



*Emirates Fire & Rescue Company  
Recruitment  
Abu Dhabi - United Arab Emirates  
P.O.-Box: 93133*

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Ref.: Information for applicant

Necessary documents:

In addition to the copied documents of your application you must bring all original course certificates/ verification to the UAE.

Please check before starting your journey to the UAE:

- At arrival your passport must be valid for at least 6 months before arrival.
- In order to apply for an UAE driving license you have to bring your valid driving license with you.
- Tax related question should be discussed in advance with your local tax office.
- In some countries a notice of departure should be submitted to the registration office.
- Due to the fact that E.F.R.C. pays the salary in arrears it is necessary that you hold a sum of around 1000 Euro (5000 AED) to cover your expenses.
- If you have to take special medicine, bring it with you. You can check, if there is an import ban for your medicine on:  
<http://www.uaeinteract.com/travel/drug.asp>
- Wearer of glasses must bring their own special glasses for fire fighter mask. Upon inquiry you will receive information regarding the type of mask used at your future fire station.

Helpful packing tips:

- Personal cloths, preferably light and suitable for summer
- Personal items, such as notebook or entertainment electronics
- Duty wear for the first days at the fire station, such as blue firefighter trouser, polo shirt and black low shoes

Existing illnesses/ diseases:

Before you can start your work a medical check is mandatory. At this check the following illnesses/ diseases will be checked for:

HIV, Hepatitis, Tuberculosis, Diabetes

If one of these illnesses/diseases will be discovered in your blood, your employment contract won't be approved and you have to buy your own return ticket. In order to avoid this unpleasant situation, it is recommendable to go to your general practitioner in advance, if you have any doubt regarding this issue.

Salary:

Your salary (in Dirham) will be transferred monthly without any deduction to an UAE bank account. The colleagues of your future fire station will assist you opening such bank account. Upon opening you will receive your ATM card. This card can be used to withdraw money from one of the numerous ATM's in the UAE as long as there is a sufficient amount in your account.

Travel costs:

The company will purchase your outbound flight from the nearest international airport at the beginning of your contract as well as your return flight at the end of your contract. As a new employee you will be picked up at the airport in Abu Dhabi or Dubai. In addition, every employee will receive an annual flight allowance.

General information about the UAE:

The United Arab Emirates are located in the south-east of the Arabic peninsula at Persian Gulf. The UAE are a federal union of seven emirates. The capital is Abu Dhabi. Further information regarding the political structure, culture, religion, life style or climate can be retrieved from the following links:

[http://en.wikipedia.org/wiki/United\\_arab\\_emirates](http://en.wikipedia.org/wiki/United_arab_emirates)

<http://www.uaeinteract.com/travel/>

#### Accommodation/Housing allowance:

All expat employees are entitled for accommodation allowance depending on the Emirate they are working in.

Before arriving to the UAE, we will provide each new recruit a list of Hotels or Hotel apartments with credit facility with E.F.R.C. The employee can rather select one of the recommended company Hotels/ Hotel apartments or search one by him or herself.

The company provided Hotels with credit facilities, the payments can be made at the end of the month by the employee after receiving his/her monthly salary.

E.F.R.C. will not bear any additional cost, if the chosen hotel exceeds your allowance, nor it is the responsibility of E.F.R.C, to do the payment arrangements, if the chosen Hotel is not within the Company listed Hotels.

It is the employees choice to leave or amend his/her stay at the same Hotel/Hotel apartment or alternatively search his/her own accommodation with the assistance of our company, if being requested.

#### Duty model and daily work at the fire station:

At the most fire station E.F.R.C. runs a three shift system. 24 hours duty is followed by 48 hours off. In some project this system is more flexible. Currently there is test operation at some projects. The shift system at this projects is 48 hours duty followed by 96 hours off. The daily work, such as shift handover, vehicle check, training, sport and operational work, is quite similar at all fire stations.

The day service personal (e.g. course instructor, project management, personal with special tasks) is working Sunday to Thursday from 07:30 am to 02:30 pm.

The staff at the fire station will be alerted by an alarm bell. At major incidents, where additional manpower is needed, the spare staff, such as day service staff after 02:30 pm or shift staff how are off, will be alerted via mobile.



Fire engines of fire station Ras Al Khaimah



Daily training



Vehicle and equipment check



Familiarisation of different fire fighting techniques



Familiarization and check of vehicle, equipment and pump



Training at the vehicle and usage of the equipment

Vehicles and equipment:

An overview regarding the current vehicle status at each fire station you can find on our website [www.emiratesfire.ae](http://www.emiratesfire.ae) sub item “technical equipment”. The vehicles and equipment of the newest generation German standard with some adaptations in order to comply with the local requirements. Hoses and other water related equipment is equipped with British couplings.

