



Indicators of Trafficking in Human Beings

For First Level Identification
of Potential Victims in the Labour
Market in Jordan



This project is funded by
the European Union



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Citation Suggestion: ICMPD, 2018. Indicators of trafficking in human beings for first level identification of potential victims in the labour market in Jordan. Vienna: ICMPD”

This publication has been produced with the assistance of the European Union. The contents of this publication are the sole responsibility of ICMPD and can in no way be taken to reflect the views of the European Union.

Printed and bound in the Hashemite Kingdom of Jordan

ISBN: 978-3-903120-27-3 EN (print)

978-3-903120-28-0 AR (print)



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Purpose of indicators

The purpose of the indicators is to support labour inspectors in making a **first level identification** of a potential trafficking case.

First level identification refers to the point of first contact between a labour inspector and a potential victim of trafficking and the process of detecting signs suggesting a possible situation of trafficking. These indicators are intended to provide guidance to labour inspectors on:

- **Spotting potential signs of trafficking**
- **Reporting suspicious cases for further investigation**

Using the indicators

The indicators are designed for use by labour inspectors in the sectors of the Jordanian labour market that they have direct access to during the course of their duties, and where trafficking in human beings may take place.

The indicators list can be used a) **before** going on an inspection, to serve as a reminder what to look for (and which questions to ask, when in doubt), b) **during** an inspection, and c) **after** the inspection, when writing a report referring a potential case for further investigation.

The indicators cover trafficking for labour exploitation (including domestic servitude) and sexual exploitation across all relevant sectors.

Sectors covered are:

- **Industrial:** including manufacturing, textile factories, construction, and businesses operating inside the Qualified Industrial Zones (QIZ).
- **Agricultural:** including farms, livestock breeding and shepherding.
- **Service Industry:** including night-clubs, bars, cafes, restaurants (in-particularly non-touristic restaurants), and hotels, retail, cleaning services, catering, car washes, garage/mechanics, manual trades (carpentry, pottery, brick making),
- **Domestic work:** including work in private residences.
- **Medical sector:** including Nursing (in-particularly nursing in domestic spaces and work “accompanying the elderly”), massage centres (including centres registered as physiotherapy and physical rehabilitation centres). Certain private medical centres and private hospitals, where doctors or nurses are recruited from foreign countries.

Structure of the Indicators

The indicators (•) are grouped according to the three elements of the trafficking crime as set out in the international definition of trafficking (of adults):

ACT (of recruitment, transportation, transfer, harbouring, receipt of a person)

MEANS (by the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person).

PURPOSE (for sexual exploitation, labour exploitation, forced begging, domestic servitude, forced marriage, among other forms of exploitation.)

Within each element, indicators are further grouped into three categories: **Visible, Non-Verbal, and Verbal.**

Visible indicators (•) refer to signs that may be physically observed by an inspector, and may cover everything from the environment they are looking at, and the physical condition of a worker to the presence of correct records, documents and licenses.

Non-verbal indicators (•) refer to signs that may be observed in the behaviour of individuals, including workers, potential victims of trafficking, manager, supervisors, employers and potential traffickers.

Verbal indicators (•) refer to signs that may be detected through a conversation between a labour inspector and potential victim of trafficking, or between a labour inspector and an employer or their representative. The verbal indicators listed here are complemented with a list of

questions (-) a labour inspector may ask a potential victim to gather more information on their situation and uncover further indicators of trafficking.

Note: Most indicators apply to all potential victims, whether Jordanian or foreign citizens. Those indicators that only apply to foreign citizens are marked with “(For Foreign Citizens)”. Separate indicators for children, to be applied in addition to the indicators provided for adults, are provided at the end of the document.

The indicators listed here are not intended to be an exhaustive list of signs of a potential trafficking case. They are designed to be used for first level identification and may be taken as a starting point for identifying signs of THB in potentially relevant sectors and circumstances. They may be combined with other more specific indicators to support the first level identification of potential trafficking cases.



Acts (WHAT)

Visible (physical)

Not applicable

Verbal/communicated

- Employment/recruitment happened through an unregistered agency or an individual (All sectors)

Recruitment, Transportation, Transfer, Harboring or Receipt of Persons

There are other types of Act that may be present in a potential trafficking situation, such as transportation, transfer, harbouring or receipt of persons, however these are not apparent during the first level identification phase and are usually only uncovered during a formal identification and investigation process.

