

Factsheet

SAUDI ARABIA

KEY LEGISLATION:

Ministerial Decision No. 310 of 1434 regulating employment of domestic workers (2013).

Working conditions

CONTRACT

A written employment contract in Arabic must be executed, with the worker, employer, and recruitment office retaining a copy. Some origin countries also have standard contracts with Saudi Arabia.

MINIMUM WAGE

None applicable. Some countries of origin have set minimum wages for their nationals through bilateral agreements. However, there are no mechanisms in place to enforce this.

WORKING HOURS

Up to 15 hours per day.
(the law specifies 9 hours of rest).

REST PERIODS

1 day per week.

OVERTIME

Not specified in the law.

PAYMENT OF WAGES

Wages must be paid by lunar calendar month end, unless otherwise agreed upon contractually.

ANNUAL LEAVE

1 paid month every 2 years
(if the contract is renewed).

OTHER REQUIREMENTS

Workers must be provided suitable accommodation, paid sick leave up to 30 days and healthcare. Employers must treat workers with dignity. Workers must also be allowed to retain their passport and identity documents.

END OF SERVICE GRATUITY

1 month wages for every four consecutive years of service.

Emergency Contacts

ORGANIZATION

Saudi Domestic Labor Program
(MUSANED)

SERVICES

Official Ministry of Labour and Social Development site established to inform of workers and employers of their rights and obligations.

CONTACT

920001173 (toll free)
<http://www.musaned.gov.sa>

HELPLINE

MigCall
(App to be installed on phone)

Provides hotline and helpline numbers for migrants in the GCC. Available in Hindi, Malayalam, Tamil, Telugu, Kannada, Bengali and English.

APP Based
<https://play.google.com/store/apps/details?id=com.migcall>

APP Based

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

The Domestic Labour Arbitration Committee at the offices of the Ministry of Labour and Social Development.

Judicial resolution:

Labour Courts under the provision of the Ministry of Justice.

SHELTERS AND PROTECTION SERVICES

The Saudi Ministry of Labour and Social Development, along with some countries of origin foreign missions, operate several shelters across the country that provide accommodation, social services, health care, psychological counseling, education, and legal assistance.

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

According to Ministerial Decision 605 of 2017, domestic workers are permitted to transfer to a new employer in certain circumstances, including instances where an employer:

1. fails to issue or renew the worker's residency permit
2. fails to pay three consecutive months and at any time during the year that follows the due date of the third month of delay; or
3. has a complaint made against them, and the employer has deliberately obstructs the proceedings of the ruling on the complaint.

LEAVING THE COUNTRY

An exit permit is required for migrant workers to leave Saudi Arabia.

Factsheet

QATAR

KEY LEGISLATION:

Domestic Workers Law No. 15 of 2017 and Decision No. 39 of 2018 Specifying the Probation Period for Domestic Workers and Work

Working conditions

CONTRACT

Contracts must be in or translated to Arabic, with the Arabic text prevailing, and certified by the Ministry of Administrative Development, Labour and Social Affairs. A copy must be retained by the worker, employer, and Ministry.

MINIMUM WAGE

750 QR (US200) per month.

WORKING HOURS

Up to 10 hours per day (excluding rest breaks) but can be longer if both parties agree.

REST PERIODS

1 paid day per week (A full 24 hours).

OVERTIME

The Domestic Workers Law allows for overtime, including on weekly rest days if the domestic worker agrees, but does not specify overtime pay.

PAYMENT OF WAGES

Wages must be made at the end of the month and no later than the 3rd day of the following month. and the worker must receive a receipt.

ANNUAL LEAVE

3 paid weeks per year.

OTHER REQUIREMENTS

Workers must be provided with accommodation, food and health-care. Workers cannot work during sick leave, though there is no provision as to the duration of sick leave.

END OF SERVICE GRATUITY

At least three weeks wages for each year of service.

