



# Guidelines for Domestic Workers (Jordan)





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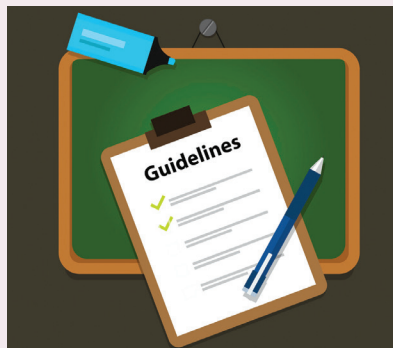
مركز عدالة لدراسات حقوق الإنسان  
Adaleh center for human rights studies





# Guidelines for Domestic Workers (Jordan)

This manual provides domestic workers of various nationalities and their employers with guidelines on the rights and obligations of domestic workers and how to better treat domestic workers in order to improve the protection of stakeholders' rights.





## Guidelines

This manual focuses on regulation, recruitment and guidance after the arrival of domestic workers, as well as procedures for reporting grievances by domestic workers and employers. This manual also provides practical information about the legislative environment and Jordanian norms and traditions, and aims to increase awareness among domestic workers and employers.

### This manual provides 3 key levels

1	Understanding basic legal requirements and clarifying their impact in a manner that assists workers in addressing problems in an informed way.
2	Understanding sociodemographic requirements and developing the knowledge and capabilities of migrant workers.
3	Understanding the economic and financial requirements, and fostering better protection for the rights of domestic workers.





## Sociodemographic aspects

### Demographics of Jordan

Jordan is located in the continent of: Asia/West Asia

Capital of Jordan: Amman

Official currency of Jordan: Jordanian Dinar

The population of Jordan is estimated at around 11 million

### Religion and Language

With regard to languages and religions in Jordan, the official language is Arabic and the first foreign language is English. Islam is the official religion of Jordan, as Muslims comprise the greater majority, followed by Christianity. There are mosques and churches to observe religious practices, while churches are spread across the major cities.

## Jordanian Cuisine

Bread is a key ingredient for Jordanians who only consume certain meals with it. One of the most popular foods among Jordanians, which is a key ingredient in most meals, is rice (Mansaf, Maqlouba, Ouzi) as well as legumes, olives, olive oil, yoghurt, vegetables (cauliflower, eggplant, potatoes, okra, tomatoes and cucumber), lamb or chicken, and fruit. Mansaf is considered Jordan's main dish, often eaten on Fridays. Mansaf is also among the most common and popular dishes in Jordan, considered a basic feast on joyful and sorrowful occasions (offered at houses of mourning, holidays, weddings) The vast majority of Jordanians do not consume pork and alcohol.



## Norms and Traditions

Arabian norms found in the region can also be found in Jordan, as norms related to generosity, hospitality and kind treatment of others are similar across the Arab region. What distinguishes Jordan is the homogeneity and intermingling of its cultures. Coffee is considered one of the most long-standing values and traditions among Jordanians in general.

## Climate in Jordan

Jordan, given its unique geographical position, is ruled by fairly mild climate. There are four seasons in a year. Summers are hot and the coldest weather during winter can be found in high-altitude areas, whereas areas surrounding the Jordan Valley and low-altitude areas are affected by hot summers and mild winters.



## **Holidays in Jordan**

The most notable religious occasions and religious holidays include Eid Al-Fitr and Eid Al-Adha for Muslims, and Christmas and Easter for Christians. Typically, people in Jordan take advantage of holidays to visit relatives and neighbours. Most families visit each other during Eid as Eid days are official holidays, which encourages everyone to take advantage of these days to visit relatives who are difficult to visit on regular days.

## **Accommodation and Religious Practices**

A well-lit and ventilated room must be made available to domestic workers that allows them to observe religious practices without prejudice to society's laws and morals. There are no temples in Jordan to observe religious practices.

