

Annex 1 - Dubai Humanitarian Authority

List of License Activities

1. Segments and Activities

- 1.1 The practice of the below activities is subject to obtaining the appropriate license from the Authority and the required approval(s), if any, from the Relevant Authority(ies).
- 1.2 License categories are divided into segments and each segment has a number of activities and specialties.
- 1.3 The Authority will not allow any Commercial Entity (FZ LLC) to transfer shares in the first year of incorporation, if such transfer of shares involves the change of activities to a different segment.

2. Listing of Segments and Activities on a License

- 2.1 Only one activity will be licensed from one segment of activities, unless a licensee (Humanitarian Organization or Commercial Entity) is specifically authorized to conduct more than one activity from the same segment. Addition of an activity is subject to the Authority's approval.
- 2.2 In case the licensee (Humanitarian Organization or Commercial Entity) opts to add other activity(ies) from another segment, licensee need to pay additional fees as per the Authority's list of tariffs. This will be subject to the approval of the Authority and/or Relevant Authority approval (if applicable) based on the business plan proposal to add a new activity.

3. License Segments for Humanitarian Organizations and Commercial Entities

Segment 1: Humanitarian Aid and Relief		Nature of Activity
Activity 1.1: Humanitarian Aid Material or Logistics (Non-Food items "NFI")	Includes the provision of humanitarian goods or services for development of the community, emergency relief supplies; including tents, blankets, food, clothing, medicines, medical equipment, water purification systems, and IT system or any other equipment needed during the emergencies and disaster occurrences.	Humanitarian/ Commercial



Activity 1.2: Humanitarian Aid Material or logistics (Food items)	Includes the provision of emergency food items or any food items (e.g.: biscuit, dates, barley, rice, wheat etc.) excluding: Fresh vegetables, fruits, juices, beverages, alcoholic or non-alcoholics soft drinks.	Humanitarian /Commercial
Activity 1.3: Emergency Assistance Services	Includes the provision of emergency assistance services including medical assistance, water sanitation and installation of related facilities purification, IT installation and communications systems, service provision of logistic operations such as for coordination, information management transportation, warehousing, and third-party logistics service.	Humanitarian /Commercial
Activity 1.4: Relief Coordination	Includes the coordination of rescue teams, medical teams, mine-clearance experts, large-scale population movements and disaster prevention and preparedness activities. Includes provision of protection in the form of cash and in-kind benefits to persons who are socially excluded or at risk of social exclusion.	Humanitarian/ Commercial
Activity 1.5: Construction and Rehabilitation	Includes Carrying-out short-term rehabilitation and reconstruction work (i.e. infrastructure and equipment) in order to facilitate the arrival of relief, minimize the effect of the crisis and/or rehabilitate the area.	Humanitarian /Commercial
Activity 1.6: Endowment Management and Organization	Includes management of the charity endowments, care for these endowments and organize spending their return on charitable purposes.	Humanitarian /Commercial



Activity 1.7: Foreign economic aid related services	Includes the provision of public administrative services for economic aid to developing countries including support for technical assistance and training, whether or not routed through international organizations, provided by offices, bureau and program units.	Humanitarian /Commercial
Activity 1.8: Computer related solution, soft development IT Infrastructure and networking	Includes laying the technical foundation of the information technology which comprises the network, software design, system analysis maintenance and training, offering consultancy, also includes providing technical services and consultancies with respect to information technology and applications.	Humanitarian/ Commercial
Segment 2: Humanitarian development Services		Nature of Activity
Activity 2.1: Health care awareness	Includes the provision of awareness of health related workshop, training, conference, seminar, disease detection, prevention, monitoring, epidemiological data collection and family planning services. It also includes preparation and dissemination of information on public health matters includes public health services delivered by special teams to group of clients, most of who are in good health, at workplaces, schools or other non-medical setting, public health services not delivered by medically qualified doctors, public health services laboratories or by any other mean of communication on its advocacy programmes. (It excludes medical analysis laboratories, laboratories engaged in determining the causes of disease).	Humanitarian/ Commercial



