and the judiciary cadres, the Ministry of Justice held a seminar on the protection of the rights of victims and collection of criminal evidence from 20 to 19 January 2011 and a seminar on the rights of the accused on 27 June 2011. • The UAE continues to complete the arrangements for hosting the headquarters of the Global Centre for Excellence in Countering Violent Extremism, which constitutes the global forum where Governments and civil society organizations could coordinate their efforts to tackle extremism. The Centre has been approved by the Working Group on Countering Violent Extremism, an offshoot of the "Global Counter-terrorism Forum", and will be officially opened in the city of Abu Dhabi at the end of 2012.
10.23	To continue dialogue with civil society in the follow-up to and implementation of the review, and establish a standing forum to facilitate such dialogue and enable greater mutual understanding (United Kingdom).	<ul style="list-style-type: none"> • The First Dialogue Forum of civil society organizations was held in the UAE for this purpose. It was organized by the Emirates Human Rights Association in April 2011. During the forum, a number of workshops were organized to discuss the outcome of the UPR of the UAE and to highlight the views and opinions of the civil society organizations on the optimal implementation of the UPR outcome. The Forum resulted in many important recommendations which were referred to the UAE Standing Committee for Universal Periodic Review (UPR) which is the body charged by the Cabinet Decision No. 51/4w/ 2 of 2010 to follow up the implementation of the UPR outcome and prepare its review process. To that effect, the Committee, which brings

		<p>together federal and local Government bodies, and a number of civil society organizations in the UAE, has pursued consultations with civil society and as such it represents a real guarantee for ensuring the participation of civil society in the implementation of the UPR outcome in full transparency. The Committee thus represents a permanent forum for the consultative process, which shows the spirit of mutual understanding between the two parties for the implementation of accepted commitments and recommendations contained in the UPR, as well as the promotion and protection of human rights in the UAE.</p> <ul style="list-style-type: none"> • The Ministry of Foreign Affairs organized a consultative meeting with the civil society to present the State's efforts to prepare the second report of the UPR to be submitted in October 2012.
11.24	<p>To vigorously pursue efforts to promulgate a national law guaranteeing better protection for children, and that the general principle of the best interest for the child, as contained in article 3 of the Convention, is fully reflected in that law (Djibouti).</p>	<ul style="list-style-type: none"> • For this purpose, the United Arab Emirates is currently looking at issuing a number of legislations, taking into account the following. The Ministry of Social Affairs has finished the final revision of the Child Rights Law, which includes severe sentences against abusers and children offenders. The law focuses on the International Convention for the Rights of the Child to which the State became a party in 1997 and has been prepared following extensive meetings with all federal and local government agencies as well as civil society associations which are active in the area of children rights in the UAE. The law has been referred to the Council of Ministers for adoption and completion of the remaining constitutional procedures for its entry into force. The law includes 12 chapters containing 72 articles as follows: Chapter I: General Provisions; Chapter II: Fundamental Rights; Chapter III: Family Rights; Chapter IV: Health Rights; Chapter V: Social Rights; Chapter VI: Cultural Rights; Chapter VII: Educational Rights; Chapter VIII: The Right to protection. <ul style="list-style-type: none"> - It is planned to amend the Federal Law No. 9 of 1976 on offender and homeless juveniles. The most important feature of this plan is to raise the age of accountability to 9. - The Federal Law No. 1 of 2012 regarding the care of children of unknown parentage was issued. The law aims to organize the care of children of unknown parentage in the country through establishing and developing nursing homes as well as ensuring foster families. - The Supreme Council for Motherhood and Childhood, in cooperation with UNICEF, prepared a number of projects and initiatives, including: the establishment of a Children database to promote policies and strategies as stipulated in the Convention on the Rights of the Child, carry out study analysis of children legislation to provide a review all legislation
12.25	<p>To enact national legislation to protect the rights of children (Yemen).</p>	

