

**30**YE | **DUBAI**  
**AR** | **IRPC** | **FREI** Dubai  
Airport  
Freezone  
المنطقة الحرة بمطار دبي

# **WELCOME TO** DUBAI AIRPORT FREEZONE

**DAFZ**  
**ESSENTIALS**



# CONTENTS

## Pages

- 04** **Welcome**  
Message
- 05** **Government**  
& Business Facilities
- 06** **Workplace Lifestyle &**  
Convenience Service
- 08** **Gate**  
Pass
- 09** **DAFZ Shuttle**  
Services
- 10** **Rules and**  
Regulations
- 11** **Business**  
Centre
- 12** **Power**  
Hub
- 13** **DAFZ**  
Community App
- 14** **Hayak**  
App
- 15** **HTMC** Halal Trade  
& Marketing Center
- 16** **Oraseya**  
Capital

## Pages

- 17** **Sandbox**
- 18** **Tradeling**
- 19** **World**  
Freezone
- 20** **Supporting**  
The Business Community
- 21** **Banking**  
Support
- 22** **Emiratization**  
Program
- 23** **Value Added Tax (VAT)**  
Registration
- 24** **Corporate Tax (CT)**  
Registration
- 25** **Ultimate Beneficial**  
**Owner(UBO)**
- 26** **Policies & Compliance**  
**Measures**
- 27** **How To**  
Reach Us

# WELCOME MESSAGE

Welcome to Dubai Airport Freezone, a dynamic business freezone at the heart of global trade. By choosing DAFZ, you become a valued member of a thriving business ecosystem built on innovation, connectivity, and opportunities.

As part of this vibrant ecosystem, you now have access to world-class infrastructure, streamlined business services, and a dedicated team committed to supporting your growth every step of the way.

This User Essentials eBook has been designed to guide you through your DAFZ journey. Inside, you'll find key touchpoints, contacts, and resources to help you get started and make the most of your experience.

**Empowering Business.  
Enabling Success.**



# GOVERNMENT & BUSINESS FACILITIES

Access to a range of essential government and business support services conveniently located within DAFZ. From regulatory offices to support centers, these facilities are designed to simplify your business operations and enhance efficiency.

Government & Business Facilities	Landmark	Location
Dubai Customs	8E Building	G and M Floor
Directorate of General Residency and Foreign Affairs	8E Building	G Floor
Dubai Chamber	8E Building	G Floor
AMER Centre	8E Building	G Floor
Smart Police Station (SPS)	8W Building	M Floor
Emirates Post	8W Building	M Floor
DNATA Building	Near LIU Area	Opposite H Block

# WORKPLACE LIFESTYLE & CONVENIENCE SERVICE

Explore a wide range of services and facilities designed to make your workday easier and more enjoyable. From dining and fitness to banking, telecom, healthcare, and everyday essentials, everything you need is right here within DAFZ, ensuring comfort, convenience, and a vibrant workplace experience.



Services and Facilities	Landmark	Location
<b>Food &amp; Beverage Outlets</b>		
Restaurants and Cafés	8W Building	G and M Floor
LIU (Warehouse) Food Court	Near LIU Area	E Block
<b>Retail &amp; Personal Care</b>		
Pharmacy	8W Building	G Floor
Salons and Apparel	8W Building	G and M Floor
Convenience	8W & 1E Building	G Floor
<b>Business &amp; Operational Support</b>		
Digital Printing and Stationery	8W Building	M Floor
Business Centre Meeting Rooms	8W Building	M and 1st Floor
<b>Telecommunication Services</b>		
Etisalat	8E Building	G Floor
DU	8W Building	M Floor
<b>Banking &amp; Financial Services</b>		
Emirates NBD Bank	1E Building	G Floor
<b>Health &amp; Wellness</b>		
Fakeeh Smart Clinic	2W Building	G Floor
GYM	8W Building	M Floor
<b>Childcare &amp; Education</b>		
Hummingbird Nursery	3W Building	G Floor
<b>Community &amp; Public Services</b>		
DAFZ Mosque	Near LIU Area	E Block
ENOC Petrol Station	Near LIU Area	A Block

# GATE PASS

To maintain efficient and secure operations, all shipments entering or exiting DAFZ premises must be registered and accompanied by a valid Gate Pass applied through the 'DAFZA WAY' platform.

Scan the QR code to know more



# DAFZ SHUTTLE SERVICES

To ensure our customers' convenience, we offer a complimentary shuttle bus service with pick-up and drop-off between the Metro Station, DAFZ, and DAFZ Industrial Park.