<p>Activity 2.2: Economic Development and Microfinance Institution support services</p>	<p>Includes supporting the institutions involved in the provision of financial services to low-income groups who lack access to banks. The micro financing process includes credits, saving, insurance, fund transfers, which would raise incomes and improve the standard of living of such groups helping them out of poverty.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 2.3: Educational Facilities and Material Provider</p>	<p>Includes donating or supplying the educational material to schools, universities and/or other institutes who provide education and training; or providing scholarships, grants, and allowances to support students pursuing education. It also includes the administration and operation of government agencies engaged in applied research and experimental development related to education undertaken by non-government bodies such as research institute and universities.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 2.4: Promotion of Social Human Values</p>	<p>Includes nurturing and uplifting human values through community development initiative, value based education which encourages harmony communication and dialogue between people of various cultures and ethnic background, disaster relief with short terms relief and long term rehabilitation program, women and youth empowerment, prison programs for crime prevention and prisoner rehabilitation, forum for dialogues to create a platform for people to come together to facilitate conflict resolution and promote peace initiatives.</p>	<p>Humanitarian/ Commercial</p>



<p>Activity 2.5: Management Consultancy</p>	<p>Includes the provision of administrative consultancies and studies to humanitarian organisations and companies as regarding administrative performance analysis, procedural engineering, laying out flow-charts and related documents circulation, internal policy formulation, organizational restructuring, strategic plans development, innovating work procedures, designing balanced scorecards, such firms are not allowed to conduct field surveys and questionnaire before getting approval from the Relevant Authority.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 2.6: Project Development Consultancy</p>	<p>Includes the provision of studies and consultancies on development of humanitarian projects, including project elements, strategies of development opportunities, economic feasibility, marketing, development requirements and obstacles, execution progress.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 2.7: Marketing Consultancy</p>	<p>Includes the provision of advice, guidance and operational assistance to humanitarian organisations and companies to achieve competitive advantage in the marketplace and come out with results that assist in marketing the humanitarian projects or sales boosting. It involves knowing the specifications of the product/project offered to the market, products of the rivals, required advertising strategies, customer expectation etc.</p>	<p>Humanitarian/ Commercial</p>



<p>Activity 2.8: Consultancy in Information Technology</p>	<p>Includes the provision of technical services and consultancies with respect to information technology and applications like internet, and data warehousing to enhance the administrative and technical performance in different humanitarian organisations and corporations. In addition to offering consultancies, it involves proposing the adequate software, handling the surveys and studies to determine the appropriate technology consistent with the nature of the entity. It does not include the marketing or production of any of the software or products related to the said technology.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 2.9: Human Resources Consultancies</p>	<p>Includes listing employment vacancies and referring or placing applications for employment, where the individual referred or placed are not employees of the employment agencies, supplying workers to clients' businesses for limited periods of time to supplement the working force of the client. It also includes providing human resources management services for others on a contract or fee basis, and executive search and placement activities.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 2.10: Therapeutic Appliances and Equipment</p>	<p>Includes the provision of therapeutic appliances and equipment such as corrective eyeglasses and contact lenses, hearing aids, glass eyes, artificial limbs, other prosthetic devices, surgical instruments and laser systems, trusses and supports, neck braces, medical health lamps, powered and unpowered wheelchairs and invalid carriages,</p>	<p>Humanitarian/ Commercial</p>



	special beds, crutches, electronic and other devices for monitoring blood pressure etc. It also includes the administration, operation or support of the provision of prescribed therapeutic appliances and equipment.	
Segment 3: Environmental and Natural Resources		Nature of Activity
Activity 3.1: Natural Resources Management	Includes the provision of programs that consider natural resources in humanitarian programs and the sustainable use of natural resources. This includes efforts to minimize and control pollution and encourage waste management and recycling.	Humanitarian/ Commercial
Activity 3.2: Pollution Control	Includes the provision of programs related to advocacy / campaign to control the spread of pollution and/or minimize the effect of pollution in general.	Humanitarian/ Commercial
Activity 3.3: Waste Management and Recycling	Includes the provision of programs related to recycling and waste management.	Humanitarian/ Commercial
Activity 3.4: Global Climate Change	Includes the provision of programs related to addressing climate change and minimizing the effect of climate change.	Humanitarian/ Commercial
Activity 3.5: Supplier of Environmental Products and/or Services	Includes the supply of environmental products (e.g. sand bags for flood control) and/or environmental services (e.g. recycling and waste management) aimed at controlling or preventing environmental disasters.	Humanitarian/ Commercial



