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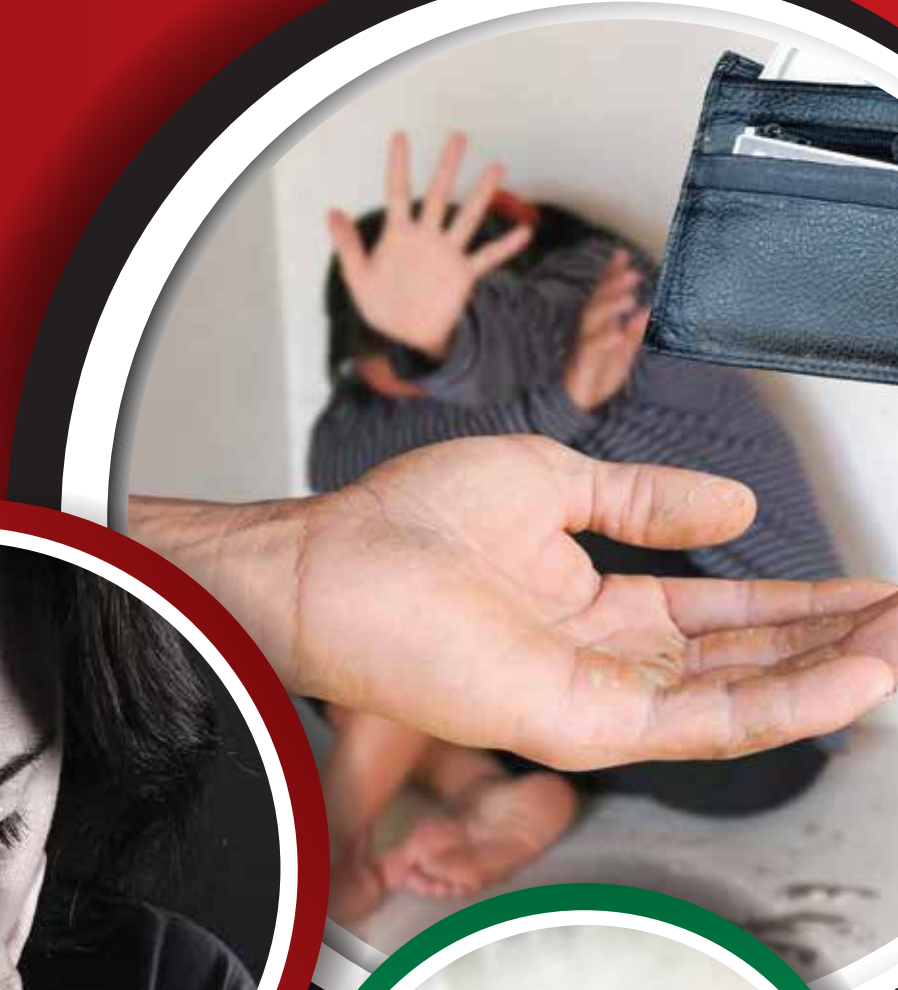