Non-verbal

Not applicable

Questions related to verbal indicators

- How did you learn about the job?
- Where did you apply?
- What was the name of the recruitment agency or individual?

- Worker did not sign a first contract in the country of origin.
(For Foreign Citizens)
- Worker did not sign a valid contract in Jordan. (All sectors)
- Worker is unaware of the content/ conditions of his/her contract.
(All sectors)

- Worker paid a recruitment fee.
(All sectors)

- Did you sign a contract in your country? (For Foreign Citizens)
- Did you sign a contract in Jordan?
- What does your employer give you or what was promised as part of your contract?
- What are the exact conditions stated in your contract (salary, working hours, vacation, provision of accommodation or food etc.)?
- Is the contract in a language you understand?
- Did you make any payment to the recruitment agency or individual organizing your job?
- Who did you pay? How much? What for?

- Worker has to 'repay' any fees or any services with regard to the contract/work to the employer or the recruitment agency.
(All sectors)
- Working conditions/sector of work are different from what was stated in the contract or promised verbally by recruiter.
(All sectors)
- Worker was under 18 years of age when recruited /fraudulent documents or legitimate passport with false age information.
(All sectors)

- Do you owe anybody money for the recruitment/the job? To whom?
- How are you repaying it (conditions of payment, timeframe)?
- Have the terms of repayment changed from the original agreement?

- Is your employer fulfilling your contract conditions?
- Have the conditions stated in the contract changed?
- Has your contract been changed? Did you have to sign another contract stating different conditions?
- Did you sign it voluntarily? Were you threatened or put under any sort of pressure to sign the new contract?"

- Which year did you sign the contract? When were you born?
- How old were you when the contract was signed?
- Who organised your passport?



Means (HOW)

Visible (physical)

- Workers are subjected to violence (Workers have signs of physical violence, bruises, cuts, unhealed or recently healed injuries). (All sectors)
- Workers' movement is physically restricted: There are bars or locks on windows and/or locks on doors in the place of work and/or accommodation; there are guard dogs or guards stationed in the place of

Threat or use of force/other forms of coercion/abduction/fraud/deception/abuse of power or of a position of vulnerability/giving or receiving of payments or benefits to achieve the consent of a person having control over another person.

work or accommodation.
(All sectors)

- Salary payments in cash or by bank transfer are not recorded in employer's bank statement or balance sheet. (All sectors)
- Worker is performing different job/role to what is stated in the contract. (All sectors)
- (For Foreign Citizens) The employer cannot show to an inspector a valid work or residency permit for a worker. (All sectors)

- The employer cannot show to an inspector a valid employment contract for a worker. (All sectors)
- Workers hide when authorities visit the premises. (All sectors)
- An indicator system is operating (green light/red light) telling workers to hide or continue working when authorities visit the work place. (All sectors)
- Workers are frequently moved from workplace to workplace (in particular individuals that do not have an employment contract. (All sectors)
- Workers are always accompanied by somebody, appear to be escorted and controlled by someone. (Service industry and domestic work)
- The employer or their representative abuses, neglects, or exploits

workers with mental or physical disabilities, and uses the situation that they may not be able to defend themselves or tell anyone what has happened. (All sectors)

- Tattoos or other marks (may indicate “ownership” by their exploiters). (All sectors)

Non-verbal

- Manager/supervisor/employer behaves aggressively towards workers (such as grabbing workers physically, uses a raised voice, is aggressive or rude when communicating with workers). (All sectors)
- Workers are overly submissive around managers/supervisors/ employer. (All sectors)
- Workers change their behaviour significantly when in the company

of managers/supervisors/employer.
(All sectors)

- Workers display fearful/anxious body language such as lack of eye contact, hesitancy to answer questions or communicate. (All sectors)
- Workers behave as though they do not trust/are afraid of government authorities. (All sectors)
- One worker appears to speak on behalf of an entire group. (As a favoured member of the employees by the manager, may be operating in supervisory role over exploited workers). (All sectors)
- Manager/supervisor/ employer follows inspector throughout visit and/or attempts to intervene in inspector's tasks. (All sectors)
- Manager/supervisor/employer insists on excessive hospitality

towards the inspector before the inspection begins (as a means to interrupt/delay inspection).
(All sectors)

