



# REGULATORY FRAMEWORK GOVERNING MIGRANT WORKERS <sup>1</sup>

Updated May 2023



International  
Labour  
Organization

## PRIVATE SECTOR WORKERS

(other than domestic workers  
and agriculture workers)

## DOMESTIC WORKERS

<b>KEY LEGISLATION</b>	Jordanian Labour Law, No. 8/1996, and its amendments. <sup>2</sup>	Regulation No. 90/2009 concerning Domestic Workers, Cooks, Gardeners and Similar Categories, and its amendments. <sup>3</sup>
<b>RECRUITMENT</b>		
<b>RECRUITMENT FEES</b>	<p><i>The Rule</i></p> <p>Charging recruitment fees to workers is not prohibited.</p> <p><i>Exceptions</i></p> <p>Workers employed in the Qualified Industrial Zones (QIZs) are not required to pay any fees, except for the “fees stipulated by the law in the country of origin of the worker”.<sup>4</sup></p>	It is prohibited for recruitment agencies to charge fees to domestic workers. <sup>5</sup> Employers must also pay for work and residency permits.
<b>PASSPORT CONFISCATION</b>	It is prohibited for employers to confiscate workers’ passports. <sup>6</sup>	
<b>WORKING CONDITIONS</b>		
<b>CONTRACT</b>	An employment contract may be written or verbal. Written contracts should be drafted in Arabic in two copies, one for each party. If a worker does not understand Arabic, a copy of the contract must be made in a language the worker understands.	<p>An employment contract is written and drafted in four copies in Arabic and in a language the worker understands.</p> <p>The employer, the domestic worker, the Ministry of Labour and the recruitment agency shall each have a copy of the contract.</p>

<sup>1</sup> The information in this factsheet is made available for general information purposes only. The information included does not, and is not intended to, constitute legal advice. No obligations or rights can be derived from the information provided. This factsheet was prepared by the ILO FAIRWAY Project, supported by the Swiss Agency for Development and Cooperation, and is based on publicly available information.

<sup>2</sup> The most recent amendments to the Labour Law were made through Law No. 14/2019. The most relevant amendments concerned the following areas: wages, overtime, paternity leave, annual leave, childcare, retirement and labour disputes.

<sup>3</sup> As amended by Regulation No. 64/2020, Regulation No. 11/2013 and Regulation No. 49/2011.

<sup>4</sup> Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers in the QIZs, article 3(a). Additionally, along with their work permit application, employers in the QIZs must submit a certificate authenticated by the worker’s embassy stating that the worker has been recruited through a licensed recruitment agency and that the worker has not paid any recruitment fees, together with a certified copy of the job announcement published in a newspaper in the worker’s home country outlining the terms and conditions of employment.

<sup>5</sup> Regulation No. 63/2020 on the Organization of the Private Offices for Recruiting Non-Jordanian House Workers, issued pursuant to article 10(b–c) of the Labour Law, No. 8/1996.

<sup>6</sup> Passport Act, No. 2/1969, and article 77(b) of the Labour Law, No. 8/1996.