## **Family in Jordan**

Most families in Jordan are formed of a husband, wife and children. In some cases extended families live in a family home or adjacent houses to include grandchildren and married children.





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اللجنة الوطنية لمنع الاتجار بالبشر  
Anti-human Trafficking National Committee



وزارة العمل



# Entities that provide legal assistance to domestic workers

## Adaleh Center for Human Rights Studies

Adaleh Center works to provide legal assistance services to migrant workers and domestic workers. The unit seeks to:

- Introduce migrant workers and domestic workers to their rights and duties, as well as the duties and obligations of their employers towards them.
- Defend the rights of migrant and domestic workers, and provide them with legal assistance through different means.
- Follow up with security centers to remove security APBs (Runaway APBs)
- Contact employers to resolve disputes amicably and in a manner deemed satisfactory to both parties.
- Follow up with the Ministry of Labor on the issuance or renewal of work permits.
- Follow up with the Borders and Residence Department on the issuance of residence permits.
- Take any administrative, judicial or other measures in favour of the target group to leverage pardon laws while they remain in effect.

### Unit's Work Mechanisms

- Receive complaints from migrant workers and domestic workers and/or their attorneys with regard to cases involving a violation of their rights, namely cases involving: Withholding their passport /assault or physical violence.
- Conduct visits to the sites where migrant workers and domestic workers can be found, whether at their workplaces, embassies, security centers, reform and rehabilitation centers, and provide them with legal assistance, counsel and guidance.
- Follow up and coordinate with stakeholders (Ministry of Labor, Ministry of Interior) to provide legal assistance and counsel to migrant workers and domestic workers during the periods where workers can leverage the General Pardon Law.
- Contact the embassies of countries that export workers to inform them of the work and objectives of the Migrant Worker and Domestic Worker Legal Assistance Unit, develop a cooperation mechanism and coordinate to positively affect their rights.
- Litigation before the competent courts in regard to the cases of migrant and domestic workers in some instances.

**Should you wish to receive legal assistance, please visit the Legal Unit's office located at the Adaleh Center for Human Rights Studies.**



# Adaleh Center for Human Rights Studies

## Location

Amman - Tilaa Al Ali - behind the Ministry of Agriculture - Al-Mawardi St. - Building No. (4)

## Contact Information

Center's Telephone No.:	0 6 5 6 0 2 3 7 1
Unit's Phone No.:	0 7 9 6 1 5 9 6 6 6



# Jordanian Women's Union Association

## Location

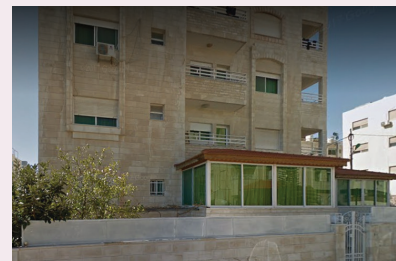
Jabal Al-Hussein Safad St. - behind Sukaina School.

## Contact Information

Telephone-administration: 0 6 5 6 8 7 0 3 7

Telephone - Guidance line: 0 6 5 6 7 5 7 2 9

Guest House Telephone: 0 6 5 6 8 9 5 2 2



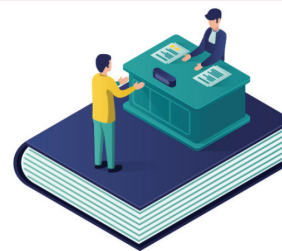
## Tamkeen for Legal Aid and Human Rights

### Location

Amman, Al-Madinah Al-Munnawarra St., Building 197, Third Floor, Office 306-307

### Contact Information

Center's Telephone No.:	065539501
Mobile No.:	0796404406 _ 0788510027 _ 0775222070



# Human Trafficking Unit

## Location

Amman \_ Khalda

## Contact Information

Direct line No.: 9 1 1

Hotline No.: 0 6 5 5 3 0 2 6 6



# Ministry of Labor

## Location

7th Circle \_ Issa Al-Naouri St.