The personal protection equipment (“PPE”) complies with German standards. Every EFRC operational employee will receive one set of PPE consisting of turnout gear (firefighting trousers and jacket), helmet, boots and gloves.



European Supervisor with yellow turnout gear



Duty wear at the fire station

### Necessary items for the duty of a Supervisor/ Assistant Supervisor in the UAE:

The UAE is an Islamic country. Therefore the choice of cloths to wear should be in accordance with the UAE law, rules and customs. The wearing of shorts in public is not welcome, although plenty tourists are usually wearing shorts. It is recommendable to pack some  $\frac{3}{4}$  trousers and T-shirts without provoking imprint. As rule of thumb, knees and shoulders should be covered. Due to the climatic condition (summer 40 °C-50 °C, winter not less than 15 °C) light summer wear should be packed. At the fire station blue or black long trousers and a dark blue polo shirt/ T-shirt should be worn.

Due to the luggage weight limit of approx. 20 kg (for most of the airlines) your packing should be well-thought-out. It is recommendable only to bring necessary items from your

home country, because most of the ordinary items are cheaper in the UAE. For the start you should bring the following items: a small and a big towel, socks, underwear, trousers and swimming trunks. For your first days at the fire station you should bring 1-2 blue/black duty trousers and 2-3 blue duty shirts. The supply of company duty wear is sometimes delayed. Please get in contact with your future Team Head regarding the availability of the company duty wear.

If there is a need for “special” PPE sizes, such as extreme small/large sizes of boots or trousers/jackets, you should ask your future Team Head regarding the availability. If a supply can't be granted, you should bring your own PPE.

You are entitled to bring your own fire-fighter torch light or helmet light, however you have to be aware that in case of damage or loss during your duty the company won't give you any refund.

Finally, it is highly recommendable to bring your personal laptop/note book. The laptop may be great assistance during your duty at the fire station but mostly it will support you by keeping in contact with family and friends.

#### Mobile phone and internet:

The UAE has a very well structured mobile network, which is operated by two local network providers Etisalat and DU. It is recommendable to buy a pre-paid SIM card. Your future colleagues will assist you on the purchase.

Upon receipt of your residence visa which normally will take 3-4 weeks it is possible to apply for an internet access. Depending on the data package the rate varies (10 Mbit/s approx. 300 AED). It is quite common that 2-3 colleagues are sharing an internet access in order to save some money. Before the receipt of your visa you can have internet access either via internet USB stick (which is highly expensive) or via internet cafes.

#### Food and items of daily use:

In the UAE almost everything is available. Depending on the region you have different possibilities of shopping. In the supermarkets, such as Carrefour, Géant or Lulu, you can find milk products, sweets, drinks, vegetables, fruits and meat. In addition to the local products plenty well-known products from Europe and Asia are available. In every city you can find lots of restaurants including fast food chains such as Mc Donald's, Burger King or KFC. Most of these restaurants have delivery service. The prices in the

restaurants as well as the prices for daily use are in general compared to the European prices.

In case of small injuries or sicknesses the UAE offers a wide range of pharmacies, in which all necessary drugs are purchasable, however if you are subject to certain illnesses or if you need certain medicaments, it is recommendable to bring your own medicament with you. You should be aware that some of your medicaments may be on the UAE black list and therefore banned for import.

#### Tax office, social insurance and pension scheme:

During your time in the UAE you will get a health and accident insurance provided by E.F.R.C. This insurance is also valid off work, however, during holidays you spend outside the UAE you should procure a private travel insurance. E.F.R.C doesn't pay you any kind of pension. Instead E.F.R.C. will save an End of Service Benefit which is paid to you at the end of your service. If you want to stay in the UAE for a longer time, you should consider to paying in a private pension fund.

#### English skills:

Although the national language of the UAE is Arabic, in almost every situation English is the preferred language. Your English skills should exceed basic level. You should have profound knowledge of business English (e.g. fire fighting equipment, orders, fire engines). This is highly important due to the fact that training and operational tasks will be solely executed in English. For conversation with citizens who generally speak basic English or foreign workers who speak poor English at all, basic English skills are enough.

#### Firefighting system:

The fire brigade system is based on German standards. The basis is formed by the Fire Brigade Rules (FBR, especially FBR 3, FBR 7, FBR 10, FBR 500, FBR 100), which are obtained on request, so that you can familiarize with them in advance.

