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This report has been drafted by the Migrant Forum in Asia (MFA), whose efforts and commitment throughout this process are very much appreciated. IOM expresses its sincere gratitude to partners, including Abu Dhabi Dialogue (ADD) member states, international organizations, civil society organizations and prospective current and returned migrant workers – all of whom generally contributed their time, insights and knowledge throughout the development of the CIOP series.

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Kindly note that this is an advanced draft. ADD member states are invited to provide any feedback or further information to the ADD Permanent Secretariat.

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ACRONYMS

ADD	Abu Dhabi Dialogue
AED	Arab Emirates Dirham
AFML	ASEAN Forum on Migrant Labour
ASEAN	Association of Southeast Asian Nations
B2B	Business to Business
B2C	Business to Customer
CDA	Community Development Authority
CIOF	Comprehensive Information and Orientation Programme
COD(s)	Country/Countries of Destination
COO(s)	Country/Countries of Origin
CSO	Civil Society Organization
CSR	Corporate Social Responsibility
DW	Domestic Worker
DWC	Danube Welfare Centre
EPC	Expat Protection Centre
EPS	Employees Permit Systems
GE	General Electric
ILO	International Labour Organization
IOM	International Organization for Migration
KSA	Kingdom of Saudi Arabia
KSHR	Kuwait Society for Human Rights
LMRA	Labour Market Regulatory Authority
MECTD	Middle East Centre for Training and Development
MFA	Migrant Forum in Asia
MICIC	Migrants in Countries in Crisis
MOHRE	Ministry of Human Resources and Emiratisation
MOSAL	Ministry of Social Affairs and Labour
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NIOSH	National Institute of Occupational Safety and Health
OFW	Overseas Filipino Worker
OSH	Occupational Safety and Health
PAM	Public Authority of Manpower
PAO	Post-Arrival Orientation
PAOS	Post-Arrival Orientation Seminar
PCLA	Permanent Committee on Labour Affairs
PDO	Pre-Departure Orientation
PDOS	Pre-Departure Orientation Seminar
PEO	Pre-Employment Orientation
POEA	Philippines Overseas Employment Administration
POC	Point of Contact
POLO	Philippines Overseas Labour Office
SGD	Singapore Dollar
SLBFE	Sri Lanka Bureau of Foreign Employment
TCW	Temporary Contractual Worker
TMP	Temporary Migration Programme
UAE	United Arab Emirates
VTI	Vocational Training Institute

BACKGROUND



BACKGROUND

There is compelling evidence to demonstrate the benefits of well-managed labour mobility. Such migration can have positive returns for all stakeholders involved – Temporary Contractual Workers (TCWs) and their families, employers, labour recruiters as well as communities and economies in both Countries of Origin (COOs) and Countries of Destination (CODs).¹ Accurate, adequate and timely information – along with investments – remains one of the most important factors that can make safe and orderly migration possible.

The Comprehensive Information and Orientation Programme (CIOP) was initially led by the Government of the Philippines. The programme's aim is to strengthen both the protection and labour market integration of TCWs based in Abu Dhabi Dialogue (ADD) member states by seeking to address relevant information gaps and/or possible misinformation at key junctions in the migration life cycle. These measures will equip TCWs with a solid grounding in local labour laws, socio-cultural norms and practices while supporting informed decision-making that would significantly contribute towards reducing barriers of integration in the workforce and within host societies of CODs.

CIOP is a multi-phased process that was collectively adopted as a regional initiative during the 3rd ADD Ministerial Consultation in November 2014. At the core of CIOP, there is a focus on the following:

Pre-Employment Orientation (PEO): Equips prospective TCWs with accurate and tailored information to enable them to make an informed decision on whether or not foreign employment is a realistic and adequate option.

Pre-Departure Orientation (PDO): Supports outgoing TCWs in preparing for their journey, adjustment period, life and work in the COD along with providing guidance on ways to get access to support channels and grievance mechanisms.

Post-Arrival Orientation (PAO): Provides TCWs with further information regarding local labour laws, socio-cultural norms and practices, workplace expectations and good conduct.



Figure 1: Four phases of the labour mobility process.

PAO can consist of any programme which provides TCWs with guidance regarding labour laws and socio-cultural norms, among others, to better integrate them in CODs upon arrival.

1. De Haas, H. 'Migration and development: A theoretical perspective. *International Migration Review*, 2010. Vol44 (1), pp 227-264.



حوار أبوظبي بين الدول الآسيوية المرسلّة و المستقبلة للعمالة
Abu Dhabi Dialogue among the Asian Labor-Sending and Receiving Countries

Figure 2: List of ADD member states.

The harmonization of PEO, PDO and PAO benefits all stakeholders involved in the migration cycle – from TCWs, employers and labour recruiters to COOs and CODs, as well as their economies and societies.

Post-Arrival is understood as the stage which starts upon a TCW's arrival in the COD.

PAO related information includes, but is not limited to, local labour laws, socio-cultural norms and practices, workplace expectations and good conduct among others.

To support ADD member states, this Background Report explores PAO-related interventions, programmes and activities, the involvement of key stakeholders, as well as PAO delivery mechanisms in the ADD CODs. It maps relevant content, capacities of PAO providing institutions, challenges, best practices and recommendations. Particularly, it explores the following:

a. The profiles of existing formal and informal institutions, that conduct PAO programmes or deliver PAO-related interventions, along with summaries of their services and an analysis of the effectiveness of the implemented methods

b. Analysis of the mandate, organizational framework and service provision² of relevant organizations. It also focuses on aspects for frontline officers, including modes of communication and training for officers, as well as monitoring and evaluation mechanisms

c. Recommended practices on institutional coordination, resource requirements, module design and monitoring capabilities

The insights and recommendations from this Background Report have contributed to the development of the "Regional Guide and Management System for Post-Arrival Orientation in Abu Dhabi Dialogue Countries", which proposes modules for PAO and key considerations for the effective governance of such a programme.

METHODOLOGY

This Background Report is based on insights drawn from using primary and secondary forms of data collection.³ This included a thorough literature review, surveys, interviews, focus group discussions, as well as visits to the UAE and Kuwait to hold stakeholder consultations.

Multi-stakeholder consultations were a key component of the methodology, designed to gather inputs and feedback from both worker and non-worker stakeholders.

The stakeholder groups involved are summarized below:

▪ Private Sector: Employers, licensed recruitment agents, labour deployment/manpower companies, and industries where TCWs are mostly employed

▪ TCWs working in ADD CODs

▪ Non-Worker Stakeholders in COD: Relevant COD government officials overseeing TCWs and related welfare issues, entities carrying out orientation and awareness programmes in a COD, such as local Civil Society Organizations (CSOs), lawyers, women's groups and private educational institutions (for adult education)

▪ Community/Expatriate Organizations: Members of the community, social and cultural organizations run by expatriates and containing a significant number of TCWs from a COO

▪ Non-Worker Stakeholders from a COO: Embassy officials and staff in COOs, as well as local CSOs and community organizations for TCWs based in COOs, including their returnees

With regards to sampling methods, this Background Report relied on stratified random sampling or non-proportional quota sampling among different nationalities of TCWs in the CODs explored.

2. This includes, but is not limited to planning, resources, implementation and challenges.

3. A full overview of the methodology adopted to collect data for PAO is available in Annex 9.

STRUCTURE OF THE BACKGROUND REPORT

This Background Report is divided into five key parts.

Following a background to CIOP and an Executive Summary, **part one** elaborates on the need for PAO programmes, the gaps being encountered in existing PAO forms of sessions and means to tackle them.

Part two discusses information systems and best practices for TCWs in the Gulf region and explores efforts by diplomatic missions of COOs, as well as role of governments in CODs. It further explores initiatives implemented by non-profit and non-governmental sectors and the ways in which TCW networks can be harnessed. It also highlights their impact on enhancing PAO programmes, as well as exploring the role of employers as prominent stakeholders in the design and delivery of a PAO.

Part three explores current PAO-related best practices beyond the Gulf region and emphasizing the importance of doing so in determining the priorities that constitute the design of a PAO.

Part four provides an analysis of PAO programmes which outlines the gaps and needs of the mentioned programmes, while **part five** highlights general recommendations with regards to PAO.

EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

Thousands of TCWs embark on the journey of foreign employment every year. Throughout the labour migration process, there are a number of junctions where delivering tailored and accurate information to TCWs, can make a difference. The arrival in the COD can be an exciting, yet intimidating, experience. Many TCWs are ill-prepared to navigate the different norms, practices and day-to-day life of a new country. PAO can play a vital role at this stage, enabling TCWs to be more knowledgeable about the COD, as well as be better prepared to effectively manage different situations.

KEY COMPONENTS

Based on a comprehensive process of collecting data, this Background Report elaborates on a number of key findings relating to PAO and PAO-related interventions, in the following sections:

Need for PAO for TCWs:

Understanding the benefits of establishing measures and systems of awareness among TCWs upon arrival in the COD is important.

Information Systems for TCWs and Best Practices in the Gulf:

There are various forms of awareness and information programmes currently existing in the Gulf countries, which are conducted by different stakeholders, including governments, Non-Governmental Organizations (NGOs), community organizations and employers.

Existing PAO Practices Beyond the Gulf:

Notable PAO programmes are held by COD governments, diplomatic missions of COOs and civil society in Malaysia, Hong Kong SAR - China, Taiwan Province of the People's Republic of China, South Korea and Singapore. Important insights and best practices can be learned from these programmes.

PAO Analysis:

It is helpful to understand and analyse the existing opportunities and strengths among CODs, as well as note common challenges for the implementation of PAO. The views, opinions and responses of TCWs significantly contribute to the provision of principles and methods that would assist in forming a PAO that is centred on the needs of a TCW, while ensuring that the requirements of other stakeholders are fulfilled. This process includes exploring foundational principles of PAO, linkages for smooth implementation of the programme (consists of stakeholder analysis) and targeted information dissemination required for TCWs (consists of content and delivery mechanisms).

Recommendations:

Recommendations largely revolve around considerations for enriching inter-stakeholder linkages, identifying aspects of PAO programmes to be absorbed, and putting forth effective delivery mechanisms which would aim to maximize knowledge retention.

Vulnerabilities in the labour migration process are managed, to a large degree, by tackling information asymmetry currently found in labour systems. This Background Report embraces the various possibilities that PAO can offer. It identifies existing structures, unfilled gaps (from PEO and PDO), desired change, stakeholder perceptions and the possibilities of multi-stakeholder engagement.