Disputes

LODGING/RESOLVING DISPUTES

Disputes which arise between an employer and a worker, related to the application of the provisions of the domestic worker law or the labour contract are provided for in chapter 11 of the Labour Law

SHELTERS AND PROTECTION SERVICES

No government-run shelters currently exist, but they are expected to be announced soon.

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

Not specified in law

LEAVING THE COUNTRY

An exit permit is required for domestic workers to leave Qatar.

Emergency Contacts

ORGANIZATION

MigCall
(App to be installed on phone)

SERVICES

Provides hotline and helpline numbers for migrants in the GCC. Available in Hindi, Malayalam, Tamil, Telugu, Kannada, Bengali and English

CONTACT

APP Based
<https://play.google.com/store/apps/details?id=com.migcall>

HELPLINE

APP Based

National Human Rights Committee

National Human Rights Committee

(974) 4 408-844
Legal affairs dept. Ext. 1
info@nhrc-qa.org
<http://www.nhrc-qa.org/>

Ministry of Interior

Human Rights Department

2343555
hrd@moi.gov.qa
<https://portal.moi.gov.qa/wps/portal/MOIIInternet/departmentcommittees/humanrights>

Factsheet

KUWAIT

KEY LEGISLATION:

Law No. 68 of 2015 on Employment of Domestic Workers, executive regulations per Ministerial Decree No. 2194/2016 and Ministerial Decree No. 2302 of 2016

Working conditions

CONTRACT

Employment contract must be signed in the form prescribed by the Domestic Workers Department in both English and Arabic.

MINIMUM WAGE

60 KD (US\$200) per month.

WORKING HOURS

Up to 12 hours per day (including rest breaks).

REST PERIODS

1 paid day per week.

OVERTIME

Overtime cannot exceed two hours in a single day. The domestic worker shall be due compensation equal to a half day's wages.

PAYMENT OF WAGES

Wages must be paid at the end of the month and the domestic worker must receive a receipt. The domestic worker is entitled to 10 KD for every month of delay in payment.

ANNUAL LEAVE

Paid annual leave is provided in the law but the period is not specifically mentioned.

OTHER REQUIREMENTS

Workers must be provided with decent food, clothing as well as medical care at government hospitals. Employers may only retain passport with worker's consent.

END OF SERVICE GRATUITY

One month of wages for each year of service at the end of the contract.

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

Domestic Workers Department at the Ministry of Interior.

Judicial resolution:

Civil Court (Labour Circuit).

SHELTERS AND PROTECTION SERVICES

Women's shelter with capacity for 500 individuals provides accommodation, food, legal and medical assistance

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

Workers cannot switch to another employer during the period of their contract (two years) except with the permission of the Director of the Domestic Workers Department.

LEAVING THE COUNTRY

No exit permit required.

Emergency Contacts

ORGANIZATION

Kuwait Society for Human Rights (KSHR)

SERVICES

Free legal representation for low-income migrant labourers, human rights advocacy. Helpline in Arabic, Hindi, English, and Urdu.

CONTACT

965) 24 566 665
info@kuwaithr.org
kuwaithr.org

HELPLINE

(965) 22 215 150

MigCall

(App to be installed on phone)

Provides hotline and helpline numbers for migrants in the GCC. Available in Hindi, Malayalam, Tamil, Telugu, Kannada, Bengali and English.

APP Based

<https://play.google.com/store/apps/details?id=com.migcall>

APP Based

Public Authority of Manpower (PAM)

Official Authority

(965) 2 535 9232
pr@manpower.gov.kw
www.manpower.gov.kw

(965) 6 900 9600
(complaints)

Factsheet

BAHRAIN

KEY LEGISLATION:

Select provisions of Law No. 36 of 2012 (Labour Law in the Private Sector).

Working conditions

CONTRACT

Two standard contracts were introduced in October 2017 by the LMRA. One must be signed by the recruitment agency, the employer and worker; and the other by the worker and employer.

MINIMUM WAGE

None applicable.

