



حوار أبوظبي بين الدول الآسيوية المرسلات والمستقبلات للعمالة
Abu Dhabi Dialogue among the Asian Labor-Sending and Receiving Countries

Prepared by the Secretariat of the Abu Dhabi Dialogue in consultation with GCC governments

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This guide builds on and complements the “Regional Guide for the Modules of Pre-Departure Orientation (PDO) and PDO Management System”, drafted by the Asian Institute of Management for consideration by Abu Dhabi Dialogue government senior officials at their meeting in Dubai on 11 and 12 May 2016.

Together, the two guides represent an integrated effort to align worker orientation in countries of origin (COO’s) and countries of destination (COD’s). Once adopted, the two sets of orientation modules can be further customized and developed into detailed curricula for delivery in individual countries. COO’s and COD’s may choose to enter into bilateral memoranda of understanding (MOU’s) aimed at aligning the information and messages that are provided to departing and arriving workers.

This guide outlines a total of seven (7) modules:

- 1- Understanding the Work Environment Culture and Living Conditions in Destination Countries
- 2- Awareness of Rights and Obligations under the COD’s labour laws and the employment contract
- 3- Awareness of Rights and Obligations under various COD legislations
- 4- Financial Awareness
- 5- Labour Disputes, Access to Arbitration and Access to the COD’s Courts
- 6- Remedies in Cases of Distress and Crisis Situations
- 7- Health Management while in the COD

Module	
<p>Module 1: Understanding the Work Environment Culture and Living Conditions in Destination Countries</p>	<ul style="list-style-type: none"> • Introduction to principle cultural and social norms and values in COD • Guiding workers in dealing with adjustment and integration challenges • Expected norms of behavior in the workplace • Sources of individual coaching and psychological support available in COD (e.g. shelters) • Incentives for gaining minimum knowledge of the local language • How to resolve disputes that are not work related with peers or other individuals in a cross-cultural environment
<p>Module 2: Awareness of Rights and Obligations under the COD's labour laws and the employment contract</p>	<ul style="list-style-type: none"> • Provide a thorough review of the employment contract, explain differences between various types of contract (e.g. limited-term vs. open contracts) and the implications of choosing one type over others • A thorough review of all rights and obligations under the COD's labour law • The rights to equal pay, non-discrimination in employment and protection against forced labour under the law • Obligations of the employer under the labour law, during the recruitment phase, during the contract term and upon the end of the labour relation • Documents (and/or copies) the worker must keep in his/her possession throughout his or her stay in the COD • Various ways in which an employment relation is ended and their respective implications and the rights and responsibilities of worker and employer during the course of termination • When is a worker eligible to obtain a new work permit to work for a new employer? • Examination of common complaints lodged by workers and how they are legally addressed/settled • Where a worker may seek assistance if he/she suspects that his/her rights under the employment contract are violated; how to file a grievance while protecting one's privacy and without fear of retaliation
<p>Module 3: Awareness of Rights and Obligations under various COD legislations</p>	<ul style="list-style-type: none"> • Human rights and their protection under applicable laws (freedom of worship, right to healthcare, other fundamental human rights) • Rights and obligations under laws and regulations governing the admission and residency of foreign nationals • The Admission regime, sponsorship of foreign nationals and the obligations of the

	<p>employer before, during and upon the ending of employment</p> <ul style="list-style-type: none"> • Employer's obligations to ensure the lawful residency of a contract worker • Unlawful acts or practices a worker may get involved in that place him/her at risk of being subjected to trafficking or forced • Anti-human trafficking laws and the protection of workers against exploitation and/or trafficking • Where to seek assistance if and when a worker believes he/she is being subjected to exploitation, to physical abuse or danger, or prevented from leaving the COD. The types of assistance and services offered by such facilities.
Module 4: Financial Awareness	<ul style="list-style-type: none"> • Wage protection systems and measures in the GCC. What withholdings from a worker's pay are considered lawful • Where to go to file a complaint if your wages are not paid, not paid on time or not paid in full • How to design a personal budget and track income and expenditures in order to meet remittance obligations and one's own living requirements • Safe and legal remittance channels and applicable fees/fee structures • Bank accounts, credit cards and loans: how to avoid the burden of unmanageable debt to financial and banking institutions • Savings and investment plans and accounts available to foreign workers in a COD
Module 5: Labour Disputes, Access to Arbitration and Access to the COD's Courts	<ul style="list-style-type: none"> • Cases of labour disputes that are referred to the courts • The right of access to courts and the exemption of court fees in labour dispute cases when applicable • Where can a worker go for legal assistance in cases of labour disputes • Court proceedings in labour disputes • The right to ask to be represented by an attorney and access to a translator • Rights of a worker during the time a labour dispute is being considered in a labour court • Rights of an individual who is arrested and/or detained by the competent law enforcement authorities.
Module 6: Remedies in Cases of Distress and Crisis Situations	<ul style="list-style-type: none"> • Raising awareness of emergency, crisis or natural disaster conditions that may arise • Training on how to face such conditions and what are the government and other agencies that provide shelters and support • Raising awareness of how to handle women, children and persons with special needs

	<p>in such conditions</p> <ul style="list-style-type: none">• Raising awareness of practices that may expose workers to the risks of exploitation• What actions to take to avoid exposure to such risks and where to go for assistance
Module 7: Health Management while in the COD	<ul style="list-style-type: none">• Introduction of workers to health related risks and risks of injuries in the workplace or as a consequence of work• Right to healthcare and medical assistance and their providers in the COD• The responsibility of employers to provide healthcare to workers• Legal considerations that govern medical leave and health related absence from work• The importance of staying in touch with one's family in the home country and its impact on the psychological wellbeing of the worker• Compliance with the law and abstention from the consumption of illicit drugs and seeking assistance when needed