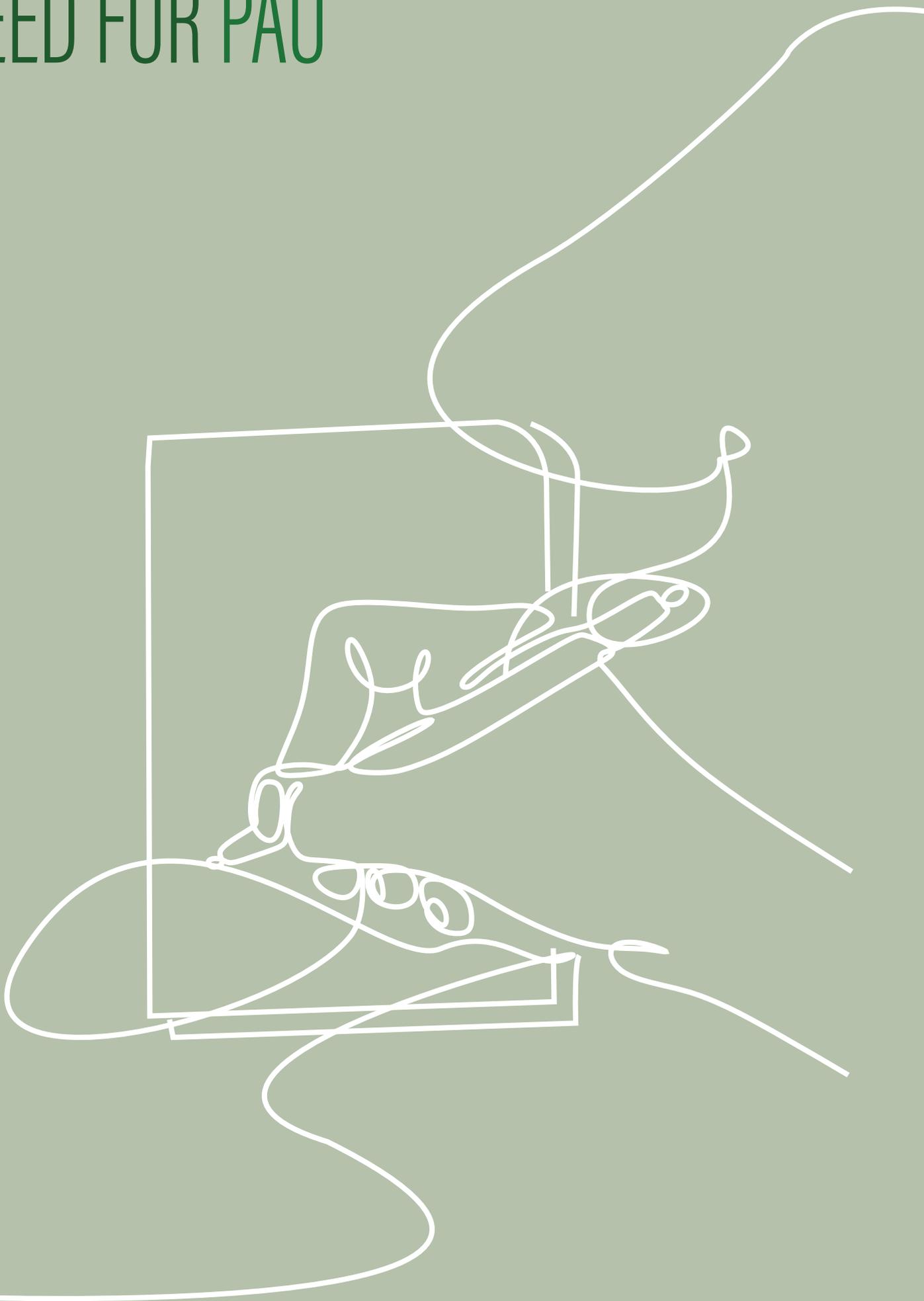
PAO is recommended to adopt a human rights-based approach while involving whole-of-society and whole-of-government in the design and implementation at different stages of the PAO programme. The involvement of government-to-government cooperation in the feedback loop is key to addressing any asymmetries and misinformation.

“I don’t think it is difficult to adjust in the COD as long as we know all of their rules and regulations. When faced with an issue, we need to be sufficiently informed to use our sense of mind at the moment!”

- FGD with TCW



NEED FOR PAO



1. NEED FOR PAO

ADDRESSING INFORMATION GAPS

TCWs within Asia are largely considered temporary and due to this, migration governance and structures in both COOs and CODs are tailored and designed for short-term migration.

The temporary nature of these arrangements contribute to many TCWs not being completely aware that they are entering a space that is different and sometimes challenging to cope with. This is particularly true for TCWs from South and South-East Asia who have noted that cultural differences affect their ability to adjust and cope with work as well as personal challenges.

Consequently, governments of both COOs and CODs have repetitively stressed the need for orientation and awareness-raising for TCWs, as a prerequisite for effective labour standards and migration process. To safeguard TCWs' rights, guarantee employers' satisfaction while upholding government labour regulations, TCWs need to be equipped with proper information throughout their foreign employment experience.

Despite decades of several active migration corridors, TCWs continue to have inadequate or outdated information on the labour migration process, rendering them vulnerable to exploitation and abuse.

IN CODS

In CODs, largely PAO-related interventions are seen to be mainly formed and operated within, and among, community networks, typically comprising of informal groups of migrants from the same country or community. These efforts remain strong and interconnected in CODs. Sessions are about information that was gathered by TCWs throughout their years of working and living in the COD, such as language skills in English and Arabic or tips on adjusting to the food and weather.

However, the challenges of labour migration persist for vulnerable groups of TCWs such as first-time TCWs⁴ and Domestic Workers (DWs) who may be relatively separated from these community networks. Addressing key information gaps and establishing preventative measures would shield TCWs from dangerous situations.

IN COOS

In COOs, the concept of providing formal and institutional orientation programmes for TCWs did not exist until the 1980s and 1990s and for some, perceptible changes in labour migration governance were observed in the 2010s.ⁱ

Government and recruiting agencies in the COOs are recommended to provide information on what TCWs should expect in a COD including information on laws, living and working conditions, and self-care. However, considering the diverse experiences and backgrounds of potential TCWs, some of whom are physically disconnected from sources of information by virtue of being in rural or remote areas or have lower literacy/educational levels, PEO activities and PDO programmes currently do not account for all these nuances.

Many TCWs are faced with insufficient and, often, outdated information when undergoing PDO. The information provided in some of these programmes does not necessarily match the outgoing TCWs' profession, background and expertise. Such gaps warrant a need for CODs to become key sources of sustainable, relevant and updated information that is appropriate to every phase of the labour migration cycle.

4. 'First-time' TCWs are those that have left COOs for the first time for work as opposed to other TCWs that may have had prior experience working in the same, or another COD.

i. Please refer to page 77 for endnotes and references.

INFORMED CHOICES



In a report titled “The Price of Rights: Regulating International Labor Migration”, the need for policies to be in place, that will enable TCWs to make rational and informed choices about the migration governance systems in COOs and CODs, is stressed.

It also further discusses three types of policies in CODs that are required to ensure the above which are outlined herewith:

First, migrants’ legal rights, including the limits of any rights restrictions, must be effectively protected and enforced. This requires strict penalties against employers and recruitment agencies in immigration, employment, recruitment, and other areas... also requires effective mechanisms of redress for migrant workers who feel that they are denied their legal rights ...

Second, to make considered choices, workers considering becoming migrant workers must be provided with good information about the conditions of employment and residence while working under a Temporary Migration Programme (TMP) abroad, including clarity about any restrictions ...

Third, receiving countries’ policies must effectively protect TCW workers’ ‘exit options’ meaning TCW workers’ ability to leave their employers and exit from the TMP altogether.

(Ruhs, 2013)

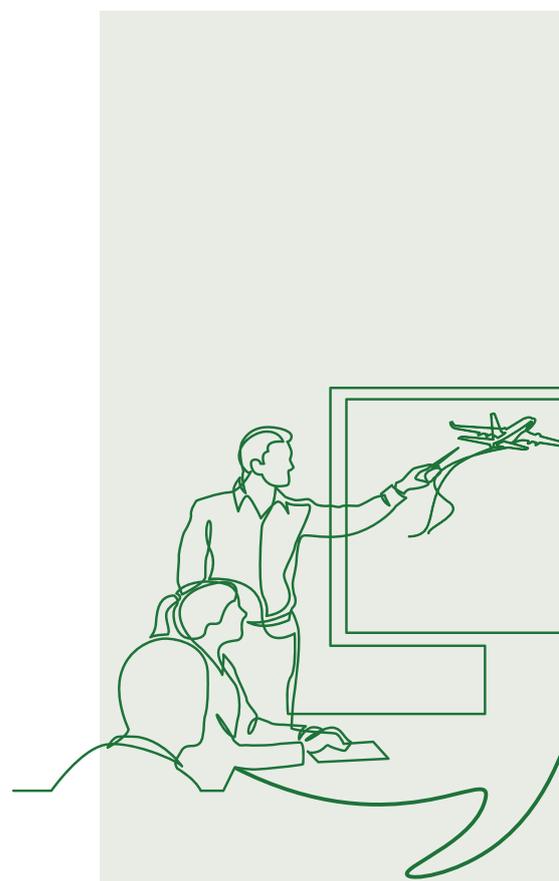
As detailed in the “Background Report on Pre-Departure Orientation in Abu Dhabi Dialogue Countries”, TCWs disclosed that the most needed information relates to laws and regulations within the COD, which are usually regularly updated.

When undergoing, workers also expressed their interest in having skill-enhancing courses or orientation sessions on how to use machinery and technology relevant to their profession, particularly for DWs as they are generally unfamiliar with operating household machinery and caregiver facilities.

Additionally, the role of employers was further considered, particularly in providing practical information and understanding the expectations of TCWs as well. While it is necessary during pre-departure stage, including employers in parts of the post-arrival stage as well as creating awareness among the employers themselves is as crucial for creating holistic awareness among TCWs.

The role of stakeholders in the labour mobility process in CODs is important. As stressed in the “Policy Brief on PAOs in the Association of South East Asian Nations (ASEAN region)” (International Labour Organization, 2015), an effective information dissemination strategy in CODs could target not only TCWs and their families, but also recruiters and potential employers.

This assists in providing information to TCWs who may not have PEO or PDO in their COO, as well as reinforces key messages. To be able to actively contribute to the labour migration process and reap the benefits of temporary labour migration, TCWs need to be well-informed and oriented at every stage.



INFORMATION SYSTEMS FOR TCWS AND BEST PRACTICES IN THE GULF



2. INFORMATION SYSTEMS FOR TCWS AND BEST PRACTICES IN THE GULF

2.1 LABOUR MIGRATION TRENDS

Gulf countries are the most preferred destinations for TCWs hailing from South Asian countries, except for Nepal, and are also the main destination for TCWs from the Philippines.

The below table illustrates TCW labour in the Gulf region. As per latest estimates, the proportion of TCWs in the Gulf countries, continue to be either higher than or almost equal to the proportion of national residents, except for the Kingdom of Saudi Arabia (KSA).

Country (date)	Total popn.	Nationals	Foreign nationals	Nationals %	Non-nationals %
Bahrain (mid-2017)	1,501,116	677,506	823,610	45.1	54.9
Kuwait (Nov 2018)	4,640,415	1,398,952	3,241,463	30.1	69.8
Oman (Nov 2018)	4,656,133	2,606,585	2,049,548	56.0	44.0
KSA (mid 2018)	33,413,660	20,768,627	12,645,033	62.2	37.8
Total	56,076,432	26,953,725	29,122,707	48.1	51.9
UAE ⁵ (end 2016)	9,121,176	1,153,576	7,967,600	12.6	87.4

Table 1: Total population and percentage of nationals and non-nationals in the Gulf region.
Source: Gulf Labour Markets and Migration, 2019.⁶

The other major region of destination for TCWs within Asia is South-East Asia and in recent times, East Asia. However, unlike the ASEAN region, the mode of temporary labour migration is different than that of the Gulf region, which leads to significant incongruence within migration governance systems of COOs and CODs.