		<p>relating to children, and develop a National Strategy for Childhood and Motherhood for 2011-2020.</p> <ul style="list-style-type: none"> - With the support of the United Nations Children’s Fund (UNICEF) – Gulf Area Office, the Supreme Council for Motherhood and Childhood, in cooperation with the UAE General Women’s Union and its partners from governmental and non-governmental institutions and civil society organizations which deal with children, implements a project for assessing the child protection system in the United Arab Emirates. A Global Toolkit approved by the main office of UNICEF in New York is used for this purpose. The aim of this project is to identify gaps in policies, legislation and services in the area of child protection to highlight the needs, priorities and challenges that will help decision-makers to raise and strengthen national capacities for the development of services provided in the area of child protection.
13.26	To continue efforts to strengthen the rights of women and to further the advancement and development of women’s rights in the international dimension (Indonesia).	<ul style="list-style-type: none"> • The concerned stakeholders in the UAE, headed by the General Women’s Union (and in cooperation with specialized international organizations), have engaged in developing a strategy for the five coming years, which takes into account the indicators and criteria set out in the Millennium Development Goals and the conventions ratified by the UAE such as the Committee on the Elimination of Discrimination against Women. It is expected that the strategy will be launched by the end of 2012, so that government institutions at both federal and local levels as well as civil society organizations can develop adequate plans to implement this strategy so as to secure a mechanism to ensure continued efforts to empower women in the area of education, health, economy, social work, legislation, environment, media and political participation.
31.27	That the perspective of the equality for women be fully included into the follow-up process to this review, including by conducting regular consultation with civil society and women’s groups on the implementation of the various related recommendations (Slovenia).	<ul style="list-style-type: none"> • The General Women’s Union issued publications to raise awareness of women’s rights and informative pamphlets about different laws. It also maintains ongoing communication with United Nations organizations concerned with women’s issues, such as the UN Women, United Nations Development Programme and ESCWA to benefit from international experiences and best practices in the promotion and development of women’s rights. • The General Women’s Union started the Multiple Indicator Cluster Survey (MICS4), which is a global household survey program developed by UNICEF which supervises its application. The survey is designed to gather sound data statistics and estimates internationally comparable with key indicators used to assess the status of women and children in the areas of health, education

