



UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

Technology-Enabled Labor Market

Utilizing AI and Modern Technologies to Power Up Governance, Efficiency And Compliance in the UAE's Labor Market



Today we have launched the "We The UAE 2031". It represents our government vision for the next decade as we start a national path towards new achievements under the leadership of my brother Mohamed bin Zayed.



His Highness Sheikh Mohammad Bin
Rashid Al Maktoum
UAE Vice President, Prime Minister,
Ruler of Dubai



'We the UAE 2031' aims to translate the vision of His Highness the President of the UAE for the future of the UAE into a tangible reality. Accordingly, all institutions in the UAE will work to fulfill it, leading to the achievement of the UAE Centennial Plan 2071 and the Principles of the 50.

The main areas in this document are divided into four national priorities representing the main sectors of interest, with clear focus areas and measurable targets that will be announced



نحن
الإمارات
WE THE UAE
2031

TOWARDS NEW PEAKS



AI-Powered Agents to drive Transformation

An AI-powered agent-based ecosystem enabling smarter services, stronger compliance, and proactive decision-making.



Customer Support

AI-powered support for faster responses, accurate answers, and better customer experience.

- AI Powered Call Centre
- AI Guidance Agent (for workers and employers)

01



Services Development

AI helps design, verify, and improve services through smart automation.

- AI Verification Agent
- AI Quota Agent

02



Developing Policies, Legislation and Mechanisms

AI supports policy design, risk detection, compliance, and smarter decisions.

- AI Safety Agent
- AI Risk Agent
- AI Occupations & Skills Agent

03

MoHRE - AI Safety Agent

From Traditional Inspections to OSH-Focused Smart Monitoring

An AI-enabled system that strengthens OSH compliance and labour rights by identifying violations earlier and supporting timely, transparent inspections.

Stronger UAE OSH Compliance 24X7

Incidents prevented by early intervention **66 %**

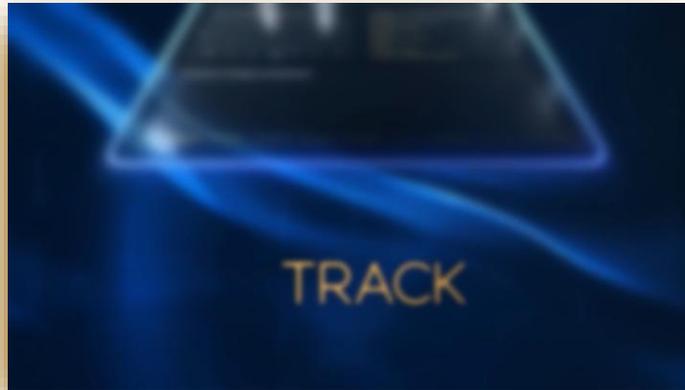


Enabled by: CCTV, videos & cameras

Stronger UAE OSH Compliance, AI-assisted analysis supports more accurate identification of violations, **reducing risks to workers' health and safety.**

Timely Enforcement of OSH Safeguards

Reduction in Detected Violations **13 %**



ex. Automated notification on focus areas

Timely Enforcement of OSH Safeguards Automated analysis and reporting support quicker inspection decisions, enabling earlier action to **protect labour rights.**

More Effective and Fair OSH Inspections

Effective increase of OSH related inspections due to early alerts **4 %**



ex. Digital inspection checklists & reporting

More Effective and Fair OSH Inspections, Shorter site visits and automated reports improve inspection efficiency while maintaining focus on **workers' safety and well-being.**

How does it look like in practice?

These examples illustrate how image recognition and automated monitoring can identify Occupational Safety and Health (OSH) risks in real time across workplaces and labour accommodations.



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MoHRE - AI Risk Agent

From Manual Risk Assessment to Proactive Workforce Safeguards

An AI-powered risk matrix that enables early identification of labour risks, supporting targeted and preventive actions to strengthen worker safety and regulatory compliance.

Earlier Identification of Labour Risks

Reduction in the number of violating establishments **34 %**



Such as: Delay of Wages, excess of working hours

Faster updates to risk indicators enable institutions to detect **emerging labour risks earlier** and **act before issues escalate.**

More Reliable Risk Prioritisation

Reduction of recurring violations **54 %**



Such as. Safety first, complaints ...

AI-supported assessment reduces subjectivity, enabling **more reliable and consistent risk prioritisation** across establishments.

