

Executive Council Resolution No. (5) of 2024
Approving the Principles of Facilitating the
Investor’s Journey in the Emirate of Dubai¹

We, Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council,

After perusal of:

Federal Law by Decree No. (32) of 2021 Concerning Commercial Companies;

Law No. (13) of 2011 Regulating the Conduct of Economic Activities in the Emirate of Dubai and its amendments;

Law No. (26) of 2015 Regulating Data Dissemination and Exchange in the Emirate of Dubai;

Law No. (5) of 2021 Concerning the Dubai International Financial Centre;

Law No. (20) of 2021 Establishing the Department of Economy and Tourism in the Emirate of Dubai;

Law No. (26) of 2023 Concerning the Executive Council of the Emirate of Dubai;

Decree No. (22) of 2009 Concerning Special Development Zones in the Emirate of Dubai;

Decree No. (13) of 2024 Establishing the Unified Digital Window for Establishing Companies in the Emirate of Dubai; and

The legislation establishing and regulating free zones in the Emirate of Dubai,

Do hereby issue this Resolution.

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

Definitions

Article (1)

The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

Emirate:	The Emirate of Dubai.
Decree:	Decree No. (13) of 2024 Establishing the Unified Digital Window for Establishing Companies in the Emirate of Dubai.
DET:	The Department of Economy and Tourism in the Emirate of Dubai.
Licensing Entity:	The DET or any of the authorities supervising Special Development Zones and free zones, including the Dubai International Financial Centre.
Competent Entity:	A federal or local government entity which is in charge of regulating, supervising, and monitoring the conduct of Economic Activities in the Emirate, and whose applicable legislation requires the issuance of the relevant Permits and Approvals authorising Companies to conduct their activities.
Investor:	A natural or legal person who establishes a Company, through the Digital Window, and conducts an Economic Activity in the Emirate in accordance with the legislation in force.
Company:	This includes: <ol style="list-style-type: none">1. any company that takes one of the legal forms stipulated in the above-mentioned Federal Law by Decree No. (32) of 2021;2. any civil company or sole proprietorship regulated by the legislation in force in the Emirate; and3. any company or establishment that takes one of the legal forms stipulated in the legislation in force in free zones, including the Dubai International Financial Centre.

Economic Activity:	Any commercial, industrial, artisan, occupational, agricultural, service, or other for-profit activity authorised in the Emirate in accordance with the legislation in force.
Licence:	An electronic document which is issued by a Licensing Entity through the Digital Window, and under which a Company is established and its articles of association are approved.
Permit/ Approval:	An electronic document which is issued by a Competent Entity through the Digital Window, and under which a Company is authorised to conduct its activity after fulfilling the technical and specialised conditions and requirements approved by that Competent Entity.
Digital Window:	A unified Digital Platform called "Invest in Dubai" developed in the Emirate with the aim of simplifying and regulating the procedures for issuing, renewing, cancelling, and amending Licences, Permits, and Approvals. This platform is used by Investors to establish Companies, and is electronically connected to the electronic systems of Licensing Entities and Competent Entities, each within its own jurisdiction.
Manual:	An electronic document containing the procedures, conditions, requirements, and time frames that must be satisfied, observed, and complied with, and the fees that must be paid, for issuing, renewing, cancelling, and amending Licences by the DET and for issuing, renewing, cancelling, and amending Permits, and Approvals.
Investor's Journey:	A set of procedures, requirements, and steps that an Investor goes through, starting from the submission of a Licence application until obtaining the Permits and Approvals authorising that Investor to conduct his Economic Activity.

Applicability of the Principles of Facilitating the Investor's Journey Article (2)

As of the effective date of the Decree, the principles of facilitating the Investor's Journey approved pursuant to this Resolution apply to all Licences, Permits, and

Approvals issued by Licensing Entities and Competent Entities, each within its own jurisdiction, in relation to conducting Economic Activities in the Emirate.

Principles of Facilitating the Investor's Journey

Article (3)

A. Licensing Entities and Competent Entities must facilitate the Investor's Journey in the Emirate, and must take the relevant necessary action and measures. In particular, they must adhere to the following principles:

1. Processing Applications through the Digital Window

This requires Licensing Entities and Competent Entities to establish electronic connection with the Digital Window, and to process all Investors' applications for Licences, Permits, and Approvals, and perform all other procedures and services, through the Digital Window.