## Contact Information

Telephone No.: 06 222 1020

National Call Center: 06 500 88080

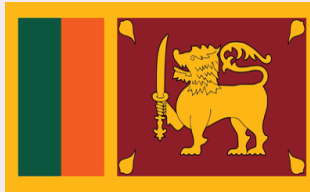




# Embassies and services provided to their citizens

## Services provided by embassies to their citizens

- The embassy works to protect its citizens' rights
- The embassy assists citizens in resolving any problems or violations that their citizens may face.
- The embassy assists citizens in returning to their country, renewing their passports and the issuance of necessary documents.



# Embassies and contact information

## 1 Embassy of the People's Republic Of Bangladesh

### Location

Um Othaina \_ Ibrahim Al-Ghazalani \_ Villa No. 7

### Contact Information

Telephone No.: 065529192

Email: [embangl@wanadoo.jo](mailto:embangl@wanadoo.jo)





## 2 Embassy of the Democratic Socialist Republic of Sri Lanka

### Location

Amman \_ Al Madina Al-Munawarra St. \_ next to Al-Rawashdeh Center Complex

### Contact Information

Telephone No.: 582061506

Email: [lankaembjo@orange.jo](mailto:lankaembjo@orange.jo)



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## Embassy of the Republic of the Philippines

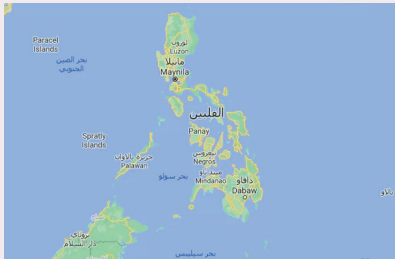
### Location

Amman \_ Abdoun \_ Sataan Al-Hassan St. \_ Villa No. 16

### Contact Information

Telephone No.: 065901730

Email: ammanpe@orange.jo



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## Ethiopian Consulate

### Location

Amman\_Rabieh\_Ahmad Al-Najdawi St.\_Building No. (37)

### Contact Information

Telephone No.: 0779909990

Email: [info@ethioconsulatejo.com](mailto:info@ethioconsulatejo.com)



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## Embassy of the Federal Democratic Republic of Nepal

### Location

There is no embassy in Amman, however the embassy in Riyadh - KSA may be contacted

### Contact Information

Telephone No.: 1 4 6 1 1 1 0 8 (00966 )

Email: [info@rneksa.org](mailto:info@rneksa.org)



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## Embassy of the Republic of Uganda

### Location

There is no embassy in Amman, however the embassy in Riyadh - KSA may be contacted

### Contact Information

Telephone No.: 4 5 4 4 9 1 0 ( 0 0 9 6 6 1 )

Email: ugariyadh@hotmail.com





## Economic Aspects

### The wages of domestic workers based on bilateral agreements between Jordan and exporting countries

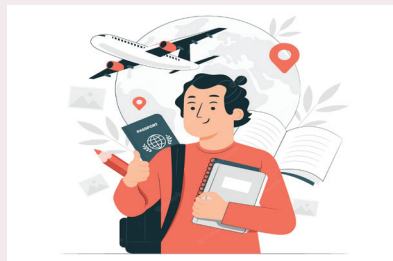
#	Nationality	Wage
1	Ghana	\$250 (with experience)
		\$225 (without experience)
2	Bangladesh	\$250 (with experience)
		\$225 (without experience)
3	The Philippines	\$400
4	Ethiopia	\$250 (with experience)
		\$225 (without experience)
5	Nepal	\$300
6	Uganda	\$250 (with experience)
		\$225 (without experience)

Domestic workers are exempted from the Jordanian minimum wage of JD260 or its equivalent of \$366, as this shall not apply thereto