More Targeted and Preventive Actions

Improved inspection efficiency **40 %**

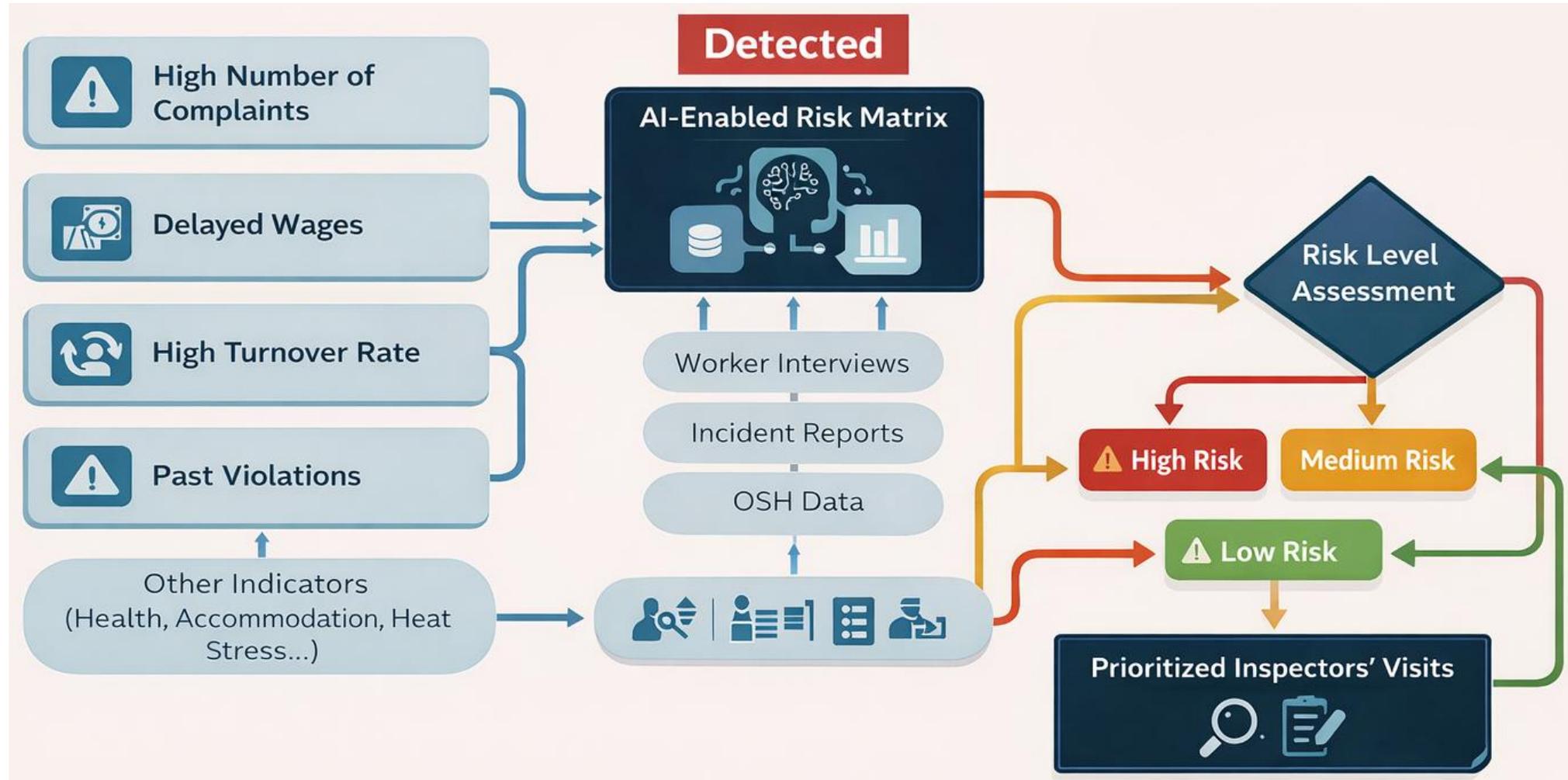


Such as. Focused areas, industries ...

Improved prioritisation supports focused inspections and preventive measures **where worker risks are highest.**