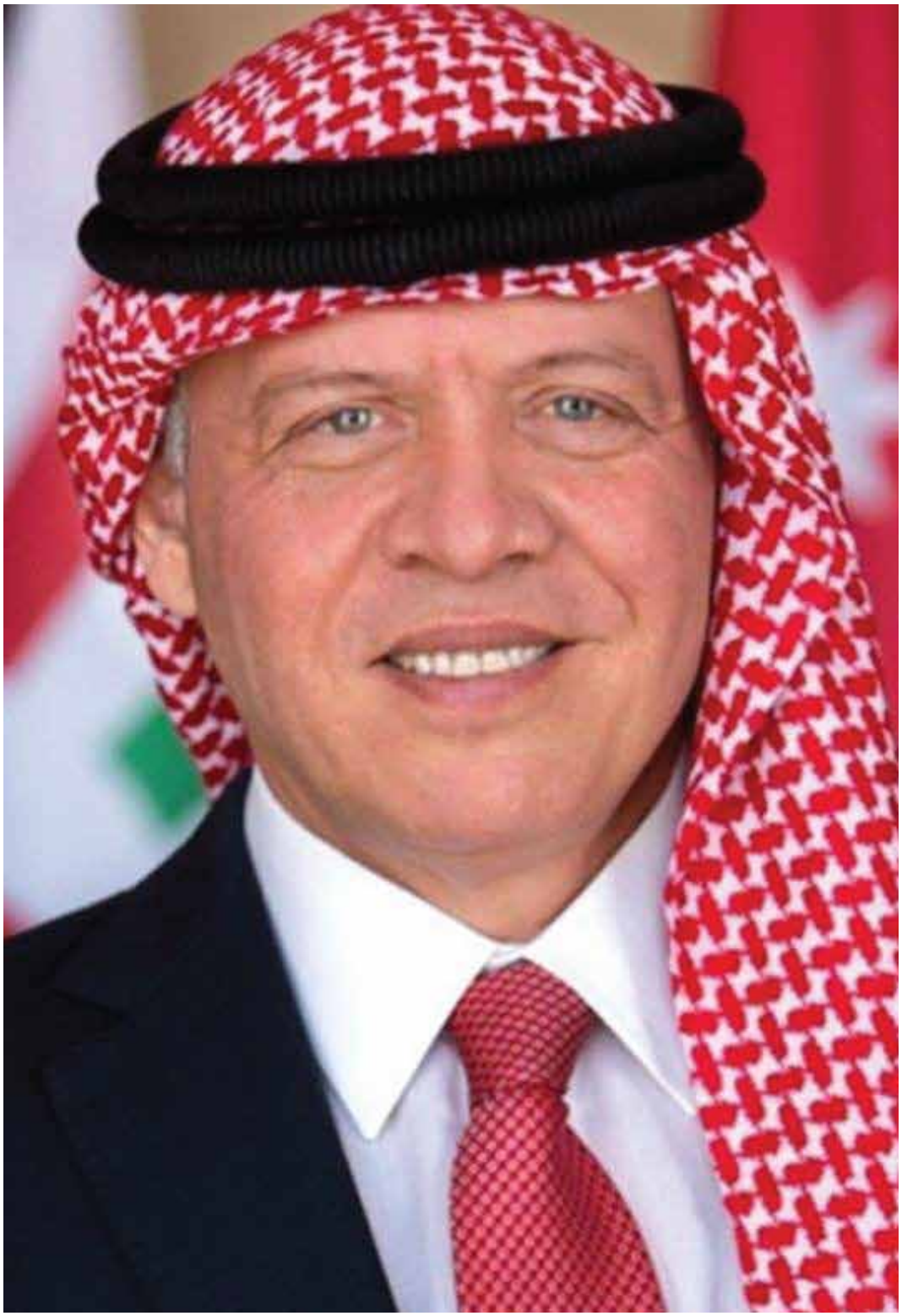
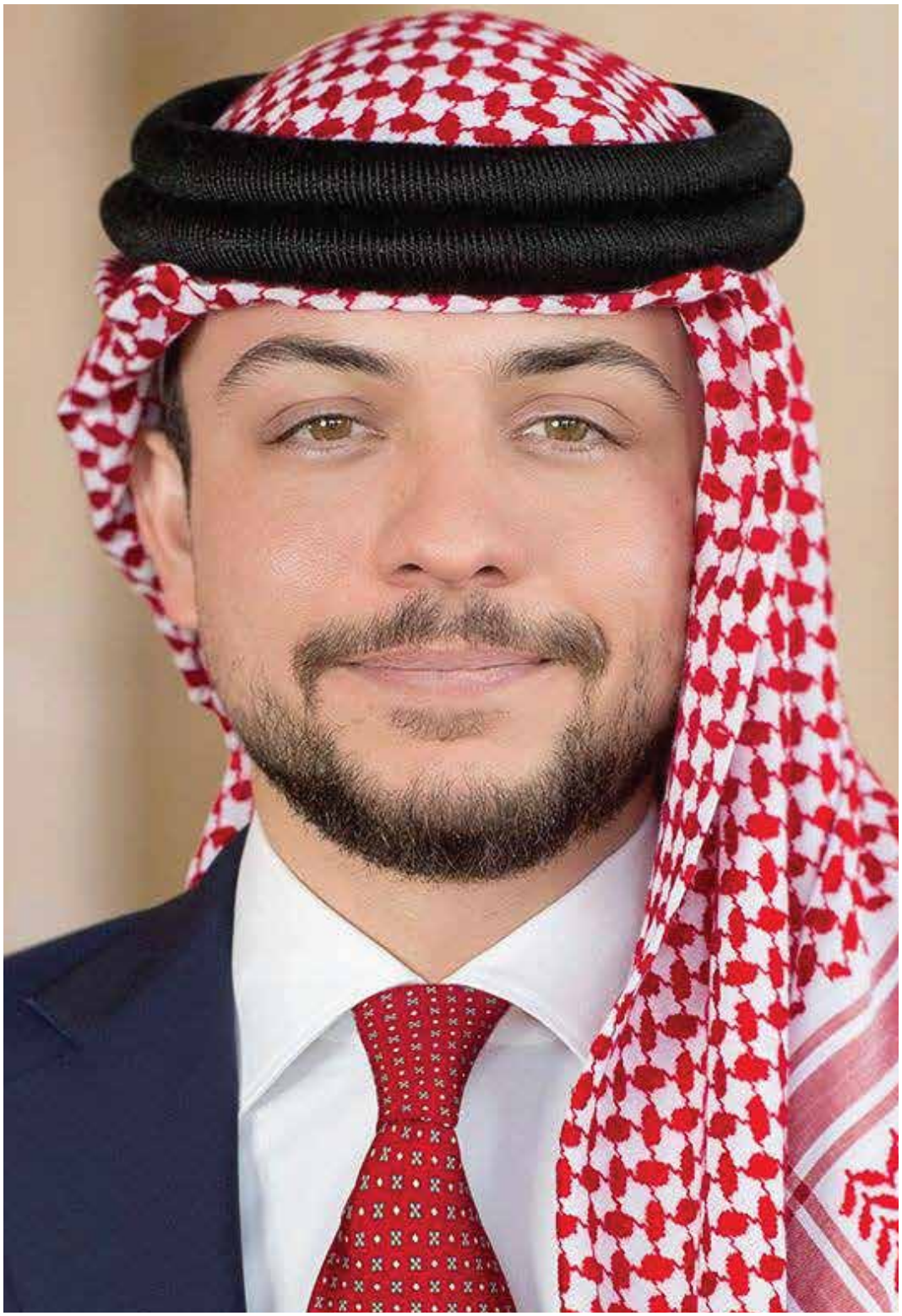