Segment 4: Agriculture, Soil, and Irrigation		Nature of Activity
Activity 4.1: Irrigation/drainage, conservation programs	Includes the provision of programs for irrigation/drainage and conservation.	Humanitarian/ Commercial
Activity 4.2: Agribusiness Development	Includes the provision of agrichemicals, breeding, crop production (farming and contract farming), distribution, farm equipment and machinery, and seed supply, as well as marketing and retail sales.	Humanitarian/ Commercial
Activity 4.3: supply of Agricultural Products and/or Equipment	Includes supplying agricultural products (e.g. fertilizers, crops, seeds) and/or equipment (e.g. irrigation equipment).	Humanitarian/ Commercial
Segment 5: Coordination and Liaison offices, Regional Head Quarters		Nature of Activity
Activity 5.1: Representative Office of commercial entity	Consists of the establishment of an office in the Free Zone by any international company or enterprise to represent it in the UAE, and to promote its products and services, boost business or facilitate commercial agreements between the headquarter and the customers. Such office is not allowed to carry out any trading activity nor enter into commercial transaction and deals by itself.	Commercial
Activity 5.2: Representative office of humanitarian organization	Consists of the establishment of an office by an international or foreign organization or body or its affiliated centers and institutions, with a view for steering some of their activities outside of the headquarters country or making the same as liaison office to support their activities in the region.	Humanitarian



Segment 6: Logistics, warehouse management and overseas international freight services		Nature of Activity
Activity 6.1: Logistic	Includes the provision of services for storage, logistics support in transportations and custom assistance for emergency relief cargo.	Humanitarian/ Commercial
Activity 6.2: Air Cargo	Includes the provision of air freighter for relief cargo and pax transportation in support of humanitarian operations inbound and outbound.	Humanitarian/ Commercial
Activity 6.3: Shipping Line agents	Includes the provision of shipping agent services for relief cargo and pax sea transportation in support of humanitarian operations inbound and outbound.	Humanitarian/ Commercial
Activity 6.4: Land Transport Agent	Includes the provision of road transportation agent/contractor services for relief cargo and pax sea transportation in support of humanitarian operations inbound and outbound.	Humanitarian/ Commercial
Activity 6.5: Warehouse management and warehouse handling	Includes provision of supplies of warehouse equipment, warehouse managements and related services.	Humanitarian/ Commercial
Activity 6.6: General Warehousing	Includes offering warehousing facilities equipped with loading and unloading to store raw materials, packing materials, semi or finished goods.	Commercial
Segment 7: Service provision and consultancy is restricted to persons or organizations that are already licensed to undertake that activity by the Relevant Authority in Dubai or UAE		Nature of Activity
Activity 7.1: Legal Consultancy	Includes the provision of legal consultancies and preparation of legal and law related studies (However, they are not entitled to assume the defense before courts).	Humanitarian/ Commercial



<p>Activity 7.2: Lawyers and Advocates services</p>	<p>Includes the provision of defense in the cases filed with court by firms holding the necessary permit from the Relevant Authority(ies). It also includes provision of consultancy and preparation of legal studies.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 7.3: Auditing of Accounts</p>	<p>Includes the provision of accounting services and consultancies by firms or offices that are qualified to audit accounts of companies and make comprehensive examination and auditing of all kinds of accounts, records and accounting books of a company, the outcome of its business, and reports on its financial position.</p>	<p>Humanitarian/ Commercial</p>
<p>Activity 7.4: Accounting and Bookkeeping</p>	<p>Includes the provision of specialized services for designing the accounting systems for companies, designing accounting documents, managing records and books, setting documentary cycles or other accounting processes by offices that offer services against fixed fees. It excludes the examination or audit accounts.</p>	<p>Humanitarian/ Commercial</p>
<p>Activities 7.5: Organization of Conferences and Seminars</p>	<p>Includes offering conference and symposium to organize and administrate the services to the governments, not for profit agencies or private bodies. These services include the activities and measures necessary for holding conferences and symposia such as receiving the participants, organizing their residences, travels and arranging the venue for the functions and providing with other necessary facilities.</p>	<p>Humanitarian/ Commercial</p>