COOs, generally, have specific government agencies, departments or ministries that deal with migration issues. Such governmental bodies aim to regulate recruitment, protect workers and provide labour-related services while workers are in the COD. However, COOs can be limited in the protection offered to TCWs. Policies and agreements between COOs and CODs can be strengthened by building monitoring capabilities. TCWs can be empowered through orientation and awareness programmes conducted by governments of both COOs and CODs.

The following section aims to highlight the existing programmes of PAO and related interventions, by different stakeholders in certain CODs while considering the gaps of information and awareness mechanisms in other CODs within the Gulf region.

5. Information available at: <https://sahanauae.com>

6. Information available at: <https://gulfmigration.org/gcc-total-population-and-percentage-of-nationals-and-non-nationals-in-gcc-countries-national-statistics-2017-2018-with-numbers/>

2.2 EFFORTS BY DIPLOMATIC MISSIONS OF COOS

Within Asia, existing practices of PAO are being conducted in South-East Asia and East Asia. Among all COOs from South and South-East Asia, the Governments of the Philippines and Indonesia have become prime examples in offering PAO for their TCWs in CODs. At the regional level, guiding documents include the "ASEAN Declaration on the Protection and Promotion of TCW Labour (AFML)".⁷ The practice of conducting PDOs and PAOs has been included in several recommendationsⁱⁱ of the ASEAN Forum on Migrant Labour (AFML). (International Labour Organization, 2015)

Other COOs in the South Asian region are yet to consider PAO as a primary and explicit responsibility of the embassy despite conducting information dissemination exercises in other comparable forms such as Open Houses⁸ and establishing Migrant Resource Centres (MRCs) in CODs, such as by the Indian Ministry of External Affairs.⁹

Embassies were also found to raise awareness through their social media handles and official websites. In addition, some outreach campaigns have been capitalizing on the widespread use of mobile services, to provide useful and practical information, such as the services offered in the UAE for passport renewal and other consular services.

Such platforms have proved to be efficient channels of communication and awareness raising. India and Sri Lanka have been noted to develop handbooks for safe migration as a supplement to PDO programmes within countries.

INDIA

The Indian Embassy in KSA has provided an online manual¹⁰ titled "Guidelines for Indian Nationals in Saudi Arabia".

This handbook includes the following topics:

- a. Kingdom of Saudi Arabia – a brief introduction with key facts
- b. Consular jurisdiction of Embassy of India, Riyadh and Consulate General of India, Jeddah
- c. Do's and don'ts – after arrival as well as financial do's and don'ts
- d. Employment in KSA – FAQs
- e. Saudi labour law – basic points and highlights
- f. General information about living conditions
- g. Welfare schemes for workers abroad – includes the "Indian Community Welfare Fund" and the "Pravasi Bharatiya Bima Yojana"
- h. Labour grievance redressal mechanism of the KSA Government
- i. Services of the Indian Embassy/Consulate – redressal of labour disputes, disposal/transportation of mortal remains, death compensation claims and consular services, among others
- j. Important Government of India contacts – this includes the Embassy/Consulate, and passport/visa service centres
- k. Important KSA Government contacts
- l. Emergency numbers and important websites

The Indian Diplomatic Mission of KSA has also published an information guide for volunteers involved in case handling associated with the Mission as of 2017.¹¹

7. Information available at: https://www.ilo.org/dyn/migpractice/migmain.showPractice?p_lang=en&p_practice_id=41

8. 'Indian consulate to resume open house to address grievances.' 10 January 2018. Gulf News. Information available at: <https://gulfnews.com/going-out/society/indian-consulate-to-resume-open-house-to-address-grievances-1.2154676>. <https://gulfmigration.org/gcc-total-population-and-percentage-of-nationals-and-non-nationals-in-gcc-countries-national-statistics-2017-2018-with-numbers/>

9. Pravasi Bharatiya Sahayata Kendra UAE Information available at: <http://www.pbskuae.com/Service-Offerings.aspx>

10. Information available at: <http://www.indianembassy.org.sa/community-welfare/guidelines-for-indian-nationals-who-have-arrived-residing-in-saudi-arabia>

11. Information available at <http://www.indianembassy.org.sa/images/documents/Information-for-Volunteers-Booklet-as-on-10-6-2017.pdf>. Other FAQ documents for different categories of TCWs are available on <https://mea.gov.in/faq.htm>

It is an extremely detailed handbook, specifying the roles and responsibilities of the volunteers in line with national laws.

The handbook highlights the required procedures to follow when dealing with the following:

- **Cases of Labour Disputes**
- **Disposal of Mortal Remains**
- **Realization of Death Compensation**
- **Consular Services (passport issuing)**
- **Emergency Certificates**
- **Urgent Repatriation**
- **Incarcerated TCWs**
- **Accidents**
- **Attestation of Documents (birth certificate, marriage certificate, commercial documents)**

The Government of India¹² has established five TCW assistance centres officially called the “*Pravasi Bharatiya Sahayta Kendra*” in Dubai, Sharjah, Riyadh, Jeddah and Kuala Lumpur. The services offered are mainly for immediate case-handling, grievance redressal and counselling.

Services include a 24/7 helpline run by professionally trained and qualified counsellors who are well-versed in commonly spoken Indian languages, walk-in counters to receive petitions directly, access to experts in the field of legal, psychological and financial matters for personal counselling sessions and finally, awareness campaigns in the form of talks by experts, seminars, panel discussions and open forums.

PHILIPPINES

The Post-Arrival Orientation Seminar (PAOS) programme of the Philippines is viewed as an important mechanism benefitting their overseas workers. The Department of Labour and Employment Administrative Order No. 532 of 2018 requires the Philippine Overseas Labor Offices (POLOs) to conduct seminars for Overseas Filipino Workers (OFWs) within one month from the date of their arrival as well as for domestic workers in the country. The Diplomatic Mission in Dubai stated that in 2018, it conducted 87 sessions for 845 TCWs, and in the first quarter of 2019, it conducted 48 sessions for 1,180 TCWs.

The design of the PAOS programmes by the Philippine Diplomatic Mission is uniform across the Gulf region. When workers are brought to POLO, classes are conducted by a team from the Philippines Overseas Employment Administration (POEA), the Overseas Worker Welfare Administration (OWWA) along with other trained staff within the Consulate.

The PAOS content framework includes:

- Relevant information on the customs, culture, and traditions in the TCWs’ new work environment
- Strategies to help TCWs relate to and adapt to their new work environment
- Information on TCWs’ rights and obligations, including remedies available to them
- Information on the Philippine Government’s programmes and services for OFWs¹³

According to the Philippines Diplomatic Mission in the UAE, the PAOS takes place for roughly 1.5 hours keeping in mind the workers’ schedules for work and transport requirements.

12. Currently, the only Government to have such centres in the Gulf region.

BANGLADESH

The Bangladeshi Diplomatic Mission in the UAE provides a 24/7 helpline in addition to other lines of communication such as social media (primarily, WhatsApp and Facebook) and considers such engagement to be sufficient. Furthermore, it conducts welfare visits to labour accommodation, which are brought to the attention of the UAE Ministry of Foreign Affairs & International Cooperation prior to the visit.

Despite institutional limitations, there are avenues for interaction with TCWs that can serve as a platform for improving awareness among workers, such as consular visits to other Emirates like Fujairah and Ajman, as well as organizing local and national celebrations for TCWs.

Before arriving in the COD, PDO in Bangladesh takes place over three days,¹⁴ and includes information that is useful for foreign employment and adjusting in the new COD. It is also understood that Bangladeshi TCWs are required to undertake skilling programmes as well as a mandatory 30-day training programme at any of its 64 Technical Training Centres in Bangladesh. Nevertheless, Bangladeshi TCWs in CODs continue to face communicative issues. This is said to be a result of insufficient Arabic language training provided, which tends to focus on literary Arabic rather than spoken. Other challenges include stipulated working hours and lack of awareness on how to deal with any unforeseen challenges and difficulties, particularly for DWs.

In view of this, their Diplomatic Mission has published pamphlets of information in Bengali with content that is specific to the UAE laws and conditions; it further mentioned their involvement with the SmartLife Foundation.¹⁵ On community involvement, it was noted that community programmes largely revolve around cultural events.

PAKISTAN

The Welfare Wing of the Pakistani Consulate in the UAE is seen as persevering in their outreach efforts among their nationals. They have organized several awareness campaigns on important topics that TCWs need to be aware of.

For example, an awareness campaign on traffic rules and regulations and police assistance for TCWs was held in July 2019, in cooperation with the Dubai Police. Additionally, medical camps were organized in association with Zulekha Healthcare. Financial literacy campaigns on safe remitting and savings was coordinated with banking organizations such as National Bank Exchange and UAE Exchange.

Providing this information to workers is a challenge at times due to lack of access to them. Many companies stated that permission needs to be attained before entering labour camps and, at times, companies are reluctant to provide this. The Pakistan Association in Dubai has been identified as a possible community organization to support delivering and enhancing of PAOs being conducted, however this role has been limited largely to engagements through platforms such as cultural events.

The recent Memorandum of Understanding (MOU) between Pakistan and the UAE¹⁶ which stipulates that an Employment Job Offer will be signed by both parties prior to the individual's departure from Pakistan, has been lauded as a step in the right direction against contract substitution and illegal recruitment practices.

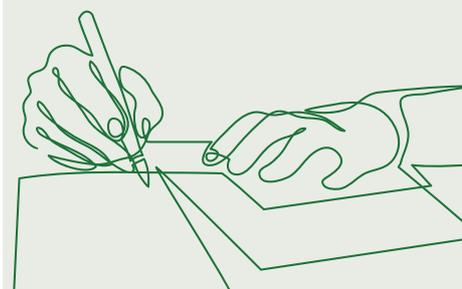
As part of PDO, there are seven centres in Pakistan specifically created for PDO processes. At the time of writing, online platforms for recruitment and grievance redressal were being further explored by the Government of Pakistan as a form of PAO, ensuring continuous engagement with TCWs even after departure.

13. Information available at: <https://www.bworldonline.com/dole-orders-ofws-seminars-to-be-standardized/>

14. For further information, please refer to the 'Background Report on Pre-Departure Orientation in Abu Dhabi Dialogue Countries'

15. Please see page 31 for more information on SmartLife Foundation.

16. Information provided during CIOP Consultations noted the MOU was signed in June 2019, by Nasser Bin Thani Al Hameli, UAE Minister of Human Resources and Emiratisation and Tahir Hussain Andrabi, Acting Permanent Representative of Pakistan to the United Nations at the 180th session of the International Labour Conference.



“I feel as though we do need to know particularly the cultural aspects. It becomes important for use to really adjust to their culture and that means respecting public norms and behaviours.”

