New Work Permits Regulations in Jordan
Communication with Communities Strategy
November 2017

Context:

The Jordanian Ministry of Labour released new regulations regarding the issuance and renewal of work permits for Syrian refugees in Jordan. To disseminate this information among the concerned and relevant refugee population, UNHCR conducted several communication actions.

Initial text received:
“Letter by Minister of Labor:
Greetings,
Since the ministry is seeking to legalize the Syrian working force and to organise it in the Jordanian labour market, and to achieve the global indicators of the special work permits of the Syrian refugees (the eleventh indicator of the American monetary donation, the first indicator of the programme that aims at economic results (outcomes) for Jordanian and Syrian refugees by the world bank, and the indicators of the European fund to improve the private sector) only the Syrian workers are allowed of the below:
- The ability to shift from the agricultural sector to any sector once the permit is expired.
- The ability to shift from the supporting services sector to any other sector once the permit is expired.
- The ability to shift from the bakeries sector to any other sector once the permit is expired.
- No clearance is required when moving from an employer to another once the permit is expired.
- No recognition of prior learning for issuance of work permit in the construction sector

Kindly abide by this and consider everything regarding the Syrian Workers in my previous letters cancelled.”

Communication Objectives:

- Disseminate the information about the new regulations among refugees at working age and refer them to links providing further details.

Communication Framework:

<table>
<thead>
<tr>
<th>Audience</th>
<th>Persons of Concern, of Syrian nationality, aged between 18 and 60 (at working age) in Jordan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective</td>
<td>Inform the target audience about the new regulations.</td>
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<tr>
<td>Messages</td>
<td>❖ Change in procedures</td>
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<td></td>
<td>❖ Easier regulations</td>
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<td></td>
<td>❖ Link to the detailed regulations</td>
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<td></td>
<td>❖ Link to the updated FAQs on work permits</td>
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</tbody>
</table>
**Channel**

- SMS – Zain (bulk)
- Social media platforms (Facebook & Twitter)
- FAQs

**Core Messages**

**SMS**

**ENGLISH**

New work permit regulations: [https://goo.gl/PT72yY](https://goo.gl/PT72yY)
Female workers in the agricultural sector must issue a work permit.
More information: [https://goo.gl/BVHfo2](https://goo.gl/BVHfo2)

**ARABIC**

إجراءات جديدة لتصاريح العمل: [https://goo.gl/PT72yY](https://goo.gl/PT72yY)
على السيدات العاملات في الزراعة إصدار تصريح عمل.
المزيد: [https://goo.gl/BVHfo2](https://goo.gl/BVHfo2)

**Facebook**

**ENGLISH**

Update in regulations by the Ministry of Labor to ease the issuance and renewal of work permits for Syrian refugees in Jordan:

1. You can now get a work permit in other sectors open to foreigners when your current permit in the agricultural, supporting services or bakeries sectors is expired.
2. You can have a new work permit with a new employer when your work permit has expired without the clearance of the previous employer.
3. You can get a work permit in the construction sector without recognition of prior learning certificate. You only need a copy of your insurance policy for work injuries from one of the insurance companies approved by the Ministry of Industry and Trade. You should keep the original copy of the signed insurance policy to be submitted to the insurance company in case of treatment or compensation for death within the coverage limits foreseen by the policy itself, Note that the price of the insurance policy is 45 JODs.

For women working in agriculture: a work permit provides better protection! Your work is important. Get a work permit from an agricultural cooperative licensees to issue work permits!

