

## Frequently Asked Questions

### Work Permits for Syrian Refugees in the Urban Environment in Jordan

Under Jordanian law, Employers of non-Jordanian workers are legally required to obtain a work permit from the local Labour Directorate of the Ministry of Labour. If all requirements are met, eligible Syrians will be issued one-year work permits authorizing their employment with the specific employer. The following aims to provide information about work permit requirements and the application process, and to answer frequently asked questions.

#### Q1: WHAT ARE THE WORK PERMIT REQUIREMENTS FOR SYRIAN REFUGEES?

Minimum age to work and obtain a work permit is 18.

##### **Required documents from the worker:**

1. Valid Ministry of Interior (Mol) service card
2. Certificate of Good Health – only required if the Mol service card is older than one year at the date of application
3. Personal Photo (2)

##### **Required documents from the employer:**

1. Certificate of Incorporation/ Commercial Registry Certificate.
2. Occupational licensure certificate
3. A statement from Social Security confirming registration
4. Work contract
5. Identity Card of the Employer or an authorization of the applicant to apply for the work permit signed by the employer.
6. For work permits in agriculture applications: a letter from Agriculture Directorate stating the details of the land, type of ownership and the irrigation method.
7. If the Employer was an Agricultural Union/ Agricultural Association: a certificate of incorporation.

#### Q2: WHAT IS THE PROCEDURE FOR AN EMPLOYER TO OBTAIN A WORK PERMIT?

1. Approach the nearest Labour Directorate
2. Fill out the application form
3. Attach the above mentioned required documents
4. Approval granted by Ministry of Labour/ Labour Directorate

#### Q3: WHAT ARE THE PRINCIPAL JORDANIAN LEGAL RIGHTS FOR WORKERS?

1. The right to an employment contract
2. The right to a minimum wage
3. The right to annual leave for 14 days per annum
4. The right to paid sick leave for 14 days based on medical reports
5. Maximum working hours are up to 48 hours per week. If an employee works for more than eight hours per day and 48 hours per week, he/she is entitled to overtime compensation
6. The right to receive overtime compensation if working on weekends or national/religious holidays
7. The wage shall be paid within a maximum of seven days from the date it is due

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8. Women have the right to paid maternity leave for a total of 10 weeks, and the right to one paid hour for nursing per day for a period of one year from the date of delivery
9. The right to be enrolled into Social Security
10. The right to be medically treated and receive compensation (if applicable) in the case of any work-related injury

#### Q4: CAN YOU KEEP YOUR REFUGEES STATUS AFTER OBTAINING LEGAL EMPLOYMENT AND RECIEVE FURTHER SUPPORT?

There will be no change to the status of Syrians registered with UNHCR once you receive your Work permit. UNHCR and partner organisations are committed to continue support to the most needy.

#### Q5: ARE SYRIANS STILL ELIGIBLE FOR RESETTLEMENT CONSIDERATION AFTER OBTAINING A WORK PERMIT?

Syrian refugees holding work permits may still be considered for UNHCR resettlement to third countries.

#### Q6: IS ENROLMENT IN THE SOCIAL SECURITY MANDATORY AND WHAT IS IT FOR

In general, Social Security subscription is mandatory with the exception of household helpers and unskilled agricultural workers. Social security covers: 1- Work related injuries, 2- Retirement, 3- Disability Insurance, 4- Death insurance, 5- Maternity insurance, 6- Unemployment insurance where applicable.

The subscription is a joint responsibility of both the Employer and the Employee and are to be paid on monthly basis and shall be calculated as follows:

	2016	2017
<b>Employer's contribution</b>	13.75%	14.25%
<b>Employee's contribution</b>	7.25%	7.50%
<b>Total</b>	21%	21.75%

Once the employment contract is terminated and the work permit is cancelled, a foreign worker can retrieve the deductions for Social Security subscription (paid in by them and their employer) directly if such amount does not exceed JOD 1000. If the amount exceeded JOD 1000 a letter shall be obtained from the Income and Sales Tax Department and after presenting the letter and income tax is paid (if applicable) the deductions will be returned to the worker.

#### Q7: WHO SHOULD BE CONTACTED IN CASE OF QUESTIONS OR DISPUTES?

**GENERAL INQUIRIES:** UNHCR Helpline: 06 400 8000

**SPECIFIC WORK PERMIT AND LABOUR LAW RELATED QUESTIONS: Ministry of Labor's Hotline:** The Ministry of Labour has a free hotline that receives calls regarding labour law issues: Free line: **080 022 208**, Zain network: **0796580666**, Orange network: **0777580666**, Umniah network: **0785602666** or through **WhatsApp: 0790955557** and email: [hotline@mol.gov.jo](mailto:hotline@mol.gov.jo). The hotline has answer machines that receive complaints after 3:30 pm.

**LEGAL ISSUES: Legal Unit in UNHCR Amman-Khalda, or ARDD-Legal aid:** For legal counselling and/or mediation: **06-4617477** operating Sunday-Thursday, 9:00 AM to 6:00 PM.

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