- FGD with TCW

SRI LANKA

The Sri Lanka Bureau of Foreign Employment (SLBFE), the regulatory authority for the sector of foreign employment in Sri Lanka, is responsible for the promotion and welfare of Sri Lankan TCWs. With technical support from International Labour Organization (ILO) Country Offices of Sri Lanka and Maldives, SLBFE created the “Safe Labour Migration Information Guide” in 2015.¹⁷ It is a source of information for government officers at the sub-national and local level, but also serves as a handbook for TCWs as well. The guide largely discusses the different stages of the labour migration cycle and focuses on the pre-departure requirements for TCWs.

In the absence of widespread formalized and institutional PAO in the ADD CODs, the guide also includes brief information on duty related and personal responsibilities, and what to expect during repatriation or return. It does not include information on working and living conditions, basic rights of the worker, procedures to follow in case of emergencies or consular assistance that one can refer to. It underlines the worker’s responsibility to ensure their own safety, including tips on how to “ensure your employer sends your monthly salary to your Sri Lankan bank account” and “ensure expected tasks are communicated to you”¹⁸

The “Operational Manual for Labour Sections of Sri Lankan Diplomatic Missions in Destination Countries”, was published in 2013¹⁹ by the Ministry of Foreign Employment Promotion and Welfare, with technical support from ILO Country Offices of Sri Lanka and Maldives. It aims to strengthen systems of grievance redressal, as well as promote decent work.

The guide discusses the handling of grievances of TCWs on various issues, reviewing repatriation measures, ensuring a safe recruitment process, disseminating general information such as administration and financial provisions and finally, conducting welfare programmes for workers.

Under the section of conducting welfare programmes, guidelines include the following:

1. Ensuring representation in the Committees of Welfare Associations of Sri Lankan community members
2. Providing assistance in organizing community activities such as cultural shows
3. Organizing skills-development programmes for TCWs and residents of safe houses
4. Taking an active role in national and religious events organized by diplomatic missions
5. Organizing cultural programmes for factory workers, especially in the manufacturing sector (e.g. garment factories)
6. Ensuring that the right parties and stakeholders are involved with commercial transactions through conducting welfare programmes
7. Encouraging an equal participation by different Sri Lankan communities at welfare programmes

The Embassy of Sri Lanka in Kuwait has been noted to conduct a PAO for DWs, which is a target group along with those that join the service sector. Despite the Diplomatic Mission’s engagement with community organizations, morning and evening sessions of PAO were discontinued due to low attendance and the difficulties in convincing employers to cooperate with the process and bring DWs to PAO.

17. Safe Labour Migration Information Guide, March 2015. Sri Lanka Bureau of Foreign Employment, with technical assistance from ILO. Information available at <https://www.ilo.org/dyn/migpractice/docs/269/Guide.pdf>

18. An extract of the Safe Labour Migration Information Guide is included in Annex 2.

19. Operational Manual for Labour Sections of Sri Lankan Diplomatic Missions in Destination Countries’, 2013. Ministry of Foreign Employment Promotion and Welfare, with technical assistance from ILO. Information available at: <https://www.ilo.org/dyn/migpractice/docs/270/Manual.pdf>. Kindly note consultations are currently underway to update sections of this Manual. The Ministry of Foreign Employment, with support of IOM, ILO and UNWOMEN, is involved in this process.

On-going processes of engagement, alongside grievance mechanisms would supplement the PAO. Hence, they advocate for curative, rather than preventative engagement, especially, with reference to awareness raising initiatives for TCWs.

Additionally, it was noted that due to the significant amount of casework they receive, the Diplomatic Mission finds these preventative efforts to be very time-consuming hence, capacity-building of labour attaches and other relevant staff could be considered to provide support. In order to tackle these challenges, the Diplomatic Mission believes that MOUs could assist in centralizing the vision of PAO, and could support the provision of a platform for embassies to deliver a mandatory PAO for DWs, between the airport and the sponsor's home. Finally, MOUs could also clearly state the punitive measures for agents that do not follow mandatory PAO processes.

The aforementioned efforts are largely considered remedial measures in response to trends and patterns observed in cases received by the Embassy. This focus is different from other COOs, such as the Philippines, who include preventative measures by providing information to TCWs upon their arrival.

Relevant civil society members have noted that the methodology, content and systems associated with PAO-related information dissemination by embassies could be strengthened. Some information provided has been said to be outdated, focusing primarily on cautionary measures and the responsibilities of the TCWs. Therefore, COOs conducting orientation programmes alone may lack the perspective of the COD that is instrumental for better awareness-raising among TCWs.

2.3 ROLE OF GOVERNMENTS OF CODS

The three major phases of orientation targeting TCWs require the involvement of the COO and COD governments in different roles and capacities. This is to encourage well-informed and prepared TCWs, who are better positioned to identify and avoid unfavourable labour conditions, irregularities, as well as understand what to do in a situation of distress.

However, the predominance of a certain stakeholder is expected in particular phases of the labour migration cycle – such as COO governments for PEO and PDO, and COD governments for PAO.

To tackle possible information gaps of TCWs and ensure their access to orientations specific to their context (nationality, industry, and skill level), the role of COD governments is important.

Vulnerable groups of TCWs, especially DWs, would significantly benefit from the involvement of COD governments in improving their awareness, particularly as the access and mandate of some COOs' diplomatic missions may, at times, be limited.

With the COD as a primary stakeholder in PAO, the harmonization processes between PEO, PDO and PAO, would be easily facilitated as an on-going process of improving learning and awareness from the pre-employment stage to the post-arrival stage. This harmonization would also facilitate streamlining and reinforcing of relevant and key information during the labour migration process until the return of the TCW.



UNITED ARAB EMIRATES

TAWJEEH

The UAE Government provides guidance and raises awareness regarding UAE Labour Law and disseminates relevant information to business owners, employees, labourers and representatives. This is seen as an example of significant efforts at improving awareness relating to labour migration, with the involvement of multiple stakeholders.

Services are provided when issuing and renewing labour contracts for employees and labourers, as well as providing an obligatory introductory lecture on UAE Labour Law for employers.

Tawjeeh services include the following:

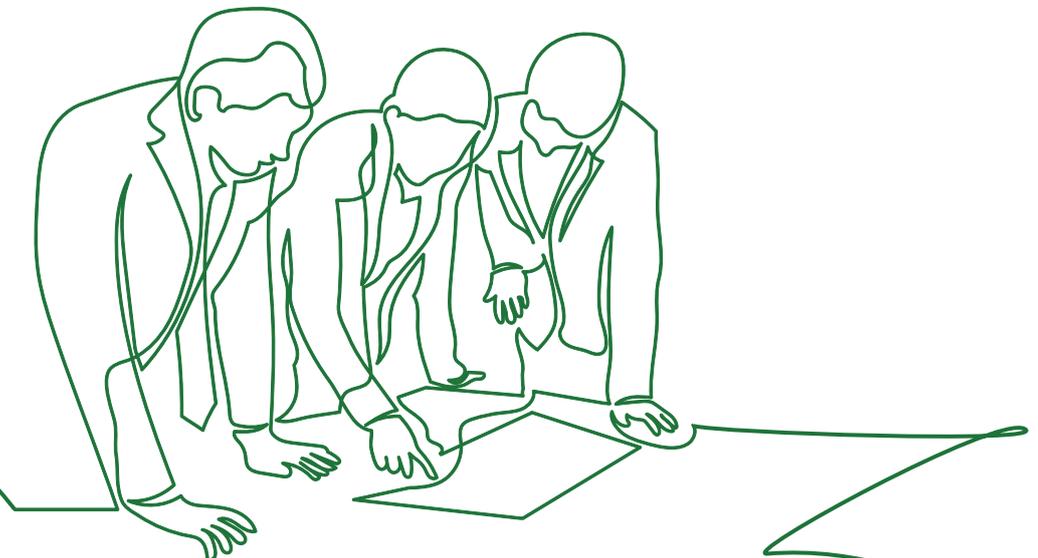
- **Guidance and awareness for both workers and employers**
- **Issuance, documentation and renewal of labour contracts for current and new employees**
- **Distribution and delivery of material, such as awareness leaflets for employers and workers**

These services do not apply to workers sponsored by companies in free zones.²⁰

As of November 2018, the orientation services offered by Tawjeeh were available for Professional Levels 3, 4 and 5, which comprise of technicians, clerical support and services/sales workers, with the aim of expanding the services in the near future. Currently, services are not provided to craft or trade workers, plant or machine operators, and agriculture workers.²¹

The awareness training involves a 1.5-hour classroom session with an informative video on UAE employment regulations, displayed in 16 different languages. Upon completing the training, attendees are issued their labour contract and a mobile phone SIM card.

The latter is meant to facilitate communication between the worker and the Ministry of Human Resources and Emiratization (MOHRE). The orientation must be attended in person, at any of the 37 Tawjeeh service centres across the UAE at a fee of United Arab Emirates Dirhams (AED) 203.²² The employer is expected to take into account the time taken to obtain the new residence permit and the additional fees associated with awareness sessions.



20. Free Zones are referred to as providing 100% ownership to foreign labourers and single window administrative convenience for the purpose of boosting international business.

21. The skilling and orientation of DWs are under the mandate of Tadbeer centres.

22. Information available at: <http://www.emiratesnews247.com/employees-training-must-before-uae-work-visa/>



The informative video, that all workers are expected to watch prior to receiving and signing their contract, is styled as a movie with characters that include a worker that follows the rules and one that does not, depicting the consequences. Situations are interspersed with slides or short clips on the relevant law or custom to be followed.

The content is largely based upon the recruitment process, occupational safety and health regulations, remittances and savings, local laws and what to consider as a TCW with a two-year contract. It discusses worker responsibilities and the importance of being aware of the rules and procedures in cases of change of sponsor/company, contract and compensation.

It highlights the employer's responsibilities towards the worker, which include reasons of dismissal a worker should be aware of and the channels available to the worker for grievance redressal and dispute resolution. Anonymity, transparency and accessibility to the workers are stressed. Notably, it shows what constitutes a crime in the UAE.

The helpline number is mentioned multiple times as is the clear statement of the law by the characters in the informational movie.

Through the CIOP consultations, a number of insights were gained, relating to way in which one can further enrich content and delivery at the Tawjeeh centres.

Since this orientation is mandatory for all, except for the aforementioned categories, it has been observed that low-skilled workers are often accompanied to the Tawjeeh centres by their public relations officer or employer, while mid-level and high-skilled workers attend on their own when renewing their contracts. Hence, in one session, the experience and educational levels tend to be spread across a broad spectrum, from primary school levels to post graduation. This can pose a challenge as it appears that the knowledge retention of TCWs vary accordingly.

Feedback from the CIOP consultations recommended that PAOs could be made available in labour camps and in areas where TCWs are heavily concentrated. This could be delivered by a mobile team. Others elaborated on the potential benefits of beneficiaries taking part in an interactive discussion immediately after the PAO session, providing an opportunity for TCWs to clarify any doubts prior to signing their contracts.

While the current video available focuses on the UAE labour law, it is also suggested to use this medium to provide TCWs with further information on support systems or services in the UAE. As with other orientations, the customization of information and content is another measure that could support improved knowledge retention. For example, the characters in the video are shown to be construction workers although the video targets all types of workers. It could be useful to tailor the videos according to popular types of jobs, beyond the construction sector.