National Referral Mechanism Standard Operating Procedures

In Dealing with Human Trafficking Cases



His Majesty King Abdullah II bin Al-Hussein the Great



His Royal Highness Prince Al Hussein bin Abdullah II

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Preface

The Human Trafficking crime represents a clear violation of human rights and dignity, and entails a violation of religions, ethical principles and international and national laws and legislations, that honored humans and maintained their rights and prevented any violation. The Hashemite Kingdom of Jordan was keen to exert more efforts, within the legal and procedural framework to combat this crime.

As a response to providing the National Mechanisms to fight this crime, the National Committee for Human Trafficking Prevention, formed according to Article (4) of the Anti-Human Trafficking Law No. (9) of 2009 and its amendments, and through its sub Technical Committee, developed The National Referral Mechanism and the Unified Standard Operating Procedures, to deal with human trafficking cases, with participation of all formal and informal relevant entities, aiming to fulfill the needs, and ensure access of human trafficking victims to justice. In addition to coordinating and enhancing roles and responsibilities of all relevant parties, in the scope of defining and protecting human trafficking victims. This includes prosecuting perpetrators, and ensure provision of best response to combat human trafficking crime, according to international standards and principles, and provide the victims with the best protection and care.

The working group followed a more developed methodology to provide the victims, and those harmed by this crime, with protection and support, as new forms were added to indicate the definition of potential human trafficking victims, and special forms for first responders that deal with the victims from relevant entities. Liaison officers were defined as well, for each of the entities responsible of implementing the National Referral Mechanism, with full coordination of their roles. Standard Operating Procedures were integrated with the National Referral Mechanism, to provide the best response in dealing with human trafficking cases, and ensure that each party shall fulfill its responsibility in this regard.

Developed by: The United Nations Office on Drugs and Crime (UNODC), The Ministry of Justice, The Public Prosecution Office, The Ministry of Social Development, The Ministry of Health, The Ministry of Labor, The Criminal Investigation Department (CID) and the Counter Trafficking Unit (CTU).

Project: "Addressing increased protection and assistance needs of refugees and displaced persons vulnerable to trafficking in persons in Jordan and Lebanon".

Schweizerische Eidgenossenschaft
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Federal Department of Foreign Affairs FDFA

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Terms

Term	Definition
Human Trafficking	The Jordanian Anti-Human Trafficking Law No. (9) of 2009 and its amendments defined the human trafficking crime as: Transporting, moving, lodging, or receiving of people for the purpose of abusing them, whether through using or threatening of use of force, or through any form of coercion, abduction, fraud, deceit, abuse of power, abuse of vulnerability, or through giving or receiving financial gifts or any other privileges to secure the consent of a person who has control over those people; or buying / promising to buy or sell persons : - Selling or buying or promising of both, - Transporting, moving, lodging, or receiving of people who are under the age of 18 for the purpose of abusing them, whether through using or threatening of use of force, or through any of the means stated in item (1) of this paragraph. - "Abuse" shall mean; abusing people by forcing them to work without charge and under coercion, slavery, servitude, removal of organs, prostitution or any other form of sexual abuse.
The Victim	Any person who was subject to any form of human trafficking, with a final court decision already issued for his/her case
Potential victim of human trafficking	The person who shows clear signs or indications that might lead him/her to become subject of exploitation on a later stage,
First Responders	Dispatchers of agencies and entities whose nature of their work require them to be the first who see/ meet all groups of victims, in addition to health care providers, responders of the hot line dedicated to deal with human trafficking victims and other first responders.
Case Management team	A team composed of representatives of relative entities dealing with combatting human trafficking, and deals with the case management team. The teamwork shall be followed up by the technical committee to combat human trafficking as a part of the National Committee.
Case Management File	A complete file to manage the victim case, aiming to document the steps of assistance provided and recording information. Each case file shall include the following information in full or partial form: • Personal information of the victim, including name, family residence address, occupation, education and professional experience). • Details of the trafficking experience that a victim went through, including any harassment he/she suffered from. • Assessment of security risk. • Form of the victim's written and voluntary approval to receive assistance. • Physical, medical and psychological/mental state of the victim, and any needs related to such situations. • The required assistance, aims and priorities, and the victim's needs and services required and timeline of events. • Assistance already received/will be provided and the current status of recovery and reintegration , in addition to the required follow up and assessment of security risks, based on the criminal nature of the human trafficking crime. • Development of all inferences, evidence, investigation and litigation of the case.

National Referral Mechanism phases

Phase 1: Identifying the potential human trafficking victim

In this phase it is identified if the person may be a potential victim of human trafficking, based on the first responders' notes of initial indications demonstrated in forms (1 to 5)

Action Taken

1- Fill out one of the indications forms below (1 to 5).

2- Fill out the first responder interview / form 6

3- Inform the liaison officer through the relevant entity to engage and coordinate with the liaison officer of the allocated shelter to receive the case.