## Cost of work permit fees for domestic workers (Dinars) per year

#	Expenses	Nationality					
		Ethiopia	Ghana	Uganda	Bangladesh	The Philippines	Nepal
1	Work permit fees	430	430	430	430	430	430
2	Medical examination fees /Ministry of Health	85	85	85	85	85	85
3	Residence permit fees/Borders and Residence Department	31	31	31	31	31	31
4	Queen Alia International Airport entry visa fees	40	40	40	40	40	40
5	Insurance Policy	25	25	25	25	25	25





## Employer's Compensation

The office is obligated to compensate the homeowner who wishes to transfer the worker to another in the second year once the work permit expires with the amount below, one month after the date of starting work for the new homeowner, as follows:

Nationality	Ethiopia	Ghana	Uganda	Bangladesh	The Philippines	Nepal
Expenses in Jordanian Dinar	500	500	500	600	1200	1000





# Legal Aspects

## 1. What information and documents must the worker retain to claim their rights?

- Work contract.
- Employer's full name.
- Worker's personal number.
- Worker's passport
- Work Permit
- Workplace.

## 2. Is the worker obligated to pay recruitment fees?

The worker shall not pay any sums to the recruitment office or employers.

### **3. Is the office obligated to secure a travel ticket for workers who wish to leave and refuse to complete the duration of their work contract for the homeowner?**

Yes, should the worker refuse to work and wish to leave the Kingdom, the Office undertakes to secure a travel ticket for the worker at its own expense, provided that this refusal occurs within 90 days of the worker's entry into the country or within 30 days of moving in with the new homeowner.

### **4. Are domestic workers detained and deported in case of an APB regarding their absence from home or working in another sector?**

Yes, in the event of an absence APB on the worker in another sector, a resolution shall be issued by the Minister of Interior or Minister of Labor regarding deportation or apprehension.

### **5. Are non-Jordanian domestic workers permitted to transfer to other sectors?**

Domestic workers may not transfer to other work sectors.

**6. Are domestic workers permitted to call families abroad at the homeowner's expense?**

Yes, the worker reserves the right to call their family abroad at the homeowner's expense once a month and at the worker's expense if they wish to do so more often.

**7. Is the homeowner obligated to secure a flight ticket for the worker?**

Yes, after working two years therefor.

**8. Is the worker entitled to a weekend?**

Yes, this day shall be determined in agreement between the worker and homeowner.

**9. Is the worker entitled to an annual vacation?**

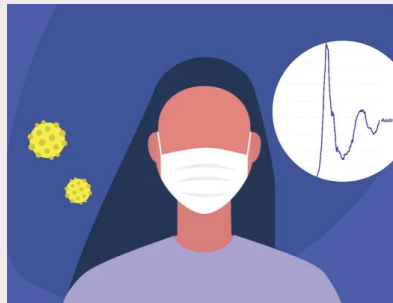
Yes, the worker is entitled to 14 paid vacation days per year, determined in agreement with the homeowner. An agreement may be reached to postpone vacation days to the end of the worker's contract.

## 10. Does the sponsorship system in Jordan allow for transfer from one homeowner to another?

The migrant worker shall not be transferred from one employer to another without permission from the original employer.

## 11. How many hours are domestic workers obligated to work?

The actual total amount of time the worker spends doing housework shall be 8 hours a day, not counting the time the worker spends resting or eating.



### **12. Is the worker entitled to paid sick leave?**

Yes, the worker is entitled to 14 days of paid sick leave annually.

### **13. What are the rights of the domestic worker's rights?**

It is a domestic worker's right to be treated with respect and be provided with suitable work requirements and terms, as well as being secured with all their needs, including clothing, food, drink, a well-lit and ventilated room, bedding and linens, the right to privacy and permission to observe religious practices without prejudice to public law and morals.