Hiring experienced workers, such as TCWs who have been in the country for 15-20 years, as key resource persons and trainers within the Tawjeeh centres would also prove valuable. They could support the customization of information for specific job descriptions, as well as highlight key information that would benefit TCWs upon arrival.

“TCWs need more than information, they need targeted support systems. For example, they need assistance on communicating with families and general efforts to improve their quality of life.”

- Key Informant Interview

TADBEER

Tadbeer centres are another initiative by MOHRE, and a prime example of public-private partnerships. It was created after the Ministry assessed the conditions of recruitment agencies and attempted to tackle issues with recruitment systems, as well as streamline the recruitment process for DWs including related costs and skilling.

Privately owned, yet monitored and regulated by MOHRE, it poses as a one-stop centre for recruitment, training and employment of DWs in the UAE. There are currently 36 Tadbeer centres within the UAE.²³ Each Tadbeer centre is expected to be given freedom of scale, as well as freedom of operation and strategies but the floor on labour standards and recruitment process is set by the Government. The recruitment process depends on the packages that each centre offers. The recruitment process depends on the packages that each centre offers.

There are four packages as declared by MOHRE which include:

1. **Direct Sponsorship from COOs** – available as a 180-day contract (family sponsorship) where the employer must provide accommodation, food, healthcare and other benefits.
2. **Tadbeer Sponsorship** – allows you to hire a DW for 180 days and the company accepts all the costs for passport renewals except for accommodation related requirements.
3. **Same-day Hiring** – sponsored by Tadbeer for a two-year contract. Employers need to ensure accommodation, salary and other requirements such as end-of-service gratuity.
4. **Flexible System** – available for employers to hire workers on an hourly, daily or weekly basis.

Depending on the package, the minimum wage offered to TCWs differs across nationalities as set by bilateral MOUs. For example, depending on their clientele, Tadbeer centres may choose to cater only to untrained maids and semi-skilled housekeepers or may choose to provide for all forms of DWs including drivers and nannies.

Employers may also be offered value-added services on management of wages, contract, Emirates ID, medical services, among other such services. Tadbeer centres provide a four-hour obligatory orientation for DWs, as well as their own forms of up-skilling courses.

The training, provided by MOHRE, covers rights and duties of the TCW, adjustment to the country and people along with general guidance on habits and lifestyle. Depending upon the working of the centre, in-house orientation involves setting expectations for DWs about their employers, tackling communication gaps, and anticipating situations that can be encountered in a socio-cultural context.

Certain centres provide acclimatization programmes where the employer is given a training manual with step-by-step directions to engaging with and assisting their DW to settle into daily activities. Examples included timings to follow, personal hygiene, duration of each task, particular tips, Arabic/English words to practice every day, use of cleaning chemicals, storage and taking care of their well-being.

Upskilling modules may be paid by the employer depending on their demand, and would include paediatric first aid, food and beverage preparation as per required cuisine, improving their household practices, early years childhood education (storytelling, games, activities for children), among many others.

23. Tadbeer Centres. Ministry of Human Resources and Emiratisation. Information available at: <https://www.mohre.gov.ae/en/service-centers/tad-beer.aspx>

Some challenges faced include the time taken to process recruitment, medical testing, contracts, socio-emotional behaviours among new recruits such as homesickness.

Another issue DWs sometimes encounter is the fact that their training is insufficient for the level expected at the home they work for. They would then require further training at the centre or require to be replaced in such instances. In terms of clientele awareness, they discussed the need to foster awareness of the specific differences among the types of DWs.

Tadbeer centres are also responsible for their own vision on how to run the centre. They may choose to follow the standards as prescribed and cater to both their clientele and Ministry requirements or they may innovatively design their packages and provide incentives to DWs in exchange for good work or for grievance redressal.

These centres, therefore, may be responsible for evaluation and monitoring of their own staff, and other minute details such as response rates between administrative staff and DWs in case of issues at the workplace or accommodation, which are important in an operational sense.

THE MIDDLE EAST CENTRE FOR TRAINING AND DEVELOPMENT

The Middle East Centre for Training and Development (MECTD), which was established in 2014 in the UAE, initiated the research and implementation of their custom PAO programme in 2016 in association with the Permanent Committee on Labour Affairs (PCLA) as an implementing partner.

Prior to design and implementation, they observed select informational gaps in PDO programmes in the COOs. For example, they noted that recruitment processes taking place in some rural areas may be a contributing factor to low skill levels of some TCWs. Additionally, they highlighted the impact of PDO programme being skills-based rather than country-specific.

The PCLA is the primary authority in charge of the initiative and has published a training manual along with its contents. Estimates on participation have been stated as 39,000 workers in mainland area of Dubai and the Free Zone.²⁴ Initially conducted in workers' accommodations, it was later moved to designate public areas and then moved to city areas of Dubai. It was primarily targeted at construction workers with low levels of education or literacy.

As part of an experimental phase, the PCLA set up a kiosk at workers' accommodation which evaluates their digital literacy, to then understand their potential in operating apps.

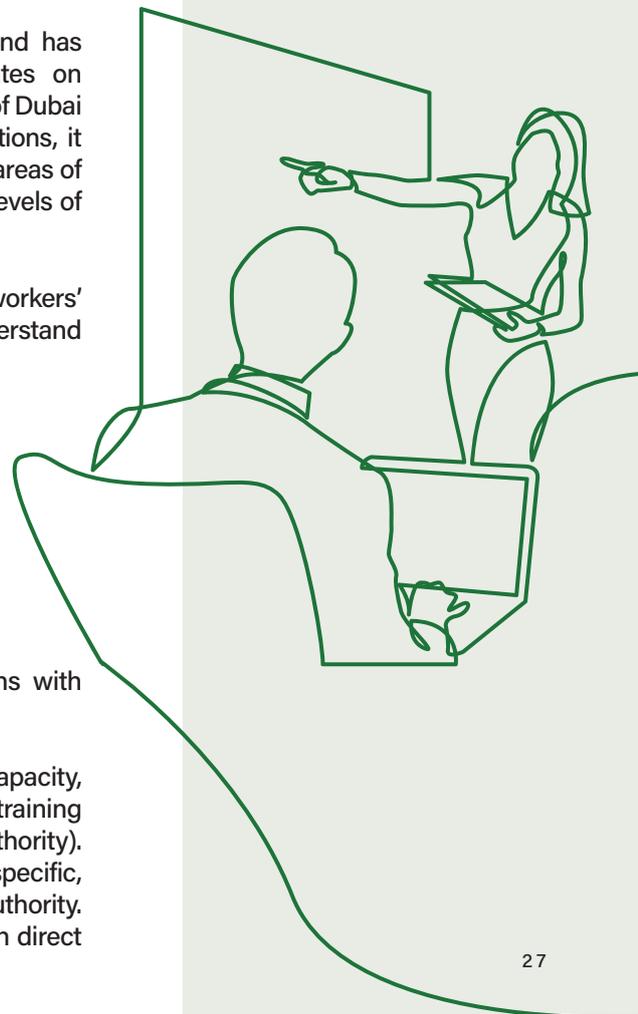
The content of PCLA's PAO has four main areas including:

- **Culture/society, labour laws**
- **Labour redressal**
- **Health and safety in the workplace**
- **Accommodation**

The curriculum and design was developed through consultations with relevant government departments, cross-checking best practices.

The PCLA is seen as largely determining student pool, audience capacity, partnering with companies as well as determining locations of the training (shifted from camps to public spaces such as the Dubai Health Authority). Examples cited include inputs on legal redressal which is UAE-specific, specifically handed over from the Ministry and Jebel Ali Free Zone Authority. The content is regularly amended through consultations or through direct

24. Jebel Ali Free Zone is established around a seaport in the south of Dubai by DP World in association with Dubai Trade, World Security, National Industries Park and Dubai Auto Zone.



contact with the concerned departments. The programme is conducted in a class-room setting, as requested by PCLA, initially as lectures, but later experimented with presentations and audio-visual cues. TCWs are pre-arranged to attend each day and the size of the trainee batch varies between 50–100 people.

There are usually two trainers who are multilingual and cater to the beneficiaries, encouraging active participation and dialogue. In this regard, they are seeking to engage trainers in Tagalog, Chinese and Malayalam languages. However, this PAO programme faces challenges in maintaining the full attention and continued concentration of beneficiaries in public areas. Trainers are chosen and trained at MECTD, and after a demo/orientation and approval by MECTD and PCLA, are involved in the programme. However, it appears there is no explicit process of assessment or certification for qualified trainers.

It is understood that future efforts will be directed towards the evaluation process. This exercise would require partnerships with different stakeholders including Jebel Ali Free Zone Authority, Tasheel and other Government departments, in terms of following up complaints or being approached by TCWs. PCLA was exploring this outcome but had not yet moved into refining a monitoring and evaluation framework. This has been cited as currently, one of its biggest challenges.

Furthermore, due to the development of Tawjeeh, they have moved their services away from Dubai City and towards the Free Zone, which may have created a gap at the grass roots level in terms of awareness and information programmes, as well as allocation of funds.

KUWAIT

The main Government authority for TCW labour is the Public Authority of Manpower (PAM), which was created in 2013 under the supervision of the Ministry of Social Affairs and Labour (MOSAL). It authorizes regulation and monitoring regarding recruitment and supervision of TCWs particularly in the private and, oil and gas sectors. PAM is mandated with ensuring the effective implementation of the recent law for DWs in addition to being in charge of managing the shelter of TCWs as well as establishing trade unions and employers' associations.

In terms of cooperation with other stakeholders, PAM has organized "Dewaniya" sessions where diplomatic missions are invited to informal and open-house style conversations on TCW labour issues, particularly for visa categories 18 and 20, for private sector and DWs. Diplomatic missions have cited these sessions as helpful, and have recommended more of these sessions to take place.

PAM has also been part of the High Committee, alongside the Chamber of Commerce in collaborating with CSOs and trade unions such as the Kuwait Trade Union Federation. They have organized trainings on TCW issues with staff of government departments such as the Ministries of Interior and Justice. PAM is focusing on the implementation of amendments made to Article 138 of the Labour Law which relates to work permit and related offences. Fines and jail sentences have been increased, depending upon the transgression, as part of their monitoring and evaluation mechanism.

For easy access by TCWs, PAM has also created social media platforms where workers may ask queries or individually file complaints. A mobile outreach caravan has also been organized by PAM, where they were able to register an estimated 200 to 300 complaints. PAM has published pamphlets containing key information for TCWs, designed by the Labour Relations Department. The one-page pamphlet, available in seven languages, outlines the "do's and don'ts" with regards to TCWs' work.²⁵



25. A copy of the pamphlet is provided in Annex 7.

PAM states that they distribute these pamphlets at the airport, Kuwaiti Diplomatic Missions in the COOs, as well as through private companies. Disseminating brochures at this level mitigates the exploitation of vulnerable TCWs, according to the department.

