



Registration & Licensing Guide

*Your guide to obtaining a commercial license in
Dubai HealthCare City (Business Park)*

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1. Introduction

1.1 Definitions

- 1.1.1** The “Authority” means Dubai Health Care City Administration, which regulates Dubai Health Care City
- 1.1.2** “DHCC” means Dubai Health Care City (Business Park)
- 1.1.3** “CPQ” means The Center for Healthcare Planning and Quality
- 1.1.4** “DHCCA” means Dubai Healthcare City Authority
- 1.1.5** “Business Park” means Dubai Health Care City
- 1.1.6** “Commercial License” means the license issued by DHCCA which allows commercial activity within Dubai Health Care City
- 1.1.7** “Registration & Licensing (R&L)” the R&L department acts as a depository of all the legal documents of the business partners incorporated in the zone. They also issue and renew a commercial license for business partners operations in the zone
- 1.1.8** “DHCC Sales” this department is the initial point of contact for new business partners until a license is obtained for their operations
- 1.1.9** “Zoning” supervises and regulates all building permits and fit-outs throughout the zone
- 1.1.10** “Original documents” means the documents that bear the stamp or seal of the relevant Ministry or Government Department that registers companies in that jurisdiction
- 1.1.11** “Notarization” means a photocopy or other image of original corporate documents of the Company Attested by a Notary public in that jurisdiction that they are true and proper copies
- 1.1.12** “Legalization” means the Foreign Ministry (or equivalent) of the country in which the Company is based stamping the documents to acknowledge the authenticity of the Notary Public’s own stamp

- 1.1.13** "Authentication" refers to the next process whereby the UAE Embassy in that country (or the nearest UAE Embassy to that country) then stamps the documents again to certify the authenticity of the Foreign Ministry's stamps
- 1.1.14** "Notarization service in Dubai Healthcare City" this service is limited to documents relating to Registration and Licensing purposes and procedures and is subject to the full discretion of the Registration and Licensing Department. To avoid any doubt, this service does not include notarization of Original Power of Attorneys (POA), any documents or Resolutions containing any specific powers, third party agreements and any other documents. Fee for this service is applicable as per the Tariff
- 1.1.15** "Shareholder" is an Individual or corporate person who owns Shares in a Company. A Shareholder is authorized to sign the Lease and other documents only if he is authorized by other Shareholder(s)
- 1.1.16** "Director" is an Individual appointed by the Shareholder(s) through a Shareholders' Resolution. The Director(s) run the business of the Company. They report to the Shareholders. A Director may be a Shareholder but is not required to be a Shareholder. A Director may sign the Lease and other documents if he is authorized by the other Directors. All the Directors signing collectively may sign the Lease without further authorization.
- 1.1.17** "Company Secretary" acts on behalf of the Board of Directors regarding internal Company affairs. A Company Secretary is optional and is not a requirement. He is appointed by a Board Resolution signed by the Director(s). The Company Secretary may also hold one or more of the following positions:
- Shareholder / Director / Manager / Legal Representative
- 1.1.18** "Legal Representative" the legal representative may be an individual or a law firm representing a Shareholder through a Original Power of Attorney. The Original Power of Attorney shall terminate once the Company is incorporated unless otherwise indicated in that Original Power of Attorney.
- 1.1.19** "Manager" the manager represents the Company and the Director(s) in the day to day operations on behalf of the Company and to the Authority. He is appointed through the Resolution signed by the Director(s) (for a Branch) or by the initial Shareholders (on the Incorporation of a FZ-LLC). The Manager is an employee of the Company; he may also hold

one or more of the following positions:
Shareholder / Director / Company Secretary.
The Manager is Authorized Signatory for all Company documentation including signing of the Lease. His responsibilities exclude the signing of the Memorandum of Association, Articles of Association and any Share affairs unless otherwise specifically authorized by the Shareholders. His name appears on the Trade License.