		<p>and social protection. The MICS4 survey also provides a tool to monitor progress towards achieving the national goals and global commitments which aim to promote the welfare of women and children, including the MDGs.</p> <ul style="list-style-type: none"> • The Council of Ministers issued Decision No. 51/4w/2 of 2010 by which it set up the Standing Committee for Universal Periodic Review which is responsible for monitoring the implementation of the periodic review outcome and preparing its review process. The Committee' members are the General Women's Union, which represents women's associations in the country, the Supreme Council for Motherhood and Childhood, federal and local government agencies, and a number of civil society institutions in the UAE. This membership represents a real guarantee to ensure the participation of women and women's associations in implementing the results of the universal periodic review and addressing women concerns. • Legislative and legal measures in the UAE tend to eliminate gender discrimination, since the UAE has adopted a number of policies to ensure the advancement of the status of women, their enjoyment of all their constitutional and legal rights, their participation in decision-making and representativeness at the international level. Women in the UAE enjoy high equality rates compared with men in all areas, since women hold 66% of government jobs, 30% of which are senior leadership jobs associated with decision-making, 15% of the teaching staff at the United Arab Emirates University, and about 60% of professional jobs, which include medicine, teaching, pharmacy and nursing, in addition to their enrolment in the armed forces, police and customs. • To ensure equality between women and men in the UAE, Article 32 of the Labour Law provides that "A working woman shall be entitled to the same wage as that of a working man, if she does the same work". Similarly, the equality issue in the UAE takes into account the different nature of women that may affect their performance at work compared to men, since legal texts were developed for this purpose in order to preserve women's rights and enable them to better perform their work based on these provisions. Employment of women in hazardous work has been banned under Article 29 of labour Law, whereas Article 27 codified women working hours, especially night hours. The issue of motherhood for working women has been solved by the Council of Ministers Decision No. 19 of 2006, which calls on ministries, government agencies, institutions and departments to establish nurseries if the number of their married females reaches 50.
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15.28	To pay attention to the development of infrastructure in remote regions (Syrian Arab Republic).	<ul style="list-style-type: none"> • Initiatives worth AED 16 billion to develop infrastructure in remote areas were launched. They covered many areas such as building of houses for citizens, building and developing power and water plants, modernizing the network of roads and bridges, building and developing hospitals and care centres, undertaking construction and maintenance of dams, in addition to improving and modernizing fishing harbours. These initiatives came as a supplement to what has been announced in 2009 on setting up during the coming 5 years projects which include health facilities, roads, hospitals and houses. The Ministry of Public Works has at the time adopted budgets for the development of infrastructure worth AED 5 billion. The Ministry of Presidential Affairs and the Ministry of Public Works were assigned the task of following up the UAE strategy for the development of infrastructure, especially in remote areas.
26.29	To continue to give importance to ensure economic development, including infrastructure, in remote rural areas (Malaysia).	
33.30	To fast-track the development of infrastructure in remote rural areas, with a view to ensuring the practical enjoyment of economic and social rights to benefit the people living in remote rural areas (South Africa).	<ul style="list-style-type: none"> • The UAE ranked 30th internationally among a total of 187 countries in the 2011 World Human Development Report to remain the first Arab country for the second year in a row. The continued progress witnessed by the UAE and the achievements it has realized are a historical fact in the human development in the country. Since the setting up of the Union of the Arab Emirates in 1971, the country developmental experience still represents a world wide model in the area of comprehensive development at all levels. This success is due to the UAE investment policy which has devoted the country's oil capacities and alternative energy resources to enhance the performance of human and overall development by launching the main development projects required to establish a model State able to move to new stages in the area of economic and social development, and focus on developing the country's infrastructure, including schools, hospitals, harbours and airports. • According to the classification of the Global Competitiveness Report (2011-2012) issued by the World Economic Forum, the UAE ranked eighth globally among 133 countries for the quality of its infrastructure and ranked first regionally and 11th globally for the quality of its transport infrastructure according to the 2012 Global Enabling Trade Report issued by the World Economic Forum.
		<ul style="list-style-type: none"> • Within the framework of activating the fourth pillar of the National Strategy for Combating Human Trafficking, the stakeholders in the UAE headed by the National Committee to Combat Human Trafficking (NCCHT) engaged in a process of exchanging experiences and best practices

23.31	To share its experiences and best practices with other countries in establishing national legislation and mechanisms and pursuing international cooperation to curb human trafficking (Philippines).	<p>and enhancing the prospects of bilateral and international cooperation. This was done through making the Emirati experience in combating human trafficking known and by learning about and benefiting from the experiences of other countries. This is reflected in the signing of many bilateral cooperation agreements and memoranda of understanding, which included organizing areas of exchanging experiences and expertise in human trafficking. In this regard, the UAE represented by the Ministry of Foreign Affairs signed in 2010 a number of agreements with the Republic of Armenia and the Republic of Azerbaijan. The conclusion of similar agreements with a number of other countries, such as the Republic of Belarus and the Kingdom of Thailand, is being envisaged in the next stage. In order to exchange experiences and learn from the international community's and organizations' know-how in fighting against human trafficking, the National Committee to Combat Human Trafficking, in partnership with a number of relevant national institutions, participated in the following international events and activities:</p> <ol style="list-style-type: none"> 1. The conference on "Arab initiative for building national capacities for combating human trafficking" (Qatar). 2. A symposium entitled "Combating human trafficking: The Swedish experience" (Sweden). 3. Second Regional Consultations on "Developing models for support and social reintegration of victims of human trafficking" (Azerbaijan). 4. The Alexandria Forum on "legal mechanisms to protect women and children from trafficking" (Egypt). 5. The conference on "Strengthening the role of civil society organizations to combat human trafficking in the Arab region" (Jordan). 6. The fifth session of the Conference on "The States Parties to the United Nations Convention against Transnational Organized Crime" in Vienna (Austria). 7. The conference on "Discrimination against women" (Austria). 8. A workshop on "Human trafficking, smuggling of migrants and judicial cooperation" (Malaysia). 9. The Scientific Forum on "Towards an Arab strategy to combat human trafficking" (Egypt). <ul style="list-style-type: none"> • The Ministry of Interior signed no less than 11 agreements and memoranda of understanding with governments and relevant organizations in the Russian Federation, Italy, Germany, France, Canada, South Africa, Belarus, Poland, Austria, China and Kazakhstan. The number of draft agreements amounted to 15 and are currently under study and it is expected that the Ministry of
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24.32	<p>To continue to provide assistance to developing countries as a means to improve the enjoyment of human rights in other parts of the world (Philippines).</p>	<ul style="list-style-type: none"> • To carry out this significant humanitarian role, the UAE has created many institutions among which are: Zayed Charitable and Humanitarian Foundation, Abu Dhabi Fund for Development, Khalifa bin Zayed Al Nahyan Charity Foundation, Mohammed bin Rashid Al Maktoum Charity and Humanitarian Foundation, Red Crescent Society, Dubai Cares and Noor Dubai. An Office to coordinate the efforts of the State in the field of foreign humanitarian assistance was also created. • The UAE and its donor organizations provided in 2009 foreign aid to assist in the development of infrastructure in remote areas, food security, education, health care, humanitarian aid, access to