WORKING HOURS

Not specified in the law

REST PERIODS

Not specified in the law but must be included in contract.

OVERTIME

Not specified in the law.

PAYMENT OF WAGES

Workers on a monthly wage must be paid at least once a month, evidenced by worker's signature or bank transfer.

ANNUAL LEAVE

30 days paid leave per year or 2.5 days per month. Workers may not waive right to leave and may receive monetary compensation in return for said leave.

OTHER REQUIREMENTS

Employer must provide the worker with a decent residence, respect for privacy, food and clothing, occupational safety and health, medical care and enable the domestic worker to communicate with his/her family periodically and regularly.

Emergency Contacts

ORGANIZATION

MigCall
(App to be installed on phone)

SERVICES

Provides hotline and helpline numbers for migrants in the GCC. Available in Hindi, Malayalam, Tamil, Telugu, Kannada, Bengali and English.

CONTACT

APP Based
<https://play.google.com/store/apps/details?id=com.migcall>

HELPLINE

APP Based

Migrant Workers' Protection Society (MWPS)

Advocacy, shelter, medical and legal aid, repatriation services, charity, media and public awareness

(973) 17 827 895
info@mwpsbahrain.com
mwpsbah2@gmail.com
<http://www.mwpsbahrain.com/>

(965) 6 900 9600
(complaints)

Labour Market Regulatory Authority (LMRA)

Migrant workers/Domestic Workers

(973) 17 506 055 (Call Center)
lmra@lmra.gov.bh
<http://lmra.bh/portal/en/home>

Shelter: 995
E-support Center:
<https://www.lmra.bh/esupport/>

END OF SERVICE GRATUITY

For the first three years: Half a month for each year of service. One month per year for each subsequent year.

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

Individual Labour Disputes Settlement Authority under the MOLSD

Judicial resolution:

Labour Case Administration Office.

SHELTERS AND PROTECTION SERVICES

There is a shelter for both people with a protection unit, physical and mental health professionals, and a representative from the police anti-trafficking unit.

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

Workers cannot switch to another employer during the period of their contract except with the permission of the LMRA. Domestic workers have 30 days from the cancellation of their visa to find another employer, but they must receive an NOC from their original sponsor.

LEAVING THE COUNTRY

No exit permit required.

Factsheet

UNITED ARAB EMIRATES (UAE)

KEY LEGISLATION:

Federal Law No. 10 of 2017 on Support Service Workers.

Working conditions

CONTRACT

Employment contract must be in accordance with the Approved Standard Employment Contract which is in English and Arabic, which must be registered with the Ministry of Human Resources and Emiratisation (MOHRE).

MINIMUM WAGE

None applicable except where agreed through bilateral agreement and/or certain nationalities recruited through tadbeer centres.

WORKING HOURS

Up to 12 hours per day (and at least 8 consecutive hours rest).

REST PERIODS

1 paid day per week.

OVERTIME

Not specified in the law.

PAYMENT OF WAGES

Wages paid monthly no later than the 10th of the following month and a receipt is signed upon every payment.

ANNUAL LEAVE

30 paid days per year.

OTHER REQUIREMENTS

1. Worker must be given appropriate accommodation, medical insurance, food and supplies. Worker cannot be subjected to physical/sexual/verbal abuse or harm.
2. 15 days of paid sick leave, 15 days of unpaid sick leave, and compensation for work-related injuries or illnesses.

END OF SERVICE GRATUITY

14 days per year of service.

Emergency Contacts

ORGANIZATION

Dubai Foundation for Women and Children

SERVICES

Support for domestic workers in distress.

CONTACT

(971) 4 606-0300
info@dfwac.ae
http://www.dfwac.ae

HELPLINE

5111 (SMS Hotline)
800111 (Hotline)

UAE Ministry of Labor Hotlines

Complaints against recruitment or employment agencies that charge illegal placement fees and (2) general labour complaints

Email related to non-payment of salaries:
callcenter@mol.gov.ae
www.mol.gov.ae

800665
8005005 (24Hours)

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

Either the employer or the worker can refer a dispute to the Ministry of Human Resources and Emiratisation. The Ministry will attempt to resolve the dispute amicably within a period of two weeks. Additionally, workers recruited through Tadbeer centres can lodge complaints with the centre, who will provide mediation.