4- The liaison officer of the shelter shall inform the liaison officer of the Anti-Human Trafficking Unit of the case.

5- Referral to the shelter dedicated for human trafficking victims with one of the (1 to 5) forms and form (6), that are properly filled.

6- If the potential victim does not need a shelter, coordination should be done with the liaison officer of the Anti-Human trafficking unit, for the unit to start collecting evidence (move to phase three) and proceed with the National Referral Mechanism.

7- The liaison officer of the relevant entity shall inform the liaison officer of the Ministry of Justice to document the case,

Notes:

- A copy of the forms and referral file should be attached in all phases of the mechanism
- The notification method between liaison officers shall be through email, phone or WhatsApp.

The most important entities and persons relevant to determine Human Trafficking Victims:

Public Prosecution	Ministry of Interior	Foreign Embassies and diplomatic missions in Jordan
Anti-Human Trafficking Unit	Ministry of Social Development	International Organizations
Security Departments	Ministry of Labor	Civil Society Organizations
Ministry of Health	Labor syndicates	Air, land and sea borders' passing points.
Public facilities, industrial and agricultural zones.	Hot Lines	Citizens
		Ministry of Foreign Affairs and expatriates
		National Center of Human Rights

	Form (1) Indications of forced labor on domestic workers	Answers	
		Yes	No
1	The victim cannot leave the work place.	☐	☐
2	Victims show indications that someone is controlling their movements and that they are held against their will.	☐	☐
3	If they look frightened and worried.	☐	☐
4	If the employer reported them missing in spite of them still residing in the employer's home.	☐	☐
5	Are subject to violence or threatened by violence whether themselves or their family members.	☐	☐
6	Suffering from injuries that seem to be a result of an attack.	☐	☐
7	Threatened to be turned in to the authorities.	☐	☐
8	They do not trust the authorities.	☐	☐
9	They have no possession of their travel documents or any identification documents.	☐	☐
10	They allow others to speak on their behalf when they are approached directly.	☐	☐
11	They receive low wages or no wages at all.	☐	☐
12	They work for very long hours.	☐	☐
13	They do not have any days off.	☐	☐
14	They live in poor quality condition.	☐	☐
15	They have no access to medical care.	☐	☐
16	Mediators have paid money on their behalf to reach the counry of destination, and they have to work or provide services in the destination country to pay back those mediators.	☐	☐
17	They do not have a private space to live or sleep.	☐	☐

	Form (2) Indicators of Victims of Sexual Exploitation	Answers	
		Yes	No
1	The victim cannot leave the work place.	☐	☐
2	Victims show indications that someone is controlling their movements and that they held against their will.	☐	☐
3	If they looked frightened and worried.	☐	☐
4	Are subject to violence or threatened by violence whether themselves or their family members.	☐	☐
5	Suffering from injuries that seem to be a result of an attack.	☐	☐
6	Threatened to be turned in to the authorities.	☐	☐
7	They do not trust the authorities.	☐	☐
8	They have no possession of their travel documents or any identification documents.	☐	☐
9	They allow others to speak on their behalf when they are approached directly.	☐	☐
10	They receive low wages or no wages at all.	☐	☐
11	They work for very long hours over long periods of time.	☐	☐
12	They do not have any days off.	☐	☐
13	They live in poor quality condition.	☐	☐
14	They have no access to medical care.	☐	☐
15	Mediators paid amounts of money on their behalf to reach the destination country, and they have to work or provide services in the destination country to pay back those mediators.	☐	☐
16	They have a perception that they are chained with debt.	☐	☐
17	They know nothing of the language of the country of destination except for terms linked to sexual terms in the local dialect or the language of their clients.	☐	☐
18	Most of their clothes are similar to the types worn by sex workers.	☐	☐
19	They have tattoos or signs on their bodies indicating "ownership" by their exploiters.	☐	☐
20	Indications that potential victims are not able to reject sexual intercourse without safety measures and/or accompanied with violence.	☐	☐
21	Victims can be of any age group, although such age groups can differ according to location and market.	☐	☐
22	Indications of being subject to electronic sexual exploitation.	☐	☐

	Form (3) Indicators of labor exploitation victims	Answers	
		Yes	No
1	Victims live in groups and in the same work place, and they rarely leave these places or never leave them at all.	☐	☐
2	They live in places not suitable for residence such as agricultural or industrial buildings.	☐	☐
3	They do not wear suitable work uniforms, or personal protection equipment or warm clothes.	☐	☐
4	They do not have a job contract.	☐	☐
5	They work for very long hours.	☐	☐
6	They suffer from injuries that seem as resulting from an attack.	☐	☐
7	Threatened to be turned in to the authorities.	☐	☐
8	They do not trust the authorities.	☐	☐
9	They have no possession of their travel documents or any identification documents.	☐	☐
10	They allow others to speak on their behalf when they are approached directly.	☐	☐
11	They receive low wages or no wages at all.	☐	☐
12	They have no days off.	☐	☐
13	They have no access to medical care.	☐	☐
14	Mediators have paid money on their behalf to reach the country of destination, and they have to work or provide services in the destination country to pay back those mediators.	☐	☐
15	Are disciplined by paying fines.	☐	☐
16	They lack basic training and professional licences.	☐	☐

