



# DEWS

## GOVERNMENT AND FREE ZONE LEAVER GUIDE



**ZURICH**<sup>®</sup>  
Workplace Solutions

## What to do when an employee leaves your entity

Upon the end of service of any Employee, the Employee's entitlement to contributions will be subject to completing at least one (1) year of actual service unless the human resources legislation or policies applicable for the employing Entity state another period for entitlement to end-of-service gratuity.

### 1. Pay the employee's final contribution

For the purpose of calculating Contributions, a part of a month will be rounded up to a full month unless the human resources legislation or policies applicable to the employing Entity stipulates otherwise.

#### **Non-GRP entities:**

Include the employee's final whole month contribution in your Upload File as normal in the 'AEDEmployerContribution' column. If you would like to pay the employee's accrued gratuity into DEWS, i.e., any gratuity that had accumulated prior to the implementation of the DEWS scheme, you may do so with employee consent and you may include this in the 'AEDAccruedPot' column.

#### **GRP entities:**

In the file extracted from GRP, ensure the employee's final whole month contribution is in your Upload File as normal in the 'AEDEmployerContribution' column. If you would like to pay the employee's accrued gratuity into DEWS, i.e., any gratuity that had accumulated prior to the implementation of the DEWS scheme, you may do so with employee consent and you may include this in the 'AEDAccruedPot' column.

## What to do when an employee leaves your entity

### 2. Update the employee's personal details

In the Upload File containing the employee's final contribution(s) (either created or extracted from GRP):

- Replace the employee's work email address with their personal email address. This ensures they will receive their automated leaver email when you complete your upload (see step 4);
- Update their telephone number to a personal telephone number; and
- Update their address to reflect their personal residential address (company addresses and PO Boxes are not acceptable).



**It is critical that you provide the latest and most accurate personal details for us to ensure that the employee can be contacted with regard to their DEWS plan.**

## What to do when an employee leaves your entity

### 3. Let us know when and why your employee is leaving

#### Non-GRP entities:

Enter the employee's last day of service in the 'ExitDate' column in the format DD/MM/YYYY or YYYY/MM/DD.

We understand there are different reasons for exit and providing these reasons ensures we can provide the best support to all parties, so in the 'ExitReason' column please include either: 'Leaver' to indicate the end of employment or 'Death' to indicate the loss of life, or 'Gross misconduct' to indicate termination due to misconduct.

#### GRP entities:

In the file extracted from the GRP system, ensure that the employee's last day of service is included in the 'ExitDate' column in the format DD/MM/YYYY or YYYY/MM/DD.

We understand there are different reasons for exit and providing these reasons ensures we can provide the best support to all parties, so in the 'ExitReason' column please include either: 'Leaver' to indicate the end of employment, or 'Death' to indicate loss of life, or 'Gross misconduct' to indicate termination due to misconduct.

## What to do when an employee leaves your entity

### 4. Upload your file

Once you have completed all the above steps, upload your file into the DEWS portal. An automated leaver email will then be sent to the employee to inform them that we have been notified of their termination of service and to provide information on their next steps. We will then liaise directly with the employee to complete their withdrawal as required.

In the event of death/loss of life, we will involve the Trustee and initiate the beneficiary claim process.

### 5. Clearance letters

In reference to Decree number (46) of 2022, contributions may not be paid to the employee unless he first obtains a clearance letter from the entity for which he was working at the end of his service. As an Employer, you are required to issue this letter to your employee when they leave service. Each entity should have its own template in place where required. We do not require a copy of this letter and are unable to provide templates.

### 6. Going forward

- Ensure the final contribution payment is made; and
- Please remove the employee from any future Upload F

# End of employment

## What to do if something needs to be corrected

### 1. I have accidentally recorded an employee as a leaver and need to reverse this

Please let us know as soon as possible by telephone or email so that we can reverse this for you. Please note that the employee will have received our automated leaver email – kindly inform them of the situation.

### 2. A leaver has decided to remain with our company/has been re-deployed

That is great news. Please let us know as soon as possible so that we can reverse their exit and ensure the employee remains active. Please note that the employee would have received our automated leaver email – so kindly ensure you inform them that this is no longer applicable.

### 3. How can we request a refund if an employee is terminated either due to gross misconduct, officially obtaining the UAE nationality with a family book, or for other reasons?

If the applicable employment law allows for the refund of an employee's DEWS account value as a consequence of the employee's termination of employment for gross misconduct and/or gross negligence cause, the Trustee shall refund the full or partial value of the employee's account, upon an employer showing reasonable satisfactory proof (as defined in clause 14.4(a) of the Trust Deed) to the Trustee of the termination of employment of the employee concerned and the grounds of forfeiture of end-of-service benefits. There may be different refund scenarios other than the ones stated above, these will be assessed on a case-case basis by the plan Master Trustee.