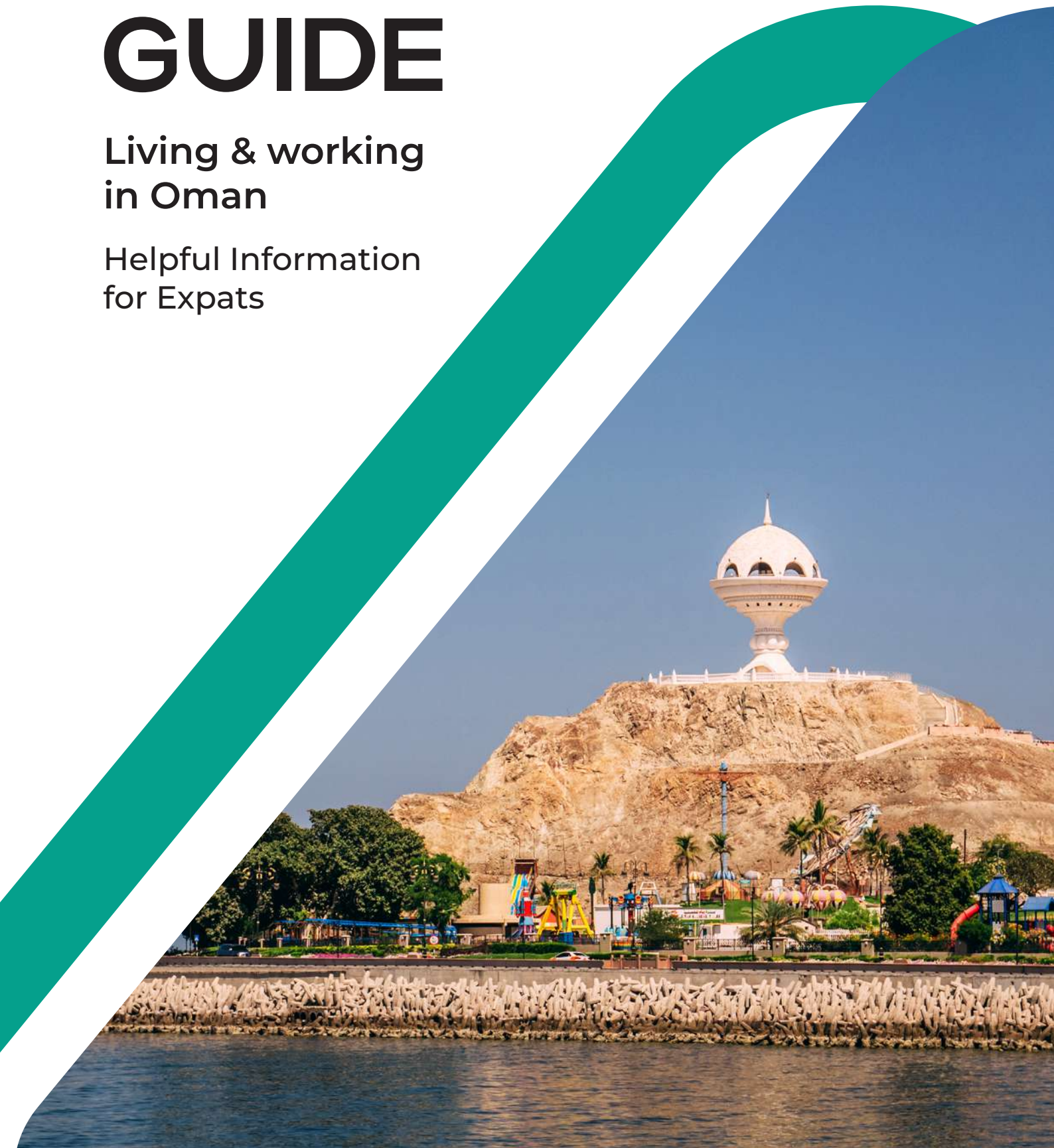




COUNTRY GUIDE

Living & working
in Oman

Helpful Information
for Expats

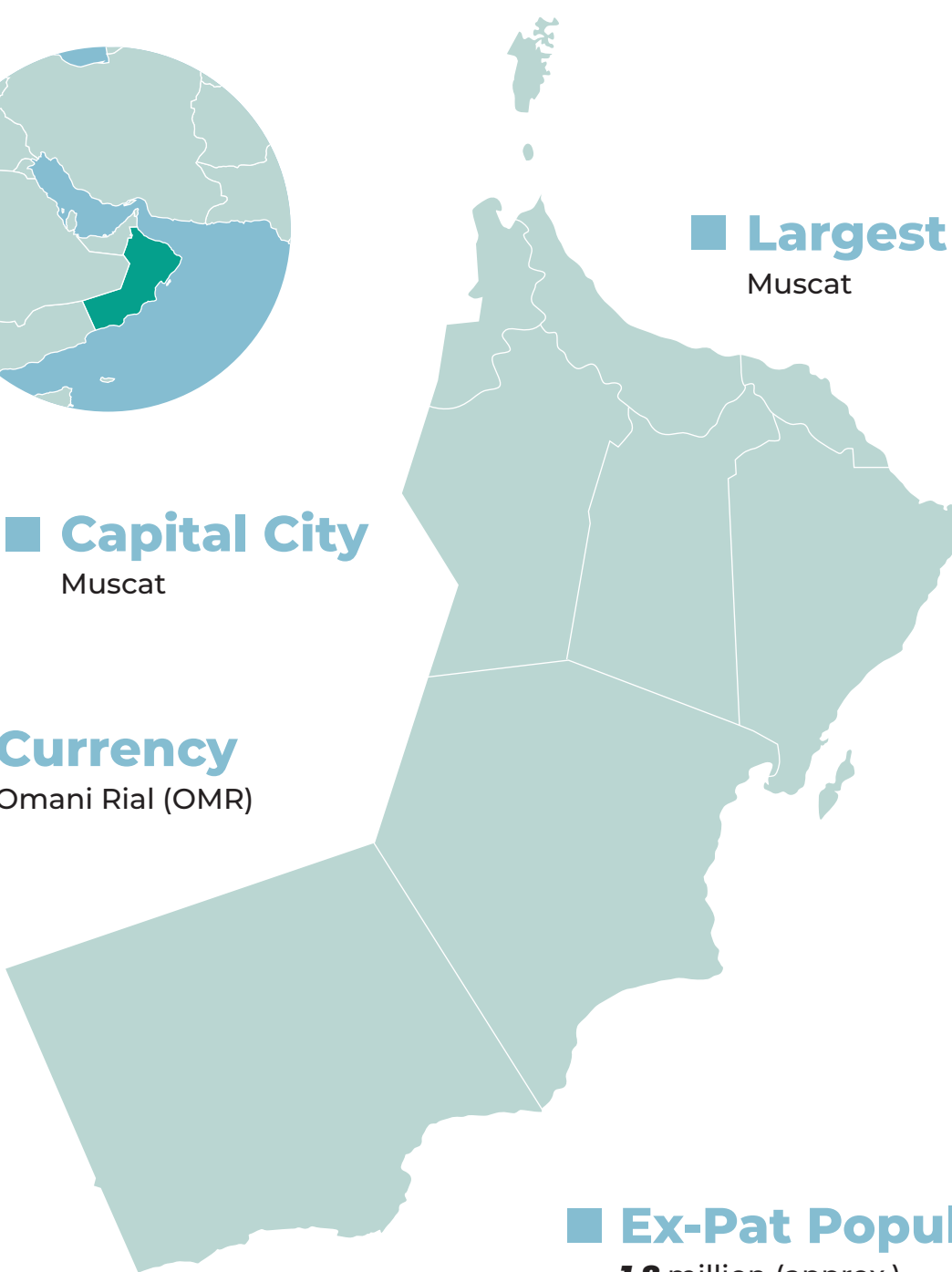




■ **Largest City**
Muscat

■ **Capital City**
Muscat

■ **Currency**
Omani Rial (OMR)



■ **Ex-Pat Population**
1.8 million (approx.)

INTRODUCTION TO OMAN

Part of the GCC, the Sultanate of Oman is situated on the southeastern coast of the Arabian Peninsula, and spans the mouth of the Persian Gulf. It shares land borders with Saudi Arabia, the UAE and Yemen. Its capital and largest city is Muscat, which serves as its main commercial and financial center. Other major cities include Sohar, a major industrial city in the northern part of Oman, and Salalah, the largest city in the Dhofar region of southern Oman.