	Form (4) Indicators of victims of organized mendacity	Answers	
		Yes	No
1	They are usually children or people of old age begging mainly in public areas, roads and streets, traffic lights, areas of gatherings and events.	☐	☐
2	Children selling cheap items.	☐	☐
3	They show physical deficiencies or fake injuries.	☐	☐
4	They belong to gangs of members of the same nationality.	☐	☐
5	Threatened to be turned in to the authorities.	☐	☐
6	They have no possession of their travel documents or any identification documents.	☐	☐
7	They wear old clothes to gain people's sympathy.	☐	☐
8	They receive low wages or no wages at all.	☐	☐
9	They stay under the sun heat or bad weather conditions for long hours.	☐	☐
10	Are subject to humiliation, harassment, threat or violence.	☐	☐
11	They reside in poor quality conditions.	☐	☐
12	They have no access to medical care.	☐	☐

	Form (5) Indicators of victim children	Answers	
		Yes	No
1	Are unable to contact their parents, custodians or relatives.	☐	☐
2	They look concerned or scared and act against typical behavior of children in their age.	☐	☐
3	They have no friends of the same age outside their work scope.	☐	☐
4	They have no access to education.	☐	☐
5	They have no play time.	☐	☐
6	They live away from other children and in low quality residence conditions.	☐	☐
7	They perform jobs that are not suitable for children.	☐	☐
8	They have no possession of their travel documents or any identification documents.	☐	☐
9	They allow others to speak on their behalf when they are approached directly.	☐	☐
10	Clothes similar to those worn by handymen or sex workers in children sizes are found.	☐	☐
11	Finding children toys, beds and clothes in unsuitable places such as brothels and factories.	☐	☐
12	They live in poor quality residence conditions.	☐	☐
13	They have no access to medical care.	☐	☐

Form (6)

Form of the interview with first responder

Day	Date	Time	City

Data of potential victim

Name			
Document type/number		Issuance date	
Gender		Date of Birth	
Profession		Social Status	
Phone		Email	
Address			
Nationality			

(Suspect) Data

Name			
Document type/number		Issuance of issuance	
Gender		Date of Birth	
Profession		Social Status	
Phone		Email	
Address			
Nationality			

Notes of first responder

1		
2		
3		
4		
5		
6		
Entity	Name	Signature

Phase 2: sheltering, protection and assistance

This phase comes after identifying and saving the (potential) victim by the relevant entities. It includes referral to a safe space, which usually is the shelter dedicated to human trafficking victims, and provide the required protection and assistance according to the potential case, in addition to coordination with the relevant referring entity. Services provided to the potential victim include the following:

1. Sheltering: the shelter home is required to perform this mission, as in:

a. Welcoming and primary assessment:

- Welcoming the case in the shelter home.
- Provide translation when needed.
- State the general status of the case by noting the key primary indications, based on the exploitation form practiced (shelter home personnel – case coordinator).
- Shelter home personnel shall provide the basic needs of the victim (nutrition, water, basic hygiene needs, clean clothes, a space to rest, some privacy and the possibility to contact family members..etc.)

a. After the primary assessment:

- The primary approval to take the case stating the justifying reasons.
- Provide required medical care when needed, either in the shelter home or with coordination of the Ministry of Health liaison officer to arrange for providing the required medical care.
- Obtain the victim's approval to go forward with the national referral mechanism procedures, according to form (7) attached, after it is fully explained.

c.Case risk assessment:

The liaison officer of the shelter home shall coordinate with the liaison officer of the Anti-Human Trafficking Unit to assess the risks around the case, according to the attached form (8).

d. Primary interview:

- The case coordinator of the shelter home shall conduct the primary interview in the shelter according to the attached form (9).
- If the victim is a child, a behavior control officer shall be assigned by the Ministry of Social Development, and the case coordinator of the shelter arrange with the Ministry and the legal authorities in this regard.
- Approve the outcomes of the primary interview and take the proper measures as follows:

In case of vulnerability : such as seizing the passport and causing harm and so on: The referral mechanism team adopts the case management file, and referral is done to the relevant entities. In labor cases: such as wages and such... Inform the liaison officer of the Ministry of labor to coordinate the case management file.	In the case of a potential victim -Assign a lawyer for the case to provide the required legal advice and assistance as below. - Refer the forms (6,7,8 and 9) and one of the forms (1-5) and the interview outcome to the Anti-Human Trafficking Unit through the unit liaison officer.

2. **Advice and legal assistance:**

The liaison officer of the shelter home shall provide legal advice and assistance, coordinating with the liaison officer of the bar association or civil society organizations and other relevant entities.

3. **Medical assistance:**

The shelter liaison officer shall provide medical assistance, in coordination with the liaison officer of the Ministry of Health or civil society organizations, or the community and other relevant entities.

4. **Mental assistance and social support:**

shelter personnel shall provide psychological assistance and social support through the liaison officer coordinating with the liaison officer of the ministry of Health or Civil Society Organizations or the community and relevant entities.

5. **Re-habilitation and training:**

rehabilitation and training programs to be provided, if possible, through the shelter home or by having the two liaison officers from the shelter and the Vocational Training Corporation (VTC) or Civil Society Organizations or the community and relevant entities.