**Scan the QR code to know more**



# RULES AND REGULATIONS

We are excited to share the exclusive 'Rules and Regulations' with you on our portal to ensure smooth operations and compliance. This will aid in fostering a sense of unity and collaboration among our community.

You can access the guidelines from the **Client Portal** by clicking on the '**Customer Care**' Tab.

**Scan the QR code to know more**



# BUSINESS CENTRE

Look no further for the perfect events space, whether you're planning an interview or a board meeting, launching a product, hosting a press conference, or giving a motivational speech. Our DAFZ Business Centre offers a diverse selection of function rooms, boardrooms, meeting rooms, auditoriums and other event spaces that can be configured to suit any kind of business requirements.

You can book the meeting rooms directly through the Client Portal by clicking on the 'Business Center' Tab on the Homepage

**Scan the QR code to know more**



# POWER HUB



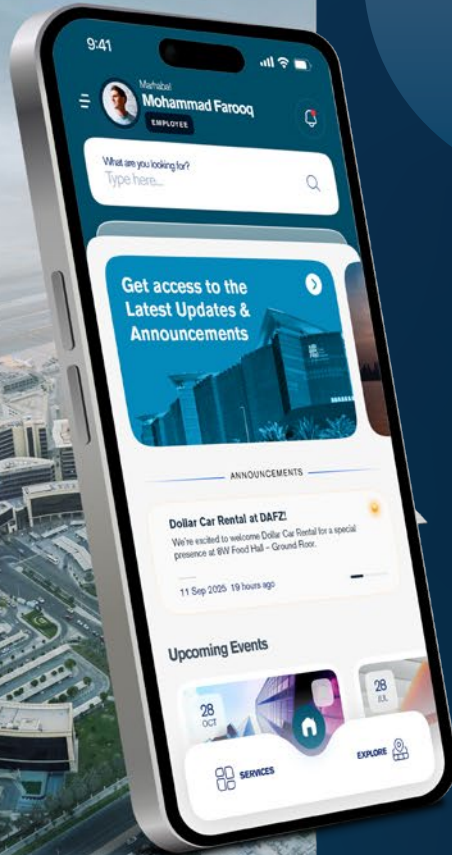
DAFZ is pleased to launch Power Hub – a digital platform connecting DAFZ customers with verified, reliable service providers. It streamlines operations for customers and creates efficient engagement opportunities for providers.

**POWER HUB**  
BY DAFZ

**Scan the QR code  
to know more**



# DAFZ COMMUNITY APP



The DAFZ Community App helps you stay connected with the DAFZ community, giving you easy access to the latest updates, announcements, and essential information - all in one place.

## KEY BENEFITS FOR EMPLOYEES



**Employee E-Labour**  
Registered employees can directly access their DAFZ E-labour Card.



**Convenience**  
Quick access to details on restaurants, outlets, government centers, and more facilities.



**Centralized Communication**  
Instant updates on DAFZ announcements, community news, initiatives, and social events.



**Engagement & Belonging**  
Opportunities to participate in activities, and various social networking initiatives.

Scan the QR code to download the App.



# HAYAK APP

The HAYAK rewards program brings exceptional value to the community, offering exclusive discounts, promotional offers, and special deals from leading brands, retailers, and service providers.

Through the HAYAK App, members gain access to a wide range of benefits designed to enrich their everyday experiences — from shopping and dining to lifestyle and essential services.



**Scan the QR code to download the App.**



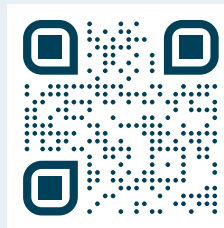
# HTMC

HALAL TRADE &  
MARKETING CENTER

Halal Trade & Marketing Center (HTMC) is a global business development hub focused on opportunities in the halal sector. Key services entail certification and compliance advisory, Sharia financing, Market insights, Sales & marketing support to name a few.



**Scan the QR code  
to know more**





# ORASEYA CAPITAL

At Oraseya Capital, the venture capital fund of DIEZ, we are committed to fostering innovation and driving the growth of early stage startups in the UAE and beyond. Dubai-based venture capital fund investing in promising startups from pre-Seed to Series B stages.