		<p>clean water and sanitation. The foreign aid reached AED 2,029,242.82 for 51 countries, with a coverage ratio amounting to 53.7% of the developing countries in the world.</p> <ul style="list-style-type: none"> • A series of initiatives were launched, including Noor Dubai to provide treatment to one million of people suffering from eye diseases, particularly in Africa and Asia. As to Dubai Care's initiative, it provided educational services to more than four million children in 14 countries in Africa, South Asia and the Middle East. • The Red Crescent Society launched a global campaign aiming at treating a million children around the world. The campaign helped in the treatment of more than 60,000 children and elderly people by mid-June 2011. • The UAE ranked 14 globally among donor countries that contributed most in providing foreign aid according to the 2010 OECD Classification. Compared with its gross national product, the UAE also ranked first by volume among foreign aid donor countries non members of the OECD Development Assistance Committee. The volume of foreign aid provided by the United Arab Emirates since its inception on 2 December 1971 amounted to US\$163 billion granted in the form of soft loans or non-refundable grants.
25.33	To accede to the Convention against Torture (Albania).	<ul style="list-style-type: none"> • The UAE acceded to the Convention against Torture (CAT) under the Federal Decree No. 73 of 2012 and became a member on 19 July 2012.
32.34	To consider ratifying the Convention against Torture in a timely manner (Japan).	

29.35	To consider establishing an independent national human rights institution that could advise the Government and receive and investigate complaints by the public (Netherlands).	<ul style="list-style-type: none"> • The UAE prepared a detailed study in this regard and the Secretariat of the Standing Committee for the UPR made field visits to a number of countries and to the International Coordinating Committee of National Human Rights Institutions (ICC) in order to learn about different experiences. Plan to establish a national institution in the UAE is still under consideration by the relevant authorities in the country in order to choose the best practices and experiences in this regard.
30.36	To put in place effective institutional support for the victims of domestic violence (Slovenia).	<ul style="list-style-type: none"> • The Ministry of Social Affairs organized in Dubai on 18 July 2012 a consultative seminar on the institutional framework to support the victims of domestic violence, which was attended by 150 participants from governmental and civil institutions dealing with domestic violence. The seminar resulted in a number of recommendations, including: 1) To consider issuing a special law on domestic violence in all its forms “physical, psychological and sexual” to provide victims with legal protection and integrated care, and punish perpetrators; 2) to take the necessary measures which will be able to develop and enhance the role played by the concerned institutions in rehabilitating the authors of domestic violence and ensuring that they will not reoffend in the future; 3) to develop preventive measures to reduce domestic violence and raise community awareness of its hazards; 4) to strengthen the means used to monitor, follow up and report cases of domestic violence, and guarantee swift intervention by the competent authorities; 5) to enable law enforcement officers and judiciary employees to get the proper qualifications in order to deal appropriately with victims, by providing advisers and experts to support in this area; 6) to encourage the civil society organisations and enable them to contribute to the reduction of domestic violence; and 7) to raise the capacity of individuals to deal with family problems and withstand the pressures of life in a spirit of responsibility, focusing on futures married couples to hone their expertise and skills in managing family affairs. • The establishment of children and women’s shelters as well as the Dubai Foundation for Women and Children and the Ministry of Interior’s and Social Support Centres is considered as a proof of the actual implementation of this recommendation, since these institutions provide health care, psychological, social, legal and rehabilitation services. Within this framework, children and women’s shelters prepared the rehabilitation plan for children victims of human trafficking and sexual exploitation, which included a number of working methods and best practices in the area of child victims’ rehabilitation and their reintegration into society.