1.1.20 “Authorized Signatory for Government Affairs”

the Manager may nominate up to two individuals (not including himself) to sign any document pertaining to Government Affairs, particularly Visas. The nominated individuals have no Authority to conduct any other transactions than the Government related administrative affairs.

1.2 Purpose

The "Authority" is issuing this document to provide guidance to prospective investors on how to set up a company in DHCC. Please review this document carefully and do not hesitate to contact DHCC Sales Department, telephone: **800 HEALTH** for clarification or further information.

1.3. Legal Structure of business entity

An Individual or a corporate entity can form the following business entities in DHCC:

1. Free Zone Limited Liability Company (FZ-LLC)
2. Branch of a Foreign Company, where the applicant is a foreign registered corporate person
3. Branch of a UAE Company, where the applicant is a UAE registered corporate person

1.4. Business Segments and Activities Permitted in DHCC

The categories of business for which a commercial license may be issued in DHCC are as follows:

- Clinical – Inpatient
- Clinical – Outpatient
- Healthcare Consultancy
- Healthcare Support
- Healthcare Education
- Publishing
- Education & Training Services (non healthcare)
- Service Provider
- Consultancy
- Regional Head Quarters
- Hotels and Leisure Services
- Property Management Services

A list of the specific activities and specialties that are permitted within each business segment may be viewed at <http://www.dhcc.ae/cpq/regulations/>

The Authority publishes "Guidelines" for certain categories of licensing activities, explaining each of the permitted activities under the category www.dhcc.ae/cpq/regulation.

1.5. Infrastructure Options

Once a commercial license has been issued, the commercial company may occupy DHCC premises or apply to lease or purchase land on which to build your own facility. The options if you wish to occupy DHCC premises are as follows:

- Core and shell unit
- Full building

For further information on these premise types, please contact DHCC sales representative. Alternatively, if you wish to build your own facility, the applicant/consultant/contractor must contact Zoning Development Control to collect the detailed briefing/listing material related to regulations and forms required to apply for a building permit. The Zoning regulations span the entire process of site plan through to completing the construction. There are fees attached with each step as well as fees for fast-track approval, if the applicant chooses so. For questions related to this process and location of the Zoning, call +971 4 3900500.

1.6. Laws & Regulations

All companies that operate within the DHCC free zone must comply with the rules, regulations and all applicable policies and standards of the free zone itself. We highly recommend that you refer to The DHCC website (www.dhcc.ae) to access the following:

- Commercial Services Licensing Regulation No. 9 of 2008 – sets out the framework under which DHCC companies may carry out their business within DHCC
- Company Regulation No. 8 of 2008 - set out the framework under which companies may become registered within DHCC

We also strongly recommend that you refer to the applicable regulations regarding provision of specific healthcare services:

- Complementary and Alternative Medicine Regulation No. 3 of 2008
- Medical Liability Regulation No. 5 of 2005
- Education Regulation No. 5 of 2008
- Governing Regulation No. 1 of 2008
- Health Data Protection Regulation No. 7 of 2008
- Healthcare Operators Regulation No. 4 of 2008
- Healthcare Professionals Regulation No. 2 of 2008
- Research Regulation No. 6 of 2008

Failure to comply with the applicable Regulations, Rules, Standards and Policies may result in:

- (a) A Penalty being imposed; and/or
- (b) Suspension, termination or refusal to renew the Company's license

Should you require more information about the local laws and regulations we recommend you to consult a legal practitioner qualified to practice in UAE.

1.7. Center for Healthcare Planning and Quality (CPQ)

The Center for Healthcare Planning and Quality (CPQ) was established as an independent regulatory body with the role of setting and maintaining international best practices in healthcare delivery and patient care at Dubai Healthcare City (DHCC). For more information please [click here](#)

2. The Process for Obtaining a License to Operate in DHCC

Below is a step-by-step guide for prospective investors who wish to establish a company in DHCC.