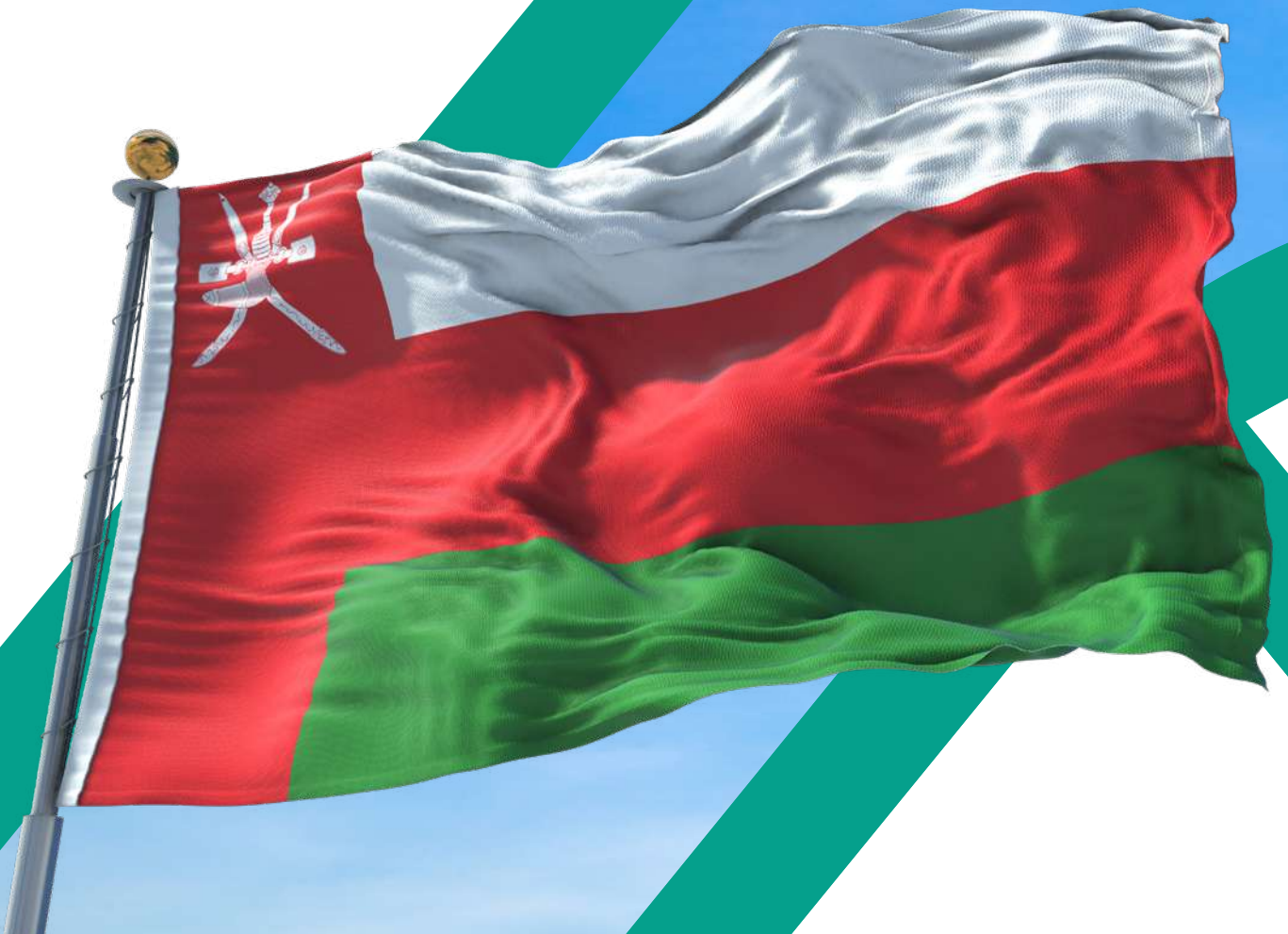
OMAN'S ECONOMY

AND BUSINESS LANDSCAPE

The economy of Oman is centered around its oil industry. However, like other Gulf states, it has actively focused on the development and diversification of its economy, with the objective of significantly reducing dependence on oil.

The government's Vision 2040 program aims to further reduce this dependence, with initiatives focusing on human capital development, and infrastructure improvements, while encouraging international investment and promoting growth across a wide range of industries, from manufacturing and logistics, to technology and tourism.

Oman's rich cultural heritage, business-friendly environment and buoyant economy, make the country a very attractive destination for organizations looking to expand into the GCC, as well as for talented professionals seeking to build a successful career in the region.





KEY FACTS

& FIGURES

Official Language

Arabic

Second Language

English

Religion

Islam

Population

4.6 million (approx.)

GDP Total 2022

US **\$114.67 billion** (Source: World Bank)

GDP per capita

US **18,856** (approx.)

