

## Frequently Asked Questions

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

Under Jordanian law, non-Jordanian workers are legally required to obtain a work permit from the Ministry of Labour. Employers and foreign workers who do not comply with this requirement may be subject to fines or other penalties. The Government of Jordan recently announced that the fees normally required for work permit application and issuance will be waived for Syrians holding Ministry of Interior documentation (MoI service card) for a three-month period ending 5 July 2016. Those who wish to employ Syrians should apply for work permits at their local Labour Directorate. 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?

Employers wanting to hire Syrian refugees can apply for an annual work permit free of charge at their local Labour Directorate until 5 July 2016. No associated fees shall be paid by the refugee.

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

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

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

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

1. Certificate of incorporation
2. Occupational licensure certificate
3. A statement from Social Security confirming registration
4. Work contract

#### 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

#### 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

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7. The wage shall be paid within a maximum of seven days from the date it is due
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 receive compensation in the case of any work-related injury

#### Q4: CAN YOU KEEP YOUR REFUGEES STATUS AFTER OBTAINING LEGAL EMPLOYMENT?

There will be no change to the status of Syrians registered with UNHCR once they start working legally.

#### 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: 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** 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.

#### Q7: WHERE ARE THE LABOUR DIRECTORATES?

You can find Labour Directorates in: Zarqa, Irbid, Karak, AlSalt, Mafraq, Jerash, Al-Rusiefa, Ma'an, Madaba, 3<sup>rd</sup> Amman Directorate-Sahab, 2<sup>nd</sup> Amman Directorate-Suweileh, 1<sup>st</sup> Amman Directorate, Al Duleil, and Amman Chamber of Commerce.

Working hours are from 8:30 am to 3:30 pm.

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