Please note that the availability of either a Manager, Director or Shareholder of the proposed company (or his/her legal representative in Dubai) is required throughout the process

Step 1: Allocate Premises and Submit Application for Provisional Approval

Time scale: 5-10 working days

Prospective investors who wish to set up a company in DHCC should contact DHCC sales team on **800 HEALTH**. The DHCC sales representative will be responsible for communicating the process, providing the necessary forms and acting as your primary point of contact to support you through the registration steps.

The first step is to choose a premises in the free zone. In case you intend to occupy a DHCC premises, DHCC Sales will provide you with a Reservation Agreement confirming the following details:

- Details of allocated office
- Payment details
- Payment due date
- Proposed activity

The Applicant should sign and return the Reservation Agreement to DHCC Sales and settle the applicable Reservation fee.

Once the premises is allocated, the Applicant should submit the following documents to DHCC Sales:

- A completed CPQ Initial Application Form for Operators (<http://www.dhcc.ae/cpq/licensing-prospective-clients/>)
- A completed application for License (<http://www.dhcc.ae/cpq/government-services-%20registration-and-licensing/>)
- A Business Plan as per the template provided
- A color copy of passports (valid for at least 6 months from the date of submission) for each of the following individuals:
 - Manager of the proposed company
 - Director(s) of the proposed company
 - The shareholder(s) of the proposed company (or duly authorized signatory of each shareholder)
- The legal representative (if appointed)

Step 2: Application Review

Time Scale: 15 working days

Your DHCC Sales representative will forward your application to the relevant parties for review, on your behalf.

Applications for facilities to operate in DHCC must be approved by the CPQ, who will assess whether the proposed company meets all of CPQ's operating requirements. The operating requirements are intended to ensure patient safety, enhance the quality of clinical care, and advance clinical excellence. The operating requirements include the following:

- Quality and patient safety requirements
- Clinical planning requirements
- Facility operating requirements
- Administrative requirements

To avoid delay in processing your application please ensure that adequate information is provided.. During the review process, DHCC and CPQ may contact the applicant to request additional information or clarification.

If the application is rejected, the applicant will be notified with a regret letter by the representative of CPQ. DHCC and CPQ reserves the right not to disclose the reasons for unsuccessful applications.

If the application is provisionally approved, the representative of CPQ will send the applicant a Provisional Approval letter (to be signed by the applicant and returned to CPQ by fax or email), as well as a request for submission of the legal documents required for company registration.

Applications for healthcare professionals to practice in DHCC will be reviewed by CPQ's Professional Licensing Department (PLD).

Step 3: Submit legal documents for company registration

Time Scale: 10 Working Days

The applicant should forward the required legal documents within 10 working days to ensure speedy registration of the proposed entity. Please refer to Section 4 for the checklist of legal documents required, for each company type

Step 4: Legal Documentation Review

Time Scale: 1-2 Working Days

DHCC Sales will conduct an initial review of the legal documents submitted by the applicant. Should the submitted legal documents be incomplete, the application is put on hold, and the applicant is informed accordingly.

Step 5: Make Required Payments

Time Scale: 5 Working Days

Applicant will be requested to settle the registration and license fee. The fee schedule may be viewed at <http://www.dhcc.ae/cpq/CPQ-RL-Tariff/>

Step 6: Sign Articles & Memorandum of Association & Collect Bank Introduction letter

Time Scale: 4 Working Days

Following the acceptance of your application, the Authority will prepare the legal documents. Each shareholder (or their duly appointed representative) will need to visit DHCC offices to sign the original Articles and Memorandum of Association for your new company. In case of corporate shareholder, notarization by the Notary Public and legalization by the United Arab Emirates (UAE) Embassy in the country in which the shareholder is incorporated will be required. DHCC Registration & Licensing team will then issue a 'bank introduction letter' and an attested Board Resolution in order to facilitate the opening of a corporate bank account at your chosen bank in the UAE.