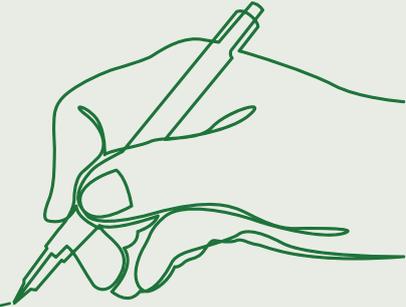
PDOs were observed to be lacking sufficient tailored information that reflects the reality of CODs. PAM's approach for effective orientation is to strengthen collaboration with COOs on the content of PEO and PDO, then identifying means on how to complement this information with PAO services.

KSA

The Government of KSA disseminates information on the Kingdom's laws and regulations as well as customs, through employers or recruitment agencies in the COO. Due to the geographical size of KSA, Government officials have noted the possible challenges in the implementation of a national formal and institutionalized PAO, with particular reference to outreach in remote areas, while safeguarding quality and cost-efficiency.

Enriching collaboration between the COOs, their diplomatic missions, along with COD government officials based in the COO, could be considered for an impactful PAO delivery and content.

Sustained efforts could be considered through audio-visual material that TCWs may refer to after arriving in the KSA.



BAHRAIN

TCWs who enter the Kingdom of Bahrain visit the Labour Market Regulatory Authority's (LMRA) counter upon arrival at the airport. LMRA staff then provides workers with material printed in 14 languages informing workers of their obligations and their rights while working in Bahrain, as well as information cards with anti-trafficking hotline numbers printed on them.

Embassies and communities organizing events consult the LMRA for guidance, and during such programmes, provide tips on numerous topics that include:

- **Workers' obligations and responsibilities while holding work permits in the Kingdom of Bahrain**
- **Process for appealing administrative penalties, including actions to take if employer reports them as absconded**
- **Measures the workers can take to protect themselves, including using the LMRA's express services, keeping their contact details up-to-date, and ensuring they have their contracts in their possession and in a language they understand**

Additionally, LMRA representatives inform TCWs on the protective services offered by the authority itself, including those available at the Expat Protection Centre (EPC).

The LMRA established the EPC in 2015 to identify and support cases of human trafficking. As part of these efforts, the EPC has a hotline that functions as a grievance mechanism, as well as a source of information in Hindi, Telugu, Sinhalese, Tamil, Urdu, Malayalam, Arabic and English.

Once the victim of trafficking is given shelter by the EPC, they are also provided legal advice and information regarding their situation. As of 2018, the hotline has received more than 5,300 calls from expatriates.²⁶

26. Gulf Digital News Online. 3 July 2018. <http://www.gdonline.com/Details/369681/Hotline-for-distressed-workers-receives-5,300-calls-from-expatriates>

OMAN

The Government of Oman had distributed printed leaflets as part of its PAO efforts, available in English, Hindi, Urdu and Malayalam. There were then disseminated to manpower companies.

The Ministry of Manpower also gives out information to guide TCWs on what actions to take when facing a challenging situation. No further information elaborating the role of the Government of Oman in PAO delivery and design was available as part of the data collection process.

2.4 NON-GOVERNMENTAL AND NON-PROFIT INITIATIVES IN CODS

UAE

The Danube Welfare Centre (DWC)

The Danube Welfare Centre (DWC) is a not-for-profit initiative headed by the Danube Group, and licensed by the Community Development Authority (CDA). It offers programmes catering to the needs of TCWs. Programmes are also implemented at labour camps. As a Corporate Social Responsibility (CSR) initiative, it caters to blue-collar workers from different companies and is funded exclusively by the Chairman of the Group.

The main centre is in Jebel Ali Free Zone with separate centres for men and women. The DWC also works with Dubai Road Transport Authority in educating taxi drivers regarding interpersonal communication, etiquette and cultural norms. The intention is to enhance the skills of workers beyond professional qualifications and contribute to the improvement of quality of life. DWC has noted that alumni of their programmes have been promoted, in terms of pay or job duties, illustrating that their courses are having a positive impact.

The centre focuses on personality development, English language, computer literacy, mental health (yoga and meditation), medical services and personal hygiene. These free courses are held every day for a period of three months. They are designed to be level-orientated, including pre-intermediate, intermediate, and advanced, which is purely focused on computer literacy.

The most basic knowledge level teaches beneficiaries the English alphabet, and staff members usually include volunteers, both as teachers and support.

Material is developed with the help of teachers and social workers, and upon the approval of the CDA, the courses are then designed to cater to 100 students, depending on the course's difficulty level.

Audio-visual cues, activities and incentives for attendees are used to enhance its effectiveness as well as ensure TCWs' engagement in class. After the course, attendees receive official certification from the DWC and CDA, becoming eligible for employment opportunities.

During the CIOP consultations, some challenges were noted, including:

- Promoting outreach efforts
- Garnering motivation among TCWs to enrol in courses
- Providing transport for TCWs to the location
- Encouraging TCWs to attend courses, instead of choosing to work overtime

Dubai Foundation for Women and Children

The Dubai Foundation for Women and Children is a not-for-profit organization catering specifically to women and children who are victims of abuse. They provide shelter and legal and financial assistance to women until their cases are resolved.

Casework with TCWs would primarily involve DWs that may have had to flee their sponsor/employer's house. Victims' cases are analysed and provided with a support plan, which may involve psychological assistance, institutional support from police and government departments, and financial support for return/repatriation. In terms of education or awareness, they largely focus on the victims' cases, educating them on their rights and the future steps to be taken. They are also given Arabic/English classes, as well as skill-based courses for hairdressing, embroidery and other activities, which women may utilize upon their return to their COO.

SmartLife

SmartLife is a not-for-profit organization/NGO that is currently supported by philanthropists, businessmen, CSR funders and fundraisers. Also registered with the CDA, the organization focuses on soft skills and improving the quality of life for workers by providing different outlets to further develop their potential and capacities.

As per their website,²⁷ their projects have been developed over nine years of working with blue-collar TCWs.

SmartLife's areas of focus include the following:

KNOWLEDGE	SPORTS
PERSONAL CARE	TALENT

Additionally, SmartLife has several programmes such as those cited below:

Smart Skills Workshop – a free training session for skilled/unskilled labourers.

SmartRozgar – a portal connecting unemployed, blue-collar workers with job opportunities in the UAE. With both CVs and job vacancies uploaded on the Rozgar portal, the connection is established seamlessly with no middlemen and associated costs incurred.

SmartElder – a counselling and guidance programme for older TCWs that are nearing retirement on topics such as return and reintegration processes, financial management, interpersonal relationships and health issues.

27. SmartLife Foundation.
Information available at:
<http://smartlifefoundation.org/smartlife/>

KUWAIT

There are a number of CSOs and trade unions established in Kuwait and registered with MOSAL, that may have the capacity to contribute to the design, delivery and implementation of PAO. Respondents from CSOs and NGOs within Kuwait focus on generating public awareness through publications, news conferences and seminars, as well as through casework.

With an emphasis on legal awareness and redressal mechanisms, feedback from CIOP consultations state that casework is predominantly from DWs and low-skilled workers at small-scale establishments.

The benefits of employer-education within national contexts have also been highlighted by different stakeholders. While PAO was understood to be important, employers of small-scale businesses, specifically DWs, were perceived as lacking full awareness of the needs and rights of their employees. While efforts are being made with outreach and public awareness initiatives regarding the rights of TCWs, and in particular DWs.

Stakeholders' recommendations include the following:

- Scope and opportunities of public awareness raising could be expanded
- Collaborative spaces for local stakeholders to participate, including government officials, diplomatic missions and NGOs/ CSOs, could be considered
- Funding opportunities and resource mobilization could be further explored
- Cooperation with locally-certified or approved community/ expatriate organizations could generate better awareness among TCWs at their accommodations or community spaces

28. Kuwait Society for Human Rights. Information available at <http://togetherkw.org/>

29. Retrieved from: https://kuwaithr.org/files/dwl/the_domestic_worker_law_en.pdf

30. Excerpts from the guides of KSHR are included in Annex 8.

Kuwait Society for Human Rights

The Kuwait Society for Human Rights (KSHR), together with the Embassy of the Kingdom of Netherlands in Kuwait, PAM and the Swiss Agency for Development and Cooperation, has established an online platform titled "Together." This multi-lingual e-platform is available in six languages and aims to create awareness through publications²⁸ as well as provides a hotline for receiving TCWs' complaints.

The platform contains a dynamic website and a smartphone application. It provides legal advice and information on rights and awareness as per the Kuwaiti Law. Their publications include information booklets on labour law (particularly the recently formed DW Law).²⁹

Targeting TCWs, the KSHR has published three guides - The "Guide for Rights and Obligations of Domestic Workers in Kuwait", "Worker's Guide in the Private and Oil Sectors" and finally, an information booklet on the "Labor Law in the Civil Sector" (2010) in a cartoon format.³⁰ Currently, these are available in English and Arabic, with copies of the rest of the guides available in other languages. However, KSHR faces the challenge of outreach and dissemination of these materials.

Kuwait Trade Union Federation

The Kuwait Trade Union Federation, being the sole national trade union centre in Kuwait, states that it cooperates with TCW-related organizations of COOs, such as the General Federation of Nepalese Trade Unions. In association with Solidarity Center and community organizations, they regularly host bi-weekly, four-hour meetings with TCWs from the private and domestic sectors. Discussions focus on labour laws and have, so far, prompted the creation of information booklets for TCWs on labour law and policies.

Emphasis is placed on ensuring that TCWs are recruited through legal channels and are engaged in legal activities while in Kuwait. Kuwait embassies in COOs were identified as key resource persons that could be involved in PEO or PDO programmes, particularly for DWs.

2.5 HARNESSING TCW NETWORKS

TCW networks in CODs, particularly the Gulf region, are extremely well-knit and thoroughly embedded among Asian TCWs. COO embassies in CODs have been known to mobilize these community networks for TCW-related support beyond the embassies' reach.³¹

Consultations carried out in Gulf countries, along with grass root level experience, reveal that community leaders rising out of these networks are seen as trusted and experienced TCWs. This is particularly the case with those who have been in the country for more than 15–20 years. They are often consulted when issues of emergency arise and are respected for their expertise and guidance. Moreover, they are perceived as trustworthy and knowledgeable as they are assumed to have undergone the same experiences as other TCWs. In many instances, they are seen to be assisting newly arrived TCWs adapt to new living conditions, language, and different lifestyles and socio-cultural practices. Such community leaders can be considered as important agents in engaging TCWs in PAO.

In the Gulf region, in the absence of widespread, formal and institutionalized PAO, the awareness levels for TCWs remain similar. Common gaps in communication, skills and experience have been noted among different groups of TCWs.

Currently, TCWs are expected to be relatively self-sufficient in their learning of languages (Arabic and English) through their work, to quickly adapt to work culture and job-specific knowledge and finally to be aware of the laws, their rights and duties. TCWs have elaborated on the challenges and difficulties they face in this process. For this, the knowledge and experience of long-term TCWs can prove to be an important resource in understanding these complexities, and providing information that could support a relatively new TCW, at a daunting time.

Since community networks and organizations are largely informal, they largely remain restricted to conducting cultural events, charity drives and other forms of social activity. This limits their ability to engage in community strengthening, awareness campaigns and education.