- During inspection, manager/supervisor/employer repeatedly mentions names of senior government officials, tribal figures or Ministers in order to influence inspector.
(All sectors)

Verbal/communicated

- Workers themselves are subjected to threats of violence/Members of a worker's family are subjected to violence or threats of violence.
(All sectors)
- Workers are subjected to sexual harassment, sexual violence or threats of sexual violence.
(All sectors)
- Workers have been threatened with withholding of wages.
(All sectors)

Questions related to verbal indicators

- Has your employer or their representative ever threatened you or your family?
- Does your employer or their representative ever contact your family members?
- Has your employer or their representative ever threatened you with sexual violence?
- Has your employer ever sexually harassed you?
- Has your employer made sexual advances to you or asked you to provide sexual services?
- Does your employer ever threaten not to pay your salary or to pay less than your agreed salary? Are you aware that it is a criminal offence for your employer to withhold your salary?

- Workers are subject to physical punishment if they make mistakes or work “too slowly”.
(All sectors)
- (For Foreign Citizens) Workers have been threatened with deportation or with being reported to the authorities by the employer.
(All sectors)
- Workers have been threatened by the employer with non-release from their employment at the end of their contract.
(All sectors)

- How does your employer/supervisor treat you? Have you ever been beaten or injured by your employer/supervisor?

- Do you have a valid residency permit? Have you ever been threatened with being returned back to your country of origin by your employer? Have you ever been threatened with being reported to the authorities by your employer? Are you aware of your residency rights in Jordan?

- How long is your current contract until?
- Do you know that you are free to leave your employer as soon as your contract finishes?

- Workers have been threatened by the employer with being falsely accused of committing a crime (such as stealing something or breaking something).
(All sectors)
- Worker is working on an expired contract (to make the employee more vulnerable due to his/her irregular employment and/or immigration status).
(All sectors)
- (For Foreign Citizens) Workers' passports are withheld.
(All sectors)

- Has your employer ever accused you of doing something you did not do?
- What is your relationship like with your supervisor/manager?
- Are you treated fairly by your supervisor/ manager?

- Do you have a valid contract /work permit?
- If not, why hasn't your contract/ work permit been renewed?
- Does somebody use this situation against you? Are you being threatened?

- Do you have your passport? Where is it? Can you get it back?

- Workers do not have a contract or were forced to sign a new contract or additional agreements/promissory notes with different terms than those of their original contract.
(All sectors)

- (For Foreign Citizens) No valid work visa /'No work allowed' in worker's passport.
(All sectors)

- Did you sign a contract with your employer?
- When did you sign your contract?
- Did you get a copy of your contract?
- Has your employer asked you to sign any additional contracts besides the original one you signed?
- Are you aware that it is illegal for your employer to make you sign additional contracts or agreements beyond your original contract?

- Who organised your visa/paperwork?
- What type of visa do you have?
- Until when is your visa valid?
- Who had your passport when you travelled?

- Has your employer/their representative ever warned you about the Jordanian authorities?
 - Have you ever been threatened by another law enforcement officer or labour inspector?
 - Are you aware of the labour law in Jordan, including your obligations and rights under it?
 - Are you aware that you have the right to submit a complaint against your employer in case of abuse?
 - Do you know how to make a complaint and who to contact?
-
- What do you do in your free time?
 - When are your days off and where do you spend them?
 - When did you last take leave/holidays from work?
 - When you leave the work site/accommodation, who do you go with?

- Accommodated in shared flats controlled by the employer and regularly moved to different flats.
(Service industry)
- Worker is receiving salary in alternative currency to JOD.*
(All sectors)
- Domestic worker is paid in fake currency (cash).
(Domestic work)

(* Under Jordanian law, employment contracts must state the salary in JOD, however payment can be made in any currency at the equivalent exchange rate. Employers attempting to exploit workers may hold/pay workers' salary in an alternative currency to JOD and deceive them on the exchange rate used.