Notes:

In case the victim did not need sheltering, the Anti-Human Trafficking Liaison Officer coordinates with the above-mentioned relevant entities to provide the above types of assistance.

Form (7) Approval to go forward with the National Referral Procedures		
I, signing below (approve / disapprove) to go forward with the sheltering procedures and the following procedures of the National Referral Mechanism, after the case coordinator explained them to me in a language I can understand, and I hereby acknowledge that I fully understood, and accordingly I sign below Signature in writing in / /		
Name of the case:	Case coordinator (Shelter officer):	Translator:
Signature (finger print):	Signature:	Signature:

Form (8)
Primary risk assessment around the case

Name of the case: Reference Number:	
Health risks	
Physical symptoms (headache, fatigue, dizziness, back pain, abdomen or stomach pain, skin infection, visual problems, cold, respiratory problems, tooth ache)	
Previous or recent injuries (self-harm, suicidal thoughts or suicidal attempts....)	
Mental health symptoms (memory problems, recurrent crying, anxiety, anger, stress disorder, aggressiveness, post-traumatic stress disorder....)	
Disabling or high-risk medical conditions, please mention:..---------- ---------- ----------	
Infectious diseases (tuberculosis, hepatitis B, including sexually transmitted diseases)	
Addiction (alcohol, drugs,.....)	
Other risks----------	
Risks related to security	
Previous or recent security concerns	
Concerns related to the safety of family members, friends or acquaintances	
Unsafe locations in Jordan or the country of origin	
Other risks----------	
Employee name:	Signature:
Job	Date:

Form (9)

Primary interview form

Personal Data of the case

Day	Date	Time	Name:		
			Address:		
Document type:	Number	Issuance place and date:	Religion:	Phone or email:	Nationality
Civil Registry:					
National registry/ residency number		Mother's name	Place and date of birth:	Profession:	Social status:
Passport No.					
Residency No.					
Work permit no.:					

Data by the referral entity to the shelter

Referral by the legal system (Entity name, number and date)	Referral by the prosecution (Entity name, number and date)	Referral from the relevant embassy (Entity name, number and date)		Referral by the Ministry of interior (Entity name, number and date)	Referral by the Public Security (Entity name, number and date)	Referral by the Ministry of Labor or Social Development (Entity name, number and date)
Referral by civil society organizations	Referral by international organizations	Referral by the Ministry of Health	Referral by the National Center for Human Rights	Referral from the Ministry of Foreign Affairs	The victim went to the shelter by himself/herself	Other

Brief of actions, methods used and goal (purpose – exploitation)

Actions	Methods	Exploitation
Attracting	Threat by force	
Transport	Use of force	Forced labor
Receive	Other forms of cohesion	Other (mention) / Construction / Workshops / Industry / Agriculture / Houses
Sheltering	Fraud	
	Deception	
	Misuse of authority	Servitude
	Vulnerabilty Exploitation	Other (mention) / Construction / Workshops / Industry / Agriculture / Houses Organzied mandicity
	Give or receive or promise with advantages to obtain the approval of someone in control	Prostitution or sexual exploitation (mention) ----------
		Organs removal (mention) ----------
		Religious slavery / Bondage / Enslavement / Practices similar to slavery

Assessment after the primary interview	
In case of potential victim : (approval according to the national referral mechanism)	In case of vulnerability and labor cases (out of the mechanism)
Inform the Anti-Human Trafficking Unit liaison officer of the case and refer the case to the Unit.	In vulnerability cases such as seizing the passport, beating...etc.: The referral team adopts the case management file and referral is made to the relevant entities. (Name of the entity referred to---------- In labor, cases such as not paying the wages...etc: Inform the liaison officer of the Ministry of Labor about the case to be referred to the competent department of the ministry. (Name of the entity referred to----------
Decision	
Name of employee (case coordinator in the shelter)	
Position /job	
Date	
Signature	

Entities providing sheltering, protection and assistance

Dar Al-Karama	Foreign embassies and diplomatic missions in Jordan	The Jordanian Women's Union Association
Anti-Human Trafficking Unit	Ministry of Social Developments	International organizations
Security agencies	Ministry of Labor	Tamkeen Center
Ministry of Health	Approved shelter home	Jordan Bar Association
Cooperators from the civil society	Justice Center for Legal Assistance	Citizens

Phase 3: Collecting evidence, investigation and litigation (formal and legal features)

If the unit did not send the file, the shelter home shall refer the case file to the Anti-Human Trafficking Unit, and if the potential victim does not wish to receive shelter or does not need a shelter, the Anti-Human Trafficking Unit shall study the file, then the victim is referred through the public prosecution, them to the competent judiciary, where Paragraph (B) of the Anti-Human Trafficking Law No. 9 of (2009) and its amendments stipulates that the competent authorities, wherever possible, must guarantee the victim a set of rights, including providing the opportunity, at all stages of inference, investigation and trial, to clarify his/her status, identify and classify him/her, and to identify his/her identity, nationality and age to ensure that the victim is away from the perpetrators.