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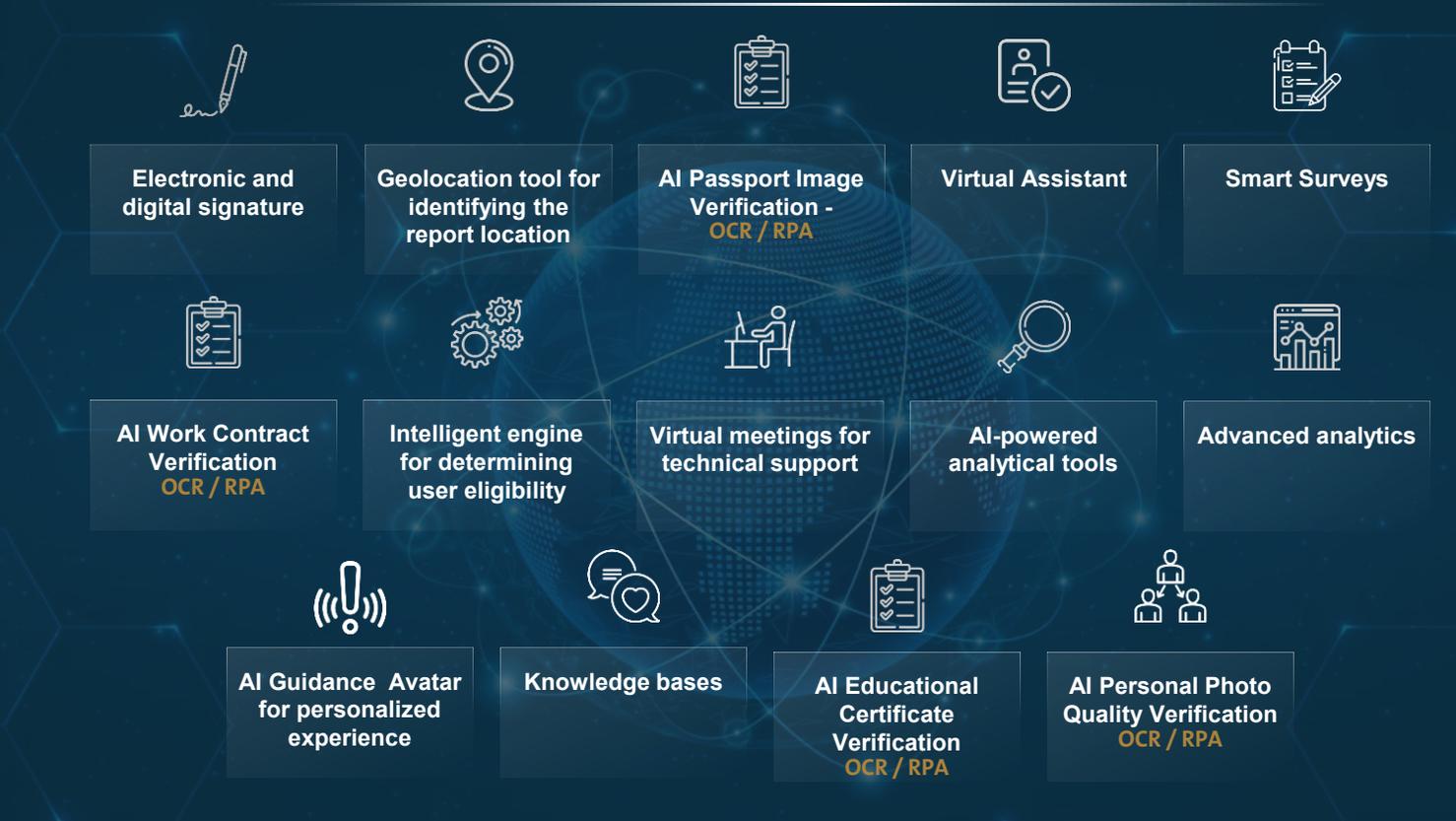


MoHRE- AI Verification Agent

AI Verification Agent: Enabling Trusted and Fair Labour Services

The AI Verification Agent automates and validates labour processes to ensure accurate, consistent, and timely decisions that support fair and transparent labour services.

Digital & AI solutions that support the Ministry's operational ecosystem systems



Impact

11M

Transactions are processed automatically

66%

Reduced data entry time
3 minutes to 3 seconds

95%

Reduction in processing time

15M

Multilingual labour guidance training (20+ languages)

MoHRE- AI Powered Call Centre

AI-Powered Call Centre Transformation

End-to-end automation and real-time intelligence to improve efficiency, customer satisfaction, and service reliability.

AI-Powered Call Center Applications	
AI DRIVEN QUALITY ASSURANCE PROCESSES	CONVERTING TEXT TO SPEECH USING AI TOOLS
AUTOMATED RESPONSES VIA CHAT CHANNEL	CONVERTING SPEECH TO TEXT USING AI
AUTO EMAIL SUMMARY	MEASURING CUSTOMER SENTIMENT AND SATISFACTION LEVEL
ENABLING AI ON THE WHATSAPP CHANNEL	SUMMARIZE CALLS
PROACTIVE ROUTING FOR EMAILS AND CALLS	REAL TIME PERFORMANCE MONITORING



Key Takeaways and Reflections

An AI-powered agent-based ecosystem enabling smarter services, stronger compliance, and proactive decision-making.

- **Technology strengthens labour-market systems** when it is embedded in policy, regulation, and service design, not used in isolation.
- **Data-driven approaches support better decisions**, enabling risk-based compliance, earlier intervention, and more consistent enforcement.
- **Automation improves efficiency, governance** and compliance, reducing administrative burden while enhancing transparency for workers and employers.
- **Well-designed digital services improve trust**, by making processes more predictable, accessible, and user-centred.
- **Scalable use cases matter**, allowing solutions to be adapted across different labour-market contexts, including sending and receiving countries.

Placeholder for Video