<p>Activities 7.6: Event Management</p>	<p>Includes managing events, which involves studying intricacies of the event, identifying the target audience, devising the event concept, planning logistics, coordinating the technical aspects before executing the modalities of the event. The activity applies to a variety of areas, such as, networking events, fundraising events, marketing programs, concerts, award ceremonies, fashion shows as part of the projects of humanitarian organizations.</p>	<p>Humanitarian/ Commercial</p>
<p>Activities 7.7: Corporate Social Responsibility Initiatives preparation</p>	<p>Includes initiating corporate Social Responsibility activities such as environmental, cultural, and social or community support projects for companies to adopt and implement, as it would enhance the company's social responsibility and activate giving back to community. This includes preparation, execution of projects allowing the establishment to undertake all necessary steps to implement the initiatives.</p>	<p>Humanitarian/ Commercial</p>
<p>Segment 8: General Service providing food and other necessary items – Retail Activities in the Free Zone</p>		<p>Nature of Activity</p>
<p>Activity 8.1: Kiosk services</p>	<p>Includes the supply of general goods (such as refreshments, gifts, magazines, newspapers, cigarettes, chocolates, non-alcoholic drinks, fruits, toys and others).</p>	<p>Commercial</p>
<p>Activity 8.2: Restaurant services</p>	<p>Includes the preparation and the service of food, snacks inside, as well as various beverages for immediate consumption by the public, by restaurants equipped with the suitable installations.</p>	<p>Commercial</p>



Activity 8.3: Coffee Shop services	Includes selling coffee, tea, juices, soft drinks, biscuits and certain sweet cakes and ice-creams to the public.	Commercial
Activity 8.4: Cafeteria services	Includes selling snacks, juices and beverages to the public.	Commercial
Segment 9: Ancillary Free Zone Services		Nature of Activity
Activity 9.1: Insurance agency services	Includes services provided by firms which represent one or more insurance company/companies in dealing with the insured parties, policy buyers and insurance brokers. These firms work for the account of the insurance company under a special contract and get the remuneration from that insurance company. They represent the insurance company on the local level and are authorized to carry out business assigned to them, provided that all its acts and activities are approved by the company.	Commercial
Activity 9.2: Courier Services/ Parcels Delivery	Includes delivering well wrapped parcels in specific weight and dimensions of 1.5 meters at most, as well as providing courier services.	Commercial
Activity 9.3: Travel and Tourism Agency services	Includes services provided by agents of international airlines authorized to reserve passengers' seats, sell travel tickets. It also includes services provided by travel offices involved in the same activities intermediaries as well as carrying related services, such as hotel, booking rental etc..	Commercial
Activity 9.4: Car rental services	Includes providing passenger transport services by taxi, lease of cars with or without drivers.	Commercial



Activity 9.5: Trading in Stationeries	Includes activities related to stationery items (such as copying and typing paper, notebooks, record books, various types of pens and pencils, rulers, sharpeners, ready stamps, typewriters ribbons and other stationary materials, drawing requisites including geometrical drawing pencils, decorative pens, color pencils, ink, drawing paper and others.)	Commercial
Activity 9.6: Pharmacy services	Includes selling and preparing registered drugs, pharmaceuticals, medical supplies and herbal and medical drugs against medical prescription, according to the laws and regulations issued by the Relevant Authority(ies) by specialized facilities holding permit to do so and under the supervision of a licensed pharmacist.	Commercial
Activity 9.7: Banking services- Branch of Commercial banks	Includes the provision of banking services by branches of commercial banks which regularly receive money from the public in the form of call notice or time deposits, or invest loan instruments or deposit certificates to use them partially or fully in the granting of loans and advances of their account and on their own responsibility, and issue and receive cheques, and trade in foreign currencies or precious metals, and carry out other banking operations as permitted by the law and the Relevant Authority(ies).	Commercial
Activity 9.8: Documents Clearing Services	Includes submitting commercial and personal documents on behalf of others to third parties and finalization of their formalities.	Commercial



Activity 9.9: Customs Broker Services	Includes preparing goods' customs declarations and submitting to customs authorities for clearance.	Commercial
Activity 9.10: E-Commerce	Includes providing an online platform which promotes third parties' products and services and facilitates commercial transactions between buyers and sellers in return of a commission or remuneration. It excludes trading and practicing brokerage in real estate, investments, forex.	Commercial
Activity 9.11: Online Fundraising Platform	Includes assisting or enabling fundraising for the approved humanitarian campaigns by seeking and gathering voluntary financial contributions through an online platform, without the deduction of any administrative percentage from donations collected through electric fundraising platform or any other platform.	Commercial
Segment 10: Services or Trading in new or used vehicles, spare parts, maintenance of equipment, vehicles and general machineries or related services.		Nature of activity
Activity 10.1: Trading in Auto Spare parts and Components	Includes reselling spare parts and using them fully or partially, repairing and maintaining motor vehicles, buses, trucks and trailers and other related requisite including oils, paint etc.	Commercial
Activity 10.2: Fleet Vehicles Management	Includes managing and repairing the fleet vehicles with Relevant Authority's license except buses, for export purposes.	Humanitarian/ Commercial