MINIMUM WAGE	The minimum wage is 260 Jordanian dinars (JOD) (US\$367) for nationals and 245 dinars (US\$346) for migrant workers, except for domestic workers, migrant workers in the QIZs and loading–unloading workers. For workers in the QIZs the minimum wage is 125 dinars in cash (US\$176) plus 95 dinars (US\$134) of in-kind wages (food and accommodation). <sup>7</sup>	None applicable.
WORKING HOURS	<p><b>The Rule</b></p> <p>Eight hours per day, excluding breaks, and 48 hours per week. It is possible to increase daily working hours up to 11 hours, so long as the total hours do not exceed 48 hours per week. The maximum limit of the weekly working hours and rest periods may be distributed so that the total does not exceed eleven hours per day.</p> <p><b>Exceptions</b></p> <p>The employer may request compulsory overtime in very limited cases, and this is capped at no more than 30 days in any year.<sup>8</sup></p>	Eight hours per day, excluding breaks.
REST PERIODS	One day per week, usually Friday. <sup>9</sup>	<p>One day per week agreed upon between the domestic worker and employer.</p> <p>A minimum of eight hours of sleep per day.</p>
OVERTIME	<p>Overtime provision is rated as follows:</p> <ul style="list-style-type: none"> <li>• 125 per cent of normal wages for all ordinary overtime hours worked;</li> <li>• 150 per cent of normal wages for all overtime hours worked on weekly rest days, religious feasts and public holidays.</li> </ul> <p><b>Exceptions</b></p> <p>The provisions of the articles related to working hours stipulated in the Labour Law are not applicable to persons undertaking the duties of general supervision, managing the company or travel within the Kingdom or abroad.</p>	<p>Overtime is not provided for by Regulation No. 90/2009.</p> <p>The domestic worker is entitled to a compensatory leave day if asked to work on the weekly rest day by their employer.</p>
PAYMENT OF WAGES <sup>10</sup>	Employers should pay wages monthly and can do so in cash or in kind, and payment must be paid within seven days of its due date. <sup>11</sup>	Employers must pay wages on a monthly basis. Payment must be within seven days from its due date. Employers must keep evidence of the salary payments.

7 The tripartite committee met in February 2023 and decided to keep the minimum wage for 2023 and 2024 at 260 JD. An agreement was also reached to revise and increase the minimum wage by indexing to the Consumer Price Index (CPI) in early 2025.

8 Under article 57 of the Labour Law, compulsory overtime can be requested to prepare inventory, balance sheets, closing accounts, and so on, or “to avoid loss of merchandise or any other material exposed to damage”. In cases of compulsory overtime, there should be additional wages.

9 With the employer’s consent, workers may accumulate weekly rest days so long as these are used within one month.

10 The amended law introduces the concept of “discrimination of wages”, which can be explained as inequality in payment of wages based on gender. The law imposes a penalty on the employer of 500–1,000 dinars (US\$705–1,410) in the event the employer discriminates between the employees based on their gender.

11 Wages include all entitlements provided for under the law, employment contract, or bylaws, such as:

- cash or in-kind housing allowance;
- allowances for Fridays and official holidays;
- life insurance allowance;
- technical, specialist and liability allowances;
- monthly or annual allowances; and
- food allowances.

<p><b>ANNUAL LEAVE AND SICK LEAVE</b></p>	<p>Annual leave – 14 days of fully paid annual leave.</p> <p>Workers who have worked with the same employer for at least five years are entitled to at least 21 days of paid annual leave. Workers who have worked for less than a year are entitled to paid leave calculated in proportion to the period of employment for that year.<sup>12</sup></p> <p>Sick leave – 14 days of fully paid sick leave. For establishments with fewer than 20 workers, a worker’s sick leave may be renewed for another fully paid 14 days if the worker is hospitalized based on the orders of a physician. For the establishments with more than 20 workers, a medical committee shall be appointed for the purposes of approving medical reports.</p> <p>Maternity leave – Female workers are entitled to 10 weeks maternity leave (with full pay); while fathers are entitled to three days of leave after the birth of a child.</p>	<p>Annual leave – 14 days of fully paid annual leave.</p> <p>Sick leave – 14 days of fully paid sick leave.</p>
<p><b>OTHER REQUIREMENTS</b></p>	<p>Not applicable.</p>	<p>Domestic workers are entitled to call their family abroad at the expense of the employer once a month.<sup>13</sup></p> <p>Employers must purchase the domestic worker’s return ticket to their country of origin after two years of employment.</p>
<p><b>END OF SERVICE GRATUITY</b></p>	<p>At least one month’s wages per year worked for any worker who is not registered under the Social Security Law (calculated on a pro rata basis).</p>	<p>Not applicable.</p>
<p><b>FREEDOM OF ASSOCIATION</b></p>		
<p><b>ABILITY TO JOIN TRADE UNION</b></p>	<p>There are 17 established trade unions in Jordan. Any worker in a job or occupation covered by the established trade unions has the right to join the trade union if he or she fulfils the membership conditions, including migrant workers.<sup>14</sup> In 2022, the Ministry of Labour updated the list of the industries and economic activities included under each of the 17 sectors of activity assigned to the recognised sectoral unions, including agricultural and domestic workers for the first time. However, there is no provision for new unions to be established (whether by migrant workers nor Jordanian workers).</p>	

12 Workers are entitled to an additional 14 days of paid leave per year if they: (i) participate in a labour education course approved by the Ministry of Labour or the General Federation of Jordanian Trade Unions; or (ii) go on pilgrimage (only once during their period of employment, after five years of continuous service).