Procedures taken by relevant entities as follows:

First: Anti-Human Trafficking Unit

1. Collect evidence and conduct primary interviews with the potential victim to proof / deny a human trafficking case.
2. Provide the security protection required if the potential victim needed such an action, and provide an escort during the trial sessions, and maintain in a shelter.
3. Approve the outcome of evidence collection and interview, regarding:

A. If the case is a supposed victim of human trafficking:

- The liaison officer of the Anti-Human Trafficking Unit shall inform the liaison officer of the Public Prosecution to arrange for receiving the file and parties in the competent Public Prosecution, based on geographical jurisdiction.
- Inform the liaison officer of the Ministry of Justice to document the case and perform statistics of such cases, their outcomes on regular basis, in coordination with the competent prosecution.
- If the case abstained from going forward with the complaint, procedures shall be continued by sending the file to the competent Public Prosecution to take the suitable decision, and the public prosecutor shall be informed before the voluntary return of the case if the victim is foreign.

B. if the case is not a human trafficking victim (such as a state of vulnerability or a labor case):

- **Labor case such as not paying wages and such:** The file is referred to the competent court or relevant authority to take the required action, and the case is out of the national referral mechanism.

- **State of vulnerability such as seizing the passport and beating or such:** the Public Prosecution shall refer the case to the competent court or relevant entity in the state of vulnerability to take the proper action and the case is out of the national referral mechanism.

- **In both above cases:** The competent Public Prosecution follow up personnel and the entity of which the file is referred to, shall inform the liaison officer of the Ministry of Justice to conduct the regular documentation.

Second: the competent Public Prosecution

1. Conduct the primary investigation and hear the statement of the potential victim, to prove/deny a human trafficking case.

2. Approve the primary investigation outcome, regarding:

A. if the outcome of the primary investigation was a potential victim and a confirmed human trafficking case:

- The follow up clerk of the competent Public Prosecutor shall inform the liaison officer of the competent court, to arrange to receive the case file and parties before the competent court, based on geographical jurisdiction.
- Inform the liaison officer of the Ministry of Justice to conduct regular documentation.
- If the case abstained from going forward with the complaint, relevant entities shall hold a consulting session (case conference) to agree on the legal measure to be followed, and protection measures, and provide the required assistance.
- The competent Public Prosecutor shall issue an order of formal sheltering for the potential victim.
- Electronic means can be used to hear the victim and witnesses statement, to keep the victim away from the perpetrators as much as possible.s

B. If the case is a state of vulnerability or a labor case:

- **A labor case such** as not paying wages and such: the file shall be referred to the Head of the inspection department of the unit to take the proper measure, and the case is out of the national referral mechanism.
- **A state of vulnerability** such as seizing the passport and beating and such: the Public Prosecution shall refer the case to the competent court or relevant entity to the state of vulnerability, to take the proper measure and the case is out of the national referral mechanism.
- **In both cases above:** The follow up officer of the competent Public Prosecution and the entity of which the file was referred to inform the liaison officer of the Ministry of Justice to conduct regular documentation.

Third: The competent court:

1. Take the trail procedures of the competent court for the potential victim, to prove / deny a case of human trafficking.
2. Approve the investigation and trial outcome, regarding:

A. If the outcome of the primary investigation is a potential human trafficking case:

- A court ruling is issued based on the Anti-Human Trafficking Law, and then go through levels of litigation.
- Inform the liaison officer of the Ministry of Justice to conduct regular documentation (a statistic of the trial outcomes).

B. If it is a vulnerability or labor case:

- **A labor case** such as not paying wages and such: The court ruling is issued and the case is out of the national referral mechanism.
- **A state of vulnerability** such as seizing the passport and beating and such: The court ruling is issued and the case is out of the national referral mechanism.
- **In both cases above:** The liaison officer of the judiciary and the entity of which the file was referred to shall inform the liaison officer of the Ministry of Justice to conduct regular documentation

Entities related to the investigation and litigation case (formal identification)

Anti-Human Trafficking Unit
Public Prosecution
Competent Judiciary Institution (Judiciary Council)

Phase 4: Voluntary return of the victim

This phase aims to assist the victim and enable him/her to voluntary return to their country of origin. In this case, relevant entities shall take a number of procedures

First: Hold a counselling session (case conference)

- **The aim of the session:** set a voluntarily return plan for the victim, after conducting risk assessment.
- **Participants in the session:** representatives of the National Referral Mechanism team, based on the case.

Second: if the victim is a foreigner:

A. If the victim wishes to voluntarily return to the country of origin, the liaison officer of the shelter shall conduct the following:

- Coordinate with the liaison officer of the Anti-Human Trafficking unit, The Ministry of interior and the Ministry of Foreign Affairs and expatriates, to eliminate obstacles that might hinder the voluntarily return of the victim, such as:
- Work termination circulation or fines for exceeding the residency period, or lack of travel document. If the victim is a refugee, coordination shall be made with the UNHCR for follow up, according to:
- Internal procedures to issue the victim travel document, in case informing the Embassy might subject the victim life to danger.
- Coordinate with the relevant entity to obtain travel tickets
- Coordinate with liaison officer of the Ministry of Foreign Affairs to arrange welcoming the victim in the destination country, if required.
- Coordinate with the liaison officer of the Ministry of Justice, to arrange with international organizations, such as International Migration Organization, to continue the qualification and recovery program if the victim needs to, and the social re-integration program in the victim's country of origin.
- Inform the liaison officer of the Ministry of Justice with the case for regular documentation.