		<ul style="list-style-type: none">• The Studies and Research Department at Dubai Foundation for Women and Children is preparing a draft study on violence against children in the United Arab Emirates. The Emirate of Dubai will be the experimental sample for the initial examination, whereby specimens will be taken from public and private schools for groups aged 11 to 18. The study aims to determine the rate of domestic violence affecting children, the type of violence perpetrated inflicted to them and from there develop awareness-raising programs and policies to reduce such practices. The Dubai Foundation for Women and Children, in collaboration with the UAE University, Zayed University and the Ministry of Interior, is working on establishing a scientific and research committee made up of specialists to study and implement the outcome of the survey.
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Voluntary pledges

No.	Voluntary pledges	Implementation measures
1	To consider the possibility of acceding to the United Nations Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.	<ul style="list-style-type: none"> The United Arab Emirates has acceded to the Convention under Federal Decree No. 73 of 2012, and the State became a member of the Convention in 19 July 2012.
2	To consider the possibility of acceding to the United Nations Convention on the Rights of Persons with Disabilities.	<ul style="list-style-type: none"> After the promulgation of Federal Decree No. 116 of 2010 on the accession to the Convention was issued, the State became a member of the Convention in 19 March 2010.
3	Considering the possibility of acceding to the protocols of the	<ul style="list-style-type: none"> A committee of stakeholders was established in the UAE to consider the accession of the State to the Two Optional Protocols to the Convention on the Rights of the Child; the one on the sale of

	United Nations Convention on the Rights of the Child.	children, child prostitution and child pornography and the other on the involvement of children in armed conflict. The committee is working on creating a legal and legislative environment consistent with the provisions of the Protocols to pave the way for the State's accession to the Protocols in the next phase.
4	To consider the possibility of acceding to the United Nations Protocol to prevent, Suppress and Punish Trafficking in Persons, especially Women and Children.	<ul style="list-style-type: none"> • Federal Decree No. 71 of 2008 on the accession to the protocol was issued and the instrument of accession was deposited. The State became a member of the Convention in 21 January 2009.
5	To organize, in collaboration with specialized international organizations, workshops in the field of human rights to spread the principles of human rights in accordance with international treaties ratified by the State.	<ul style="list-style-type: none"> • The National Committee to Combat Human Trafficking, in coordination with the International Organization for Migration (IOM), has organized in February 2009 a training workshop to increase knowledge among law enforcement officers and persons dealing with human trafficking issues. • The National Committee to Combat Human Trafficking, in cooperation with the United Nations Office on Drugs and Crime (UNODC), has organized in 2010 the Third Annual Regional Workshop on “Promoting law enforcement and judicial cooperation on human trafficking among countries of origin, transit and destination in Central Asia”, with the active participation of 45 members from various quarters such as local and federal prosecutors, officials from shelters, the Ministry of Interior, Dubai Police and the Ministry of Labour, as well as representatives from different countries and from Interpol. • The Ministry of Interior, in collaboration with the UN Office of the High Commissioner for Human Rights, held a regional workshop on the human rights based approach in combating human trafficking in Abu Dhabi from 12 to 14 December 2011, during which was launched the book entitled “Recommended Principles and Guidelines on Human Rights and Human Trafficking,” which the UAE volunteered to translated it into Arabic. • The General Women’s Union held workshops and sessions on the Convention on the Rights of the Child and the Convention on the Elimination of All Forms of Discrimination against Women, and invited all relevant institutions, in addition to women’s associations, to participate in the