VAT

5% (applied to most goods & services)

Time Zone

UTC **+4.00**

Whether you are starting a new job with a new employer, or pursuing a relocation opportunity with your current one, you will find moving to Oman an exciting and enriching experience. However, it is important to be mindful of the unique cultural and practical aspects of living and working in this diverse and dynamic country.

Respect the Culture

Oman is renowned for being welcoming and friendly, but it is also an Islamic country, and you must respect its local customs and traditions. Dress modestly when in public, and it is advisable for women to make sure their arms and legs are covered. Always ask for permission before taking pictures of people, especially women, and avoid public displays of affection. However, be rest assured that in most private places, such as hotels and restaurants, you will feel at home and can enjoy Oman's unique blend of international hospitality alongside middle eastern traditions.

Learn Some Arabic Phrases

While English is widely spoken, learning basic Arabic phrases can go a long way in building relationships and showing respect to the local culture. It is also helpful for everyday interactions, like shopping and transportation.

YOUR NEW HOME



Cultural Sensitivity

Building strong relationships is essential in Oman. Be patient, polite, and avoid confrontational behavior. Business meetings often begin with social pleasantries and small talk, so take the time to get to know your colleagues and clients.

Cultural Diversity

Oman is a melting pot of cultures, with a significant expatriate population, so embrace its diversity and be open to making friends from different nationalities. You will never be bored and there are always new cultures and people to get to know, and delicious new cuisines to try!



Respect for Ramadan

During the holy month of Ramadan, Muslims fast from dawn to sunset. As a sign of respect, it's essential to avoid eating or drinking openly in front of those who are observing the fast, and to be considerate of the altered schedules and increased devotion to prayer and reflection that many Muslims adopt during this period.

AUXILIUM: YOUR EMPLOYER OF RECORD

An Employer of Record (EOR) is a third-party organization that acts as the legal employer of a company's workforce and takes on all essential employer-related and HR management functions on its behalf, allowing the company to hire and engage employees in new countries and territories, legally and compliantly, without having to set up local entities.

As your company's EOR partner, Auxilium is your legal employer, and carries the responsibility for managing the entire employment lifecycle during your service with the company. We ensure that you are legally and fairly employed, and that the company's employment and HR functions are fully compliant with all prevailing Omani laws and regulations. At the same time, we enable your company to retain full control of its business operations, including the management of its employees and workforce.

OMAN LABOR LAW & YOU

Oman has a comprehensive legal and regulatory framework governing the employment of both local and expatriate personnel, including rules and guidelines on mandatory benefits, payroll management, working hours, leave entitlements, and end-of-service benefits.

As your legal employer, Auxilium ensures that you are treated fairly and equitably, and in compliance with these rules and regulations, at all times.



AUXILIUM: YOUR EMPLOYMENT LIFECYCLE

01

ONBOARDING

Contract Signing
Visa Processing
Social Insurance Registration

04

OFFBOARDING

Full and Final Settlement
Visa & Insurance Cancellation
Repatriation

PAYROLL

Payroll Processing
Leave Management
Expense Management

02

HR SUPPORT

Document Issuance
HR Liaison & Guidance
Statutory Benefit Provision

03

IMPORTANT EMPLOYEE INFORMATION

Employment Contract

Auxilium will provide you with an Employment Contract, containing detailed information, terms and conditions, regarding your employment, including: Job Title & Description; Probation Period; Remuneration; Benefits; and Notice Period. You should retain one signed copy of the Contract, the other will be held on file by Auxilium.

Employment Visa

Auxilium will manage the process for obtaining your visa, which is the first step in obtaining your Residency Permit/Civil ID.

Oman Civil ID

Auxilium will manage the process for obtaining your Civil ID. The ID card acts as the standard form of identification in Oman, and you will need it to undertake tasks such entering into telecom, utility and lease agreements, as well as for opening personal bank accounts.

Nationalization Programs

All GCC countries have nationalization initiatives and programs that are aimed at increasing the participation of their citizens in the workforce. These initiatives are considered very important to the future of the region, and include a mix of regulations, targets and incentives, together with innovative education and skills training reforms. To find out if and how the nationalization programs impact your organization, please speak to your Auxilium Customer Success Manager.

Medical Insurance

It is mandatory for employers to provide all their employees with free medical insurance cover. At Auxilium, in accordance with your company's policies will offer a range of policies, from ones that provide basic cover to meet all mandatory requirements, to more comprehensive policies, with higher annual limits and worldwide coverage, together with options for dental, optical and maternity cover.

Leave Entitlement

Employees in Oman are entitled to annual leave, sick leave, maternity leave, parental leave and leave to complete Hajj. By law, employees with more than six months of service, are entitled to 30 working days of annual leave.

