

GUIDANCE NOTE DEDICATED WORKSTATION PERMIT

In this guidance note, unless the context otherwise requires, words or expressions not defined have the same meaning and interpretation as in the Company Regulations 2020 of the Dubai Multi Commodities Centre Authority (“**CR 2020**”).

I. GENERAL

Applicable Business Rules

- ❖ This process is only applicable to DMCC Entities with “Business Centre” Licence Activity, which are the DMCC Business Centre Operators.
- ❖ Permit will be linked to a specific licence with ‘Business Centre’ Activity.
- ❖ Service Request cannot be submitted by DMCC Business Centre Operator if “Business Centre” Licence is expired.
- ❖ When permit is expired all available “Dedicated Workstation Units” will be:
 - Blocked from being leased to new tenants
 - Occupied units will be blocked from renewing existing leases
 - After 1 month from permit expiry date, a sanction will be applied on the portal account
- ❖ Permit is valid for 1 year from DMCC approval.
- ❖ Floor selection is mandatory in case if DMCC Business Centre Operator have multiple floors.
- ❖ AED 1,500 is charged upon Submit for New Permit – as DMCC Application Fee (VAT Applicable).
- ❖ AED 3,000 per desk per year Permit fee (VAT not applicable) will apply on new permit SR and renewals. Amount will be blocked upon submission and consumed once SR is closed.
- ❖ AED 3,000 per desk per year Permit Fee will be pro-rated in case of ‘Amend Existing Dedicated Workstation Permit SR’, while adding new units to existing permit.

II. APPLICATION PROCESS

To apply for this new service, a service request (SR) for Dedicated Workstation Permit (New, Renewal, Amend or Termination) will have to be raised by the DMCC Business Centre Operators through its portal account.

Process Owner	Action	Comments
DMCC Business Centre Operator	<p>For New Dedicated Workstation Permit Service Request: DMCC Business Centre Operator to apply for the related service and do the following in the online portal:</p> <ul style="list-style-type: none"> • Provide the required information in the SR. • Choose the Licence where the permit is required (One Licence per Service Request). • Select the building, floor, main units related to the selected licence (multiple selection enabled for floors & main units if under one Licence). • Enter required number of Dedicated Workstation units as per the proposed floorplan (max 50 units). • Select with fit-out or without fit-out • Save application and click on 'I Agree' when T&C screen pops up • Upload required documents and Submit 	<ul style="list-style-type: none"> • Submit the SR. • A notification submission will be received by the client. • Application Fee and Permit Fee will be charged upon submitting the application • Application Fee is not refundable if DMCC Business Centre Operator decided to cancel the application or the application was rejected by DMCC after SR is submitted.
DMCC	<p>Relevant DMCC Officers will verify the application by doing the following:</p> <p>If with fit-out is selected</p> <ul style="list-style-type: none"> • DMCC will review the application and approve • Once approved, step will be assigned to Concordia, which they will approve upon completion of fit-out 	<ul style="list-style-type: none"> • SR may be returned to the client to submit additional information or re-upload a document. In such cases, the client has to comply with the requirements to continue with the process.

Process Owner	Action	Comments
	<p>work</p> <p>If without fit-out is selected</p> <ul style="list-style-type: none"> DMCC will review the application and Approve 	<p>When additional requirements or information is provided, the client has to update the step in the SR.</p> <p>If Application is declined:</p> <ul style="list-style-type: none"> In case application is declined, Application Fee will be non-refundable. Rest of the fees to be returned to the portal account of the DMCC Business Centre Operator. SR will be closed at this stage. <p>If Approved</p> <ul style="list-style-type: none"> DMCC Business Centre Operator will receive notification and shall continue as per the instruction in the notification.
DMCC Business Centre Operator	<p>If without fit-out is selected</p> <ul style="list-style-type: none"> DMCC Business Centre Operator will confirm installation of the workstations in the location by updating the step assigned to them 	<ul style="list-style-type: none"> If requirements are satisfied: - DMCC Compliance team will inspect the premises and approve