Step 7: Deposit Share Capital

Time Scale: 10 Working Days

The bank introduction letter is valid for 10 days. Within this period, you will need to open a corporate bank account and deposit the share capital, as per the Board resolution.

Once the share capital has been deposited in your corporate bank account, the bank will provide a letter confirming the opening of the account and details of the deposit (the '**Proof of Capital' Letter**). The *original* 'Proof of Capital' Letter needs to be returned to the DHCC Sales Team. Please note that until the company registration process is completed, the new bank account will be deemed "under formation" and the deposited funds will not be accessible.

Step 8: Sign Lease Agreement & Personnel Sponsorship Agreement (PSA)

Time Scale: 5 Working Days

Upon receiving the Proof of Capital Letter, DHCC will issue a Personnel Sponsorship Agreement (PSA). If you intend to occupy DHCC premises your company's Premises Lease Agreement will also be prepared.

Either the manager, or all shareholders or all Directors of the proposed company (or their duly appointed representative) must visit DHCC Sales team to sign both the PSA and Premises Lease Agreement.

Step 9: Collect License

Time Scale: 7 Working Days

Upon signing the Premises Lease Agreement and PSA you will be able to collect your Commercial Licence. The license should be submitted to your bank to remove the "under formation" status of your corporate account and allow access to your company's funds.

4. Guidelines regarding Submission of Application Forms and Legal Documents

- Please ensure your application form is typed and that all names mentioned within are exactly as they appear in the passports and on all other legal documents being submitted
- All legal documents more than one page has to be sealed
- Powers of Attorney need to be accompanied with a valid passport copy of the Attorney
- The Authority reserves the right to call for any extra documents it may deem require, as and when necessary
- The Authority reserves the right to ask for extra attestation by the UAE Embassy or other Embassies, as may be necessary
- Board Resolution and/or Power of Attorney for the Manager must state the Manager's full name as per passport including nationality and valid passport number
- The legal documents must be in English and / or Arabic. Documents in any other language must be accompanied by a certified English or Arabic translation.

4. Check-List of Legal Documents Required for Company Registration

4.1. Establishing a FZ-LLC with a corporate person as shareholder(s)

1.	<p><u>Details of the Shareholders</u> <i>For Foreign Companies:</i></p> <ul style="list-style-type: none">• Original certificate of registration (or equivalent) of the shareholder. A copy will be accepted if notarised.• Original certificate of good standing (or equivalent) of the shareholder. A copy will be accepted if notarised. <p>If the above documents do not state the names of Directors, company officers and official signatories, please submit additional documents setting out this information (such as the official company register)</p> <p><i>For UAE Companies:</i></p> <ul style="list-style-type: none">• Copy of a valid Commercial License issued by the Department of Economic Development for the Corporate Person.• Copy of the commercial Register issued by the Department of Economic Development for the Corporate Person
2.	<p><u>Memorandum and Articles of Association of the corporate shareholder</u> Original or notarised copy of the Memorandum of Association, Articles of Association and list of current Directors.</p>
3.	<p><u>Board resolution of the corporate person(s) calling for the establishment of the FZ-LLC</u></p> <p>A specimen document for The Board Resolution can be provided by your DHCC sales representative. The board resolution must be on the shareholder's letter, notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p> <p>If the power of attorney is a separate document and not part of the Board Resolution, it must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p>
4.	<p><u>Specimen signatures and Passport and visa copy of the Manager, Director(s) and legal representative</u></p> <p>Specimen signatures (on the form provided) must be submitted for each of the following individuals:</p> <ul style="list-style-type: none">• the Manager• The Director(s)• The negotiator/legal representative (if applicable) <p>The specimen signature forms must be notarised if non UAE shareholder.</p>
5.	<p><u>'Letter of No Objection' for employment of the Manager if applicable</u></p> <p>A 'Letter of No Objection' must be provided from the existing Residency visa sponsor of the Manager (if he/she holds a UAE Residency visa). The letter of no objection must be signed by the sponsor or his or her duly appointed signatory.</p>