 **ORASEYA**  
CAPITAL

**Scan the QR code  
to know more**

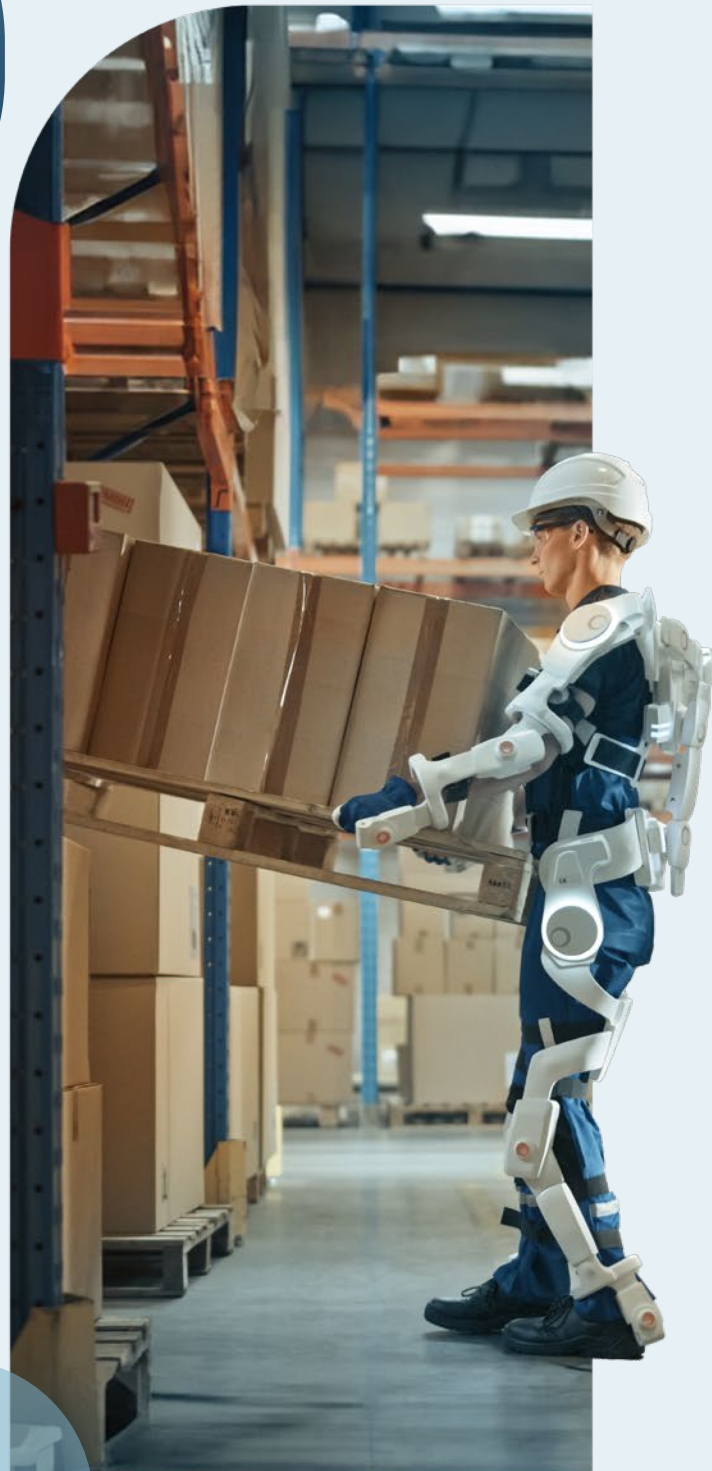


# SANDBOX

Sandbox Dubai enables innovators to test business models, products, and technologies under adaptive regulation with expert guidance, supporting the D33 Agenda to double Dubai's economy and establish the city as a leading global innovation hub.



Scan the QR code to know more



# TRADELING

Tradeling is an innovative technology company building the leading business-to-business eMarket place in the MENA region. Tradeling aims to create the preferred search and sourcing tool for business buyers across the region.



Scan the QR code to know more



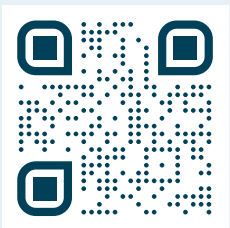
# WORLD FREEZONE

The World Free Zones Organization (World FZO) is a global not-for-profit organization that provides one authoritative, collective voice representing the interests of free zones around the world.

World FZO helps clients with global networking, knowledge, advocacy, training, and enhanced operational excellence.