13 Workers can also make extra calls at their own expense and exchange letters.

14 Labour Code, article 97. Decision No. 2022/45 of the Minister of Labour dated 18 July 2022, amending the Decision concerning the categories of industries and economic activities in which workers are allowed to establish unions, included agricultural workers in the professions that can join the union of food industries, which is henceforth called the General Union of Water, Agriculture and Food Industries Workers. Domestic workers were also added to the professional categories covered by the Union of General Services and Free Professions.

## GRIEVANCES AND DISPUTE RESOLUTION

LODGING COMPLAINTS/ RESOLVING DISPUTES	<p><b>Conciliation</b></p> <p>If the worker is still employed with the employer against whom he/she has a complaint, all labour complaints must be filed online via the electronic platform <i>Hemayeh</i>. The inspector must contact both parties by phone and can conduct an inspection visit to the company. Both parties must upload supporting documents, and the inspector will make a decision or try to amicably resolve the dispute.</p> <p><b>Judicial remedy</b></p> <p>Individual labour disputes, except those related to wages within the jurisdiction of the Wage Authority in Amman, can be raised before the Magistrate Court,<sup>15</sup> and should be considered within three months of filing.</p> <p>Labour cases are exempt from court fees the first time they are filed.</p> <p>If the dispute relates to wages (including not paying the full wage, illegal deductions, delay in paying the wage, wages for overtime hours, or any discrimination in wages for work of equal value), the Wages Authority has the jurisdiction so long as the worker is still employed or is within six months of terminating the work. Choosing to resolve disputes through the Wages Authority is voluntary.</p>	<p><b>Conciliation</b></p> <p>All labour complaints must be filed online via the electronic platform <i>Hemayeh</i>.</p> <p>The case is referred to the Domestic Workers Department at the Ministry of Labour for amicable settlement.</p> <p>Under the law, labour inspectors are allowed to enter the household with the consent of the employer, but in practice, no household inspections are carried out.</p> <p><b>Judicial remedy</b></p> <p>Domestic workers may file a dispute with the courts.</p>
SHELTER AND PROTECTION SERVICES	<p>There are small shelters in Amman run by the Ministry of Social Development (Al Karamah Shelter) and by the <a href="#">Jordanian Women’s Union</a> for victims of trafficking.</p>	
SPONSORSHIP		
SPONSORSHIP AND CHANGING EMPLOYERS	<p><b>With permission of employer</b></p> <p>Workers can transfer their sponsorship. Agricultural and construction workers can transfer immediately with the consent of the first employer. For other sectors, workers can only transfer after 6 months from the work permit issuance date.</p> <p><b>Without permission of employer</b></p> <p>After one year of service with the original employer, except for QIZ workers and agriculture sector workers.</p>	<p><b>With permission of employer</b></p> <p>Domestic workers can transfer their sponsorship to another employer anytime or terminate the contract.</p> <p><b>Without permission of employer</b></p> <p>After two years of service with the original employer.</p> <p>A domestic worker has the right to leave work immediately and seek justice if she/he was subject to sexual or physical abuse, or to a serious violation of the workers’ fundamental rights.</p>
LEAVING THE COUNTRY	<p>There is no requirement for an exit permit to leave the country.<sup>16</sup></p>	

<sup>15</sup> Magistrates Courts have jurisdiction in labour matters. There are 14 magistrates in Amman, and most other Jordanian cities have two or three such courts. Both civil and criminal cases before the Magistrate’s Court are heard by a single judge.

<sup>16</sup> Workers who are found to be working with an expired work permit are deported and denied re-entry for five years.