B. In case the victim wishes to leave to another country (third country / resettlement) the liaison officer of the shelter shall do the following:

- Coordinate with the liaison officer of the Anti-Human Trafficking Unit, the Ministry of Interior and the Ministry of Foreign Affairs and expatriates, to eliminate obstacles hindering the victim resettlement, such as work leave circulations or fines for violating residence period or lack of travel document. If the victim is a refuge, to coordinate with the UNHCR to follow up according to their procedures.
- Coordinate with the Ministry of Interior to obtain the victim travel documents, in case informing the Embassy might subject the victim's life to danger.
- Coordinate with the relevant entity to obtain travel tickets if possible.
- Coordinate with the liaison officer of the Ministry of Foreign Affairs to arrange victim welcoming in the return country if needed.
- Coordinate with the liaison officer of the Ministry of Justice, to coordinate with the UNHCR, to arrange victim welcoming in the third country, and continue requalification and recovery program, if the victims need to, and to continue the social re-integration program in the third country.

- Coordinate with the liaison officer of the Ministry of Justice, to coordinate with the UNHCR, to arrange victim welcoming in the third country, and continue requalification and recovery program, if the victims need to, and to continue the social re-integration program in the third country.
- Inform the liaison officer of the Ministry of Justice for regular documentation.

Relevant entities in the voluntary return of the victim

Anti-Human Trafficking Unit	Embassies	Tamkeen Center
Ministry of foreign affairs and expatriates	Shelter	Bar Association
Ministry of Health	Ministry of Labor	Cooperators from the civil society
International Organization of Migration (IOM)	UNHCR	Ministry of Justice
	National Center for Human Rights	Ministry of Interior

Phase 5: Reintegration

This phase aims to enable the victim to continue his/her life as an effective member of all social, economic, civil, political and cultural aspects in the community, and raise the victims' morals so that they will not be exploited again as human trafficking victims.

First: Hold a consulting session (case conference)

- The purpose of the session: Set a plan for social reintegration of the victim in the community.
- Participants in the session: representatives of the National Referral Mechanism Team, based on the case.

Second: If the victim is a national:

- The National Referral Mechanism team in the consulting session (case conference) coordinates with the Technical Committee for Combatting Human Trafficking and with the Liaison officer of the Ministry of health, to arrange health care services, according to the victim need.
- The National Referral Mechanism Team participating in the consulting session (case conference) coordinates with the Technical Committee for Combatting Human Trafficking in the Ministry of Justice, to coordinate with the Ministry of Education or the Ministry of Higher Education and Scientific Research to arrange the procedures needed to continue education, according to the victim need.
- The National Referral Mechanism Team participating in the consulting session (case conference) coordinates with the Technical Committee for Combatting Human Trafficking with the Vocational Training Corporation to arrange procedures needed to receive vocational training, according to the victim need, if possible.

- The National Referral Mechanism Team participating in the consulting session (case conference) coordinates with the Technical Committee for Combatting Human Trafficking with the Civil Service Bureau to arrange procedures needed for public appointment, according to the victim need, if possible.
- The National Referral Mechanism Team participating in the consulting session (case conference) coordinates with the Technical Committee for Combatting Human Trafficking with relevant entities to arrange procedures needed for small projects services according to the victim need, if possible.
- Inform the liaison officer of the Ministry of Justice about the case to conduct regular documentation.

Third: If the victim is a foreigner

A. If the victim wishes to stay in Jordan

- Give the victim a chance to look for a job and provide the appropriate advice according to the relevant national laws and regulations.
  Coordinate with the head of labor inspection department in the Anti-Human Trafficking Unit, to verify that the victim can obtain a work permit, according to the laws and regulations followed in the Ministry of Labor.
- Inform the liaison officer in the Ministry of Justice to conduct the proper regular documentation.

b. In case the victim wishes to return to homeland or to another country:

- The Liaison officer of the Ministry of Justice coordinates with international organizations such as the International Organization for Migration (IOM) to continue rehabilitation and recovery programs, based on the victim need, and the social reintegration program in the victim homeland.

- The liaison officer of the Ministry of Justice coordinates with UNHCR to continue rehabilitation and recovery programs, based on the victim needs, and the social reintegration programs in the third country,

Relevant entities of the reintegration phase

Anti-Human Trafficking Unit	Embassies	Tamkeen Center
Ministry of Foreign Affairs and Expatriates	Shelter	Jordan Bar Association
Ministry of Health	Ministry of Labor	Cooperators from the civil society
International Organization for Migration (IOM)	UNHCR	Ministry of Justice
Ministry of Interior	Ministry of Education	Ministry of Higher Education and Scientific Research

Members of the National Referral Mechanism Team form

A National Team for the National Refferal shall be formed to coordinate and manage the Human Trafficking case file. The team is represente dby the following entities:

1. Judicial Council / Pulic Prosecution
2. Ministri of Justice
3. Ministry of Interior
4. Ministry of Foreign Affairs
5. Public Security Department / Criminal Investigation Department / Anti-Human Trafficking Unit.
6. Ministry of Social Development / Dar Karama for sheltering human trafficking victims.
7. Ministry of Labor
8. Ministry of Health
9. National Center for Human Rights
10. National Council for Family Affairs.
11. Relevant civil society organziations.