**Scan the QR code  
to know more**



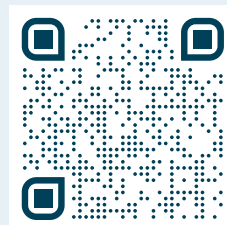
# SUPPORTING THE BUSINESS COMMUNITY

غرف دبي  
DUBAI CHAMBERS

DAFZ has partnered with Dubai Chambers to offer a comprehensive range of services and initiatives designed to support business growth, expand market reach, and enable long-term success through strategic partnerships.

To learn more about their services and explore the benefits of becoming a Dubai Chambers member, please click the link below.

**Scan the QR code  
to know more**



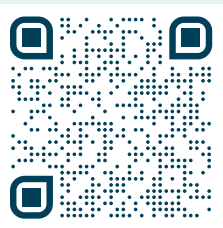
# BANKING SUPPORT

## Seamless Banking Through DAFZ's Empanelled Partners

DAFZ supports businesses through a broad network of empanelled banking partners—including **Emirates Islamic Bank (EIB), Mashreq Bank, Dubai Islamic Bank (DIB), Emirates NBD Bank, Invest Bank, Bank of China, and Wio Bank.**

These trusted partnerships provide tailored banking solutions designed to simplify financial operations and enhance business convenience.

**Scan the QR code  
to know more**



# EMIRATIZATION PROGRAM

The DAFZ Emiratization Program encourages sponsored companies to hire Emirati talent. Participation is voluntary, independent of employee numbers, subject to office suitability, with incentives offered for hiring UAE nationals.

- Free employment quota
- Waived non-sponsored work permit fees (new & renewal)
- Waived letters, NOCs, and contract amendment charges
- Free temporary work permits (3 & 1 months)
- Free meeting rooms twice yearly
- Priority DIEZA tenders; Nafis Program applicable



# VALUE ADDED TAX (VAT) REGISTRATION

## When VAT registration is required:

- Mandatory, if taxable supplies exceed AED 375,000 in the last 12 months or are expected to exceed this threshold in the next 30 days
- Voluntary, if taxable supplies or expenses exceed AED 187,500

## Key VAT registration steps:

- Create an account on the Federal Tax Authority (FTA) portal
- Submit the VAT registration application with required business details and documents
- Receive the VAT Registration Number (TRN) upon approval
- Issue VAT-compliant tax invoices and maintain VAT records
- File periodic VAT returns and make payments within prescribed timelines



# CORPORATE TAX (CT) REGISTRATION

## UAE Corporate Tax applies to business profits at:

- 0% on taxable income up to AED 375,000
- 9% on taxable income exceeding AED 375,000

## Who needs to register:

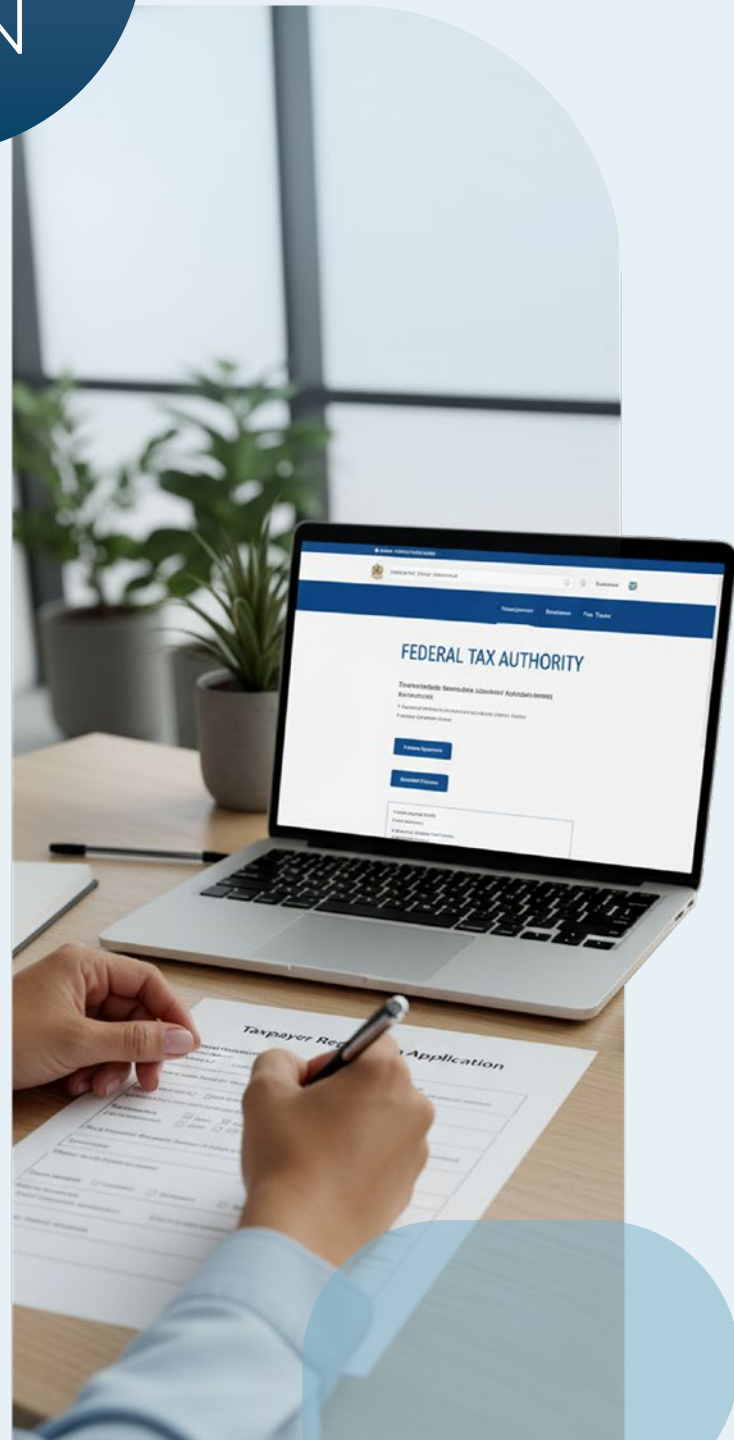
All UAE entities and branches carrying on business activities, including free zone entities (subject to applicable exemptions and conditions)