- Who provides your accommodation?
 - Who lives with you?
 - Have you ever been sexually harassed, threatened with violence, or physically or sexually abused by the owner?
-
- Do you receive your salary in a currency other than JOD?
 - Do you receive evidence of the exchange rate used?
 - Do you exchange the salary yourself or are you accompanied?
 - Has your employer explained to you how your salary is calculated?



Purpose (WHY)

Visible (physical)

- Workers' clothing is damaged or dirty or unsuited to the weather/ conditions. (All sectors)
- Workers are wearing unsuitable clothing for work being performed (e.g., lack of safety equipment, gloves, safety goggles, etc.). (Industrial and agricultural)
- Workers appear malnourished. (All sectors)

Exploitation, at a minimum, for the purpose of prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

The following indicators do not include indicators for the removal of organs, as the removal of organs is unlikely to manifest in the sectors of the labour market under inspection by labour inspectors.

- Workers appear tired/exhausted/sick/have cuts or bruises/have an unhealthy appearance/ sweating/ shivering/weak. (All sectors)
- Workers have skin diseases/herpes/warts/etc. (All sectors)
- The working environment is unsafe, such as unsuitable working conditions for pregnant women or for workers with mental or physical

disabilities.

(Industrial and agricultural).

- Lack of space for workers to rest.
(All sectors)
- Unsuitable accommodation: overcrowded/no ventilation/no air-conditioning/no heating/no individual cupboards/lack of sanitation/not enough restrooms/conditions of accommodation for workers do not match conditions set by License provided by Committee of Vocational Health and Safety.
(Industrial and agricultural)
- Separate toilets for men and women are not provided in the place of work or residence.
(Industrial and agricultural)
- Lack of medical ward or access to medical care.
(Industrial and agricultural)

- Domestic worker working in impoverished household (households that lack the obvious financial means to cover the cost of having a domestic worker). (Domestic work)
(For Foreign Citizens) Workers come from a country/nationality known to be vulnerable to THB.
(All sectors)
- Domestic workers are sharing rooms with other domestic workers or with family members of the employer's household and do not have access to privacy.*Domestic workers are legally required to have their own room). (Domestic work)
- Workers prepare meals in the same place they sleep.
(Industrial and agricultural)
- Workers are cooking on open fires.
(Agricultural)

- (For Foreign Citizens) Women/girls or men/boys present in a bar/night-club/restaurant/hotel apparently working there but with a tourist visa. (Service industry)
- Female bar/restaurant /hotel employee sitting with a male customer. (Service industry)
- Women/girls dressed very provocatively. (Service industry and Domestic work)
- Intense movement of men of different nationalities in non-touristic restaurants. (Service industry)
- Female employee in possession of currency other than JOD. (Service industry)

Non-verbal Indicators

- Workers seem anxious, fearful, distressed, uncomfortable.

(All sectors)

- Individual worker behaving differently from the rest of the group (due to being in disadvantaged position /being exploited compared to the others).

(All sectors)

- Worker gives signs that s/he wants to talk to the labour inspector away from the manager, or encourages another, specific worker to talk to the labour inspector. (All sectors)

- Attempt by the employer to bribe or influence the labour inspector. (All sectors)

- Women or girls demonstrating sexually suggestive behaviour in a bar/restaurant, especially those from countries/nationalities known to be vulnerable to THB. (Service industry)

Verbal/communicated

- Workers have no days off/excessive working hours.
(All sectors)

- Withholding of workers' wages.
(All sectors)

Questions related to verbal indicators

- Do you have days off? How many hours per day do you work? Were you paid overtime?
- What do you do in your free time? When are your days off and where do you spend them?
- When did you last take leave/holidays from work?
- When did you last receive your salary? Are you usually paid on time?
- Do you receive your salary in a bank account?
- How is payment confirmed? What evidence are you given by the employer that your salary has been paid?
- Do you always get the salary stated in your contract? How much did you get last month?
- Do you pay any fees or debts as part of your salary? Who to?