4. Check-List of Legal Documents Required for Company Registration

4.2. Establishing a FZ-LLC with a natural and a corporate person as shareholder(s)

1a.	<p><u>Details of the corporate shareholder(s)</u></p> <p><i>For Foreign Companies:</i></p> <ul style="list-style-type: none">• Original certificate of registration (or equivalent) of the shareholder. A copy will be accepted if notarised• Original certificate of good standing (or equivalent) of the shareholder. A copy will be accepted if notarised <p>If the above documents do not state the names of Directors, company officers and official signatories, please submit additional documents setting out this information (such as the official company register)</p> <p><i>For UAE Companies:</i></p> <ul style="list-style-type: none">• Copy of a valid Commercial License issued by the Department of Economic Development for the Corporate Person.• Copy of the commercial Register issued by the Department of Economic Development for the Corporate Person
1b.	<p><u>Details of the natural shareholder(s)</u></p> <ul style="list-style-type: none">• Personal profile/CV of the individual shareholder(s) – optional• A Bank reference letter for the personal account of the individual shareholder(s)• Passport and visa copy
2.	<p><u>Memorandum and Articles of Association of the corporate shareholder</u></p> <p>Original or notarised copy of the Memorandum of Association, Articles of Association and list of current Directors</p>
3.	<p><u>Board resolution of the corporate person(s) calling for the establishment of the FZ-LLC</u></p> <p>A specimen document for The Board Resolution can be provided by your DHCC sales representative. The board resolution must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p> <p>If the power of attorney is a separate document and not part of the Board Resolution, it must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p> <p><u>Board resolution of the natural shareholder(s) calling for establishment of the FZ-LLC</u></p> <p>A specimen document for The Board Resolution can be provided by your DHCC sales representative. The board resolution must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p> <p>If the power of attorney is a separate document and not part of the Board Resolution, it must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is residing.</p>

4.	<p><u>Specimen signatures , passport and visa copy of the Manager, Director(s), legal representative and natural shareholder</u></p> <p>Specimen signatures (on the form provided) must be submitted for each of the following individuals:</p> <ul style="list-style-type: none"> • the Manager • The Director(s) • The negotiator/legal representative (if applicable) <p>The specimen signature forms must be notarised if non UAE shareholder.</p>
5.	<p><u>'Letter of No Objection' for employment of the Manager, if applicable</u></p> <p>A 'Letter of No Objection' must be provided from the existing Residency visa sponsor of the Manager (if he/she holds a UAE Residency visa). The letter of no objection must be signed by the sponsor or his or her duly appointed signatory.</p>
6.	<p><u>Reservation Agreement or Lease Agreement</u></p>
7.	<p><u>Initial approval by CPQ</u></p>
8.	<p><u>Personnel Sponsorship Agreement</u></p>

4. Check-List of Legal Documents Required for Company Registration

4.3. Establishing a FZ-LLC with a natural person as shareholder(s)

1.	<u>Details of the natural shareholder(s)</u> <ul style="list-style-type: none">• Personal profile/CV of the individual shareholder(s) – optional• A Bank reference letter for the personal account of the individual shareholder(s)• Passport and visa copy
2.	<u>Board resolution of the natural person(s) calling for the establishment of a FZ-LLC</u> <p>A specimen document for the Board Resolution can be provided by your DHCC sales representative. The board resolution must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p> <p>If the power of attorney is a separate document and not part of the Board Resolution, it must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p>
3.	<u>Specimen signatures, passport and visa copy of the Manager, Director(s) and legal representative</u> <p>Specimen signatures (on the form provided) must be submitted for each of the following individuals:</p> <ul style="list-style-type: none">• the Manager• The Director(s)• The negotiator/legal representative (if applicable) <p>The specimen signature forms must be notarised if non UAE shareholder.</p>
4.	<u>Reservation Agreement or Lease Agreement</u>
5.	<u>Initial approval by CPQ</u>
6.	<u>Personnel Sponsorship Agreement</u>
7.	<u>'Letter of No Objection' for employment of the Manager and Director(s), if applicable</u> <p>A 'Letter of No Objection' must be provided from the existing Residency visa sponsor of each Manager/Director (if he/she holds a UAE Residency visa). The letter of no objection must be signed by the sponsor or his or her duly appointed signatory.</p>