The capacity-building tool called **Migrants in Countries in Crisis (MICIC)**, developed by IOM through consultative processes with states, aims to educate and involve TCWs in contingency plans, particularly in countries experiencing conflicts and natural disasters or ones that are at risk of facing such situations.

It also provides examples on how TCW networks can be used for information dissemination and outreach. While this tool is for emergency situations, important insights can still be drawn from the engagement and mobilization of TCW networks in programmes designed to provide information and orientation for foreign workers.

The MICIC tool outlines specific skills that community networks and TCWs can particularly assist in, including:

- a. Translation and Interpretation Services
- b. Staffing of Key Facilities
- c. Cultural Support
- d. Outreach and Mobilization
- e. Advocacy and Accountability

31. Refer to section 2.1 on page 19 - Efforts by Diplomatic Missions of COOs of the Regional Guide.



The MICIC initiative further discusses steps to be considered to engage TCW networks effectively. Some examples include:

1. Promoting information gathering exercises to better understand the location and composition of local TCW groups
2. Establishing contacts with relevant TCW communities
3. Providing specific attention to programme implementation to ensure TCWs' needs are met
4. Conducting follow-up activities to ensure continuous engagement with TCWs



“Migrant workers may have limited, or no, experience of working, need a bit of extra training – our tools, the words we use, and the way things are done may be new to them ...

English might not be their first language, so you may need to take more time when telling them how things are done ...

A tailored orientation for your worker can be helpful because it sets out your expectations, means fewer mistakes are made, helps your new employee become familiar with your workplace and work practices”

(Ministry of Business, Innovation and Employment)

Unlike the local workforce, TCW workers face two challenges: functioning and adapting to the workplace and in the external local community. These challenges must be viewed more holistically as part of the orientation process.

(BSR, 2010)

2.6 COMMUNITY/EXPATRIATE ORGANIZATIONS IN COD

- In the **UAE**, a notable example is ‘*Sahana*’, the Sri Lankan Welfare Association formed in 2012 and licensed by the CDA. *Sahana* operates from its premises in Umm Hurair in Dubai and is involved in providing financial assistance, visiting ailing persons, sharing homes with needy compatriots, and accompanying sick persons who need to return to Sri Lanka.

According to its website,³² *Sahana* has specific sub-committees for its functions which include the following categories:

- **Services & Administration**³³
- **Memberships**
- **Fundraising**
- **Communications**
- **ICT**
- **Finance & Accounts**

The ‘*Sahana*’ Fund has been constituted as a primary functional branch of this organization and is involved in providing financial assistance for medical bills payment, school fees, flight tickets, out-passes, as well as repatriating mortal remains.

32. Sahana. Information available at: <https://sahanauae.com/>

33. Considered the ‘emergency unit’ with a qualified group of counsellors including doctors and other professionals who conduct regular counselling and advisory sessions for the needy.

- In **KSA**, community organizations are known to hold small sessions on laws and regulations, and other topics of relevance. They also publish counselling columns in newspapers, organize health seminars with doctors, as well as blood donation campaigns. Challenges relating to resource mobilization have also been cited in KSA.
- In **Bahrain**, the Indian Community Relief Fund, Migrant Workers Protection Society as well as other such community organizations are seen as significant stakeholders in TCW welfare. They have been able to conduct a number of awareness programmes, however, being unable to visit labour camps physically has affected their outreach activities.
- In **Oman**, the Indian Embassy offers periodical statements from the Ambassador and organizes Open Houses to meet with TCWs. The Open Houses began in 2004 and are conducted on the 3rd Friday of every month. The Indian Social Club, a prominent community organization, handles a team of 60-70 volunteers for the programme who are actively involved in drawing TCWs to these events. The Club largely organizes social and cultural activities.

2.7 EMPLOYERS AS STAKEHOLDERS IN PAO

Involving employers as a stakeholder within the PAO process becomes pertinent, especially in the Gulf region where most recruitment processes for low-skilled TCWs are carried out through recruitment agencies or labour supplier companies.

Employers involvement in the process will assist in smoothening the initial period of adjustment between the employers and employees, wherein they realize their responsibilities and privileges, and make efforts to ensure a harmonious working environment. This would contribute towards enabling both parties to garner the most out of their relationship.

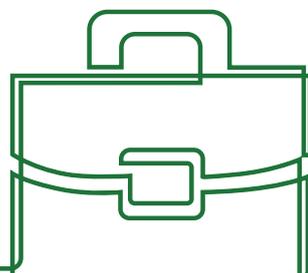
Employer-awareness has also been recently considered as a process in the COD, either before the worker reaches the destination or as part of the PAO programme.³⁴ Employers would benefit from a comprehensive orientation on proper recruitment procedures, labour law regarding contracts, benefits of skilling workers, proper living and working conditions, as well as communication and management styles when dealing with new TCWs.

Employer-conduct guides also try to include information on how employers can better understand their workers. Employers have a very important role to play in PAO, particularly in creating awareness among TCWs that work for them.

Building Responsiblyⁱⁱⁱ is a group of leading engineering and construction companies working together to raise the bar in promoting the rights and welfare of workers across the industry. BSR (the leadership and secretariat support branch of Building Responsibly) is a global non-profit network and consultancy branch dedicated to sustainability. As part of their work, they have developed the Worker Welfare Principles³⁵ to ensure that competitiveness is not at the expense of the worker.

34. (See Malaysia – Programme by DOSH for employers 9, Singapore – Settling-In Programme for Foreign Domestic Workers and Employers Orientation Programme, Annex 3).

35. Information available at: www.building-responsibly.org/worker-welfare-principles



The Worker Welfare principles include among others:

- **Ethical, Legal, Voluntary and Non-Discriminatory Recruitment Processes**
- **Freedom to Change Employment**
- **Safe and Healthy Working and Living Conditions**
- **Access to Documentation and Unrestricted Mobility**
- **Wage and Benefit Agreements**
- **Worker Representation**
- **Grievance Mechanism and Redressal Channels**

The principles also follow clearly outlined elements of implementation which include: **commitment, oversight, training, reporting, and engagement.**

Furthermore, BSR developed a management tool for multinational companies and employers with information on how to manage risks with TCWs and better protect their rights.

The management tool, which was developed after multi-stakeholder engagement and two pilot projects, focuses on regulation, recruitment, PAO, and grievance procedures. The document identifies the major gaps in orientation information, which it states is based upon the difference between a worker's pre-employment expectations and actual employment realities.

It also discusses the role of frontline supervisors who could benefit from further strengthening their own awareness and understanding of the unique needs of a TCW, supported by human resources and senior management. The document stresses upon the importance of these attitudes for a conducive and enabling work environment, which eventually benefits the employer as it leads to better productivity and a cooperative work culture.

The document emphasises that comprehensive orientation should include three components:

- **Workers Rights and Responsibilities**
- **Culture and Language**
- **Health Awareness and Education**

However, the toolkit largely aims to treat and deal with employee issues internally. Despite the emphasis on awareness among TCWs, the toolkit has no mention of the responsibility of educating newly arrived workers on issues regarding emergencies, escalating labour violations legally, dealing with government redressal programmes and the like.



EFFORTS BY THE PRIVATE SECTOR IN CODS

EXAMPLE: PHASE EIGHT

Phase Eight is a premium womenswear brand present globally and also available in the Gulf region.

“Phase Eight is committed to eradicating all forms of human trafficking and forced labour in our company’s supply chain. Recognizing that the most vulnerable groups are TCW workers who have travelled within a country or from overseas to obtain employment, we have established a comprehensive set of standards that we require our business partners to adhere to in order to offer the greatest protection to this class of workers. Phase Eight is committed to the Employer Pays Principle, which reflects the Dhaka Principles for Migration with Dignity, and is set to eradicate worker fees from supply chains.” (Phase Eight; Studio8)

As part of the company’s standards, which are divided into three parts of the migration cycle (before, during and after), the company toolkit on TCW worker recruitment includes, among other components: pre-departure briefing, arrival orientation, and repatriation. (See Annex 4)

HOSPITALITY INDUSTRY

As a general trend observed, the hospitality sector is involved in providing on-site orientation for their newly employed staff. Depending upon the scale and internal standards of the establishment, they provide training for both outsourced and in-house/regular staff. Outsourced staff usually include security firms and cleaning services (different from housekeeping staff), among many others.

During the CIOP consultations, a respondent working in the sector at the managerial level spoke of the importance of fostering a sense of teamwork and equality, not only during the training but also in workspaces. This could entail inclusive refreshment areas, uniforms, and following certain norms by all. Also observed beyond PAO was the requirement of stringent measures of monitoring and evaluation especially with respect to living and working conditions of their staff. Accommodation is provided to their regular staff which is maintained as per their standards; for outsourced staff, they have a team comprising of a HR official, nurse, security officer, and a housekeeping manager, that would inspect their accommodation in case of any hygiene or health related issues that arise.

Due to the nature of the industry, it is deemed imperative to ensure non-contamination of diseases, pests or infestations as being crucial to smooth operations among staff. The same stringency is observed during payment of salaries for the outsourced and in-house staff which is checked and verified regularly. Complaints of any nature are taken up by the hotel management with the contractor/sponsor in the case of outsourced staff. As for in-house staff, internal processes are practiced.

Employees undergo a continuous orientation process held twice a month after the completion of the selection process. The beneficiaries of the orientation depend on the recruitment session which can vary between 10–30 workers. Each hotel or property is expected to conduct training and orientation which take place in the hotel or property’s meeting room. Training for regular staff is for two full days, and involves orienting them on the hotel, brand vision, salary and benefits, cultural norms and etiquette, occupational safety and health, as well as their job standards and evaluation. For outsourced staff, the orientation is for one day and includes orienting

“It’s not only about teaching the rules... we must also include exceptions to the rules.. workers need to know different possibilities so they are empowered to choose their own avenue for information or redressal...”

- Key Informant Interview

them on hotel facilities, local facilities, benefit plan and wages, entry/exit and etiquette. Induction is then carried out on the second day where they are introduced to a 'buddy' – to help with on-the-job training for a few days until they are fully self-sufficient at carrying out the required tasks.

A challenge that some outsourced staff may face, is being unaware of their actual work (eg. when they think they have been recruited for a security post but are employed in cleaning/housekeeping). This is cited as a common error committed by contracting companies. In such cases, while the TCWs are willing to work regardless of their job description, the orientation further helps them ease into the role and expectations, even if their prior experience has been inadequate.

Employees are also given general orientation on culture and norms, local laws, awareness of their contract, leave and other benefits. Any issues that arise regarding pay and work are taken up with the supervisor and then the manager, following an internal complaints mechanism.

For companies that directly hire TCWs as frontline staff, such as servers and baristas, the orientation and induction processes are quite similar. Particularly for companies that have several branches (such as cafes and fast food companies), in-house training/induction is imperative in ensuring a common understanding of expectations, as well as garnering awareness on internal systems of grievance redressal.

Respondents from such institutions also emphasized the role that technology plays in such institutions, which allows for smooth communication with ground staff employees in different franchises. For example, this could include a grievance mechanism where workers are provided with a common QR code which they can use to scan and log any complaint related to their work anonymously.