- Improper nourishment (workers do not receive adequate meals).
(All sectors)
- Worker has to work despite illness, no sick leave, not allowed to go for outside treatment. Workers do not have access to health care.
(All sectors)
- Domestic worker gives massage to, or is required to be sexually intimate with the employer.
(Domestic work)
- Employer changes domestic workers frequently *employers changing workers frequently may indicate abusive or exploitative behaviour towards workers. (Domestic work)

- Does the employer provide food as part of your contract?
- Are you satisfied with the food provided? Is the food and drink enough?
- Have you ever been ill or suffered an injury while at work? What happened?
- When did you last have a medical check with a doctor?
- Can you take sick leave when you are not feeling well?
- Are you asked to give massages to a male employer?
- Does he ask you to have intimate contact?
- Does his wife know?
- Where do you provide massages?
- (To the worker) Why have you been replaced/ fired?
- How long have you been working for this employer?

- Worker has to perform other tasks than stated in the contract.
(All sectors)
- Female bar/restaurant employee possesses a card counting how many clients the employee sat with.
(Service industry)
- (For Foreign Citizens) Worker is working without valid work permit.
(All Sectors)
- States to have been raped/forced to take clients/forced to provide sexual services.
(All Sectors)

- Do you have a contract?
- Are you asked to perform tasks that are not foreseen in your contract?
- Are you asked to perform tasks that are not appropriate for a domestic worker?

- What is this card for?
- Who gave you this card?
- What do the numbers in this card mean?
- Did you provide the customers any other service apart from drinking with them?

- Do you have a valid work permit?
- Who paid for your work permit?

(refer the case to competent authority immediately)

Child Trafficking (WHAT & WHY)

Many of the indicators above also apply to children in situations of child labour or of exploitation in prostitution, who are potential victims of trafficking. The following indicators should also be applied in addition, if children (under 18) are present at a work site. The following indicators are by no means comprehensive and only provide a starting point for identification of child trafficking cases. As per the UN Trafficking definition, the presence of “Means” within the trafficking process is not required or relevant for children. A child is defined, as per the UN Convention on the Rights of the Child, as any person under the age of 18. However, practitioners should be aware that the indicators of means provided above, while not required in formal identification, may still assist in the early identification of a potential child trafficking situation.

Additional indicators referring to potential child trafficking

- Children \leftarrow 16 years of age working in any sector of the labour market
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- Child (aged 16–17 years) works more than 6 hrs/ after 6pm and/ or in hazardous work* (agriculture, restaurants, mechanics WS, coffee shop) (also verbal – if a person says that they are under 18, they are presumed to be a child until proven otherwise)
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- Children under 18 working in restaurants, bars, hotels and clubs
-

- Girl or boy married \leftarrow 16 years (also verbal)
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- Marriage involving girl or boy aged 16-17 years outside the legal system (verbal marriage contract)
-
- Presence of toys, children's bedding and/or children's clothing in accommodation facilities in industries and agriculture
-
- Fake age in legitimate document (coroner works with the general attorney assigned by the MoH and undertakes medical age assessments)
-
- Cuts, wounds or bruises from heavy manual work (blisters etc.)
-
- Afraid of or distant to person claiming to be a family member/parent

*Hazardous Work is defined by Ministerial Order of 2011, concerning occupations that are dangerous or tiring or harmful to the health of youth, in the following areas:

Physically Hazardous Work including working with explosives, heavy machinery, working with chemical or industrial substances, working in gas stations, airports, high-altitude locations, in the security sector, fuel and gas industry, and any mechanical or electrical work.

Psychological or Socially Hazardous Work including domestic work, working in railways, highways and on the street, work requiring overnight stay away from family or home, working in the funeral/undertaking business, any work related to violence, working in social centres caring for the elderly, disabled patients or recovering drug addicts and vulnerable people.

Morally Hazardous Work including any work related to sexual issues, working in hotels, nightclubs, cafes (incl. internet cafes), working in shops selling alcohol or tobacco products, any job that requires working in isolation.

Chemical, Physical and Biological Hazards including working in environments at risk of causing harm to the individual i.e. working environments containing smoke, fibres, production of cotton, production or use of paints, metals, or allergens, continuous loud noises, pressurised gasses. Work, that by nature of the role, is likely to cause damage to the individual (i.e. lifting heavy weights, repetitive movements, using poorly designed equipment.)

Others Forms of Hazardous Work: Working on ships, any further forms of hazardous work identified by the Minister.