## Key Corporate Tax registration steps:

- Register for Corporate Tax on the FTA portal
- Obtain a Corporate Tax Registration Number
- Assess annual taxable income in line with UAE Corporate Tax Law
- File an annual Corporate Tax return within the prescribed timelines

## Note:

Registration requirements and tax treatment may vary based on business activity, turnover, free zone status, and exemption eligibility. A fact-specific review is recommended for your business and its activities.



# ULTIMATE BENEFICIAL OWNER(UBO)

## Who needs to comply:

All DAFZ-registered companies, including FZCO and FZE entities, and branches.

## UAE Regulatory framework:

UBO requirements are set out under UAE Cabinet Decision No. 109 of 2023. Enforcement measures and penalties for non-compliance are addressed under Cabinet Resolution No. 132 of 2023.

## What is required:

Companies must identify their Ultimate Beneficial Owner(s) and maintain accurate and up-to-date UBO information in line with UAE regulations.

## Key UBO requirements:

- Identify UBOs (individuals owning or controlling 25% or more, directly or indirectly)
- Submit and update UBO details with DAFZ within 15 days of any change
- Maintain UBO records for a minimum of 5 years

Scan the QR code  
to know more



# POLICIES & COMPLIANCE MEASURES

We are committed to maintaining a safe and secure work environment while ensuring full compliance with all regulatory requirements. Violations and penalties are enforced to drive corrective actions and support effective risk mitigation.

**Scan the QR code to know more**



# HOW TO REACH US

To ensure that you are assisted, please reach us through the below dedicated channels:

## PRIMARY CHANNELS

Call Centre	600-5-DAFZA (32392)	8AM to 6PM (Mon-Fri)
WhatsApp Service	+971 56 9922 290	8AM to 6PM (Mon-Fri)
Live-Chat Service	Through the Client Portal	8AM to 6PM (Mon-Fri)
DAFZ Head Office	9W Building - Ground Floor	7:30AM to 4:00PM (Mon-Fri)
DAFZ Security Control Room	+971 4 2027 227 +971 4 2027 240	24/7
DAFZ Facility Management	800 323936 +971 4 2027 773	24/7

## KNOWLEDGE RESOURCE CHANNELS

Raise an 'Inquiry'	From the 'Client Portal' > 'Customer Care' Tab
FAQs	From the 'Client Portal' > 'Customer Care' Tab
Service Guidelines	From the 'Client Portal' > 'Customer Care' Tab
Online Portal Trainings	From the 'Client Portal' > 'Training' Tab

## PUBLIC CHANNELS

Police	999	24/7
Ambulance	998	24/7
Fire Department (Civil Defence)	997	24/7

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