Process Owner	Action	Comments
DMCC	<ul style="list-style-type: none"> DMCC Compliance inspection process will be scheduled Upon completion of inspection, SR will be reviewed by DMCC Approver 	<ul style="list-style-type: none"> Permit document is generated SR is closed
DMCC Business Centre Operator	<p>For Renew Dedicated Workstation Permit Service Request: DMCC Business Centre Operator to apply for the related service and do the following in the online portal:</p> <ul style="list-style-type: none"> Select permit number to renew Save and click on 'I Agree' when T&C screen pops up Upload existing valid RAOFC Document Submit and amount will be charged as per existing number of workstations from selected permit 	<ul style="list-style-type: none"> Submit the SR. A notification submission will be received by the DMCC Business Centre Operator.
DMCC	Relevant DMCC Officers will verify the application	<ul style="list-style-type: none"> If Approved: SR will be Closed, new permit is generated If Returned: for additional info or documents When additional requirements or information is provided, the DMCC Business Centre Operator has to update the step in the SR.

Process Owner	Action	Comments
DMCC Business Centre Operator	<p>For Amend Existing Dedicated Workstation Permit Service Request: DMCC Business Centre Operator to apply for the related service and do the following in the online portal:</p> <ul style="list-style-type: none"> • Select permit number to amend • Select Add/Change Unit or Remove/Change unit • Enter new proposed number of workstation units increase or reduce (max 50) • Save • Upload all required documents • Submit 	<ul style="list-style-type: none"> • Before saving DMCC Business Centre Operator must select with or without fit-out • Upon saving check 'I Agree' box when T&C screen pops up • On Submit, DMCC Business Centre Operator is redirected to payment and confirmation page, where amount is calculated on prorated basis from SR creation date and up to permit expiry as per amount mentioned in this document (in case of adding new units only)
DMCC	<p>Relevant DMCC Officers will verify the application</p> <ul style="list-style-type: none"> • If with fit-out is selected, step will be assigned to Concordia, which they will approve upon completion of fit-out work then it will be assigned to DMCC Approver • If without fit-out is selected step will be assigned to DMCC Approver to review and approve 	<p>If SR is:</p> <ul style="list-style-type: none"> • Approved: step will be assigned to DMCC Business Centre Operator to confirm units installation/removal • Returned: step will be assigned to client to update/re-upload • Rejected: End, SR Closed and blocked amount is released

Process Owner	Action	Comments
DMCC Business Centre Operator	<p>If without fit-out is selected</p> <ul style="list-style-type: none"> DMCC Business Centre Operator will confirm installation of the workstations in the location by updating the step assigned to them 	<ul style="list-style-type: none"> If requirements are satisfied: <p>DMCC Compliance team will inspect the premises and approve</p>
DMCC	<ul style="list-style-type: none"> DMCC Compliance inspection process will be scheduled Upon completion of inspection, SR will be reviewed by DMCC Approver 	<ul style="list-style-type: none"> Permit document is generated SR is closed If Returned: for additional info or documents when additional requirements or information is provided, the client has to update the step in the SR.
DMCC Business Centre Operator	<p>For Terminate Existing Dedicated Workstation Permit Service Request:</p> <p>DMCC Business Centre Operator to apply for the related service and do the following in the online portal:</p> <ul style="list-style-type: none"> DMCC Business Centre Operator to select termination reason Save and Submit 	<p>Submitting this SR is blocked if any of the desk units are showing as occupied (licence and lease status)</p>
DMCC	<p>Relevant DMCC Officers will verify the application</p>	<ul style="list-style-type: none"> Approve: SR closed and permit status is updated to 'terminated' Return: Step assigned to client to upload documents or update info

III. REQUIRED DOCUMENTS

Documents	Remarks
Existing Floorplan	<ul style="list-style-type: none">• Only applicable in case of New, Amendment and Renewal application <i>Please disregard this requirement if this is not the case.</i>• Must upload the approved existing floorplan
Proposed Floorplan	<ul style="list-style-type: none">• Only applicable in case of New, Amendment and Renewal application; <i>Please disregard this requirement if this is not the case.</i>• Must show office/desk numbers, size in square feet, highlight area where dedicated workstations are required to be placed in

IV. APPLICABLE FEES

Please see Schedule of Charges by clicking [here](#).

V. CANCELLATION OF AN APPLICATION

Cancellation of an application will be subject to the existing policy and procedure of SR cancellation.