

## PRIVATE SECTOR WORKERS

(other than domestic workers  
and agriculture workers)

## DOMESTIC WORKERS

KEY LEGISLATION	Jordanian Labour Law, No. 8 of 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>
RECRUITMENT		
RECRUITMENT FEES	<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.
PASSPORT CONFISCATION	It is prohibited for employers to confiscate workers’ passports. <sup>6</sup>	
WORKING CONDITIONS		
CONTRACT	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. 10 of 2023. The most relevant amendments concerned the following areas: agencies for recruiting non-Jordanian workers, conditions for employing non-Jordanian workers, definition of sexual harassment, discrimination based on sex, and tightening some penalties in the law.

<sup>3</sup> As amended by Regulation No. 64 of 2020; Regulation No. 11 of 2013; and Regulation No. 49 of 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, a QIZ employer 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 of 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 of 1996.

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

MINIMUM WAGE	The minimum wage is 260 Jordanian dinars (US\$367) for nationals and migrant workers (except for domestic workers and QIZ workers). <sup>7</sup> 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).	Not specified by law.
WORKING HOURS	<p><i>The Rule</i></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.</p> <p><i>The Exception</i></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 determined 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><i>Exceptions</i></p> <p>The provisions of the articles related to working hours stipulated in the Labour Law are not applicable to persons undertaking duties of general supervision, managing the company or traveling within the Kingdom or abroad.</p>	<p>Overtime provisions for domestic workers are not specified by law.</p> <p>Domestic workers are 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 in addition to overtime 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 dinars (US\$366). An agreement was also reached to revise and increase the minimum wage by indexing it to the Consumer Price Index 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 the event 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 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.

<b>ANNUAL LEAVE</b>	<p>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.</p> <p>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>14 days of fully paid annual leave.</p> <p>Employers must purchase the domestic worker's return ticket to their country of origin after two years of employment.</p>
<b>OSH AND LABOUR ACCOMMODATION</b>	<p>Employers with more than 20 employees must conduct a risk assessment including identifying workers exposed to potential risks and implementing protective and preventive measures, as well as monitoring.<sup>13</sup></p> <p>Employers must appoint part-time physicians and nurses or contract with hospitals or health centres to provide healthcare services to their workforce. Employers must ensure healthy and suitable conditions for workers with disabilities, those with special healthcare needs, and pregnant workers. The number of medical staff within enterprises depends on the workforce size and the level of risk associated with activities.<sup>14</sup></p> <p>Employers must appoint OSH supervisors at two levels: technical and specialist, and a certification scheme is developed for each level. The number of safety supervisors within enterprises again depends on the workforce size and the level of risk associated with activities.<sup>15</sup></p>	<p>Domestic workers are entitled to call their family abroad at the expense of the employer once a month.<sup>16</sup></p> <p>The employer must provide a well-ventilated and well room as well as the right to privacy.<sup>17</sup> The employer must provide necessities such as clothing, food and beverages.<sup>18</sup></p>
<b>LEGAL ACCESS TO SOCIAL PROTECTION <sup>19</sup></b>		
<b>MEDICAL INSURANCE COVERAGE</b>	Not specified by law.	Private health insurance coverage is mandatory and must be paid by the employer. <sup>20</sup>
<b>SICKNESS LEAVE AND PAY</b>	<p>14 days of fully paid sick leave.</p> <p>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>	14 days of fully paid sick leave.

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 Occupational safety and health bylaw and prevention of occupational hazards (2023).

14 Bylaw of preventive and curative medical care for workers (2023).

15 Bylaw pertaining forming OSH committees and appointing OSH supervisors (2023).

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

17 Regulation 90/2009, article 4(d).

18 As above

19 Further information can be found at ILO (2023) [Extending social protection to migrant workers in the Arab region](#).

20 Regulation 90/2009, article 4(h).

<b>UNEMPLOYMENT BENEFITS</b>	<p>Workers who are registered with the Social Security Corporation (SSC) are entitled to receive up to six months of unemployment benefits depending on their contributions:</p> <ul style="list-style-type: none"> <li>• Workers with less than 180 months of contributions can receive benefits for up to three months;</li> <li>• Workers with at least 180 months of contributions can receive benefits for up to six months.</li> </ul> <p>The first month of benefits is equivalent to 75 per cent of the last insurable wage; 65 per cent in the second month; 55 per cent in the third month; and 45 per cent in months four through six.<sup>21</sup></p>	<p>Not specified by law.</p>
<b>EMPLOYMENT INJURY BENEFITS</b>	<p>Migrant workers are covered by employment injury insurance systems. This may include daily allowances for temporary unemployment, at a rate of 75 per cent of the injured daily wage; lump sum compensation if the partial permanent work-related disability is less than 30 per cent; and Survivor's pension upon the death of the insured, as well as payment of funeral expenses.</p>	<p>Not specified by law.</p>
<b>OLD-AGE, NATURAL DISABILITY, DEATH AND SURVIVORS' BENEFIT INSURANCE COVERAGE</b>	<p>Migrant workers are treated identically to Jordanian workers when it comes to mandatory coverage. This means that workers registered with the SSC are eligible for Old-age retirement pension; Early retirement pension; Total or partial natural disability pension; Natural death survivor's pension and funeral expenses; and lump sum payments for those who do not meet the retirement pension requirements.</p> <p>However, the pension system lacks mechanisms for exportability and totalization, as Jordan has no bilateral agreements. Thus, only a lump sum is paid to non-Jordanians upon termination of service and leaving the country of at least one month's wages per year worked (calculated on a pro rata basis).<sup>22</sup></p>	<p>Not specified by law.</p>
<b>MATERNITY LEAVE AND PROTECTION</b>	<p>Female workers who are registered with the SCC 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>After returning to work from maternity leave, new mothers are eligible for 6 months of daycare benefits paid by the SSC, depending on the worker's wage and the form of day care chosen (at home by family members or with a registered daycare institution).</p>	<p>Not specified by law.</p>