### **14. When are the wages of domestic workers due and how is this done?**

A worker's monthly wage shall be paid in Jordanian Dinar or its equivalent in foreign currency within no more than seven days of its due date, provided that payment is made using the methods and ways determined by the Minister for this purpose, either by opening a bank account for the worker in which their monthly wage shall be deposited or by transferring the salary to the worker's country upon their request, provided that the employer shall keep a copy of any documents proving the payment of the monthly wage.

### **15. When are worker liable for wage deductions?**

If it has been proven that the worker is responsible for the loss or destruction of tools, machinery or products owned by or in the possession of the homeowner, or that were entrusted to the worker as a result of the worker's error or violation of the employer's instructions, then the employer may deduct from the worker's wage the value of the lost or destroyed items or the cost of their repair, provided that this sum does not exceed the value of 5 days of the monthly wage. The employer may also resort to the competent legal courts to demand compensation for the damages caused by the worker.

### **16. Is the employer obligated to pay work permit and residence permit fees?**

The employer undertakes to pay the fees of issuing residence and work permits as well as an annual renewal fees.

### **17. Does the employer have the right to have the domestic worker work in a different home?**

The employer shall not use the worker in any place other than their usual or temporary place of residence with their family.

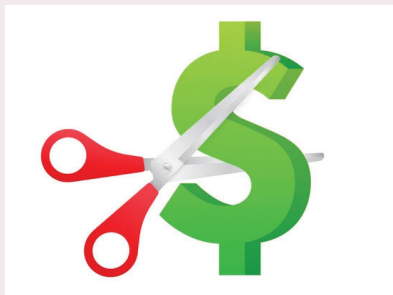


### **18. Does the employer have the right to take the worker to work in a different country?**

The employer shall only take the worker to another country for temporary stay upon receiving their consent and notifying their country's embassy

### **19. Are workers who leave their post liable for the cost of recruitment and travel ticket?**

Yes, should the worker leave their post without cause or justification, they shall be liable for all financial obligations as per the signed work contract as well as the cost of their return to their country.



## **20. What are the obligations of domestic workers?**

1	Performing housework faithfully and diligently.
2	Respect the privacy of the home they work in and preserve the possessions of the homeowner and contents of the home.
3	Not to disclose secrets they become privy of.
4	Respect society's prevalent norms and traditions
5	Notify the homeowner prior to leaving the house or being absent therefrom.

## **21. Do employers have the right to withhold the worker's passport and legal documents?**

Employers do not have the right to withhold the worker's passport and legal documents.

## **22. Is the employer obligated to provide the worker with healthcare?**

Yes, the employer is obligated to provide the worker with healthcare.

### 23. What are the procedures that the worker must follow should they leave work due to the violation of their rights by the employer?

Report the violation as soon as possible through the worker's embassy, Ministry of Labor, and civil society institutions that are active in this field to ensure the preservation of their rights.

### 24. Are domestic workers covered by social security provisions?

To this day, domestic workers are not covered by the provisions of social security.



**25. Does the law criminalize violence and harassment at work?**

Yes, any acts of violence or harassment against domestic workers by the homeowner or any other person is punished.

**26. Does the worker have the right to leave their work should they suffer of a physical, sexual or human rights violation?**

Yes, the worker reserves the right to leave their work and demand compensation in the event of facing any physical or sexual violation.

**27. Is it permitted to deduct from the worker's wages in exchange for training in their home country or host country?**

No sums shall be deducted from the worker's wage in exchange for the training whether in their home country or in the country where they work.



**For further information**  
**Please contact Adalah Center for Human Rights Studies**

Location:	Amman - Tilaa Al Ali - behind the Ministry of Agriculture Al-Mawardi St. - Building No. (4)
Telephone No.:	5 6 0 2 3 7 1
Fax No.:	5 6 0 3 6 2 6
P.O. Box:	1 8 3 6 8 2
Postal code:	1 1 1 1 8 ( Amman - Jordan )

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website:	<a href="http://www.adaleh-center.org">www.adaleh-center.org</a>



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