Judicial resolution:

If disputes are not resolved within two weeks, then the matter will be referred to a court. Cases filed by workers are exempt from court fees at all stages of litigation and must be heard in a speedy and prompt manner.

SHELTERS AND PROTECTION SERVICES

The Dubai Foundation for Women and Children provides shelter for domestic workers Domestic workers who are victims of abuse are also referred to support centers by the Public Prosecution to the Ministry of Interior.

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

Not specified in the domestic workers law. Under existing residency laws, domestic workers have 30 days to find a new employer following completion of their contract and the cancelling of their work permit and residence visa by their employer-sponsor.

LEAVING THE COUNTRY

No exit permit required.

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Factsheet

UNITED ARAB EMIRATES (UAE)

KEY LEGISLATION:

Federal Law No. 10 of 2017 on Support Service Workers.

Emergency Contacts (continued)

ORGANIZATION

Tadbeer (Official service center)

SERVICES

The official MOHRE approved service Centre for the hiring and Placement of all domestic and household workers. Tadbeer Service Centres are a Public Private Partnership between the Ministry of Human Resources and Emiratisation and private business operators, offering the typing and visa entry application for all domestic and household workers, the recruitment

CONTACT

(971) 4 706 0100
m.me/TadbeerUAE and admin@tadbeer.ae
<https://www.housekeepingco.com/>

HELPLINE

Whatsapp:
(971) 54 308 7939

Factsheet

OMAN

KEY LEGISLATION:

Ministerial Decision No. 189/2004 on the rules and conditions related to the work of domestic workers and Ministerial Decision No. 1/2011 related to the regulation of the recruitment of non-Omani domestic workers

Working conditions

CONTRACT

Bilingual standard contract in Arabic and English. Where a language other than English is used, the Arabic will prevail.

MINIMUM WAGE

None applicable except as per bilateral agreements.

WORKING HOURS

Not specified.

REST PERIODS

1 paid day per week or compensation in lieu of

OVERTIME

Not specified.

PAYMENT OF WAGES

Monthly salary must be received no later than 7 days from the end of the month unless otherwise agreed upon; signed receipt required.

ANNUAL LEAVE

No annual leave specified but 30 days paid leave every two years, or compensation in lieu of to paid at end of service.

OTHER REQUIREMENTS

Worker must be given adequate food, shelter, and necessary medical care

END OF SERVICE GRATUITY

Not Specified

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

Ministry of Manpower Dispute Settlement Department. Settlement should be within 2 weeks

Judicial resolution:

Labour courts

SHELTERS AND PROTECTION SERVICES

Shelter for self-identified victims of trafficking and forced labour (women and children only).

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

No Objection Certificate and release letter from original employer required.

LEAVING THE COUNTRY

No exit permit required.

Emergency Contacts

ORGANIZATION

MigCall
(App to be installed on phone)

SERVICES

Provides hotline and helpline numbers for migrants in the GCC. Available in Hindi, Malayalam, Tamil, Telugu, Kannada, Bengali and English

CONTACT

APP Based
<https://play.google.com/store/apps/details?id=com.migcall>

HELPLINE

APP Based

Ministry of Manpower

Provides a portal and a hotline to submit a labor dispute claim

800 770 00

<https://www.manpower.gov.om/Portal/eServiceDetails.aspx?ServiceID=213>

Factsheet

JORDAN

KEY LEGISLATION:

Regulation No. 90/2009 of Domestic Workers and Labour Law no. 8 of 1996

Working conditions

CONTRACT

Standard contract in Arabic language and another language which the worker understands. Four copies will be retained by the agency, worker, employer, and Ministry of Labour.