4. Check-List of Legal Documents Required for Company Registration

4.4. Establishing a Branch of a Foreign Company

1.	<u>Details of the shareholder(s)</u> <ul style="list-style-type: none">• Original certificate of registration (or equivalent) of the shareholder. A copy will be accepted if notarised• Original certificate of good standing (or equivalent) of the shareholder. A copy will be accepted if notarised
2.	<u>Memorandum and Articles of Association of the parent company</u> <ul style="list-style-type: none">• Original or notarised copy of the Memorandum of Association, Articles of Association and list of current Directors. (If non-UAE shareholder, these documents should be legalized up to the level of UAE embassy in the country in which the shareholder is incorporated)
3.	<u>Board resolution of the parent company establishing the branch office</u> <p>A specimen document for the Board Resolution can be provided by your DHCC sales representative. The board resolution must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p> <p>If the power of attorney is a separate document and not part of the Board Resolution, it must be notarised and, if non UAE shareholder, legalised up to the level of UAE embassy in the country in which the shareholder is incorporated.</p>
4.	<u>Specimen signatures and passport and visa copy for the Manager and legal representative</u> <p>Specimen signatures (on the form provided) must be submitted for each of the following individuals:</p> <ul style="list-style-type: none">• the Manager• The negotiator/legal representative (if applicable) <p>The specimen signature forms must be notarised if non UAE shareholder.</p>
5.	<u>Reservation Agreement or Lease Agreement</u>
6.	<u>Initial approval by CPQ</u>
7.	<u>Personnel Sponsorship Agreement</u>
8.	<u>'Letter of No Objection' for employment of the Manager if applicable</u> <p>A 'Letter of No Objection' must be provided from the existing Residency visa sponsor of the Manager (if he/she holds a UAE Residency visa). The letter of no objection must be signed by the sponsor or his or her duly appointed signatory.</p>

4. Check-List of Legal Documents Required for Company Registration

4.5. Establishing a Branch of UAE Company

1.	<u>Details of the shareholder(s)</u> <ul style="list-style-type: none">• Copy of a valid Commercial License issued by the Department of Economic Development for the Corporate Person.• Copy of the commercial Register issued by the Department of Economic Development for the Corporate Person
2.	<u>Memorandum and Articles of Association of the parent company</u> <ul style="list-style-type: none">• Original or notarised copy of the Memorandum of Association, Articles of Association and list of current Directors.
3.	<u>Board resolution of the parent company establishing the Branch Office</u> <p>A specimen document for the Board Resolution can be provided by your DHCC sales representative.</p> <p>If the power of attorney is a separate document and not part of the Board Resolution, it must be notarised.</p>
4.	<u>Specimen signatures and passport and visa copy of the Manager, and legal representative</u> <p>Specimen signatures (on the form provided) must be submitted for each of the following individuals:</p> <ul style="list-style-type: none">• the Manager• The negotiator/legal representative (if applicable) <p>The specimen signature forms must be notarised if non UAE shareholder.</p>
5.	<u>Reservation Agreement or Lease Agreement</u>
6.	<u>Initial approval by CPQ</u>
7.	<u>Personnel Sponsorship Agreement</u>
8.	<u>'Letter of No Objection' for employment of the Manager if applicable</u> <p>A 'Letter of No Objection' must be provided from the existing Residency visa sponsor of the Manager (if he/she holds a UAE Residency visa). The letter of no objection must be signed by the sponsor or his or her duly appointed signatory.</p>