<sup>21</sup> Jordan is the only country in the Middle East with a contributory unemployment insurance system in place. Social Security Law No. 1, 2014, extends social security coverage, including for unemployment, to all workers. Excluded categories include agricultural workers, domestic workers, casual workers and self-employed individuals, among whom many are non-nationals. The unemployment scheme operates as an individual savings scheme, allowing individuals to draw on their own savings when out of work or, for Jordanian citizens, on future pension entitlements when their accumulated contributions for unemployment are insufficient. Non-Jordanian citizens cannot obtain any such advances. ILO (2023) [Extending social protection to migrant workers in the Arab region](#), p41.

<sup>22</sup> ILO (2023) [Extending social protection to migrant workers in the Arab region](#).

## FREEDOM OF ASSOCIATION

### ABILITY TO JOIN TRADE UNION

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 that trade union if they fulfil the membership conditions, and this includes migrant workers.<sup>23</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 recognized sectoral trade unions, and for the first time included agricultural and domestic workers as being eligible for trade union membership.<sup>24</sup> However, there is no provision allowing for new unions to be established.

## GRIEVANCES AND DISPUTE RESOLUTION

### LODGING COMPLAINTS/ RESOLVING DISPUTES

#### *Conciliation*

If the worker is still employed with the employer against which they have a complaint, that complaint must be filed online via the electronic platform Hemayah. The complaint is then allocated to a labour inspector within 7 days. 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.

#### *Judicial remedy*

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>25</sup> and should be considered within three months of filing.

Labour cases are exempt from court fees the first time they are filed.

If the dispute relates to wages (including not paying the full wage, illegal deductions, delays 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 their work. Choosing to resolve disputes through the Wages Authority is voluntary.

#### *Conciliation*

All labour complaints must be filed online via the electronic platform [Hemayah](#). The Platform is currently available in English and Arabic, and will soon be offered in Bangla and Amharic.

The case is referred to the Domestic Workers Department at the Ministry of Labour for amicable settlement.

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.

#### *Judicial remedy*

Domestic workers may file a dispute with the courts.

### SHELTER AND PROTECTION SERVICES

There are small shelters in Amman run by the Ministry of Social Development (Al Karamah Shelter) and by the [Jordanian Women's Union](#) for victims of trafficking.

<sup>23</sup> Labour Code, article 97.

<sup>24</sup> 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 among the professions that can join the food industry trade union, which is henceforth called the General Union of Water, Agriculture and Food Industries Workers. According to the government, the law also establishes a special legal regime for domestic workers who can join the General Trade Union of Workers in Public Services and Liberal Professions and benefit from the collective agreements concluded in their sector. However, as at writing, there was no information to suggest that any domestic workers had joined this union.

<sup>25</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 brought before the Magistrate's Court are heard by a single judge.

## SPONSORSHIP

<b>SPONSORSHIP AND CHANGING EMPLOYERS</b>	<p><i>With permission of employer</i></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><i>Without permission of employer</i></p> <p>After one year of service with the original employer, except for QIZ workers and agriculture sector workers who must finish their contracts to change employers.</p>	<p><i>With permission of employer</i></p> <p>Domestic workers can transfer their sponsorship to another employer at any time or terminate the contract.</p> <p><i>Without permission of employer</i></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 they were subjected to sexual or physical abuse, or to a serious violation of the worker's fundamental rights.</p>
<b>"UNEXPLAINED ABSENCE" / ABSCONDING</b>	<p>The employer shall inform the Ministry of Labour immediately if a migrant worker has left work or "ran away" during the work permit's validity. However, a "runaway report" will not be accepted during the last two months of the work permit duration.<sup>26</sup></p> <p>The worker must also inform the Ministry of Labour immediately upon leaving work due to the termination of services by the employer or for any other reason whatsoever during the work permit's validity. Otherwise, the worker will not be granted a work permit to work for any other employer.</p>	<p>The employer must notify the authorities, the security department, and the recruitment agency in writing of the domestic worker having left the job within 48 hours of the worker's departure.<sup>27</sup></p> <p>If it is determined that the worker has "run away" from the household without the homeowner being responsible for domestic worker taking such action, the worker shall bear all the financial obligations under the signed employment contract as well as the cost of their return to their country of origin, without the homeowner bearing any financial consequences.<sup>28</sup></p>
<b>LEAVING THE COUNTRY</b>	<p>There is no requirement for an exit permit to leave the country.<sup>29</sup></p>	

<sup>26</sup> Instructions of the Conditions and Procedures for Recruitment and Employment of non-Jordanian Workers of 2012, article 11(c) and (d).

<sup>27</sup> Instructions for Non-Jordanian Workers in Households and Those under Their Authority in the Aqaba Special Economic Zone (as amended), article 4/9(9).

<sup>28</sup> Regulation of Workers in Households, including Their Cooks and Gardeners, and Those under Their Authority (as amended), article 5/C.

<sup>29</sup> Workers who incur overstay fines but who leave the country after being exempted from paying said fines shall be automatically denied re-entry for three years.