#### Transport and car:

The transport from your accommodation to the fire station will be organized by E.F.R.C. Generally, the staff will be collected by busses 30 to 60 minutes before the start of work and will be carried back after their duty. Some projects have duty cars instead of busses. The most convenient way to travel in the UAE is with your own car. Many colleagues have rented or bought a car either on their own or shared with some colleagues. The prizes of used cars vary depending on the model and year. The monthly rental fee is depending on the model and the rental period. It is recommendable not to rush a purchase but to discuss this idea with experienced colleagues. Some of them may have good advice to get the best for your money.

In order to drive a car in the UAE you must have a local driving license. After receipt of your residence visa, you can apply for a local driving license at the Traffic Department. If you are in possession of a European driving licence you only have to fill out an application form. For people with other driving licence a driving test may be mandatory. In the cities the public transport system is well structured and more reasonable in price than in Europe. For example, a ticket for one of the bus lines in Abu Dhabi city costs around 5 AED.

To travel between the cities/ emirates intercity busses are available. The fares are low and the travel time is only a little bit longer than by car.

#### Companionship:

Companionship is highly important factor which is necessary to solve problems and to accomplish difficult tasks. Due to the fact that all colleagues in the UAE are living in a foreign country the companionship within the project is comparable with the companionship on every other fire station. The regular joint recreational activities strengthen the feel of togetherness.

#### Recreational activities:

Activities during your free time can be manifold and diversified. Desert trips or the visit of one of the numerous malls are always worthwhile. Public events such as concerts or Formula 1 are also quite popular. For sport "junkies" plenty of gyms and sports grounds are located all over the UAE. It is quite fun to jog or cycle at a corniche or even on every Tuesday at the Formula 1 track.





Trips in the desert are quite popular



Camels training in the desert of Ras Al Khaimah



The water fun park of the Atlantis hotel is a highly popular attraction in Dubai.



Ski Dome in Dubai mall



Inside view of one of plenty shopping malls



Safer mall in Ras Al Khaimah

### Culture:

The life style and culture in the UAE is deeply ingrained to the Islam. The Islam is more than a religion, it is a way of living which reflects in many areas of the everyday life, such as the kind of clothes to wear, the eating rituals or the way how to make decisions. The tradition of the Islam and the culture of the UAE are inseparably connected.

In contrast to the advanced view of some western media the UAE is an open and tolerant Islamic country. Expats are allowed to live their religion without any boundaries. In bars of hotels you can order alcoholic drinks, the choice of cloth is mostly liberal (even for women). However, for official occasions or for mosque visits the choice of cloth should be adequate in respect of the culture. It goes without saying that the locals expect the same level of respect and tolerance for their religion. Insulting comments against the Islam, the prophet Mohammed or Allah are highly inappropriate and unacceptable. These comments may be treated as a criminal offence and could lead to a sentence to prison.

Women have almost the same rights as men. In contrast to some neighboured countries they are allowed to walk or to drive cars on their own. Most of the local women as well as Islamic female expat are wearing black Abaya and Hijab (a long dress with a face veil). The local men are mostly wearing a long white Kandura with Gutra and Igal. After a certain time in the country you won't find it strange. As a man you shouldn't stare or talk to veiled women, except a male family member introduce you to her.

One major difference between the westerners and the locals is the fear of losing face. This may lead to issues on the fire station. At western fire stations mistakes were often corrected in a direct, clear and sometimes loud way. Correction of mistakes by locals should be conducted in a more settled, calm and kind way. Even on incident scene orders should be directed kindly. Especially the wrong choice of words could lead to misunderstanding and an escalation of a minor issue.

Due to the cultural background the subject of a negotiation or discussion will be raised only at the end of the conversation. Most of the time is filled with greeting and asking for their family members. This mostly leads to a long conversation which can be quite disappointing for Westerners who try to proceed quickly. It should be respected if a local doesn't want to make a decision or to give a clear answer. Sometimes they don't know the answer or they can't make a decision but they don't want to lose their face in front of you. Therefore you should accept their statement and you shouldn't try to force him for an answer.

From time to time it can happen that a statement or a comment of you may offend an Arab especially during incidents in which the stress level is quite high. If such situation occurs it is recommendable to have a four eye conversation afterwards in order to solve the problem, to explain your point of view and sometimes to apologize for your choice of words or your tone.

These above mentioned items may seem complicated and difficult to understand, however your future colleagues will try to ease your start in the UAE by happily explaining you everything you want to know.

If you have any further question or inquiries, please send an email to:

[recruiting@emiratesfire.ae](mailto:recruiting@emiratesfire.ae)