		<p>sessions. The same General Women's Union, in collaboration with the World Family Organization, also organized the 7th World Summit on Family from 5 to 7 December 2011 during which the following issues were discussed: Social protection measures for families, ways of avoiding domestic conflict and violence, examination of the various challenges faced by families in the light of the global economic crisis while seeking effective solutions and achieving the Millennium Development Goals.</p> <ul style="list-style-type: none"> • The UAE represented by the Ministry of Foreign Affairs, in collaboration with the International Committee of the Red Cross, signed a joint memorandum of understanding to grant accreditation to the Diplomatic Institute in the UAE as a regional hub for training Arab diplomats in the field of international humanitarian law. Four sessions have been held within the framework of the training program in 2006, 2008, 2010 and 2012. • The Supreme Council for Childhood and Motherhood and the General Women's Union, in cooperation with international organizations concerned with women and children, including UNICEF, the United Nations Women, UNESCO, the United Nations Development Programme and the Economic and Social Commission for Western Asia (ESCWA), has organized many sessions and workshops for the dissemination of human rights principles in accordance with the agreements to which the UAE is a party. The Supreme Council for Childhood and Motherhood also carried out a cooperation programme with the UNICEF Gulf Area Office for the periods 2008-2010 and 2011-2012. • The Ministry of Education contributed in 2010 with 9 specialized workshops on the promotion and dissemination of human rights culture. • The Ministry of Health has organized 20 awareness-raising lectures on women's rights for the prevention of breast cancer in both Dubai and Abu Dhabi for the period 2008-2010. • The National Committee to Combat Human Trafficking participated in a number of workshops in the Kingdom of Bahrain and the Republic of Turkmenistan. Furthermore, the UAE adopted the Declaration on the Global Efforts to Combat Trafficking in Persons in New York on the margins of the UN General Assembly.
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6	To improve the training frameworks for law enforcement officials to raise awareness about human trafficking crimes.	<ul style="list-style-type: none"> • The National Committee to Combat Human Trafficking, in collaboration with various departments and ministries concerned with law enforcement, such as the Departments of Naturalization and Residency, the police and the Attorney General's Office, has organized a series of training courses and workshops. One of the objectives of this program is to ensure that officials in charge of combating trafficking in persons in the country meet with international standards in their work. The Committee also encouraged many stakeholders in the various government departments and ministries to organize training programs of their own in order to acquire the necessary skills to better combat human trafficking crimes, especially that many ministries and departments became qualified for creating special sections to combat human trafficking crimes at both the local and federal level.
7	To consider the possibility of establishing a national body for human rights in compliance with the Paris Principles.	<ul style="list-style-type: none"> • The United Arab Emirates is currently working on establishing a National Commission for Human Rights. A detailed study on the project was carried out in consultation with the concerned national authorities to create a Commission in compliance with the Paris Principles which will be the official body to deal with all human rights issues in the country. To that effect, the Standing Committee for the Universal Periodic Review made field visits to a number of countries and to the International Coordinating Committee of National Institutions for Human Rights (ICC) to learn about best experiences and practices in this respect.
8	To consider issuing regulations for the establishment of shelters for victims of human trafficking in the country.	<ul style="list-style-type: none"> • The National Committee to Combat Human Trafficking has prepared Draft Regulations on the Licensing and Management of Shelters for Victims of Human Trafficking. The release of the Draft Regulations is underway, and contains 25 articles which includes all procedures governing the establishment, licensing and management of shelters for victims of human trafficking, as well as other articles which identify the qualifying conditions to be entitled to the services provided by these shelters.

9	To consider enacting a legislation extending the maximum age for completing compulsory education to the age of 18.	<ul style="list-style-type: none">• The Council of Ministers approved the promulgation of the Federal Law on Compulsory Education in the UAE from the age of 6 until either the age of 18 or graduation, whichever comes first and established specific mechanisms to ensure the implementation of compulsory education by imposing appropriate sanctions to prevent any breaches of the law in order to address the dropout issue in the education sector.
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