MINIMUM WAGE

Not specified in the domestic worker regulations, however the labour law specifies foreign workers are entitled to JOD 110.

WORKING HOURS

10 hours per day, with a minimum of 8 hours of sleep per day (however, the law does not specifically indicate that these eight hours must be continuous).

REST PERIODS

1 day per week.

OVERTIME

Not specified in the domestic worker regulations, however the labour law specifies 125% overtime pay and 150% overtime pay on rest days or holidays.

PAYMENT OF WAGES

1. Pay the wage agreed upon in the contract within one week as of the date of payability in the method agreed upon between the employer and the worker.
2. Every employer must open a bank account in the name of the domestic worker, give him/her an ATM bank account card, and keep bank receipts of each salary payment in case of inspection (decision No. 99/3893 was taken in 2011)

ANNUAL LEAVE

14 days of paid annual leave which may be postponed until the end of the employment contract

OTHER REQUIREMENTS

1. 14 days paid sick leave
2. Employer should provide the worker with meals, clothing, accommodation and medical care.
3. Respect, decent work, one free phone call home per month.
4. Allow the worker to practice his/her own religious rituals.
5. The worker shall be entitled to keep his/her own documents and/or identification papers
6. Entitled to a ticket from his home country to Jordan and a return ticket after two years of employment.

END OF SERVICE GRATUITY

As per the labour law, those whose employers failed to register them with social security are entitled to a month's wage for each year of service. The entitlement to gratuity is prorated for part years served by the employee.

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

Domestic Workers Department at the Ministry of Labour

Judicial resolution:

Labour inspectors have law enforcement powers and can issue fines and refer employers suspected of violations to court.

SHELTERS AND PROTECTION SERVICES

Jordanian Women Union (JWU) runs a shelter for women, accepting MDWs, and also provides legal aid, psychosocial counselling and limited repatriation services. The main groups involved in awareness raising and provision of legal assistance are Tamkeen and Adaleh Center for Human Rights. Caritas Jordan runs a community centre, providing medical assistance and social events for MDWs. The 2015 bylaw regulating the work of domestic helpers' recruitment agencies was meant to establish a shelter for domestic workers, but this has not yet happened.

Sponsorship

SPONSORSHIP AND CHANGING EMPLOYERS

Domestic workers may transfer employers within the first 60 days of the contract for any reason. Thereafter, they require a No-objection certificate from their original sponsor.

LEAVING THE COUNTRY

Upon expiry of the contract of employment or duration of employment, the employer and the worker shall sign a letter of discharge before the Ministry, before the worker leaves the country in case of a migrant worker. Each party shall keep a copy thereof.

Factsheet

JORDAN

KEY LEGISLATION:

Regulation No. 90/2009 of Domestic Workers and Labour Law no. 8 of 1996

Emergency Contacts

ORGANIZATION

Tamkeen Center for Legal Aid

SERVICES

Training, shelter, research, advocacy, legal aid, awareness-raising

CONTACT

(962) 79 640 4406
info@tamkeen-jo.org
http://www.tamkeen-jo.org/

HELPLINE

5111 (SMS Hotline)
800111 (Hotline)

Adaleh Center for Human Rights Studies

Providing legal aid for vulnerable groups, training workshops for domestic workers, lawyers and judges to raise their awareness of international Human rights standards

(962) 6 560 2371
info@adaleh-center.org
www.adaleh-center.org

Whatsapp:
(971) 54 308 7939

The National Center for Human Rights (NCHR)

(962) 6 593 2257
mail@nchr.org.jo
http://www.nchr.org.

Hotline 24/7:
(962) 6 5920396
Toll free:
(962) 0 800 22320
Know Your Rights
hotline:
(961) 6 590 3300

Caritas Jordan

Caritas Jordan takes an active role in helping vulnerable people. Its actions addresses the humanitarian needs of the families such as food and non-food items, health and educational services.