For more information and assistance, please contact the Ministry of Labor on 080 022 208 or the UNHCR helpline (06 400 8000).
تغيير من وزارة العمل حول إجراءات تصاريح العمل لللاجئين السوريين في الأردن:
يمكنك الآن الانتقال من القطاع الزراعي أو الخدمات المساندة أو المخابز إلى أي قطاع آخر من القطاعات المسموح العمل فيها لغير الأردنيين فور انتهاء تصريحك الحالي.
يمكنك الحصول على تصريح عمل جديد مع صاحب عمل جديد فور انتهاء تصريحك الحالي دون الضرورة للحصول على براءة ذمة من صاحب العمل السابق.
 herausاً من الضرورة للحصول على براءة ذمة من صاحب العمل السابق لتمديد تصريحك.
التامين الممرض لمن قبل وزارة الصحة والتجارة مع ضرورة الاحتفاظ بالنسخة الأصلية مع تقديمها للشركة المتعاطفة للرعاية الطبية أو إعاشة موظفي الدوام المذكورين.
من الضروري على السيدات العاملات في قطاع الزراعة إصدار تصريح عمل، حيث يمكنهن من حماية أفضل. يمكنهم من حماية أفضل. لا يمكنهم من حماية أفضل.
للمزيد من المعلومات والمساعدة، الرجاء الاتصال بوزارة العمل (080022208) أو خط المفوضية (064008000).

Actions taken

27.11.2017 – 03:56 PM – The FAQs in both its English & Arabic versions have been shared with all heads of units and field offices/sub-offices for their reference, prior to the dissemination of the information among the refugees. Following is the communicated e-mail:

Dear colleagues,

Note that UNHCR Jordan will be sending an update on work permit regulations to refugees through SMS, social media and WhatsApp. The new regulations shared by MoI concern mainly the renewals of work permits and they also ease the process to obtain a work permit in the construction sector.

Update for regulations by the Ministry of Labour to renew the taxman and renew work permits for Syrian refugees in Jordan:

1. You can renew a work permit in other sectors except for cleaners even if you have previously worked in that sector. The list of permitted sectors is subject to change.
2. After this period, cleaners with a current permit in the agricultural sector will be required to renew it in the foreign sector.
3. You can get a work permit in the construction sector without recognition of prior licensing. However, you only need a copy of your insurance policy for work injuries approved by the Ministry of Industry and Trade. Note that the price of the insurance policy is 45 JDs.

The above may lead to an increase in the number of calls to the helpline and of refugees approaching UNHCR Registration centers and our partners offices looking for answers and clarifications.

Kindly find attached FAQs in both English and Arabic on work permits to be shared with frontline colleagues both in urban and camps in case they receive questions from refugees on these issues. The FAQs have been endorsed by MoI and ILO.

Thank you to colleagues from the field offices who supported us in putting these documents together.

Please let me know if you require any further query that is not covered in the attached questionnaires so we can update them.

Warm regards,

Olga

(E-mail sent by Olga to concerned UNHCR Jordan staff members)

https://goo.gl/PT72Y
29.11.2017 – 04:54 PM (approx.) – an SMS was sent to out to a total of 182,067 recipients among the Syrian refugee population registered with UNHCR Jordan at working age, displaying the above message. Given that the text takes the space of two SMS per recipient, the total number of sent SMS was 364,134. The SMS was eventually delivered to a total of 129,245 recipients (amounting to 258,490 SMS). Different factors play a role in the delivery of the SMS that was confirmed to be sent, including the change of phone numbers by the refugees and the network coverage at the moment of issuing the delivery report, among others.

The first link in the SMS redirects the readers to the summary of the update in regulations regarding the work permits for Syrian refugees, while the second one is a link to the FAQs (see below).

(First page of the FAQs – link 2)
29.11.2017 – 10:12 AM – A Facebook post was created in Arabic & English to disseminate the information through UNHCR Jordan’s official page. Exactly 24 hours after the post was published, it reached some 13,264 viewers.

(Extracted from UNHCR Jordan’s official Facebook page on 30.11.2017, 10:45 AM)

29.11.2017 – 11:13 AM – A Tweet in Arabic was created to disseminate the information through UNHCR Jordan’s official page, reaching some 362 people within 24 hours of creating the post.

(Extracted from UNHCR Jordan’s official Twitter page on 30.11.2017, 10:45 AM)
Focal Points

1. Olga Sarrado Mur (Associate External Relations Officer)
2. Mohammad Hawari (Senior Mass Information Associate)
3. Meshal El-Fayez (Mass Communication Associate)