Salary Payments

Salaries must be paid in accordance with the rules and regulations of the Wages Protection System (WPS). Payments are made monthly, typically on the last day of the month, and must be paid into a Omani bank account. At Auxilium, we provide our clients with end-to-end fully compliant payroll management services, that ensure you are paid on time and in full.

Family Sponsorship

Foreign nationals living and working in Oman, can sponsor their dependents, provided they meet the minimum salary requirements OMR 350. Dependents include spouses, and children, as follows: unmarried daughters, with no restriction on age; sons up until 21 years of age. To find out more about how to sponsor your dependents, please speak to your Auxilium Customer Success Manager.

End of Service Benefits

Employees are entitled by law to a set of End of Service Benefits (EoS), including gratuity. EoS are paid after the termination of the employment contract on an accumulated basis for the tenure served, and include:

- Any unpaid wages or overtime payments due
- Encashment of unutilized leave entitlements
- Any repatriation expenses applicable as per the employment contract and/or Omani Labor Law
- End of service gratuity

Gratuity payments are calculated as follows for employees who are paid monthly:

- Less than 1 year service: No gratuity entitlement
- 1 to 3 years' service: 15 days' gross salary per year of service
- Over 3 years' service: 30 days' gross salary per year of service

There is no limit on the total gratuity amount.

HR Administrative Support

A key part of Auxilium's role is to provide ongoing support to our employees. This includes advice and guidance on all employment issues, as well as providing any regulatory or other documents you might require, including salary certificates and No Objection Certificates (NOCs). Please speak to your Auxilium Customer Success Manager for any help or support you require, or email info@auxiliumservices.com



HELPFUL INFORMATION

Changing jobs and relocating to a foreign country can be a daunting and challenging experience. At Auxilium we are here to help you settle into your new home and new way of life. Below, you will find some helpful advice and guidance. If you require additional information, or have specific questions on these or other topics, please contact us direct at: info@auxiliumservices.com If we don't know the answer, we are certain we will know someone who does.

Relocating to My New Home

There are a number of specialist companies in the UAE that can assist you with shipping your possessions to your new home. However, many people find it is often simpler to appoint an international shipping company in their home country, who then liaises with local partners for the safe delivery of their possessions.

Finding a Great Place to Live

Expats can buy property in Oman, but most people prefer to rent and there is a vast amount of choice to suit all budgets and preferences. Most properties are let unfurnished and on an annual lease basis.

To enter into a lease agreement, you will need the following:

- **Documents**

Passport Copy

Oman ID Card Copy

- **Payments**

Rent: Normally paid quarterly, through post-dated cheques

Security Deposit: Typically, 5% payable on signing

Agents Fees: Typically, 5% payable on signing

Finding the Best Schools for My Children

Oman offers a diverse range of international schools to cater to the expat community, reflecting the country's multicultural landscape and commitment to providing high-quality education. One of the most popular curricula is the British system, with many schools offering a well-rounded education based on the UK curriculum, and often including elements of the International Baccalaureate (IB) program.

Finding the right school can be a challenge, and it is often helpful to speak to colleagues and other expats to get a feel for what is available near you.



Setting Up My Personal Bank

Setting Up My Personal Bank Account

You will need a UAE bank account for your salary payments, and opening a personal account is relatively simple. However, there are quite a few banks to choose from, so it is advisable to do some research to find a bank that best suits your needs.

To open an account, you will typically need all or some of the following documents:

- **Original Passport**
- **Passport Copy**
- **Residents Visa Copy**
- **Emirates ID Copy**
- **Salary Certificate**
- **Copy of Tenancy Lease Agreement**

Useful Resources

There are a number of websites and other resources available that give helpful advice and guidance to expats living in the UAE.

These include:

- **Expatica United Arab Emirates: The largest online resource for expats**
- **ExpatWoman: The Best Global Expat Website**
- **Gulf News Expats**
- **Dubai Government Portal**

Disclaimer

This publication is intended as a guide only. While every effort is taken to ensure that the details it contains are accurate at the time of publication, Auxilium cannot accept responsibility or liability for any inaccuracies, or subsequent changes to the information it describes. In addition, this publication, or any information contained herein, does not constitute or represent an agreement or contract, in full or in part, with Auxilium.





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Need More Assistance?

The Team at Auxilium is always available to help you, whether you need advice on where to find specific services, or you have a question related to your employment. You can contact us at: info@auxiliumservices.com



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