(962) 6 593 9236
www.caritasjordan.org.jo

Ministry of Labor (MoL)

Government Portal

(962) 6 400 8000
hotline@mol.gov.jo
www.mol.gov.jo

Toll free (Labor Law):
(962) 0 800 22 208
WHATSAPP #:
(962) 79 095 5557
(for any Complaints
& Disputes)

Factsheet

LEBANON

KEY LEGISLATION:

*As per Unified Contract Decree No. 19/1 dated 31/12/2009 7

Working conditions

CONTRACT

1. The Contract shall enter into force as of the date on which it is concluded by both Parties before the Notary Public, including the probationary period of three months.
2. Be executed bilingual; in Arabic language and another language that is mother tongue of the worker or which the worker understand
3. The duration of the Contract shall be defined by one (1) year renewable. Either party shall keep a copy of the contract
3. Respect, decent work, one free phone call per month.
4. Employer should obtain an insurance policy from an insurance company recognised in Lebanon in accordance with the conditions prescribed by the Ministry of Labour.
5. The Worker shall be entitled to keep his/her own documents and/or identification papers

MINIMUM WAGE

None applicable.

WORKING HOURS

Up 10 hours per day, with a minimum of 8 continuous hours of rest at night.

REST PERIODS

1 day per week, with 24 hours of continuous rest

OVERTIME

Not specified in the law.

PAYMENT OF WAGES

4. The right to receive a full salary at the end of each working month without any unjustified delay.
5. The salary shall be disbursed in cash directly to the Second Party, in pursuance of a written receipt to be signed by both Parties or in pursuance of a bank transfer with a written receipt to be signed by both Parties as well.

ANNUAL LEAVE

The worker shall be entitled to benefit from an annual leave of a period of (6) six days.

OTHER REQUIREMENTS

1. 15 days paid sick leave, 15 days of half-pay sick leave.
2. Employer should provide the worker with meals, clothing, accommodation and medical care.

END OF SERVICE GRATUITY

Not specified in the law

Disputes

LODGING/RESOLVING DISPUTES

Amicable resolution:

Workers may lodge complaints with the Ministry of Labour

Judicial resolution:

Lebanese courts

SHELTERS AND PROTECTION SERVICES

Caritas Lebanon runs a shelter and together with the MoL, a 24/7 hotline (1740).

Sponsorship

SPONSORSHIP AND CHANGING

EMPLOYERS

For any disagreement during the first 3 months of employment, the worker can ask to change the employer. Employment agencies in Lebanon are required to assist the worker and the employer in changing place of employment within the first three months following the worker's arrival and no later than that. Thereafter, they require permission from their employer in order to change sponsors.

LEAVING THE COUNTRY

No exit permit required.

Emergency Contacts

ORGANIZATION

Caritas Lebanon Migrant Centre

SERVICES

Advocacy, rights-awareness training services, national awareness campaigns, temporary shelter, assistance to asylum and refugees, legal aid, medical aid, education initiatives, repatriation assistance

CONTACT

(961) 1 502 550/551/552
info@caritas.org.lb
<http://www.caritas.org.lb/>

HELPLINE

(961) 76 555 335

Factsheet

LEBANON

KEY LEGISLATION:

*As per Unified Contract Decree No. 19/1 dated 31/12/2009 7

Emergency Contacts (continued)

ORGANIZATION	SERVICES	CONTACT	HELPLINE
KAFA (Enough)	Legal, social and psychological assistance to migrant domestic workers who are victims of physical and sexual abuse	(961) 1 392 220 221 http://www.kafa.org.lb	(961) 3 018 0190
Insan Association	Provides social, psychological & legal support for refugee & migrant families, psycho-social and recreational activities for children & temporary shelter, "Insan House" for vulnerable & at risk children for whom no other alternative is available.	(961) 3 424 166 insan@insanlb.org http://www.insanassociation.org	
Domestic Workers Hotline Number (MoL)			1740 (Quick-Dial)