2. Unified Digital Data Entry

This requires the following:

- a. registering and authenticating Investors' accounts through the Digital Window;
- b. adopting the use of the Data and information of Investors and their partners, and the details of Licences and Company websites, entered in the Digital Window;
- c. refraining from requesting from Investors any Data or information that can be obtained from the Digital Window or from Government Entities;
- d. adopting the use of the electronic signatures of Investors without requiring their attendance in person to the premises of Licensing Entities and Competent Entities when submitting their applications; and
- e. updating the Data and information of Investors as prescribed by the DET in this respect.

3. Instant Licence Issuance

This requires the following:

- a. issuing Licences instantly and digitising the licensing procedures, rules, conditions, and requirements available on the Digital Window and in the Manual. This applies to the Licences issued by the DET, but does not apply to the activities determined pursuant to the relevant resolution of the Chairman of the Executive Council on the grounds that the public interest and optimal regulation of these activities require the issuance of the relevant Permits or Approvals before issuing Licences;
- b. adopting the use of an acknowledgement and undertaking form to be signed by Investors, in which they acknowledge awareness of the procedures, rules, conditions, and requirements related to the Economic Activities they intend to conduct; and undertake to fulfil all these procedures, rules, conditions, and requirements before and during the conduct of Economic Activities. This includes fulfilling, subject to legal liability, any requirement to obtain the necessary Permits and Approvals from Competent Entities;
- c. refraining from stipulating any requirements in terms of academic qualifications, technical specialisations, or professional licences to issue Licences to Investors, even if the same are essential for conducting the respective Economic Activities, unless the legislation in force in the Emirate stipulates that these requirements must be fulfilled before issuing the Licences to conduct such activities;
- d. separating the process of issuing Licences from the processes of issuing the Permits and final Approvals required for conducting Economic Activities by postponing the issuance of Permits and Approvals, as a prerequisite for commencing the respective Economic Activities, until after the issuance of Licences;
- e. verifying fulfilment of the requirements prescribed by the legislation in force after issuing any Licence and before commencing the Economic Activity, including:
 1. the qualifications of staff;
 2. bank guarantees; and
 3. the conduct of on-site inspection of the place where the Economic Activity will be conducted, where this inspection is required for issuing the Permit or Approval, to verify that the conditions and

requirements for conducting the Economic Activity are met, within a maximum of three (3) working days after receiving an application that meets all the relevant conditions and requirements.

4. Instant Licence Renewal

This requires the following:

- a. renewing Licences instantly as soon as the renewal conditions are met and the relevant fees are paid; and
- b. refraining from associating the renewal of Licences to the fulfilment of any procedures, measures, or requirements related to the issuance of Permits or Approvals.

5. One-step Fee Payment

This requires the following:

- a. integrating the methods of payment of Licence issuance fees into the Digital Window; and
- b. clearly specifying the break-up of fees.

6. Ease and Flexibility in Conducting Economic Activities

This requires the following:

- a. refraining from stipulating the provision of a minimum number of staff, machines, or vehicles as a prerequisite for issuing Licences. Where the terms of a License stipulate the fulfilment of any such conditions, these conditions will apply for the purpose of conducting the Economic Activity based on the size of the relevant projects and contracts;
- b. refraining from stipulating the provision of spaces with certain area at the premises where any Economic Activity is conducted unless the provision of the same is required for conducting the activity by the legislation in force; and
- c. ensuring that the procedures, rules, conditions, and requirements for issuing Permits and Approvals are available on the Digital Window and in the Manual.

7. Standardising and Updating the Procedures, Rules, Conditions, and Requirements

This requires the following:

- a. ensuring that the procedures, working rules, conditions, and requirements related to the Licences issued by Licensing Entities and the Permits and Approvals issued by the Competent Entities, as well as any amendments made to the same, are available on the Digital Window and in the Manual, in the Arabic and English language in a clear format that is easily understandable by Investors;
 - b. publishing the Manual on the Digital Window; and
 - c. reviewing and evaluating the procedures, rules, conditions, and requirements periodically to ensure that they are in line with the latest developments and best international practices.
- B. The principles of facilitating the Investor's Journey stipulated in paragraph (a) of this Article apply without prejudice to the conditions, procedures, requirements, time frames, and rules adopted by any of the authorities supervising Special Development Zones and free zones, including the Dubai International Financial Centre.

Publication and Commencement Article (4)

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Hamdan bin Mohammed bin Rashid Al Maktoum
Crown Prince of Dubai
Chairman of the Executive Council

Issued in Dubai on 2 March 2024
Corresponding to 21 Shaban 1445 A.H.