CONSTRUCTION INDUSTRY

The construction industry, particularly in the Gulf region, is seen by governments, private entities and workers as one requiring constant monitoring and evaluation of principles, in order to ensure a supply chain that is devoid of any instances of forced labour. In the Gulf, the emphasis is largely given to the regulation and auditing of suppliers and sub-contractors.

Construction companies based out of the UK and Europe are keen to follow and enforce workplace regulations as followed in their home countries (such as the UK Modern Slavery Act 2015). General Electric (GE), for example, require that their suppliers, employees, contractors, consultants and partners adhere to a GE Integrity Guide with specified standards on Fair Employment Practices, Environment, Health and Safety, and Human Rights.

Construction companies that are keen to follow and set ethical practices into place also have their assessment and tracking tools developed so as to be able to safely and confidentially ensure redressal for cases among their workers.

With certain companies such as GE, supplier compliance videos are also created and provided to them regarding forced labour. Serious labour-related violations can result in immediate cessation of business relationships and companies are required to be transparent about such issues by publishing an annual overview of supply chain audit publicly.

In terms of training provided on-site, workers are made aware of their recruitment process, recruitment fees (ensuring they do not pay and/or do not pay beyond what is required), Occupational Safety and Health (OSH) guidelines, identifying and reporting possible offences by the employer against the worker at either operations or supplier facilities/worksites.



However, the emphasis continues to be on safe, anonymous and transparent processes of grievance redressal and on creating an enabling environment for workers through a strong compliance culture and stringent reporting channels.

36. Rise. More information available at: <https://www.gorise.co/>

2.8 INITIATIVES OF EMPLOYERS IN THE CODS

Rise, a for-profit start-up³⁶ based in the UAE, aims to provide financial solutions for low-income groups of TCWs. It took two years to be developed and has been in operation for 15 months. Providing a platform on financial awareness, the Rise app links with financial institutions (such as the United Arab Bank) to provide alternative sources of credit and financial products.

The Rise team also runs a Facebook group called “Mary Poppins in the UAE” to help domestic workers find their next jobs without paying any agency fee. Currently, they engage around 80,000 members in the UAE.

The App has an Artificial Intelligence chatbot for members to communicate with, and it registers replies of up to 5,000 customers every week. Furthermore, it is able to chat in three languages – English, Hindi and Tagalog.

Partnering with United Arab Bank to create a special salary account for DWs, the App provides workers with a platform to keep track of their savings and deposits as well as providing them with a debit card. It assists them in receiving salary, remitting money, building a credit score and providing access to a range of loan products. Tapping into a largely unexplored field of financial sustainability for TCWs, Rise even helps TCWs in securing loans issued in the COO which they can repay directly with their salaries.

The Rise app also allows for upskilling through its skill improvement courses for DWs. The courses include tips on caretaker skills like choosing healthy foods for children and creating a learning environment, as well as tips on child safety and discipline.

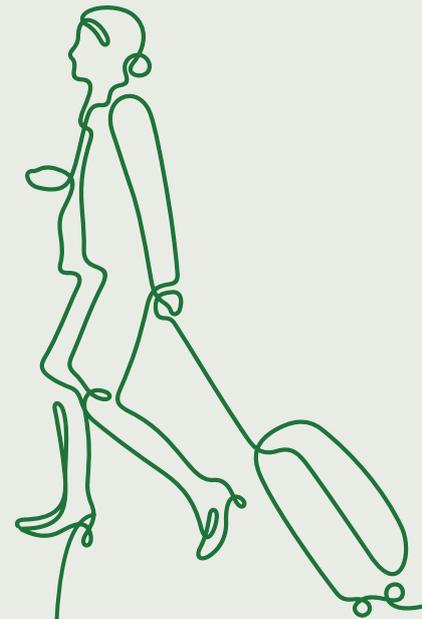
These courses cost between AED 50 to AED 250 and enable DWs to learn at home. Apart from this, the App also features sections for employers covering areas like assessment, training and salary management. The evaluation tests range from psychology, to child nutrition and home safety.

With workers getting to manage their own earnings through the App, it has gained popularity among TCWs and its awareness has spread further through social media.

The Smart Labour App, developed by Black & White Consulting, aims to move beyond the dimension of food and service provision by NGOs, towards fostering awareness by incentivizing education. The course content on the App includes culture, basic laws, language, trade skills, finance management, and the like. It is available in English, Hindi and Arabic and involves audio-visual and animated cues for better engagement. The App has two particular dimensions to it – Business to Business (B2B) which has 2,000 customers; and Business to Customer (B2C) which has 8,000 customers.

The B2B module invites collaboration with companies/businesses with customized content for their workers. The App may also be used to communicate between management and blue-collar workers and creates a feedback process.

The employer may purchase a certain number of vouchers (telecom, food, entertainment) and then employees would access them depending on the completion of their courses and consequent points garnered. A pertinent example is their partnership with Online Job Application System. The



incentivization is part of the contract and workers have access to benefit vouchers with the support of community members (those earning above AED 5,000 had tallied roughly 500 supporters).

The B2C module, however, targets construction workers where members need to pay about AED 1 per month, complete the generalized information courses, garner points and earn subsequent telecom vouchers.

Challenges, however, facing such mobile applications are largely in terms of investments from private sector companies, some of whom do not find it viable to purchase such apps for workers with two-year contracts.

As of 2019, the App is almost three years old. It has been observed that users are mostly touch-and-go, and sustaining interest has been difficult. It was noted that this may likely be due to affordability of data among workers, as well as existing digital infrastructure.

Upon conducting speed tests at labour camps and areas of TCW concentration such as Sonapur, there was a clear lack of bandwidth to download and get the App working in the area. There have been attempts to tackle this issue by collaborating with telecom companies by the team behind the App.

Innovatively combining awareness systems with clear incentives can easily garner attention among TCWs. In this sense, the App has received recognition from the UAE Government as part of Expo 2020 and is looking at actively expanding its base through embassy tie-ups and outreach partners (such as Pink Mango projects).³⁷

In terms of content, courses on mental and physical health are being looked into as vital additions for the future. Attracting the attention of TCWs with low levels of literacy by using audio lessons are also being tested and evaluated as viable options.

All TCWs use their smartphones. Depending on their literacy, they all use facebook or WhatsApp and all forms of Social media. In many cases, we provide information through these mediums. Effectively using these channels become very important in our efforts.

(Key Informant Interview)

37. Sahana. Information available at: <https://www.pinkmangoproject.com/the-project>

EXISTING PAO PRACTICES BEYOND THE GULF



3. EXISTING PAO PRACTICES BEYOND THE GULF

CODs within Asia, beyond the Gulf region, become a relevant point of reference when considering existing programmes of PAO, primarily since the history of these migratory corridors are comparable. Labour systems with similar features allow one to determine the priorities that are to be considered in the design of a PAO.

While the programme cannot be exactly imitated across the Gulf region, experiences of implementation, monitoring or possible reform in other programmes provide a framework that can be contextualized for each country.

The below examples of existing programmes reflect different experiences, best practices and mechanisms of collaboration and multi-stakeholder involvement. They also elaborate the challenges arising out of varying locations, existence of different priorities and the task of creating new infrastructure, all interconnected with the recruitment systems and migration governance systems in those countries.

PAOS for OFWs conducted by the Philippines Embassy in Kuala Lumpur in collaboration with AMMPO Sentro.³⁸

The Migrant Workers and Overseas Filipinos Act of 1995³⁹ was promulgated to institute the policies governing overseas employment. It helped establish a higher standard of protection and promotion of the welfare of OFWs and their families in distress. The Philippines Government requires that departing OFWs attend the mandatory Pre-Departure Orientation Seminar (PDOS) held on topics like settlement issues and concerns including local culture and work practices in CODs as well as TCWs' rights and obligations. As a follow-up to the PDOS, POLO at the Philippines embassies in CODs conducts PAOS for OFWs.

The orientation which is carried at almost all Philippine Diplomatic Missions provides them with information on rights, privileges and responsibilities in the COD, as well as the assistance that can be expected from the diplomatic missions of the country.

On 18 June 2017, AMMPO-SENTRO^{iv} signed an agreement with POLO in Malaysia on conducting of PAOS for Filipino DWs. Employers in Malaysia are required to sign an affidavit of undertaking (attested by a notary public) to allow the DWs to attend mandatory PAOS which is conducted by POLO-Malaysia every last Saturday of the month within the premises of the Philippines Embassy in Malaysia.⁴⁰

It is organized as a one-day programme and is held typically from 9 a.m. to 5 p.m. The programme excludes employers and agents, to create an environment where DWs feel free and secure in raising issues or asking questions.

Malaysia - Programmes by Department of Occupational Safety and Health by and for Employers.

The Department of OSH organizes outreach programmes with employers' associations in order to disseminate OSH information and educate their employees (both local and TCWs) on OSH issues through communication materials such as posters and flyers. Furthermore, the National Institute of Occupational Safety and Health (NIOSH) trains employers on relevant legislation and standards on hazard identification, risk assessment, and risk control for workers' safety especially falls-prevention (ILO, 2015c).

One initiative developed and implemented by NIOSH is the Safety Passport System, a series of training and assessment programmes for target groups within a specific industry with a focus on an OSH subject.

38. Source: MFA members and partners involved in the practice.

39. Information available at: [http://www.poea.gov.ph/laws&rules/files/Migrant%20Workers%20Act%20of%201995%20\(RA%208042\).html](http://www.poea.gov.ph/laws&rules/files/Migrant%20Workers%20Act%20of%201995%20(RA%208042).html)

40. Philippines Embassy Kuala Lumpur. Retrieved from: http://www.philembassykl.org.my/main/images/pdf/Affidavit_of_Undertaking_for_Domestic_Worker.pdf



Depending on the course taken, the training duration ranges between four to eight hours, and the cost also varies depending on the course. By the end of the training, participants must take a test administered by NIOSH.

Successful candidates receive a Safety Passport that permits them to enter and work in workplace and or/project sites. In 2014, there were 5,266 TCWs who received Safety Passports.

TCWs can also enrol in the “Awareness of Malaysian Laws for Foreign Workers Working in Malaysia” course conducted by the National Vocational Training Council. The 20-hour curriculum includes information on OSH regulations, immigration regulations, relevant national laws, and complaints procedures.⁴¹

Welcoming Programme for Indonesian TCWs through its Consulate in Hong Kong SAR, China and through the Indonesian Chamber of Commerce and Industry (Kadin) in Taipei, Taiwan Province of the People’s Republic of China

The Welcoming Programme informs TCWs, living in Hong Kong SAR, China and the Taiwan Province of the People’s Republic of China, about their rights and obligations specifically on topics such as the culture of Hong Kong SAR, China employers, what employers should not expect of their DWs (e.g. give massages or clean apartment windows without the necessary safety equipment), relevant institutions, and how to assist them with labour challenges related to wages or contract, services or assistance available from the consulate.

The Indonesian Consulate in Hong Kong SAR, China also provides classes on cooking, makeup, hairdressing, and language in addition to entrepreneurial courses that provide TCWs with a set of skills that will benefit them when they return. It also follows up with agencies in cases where workers do not attend the same. (International Labour Organization, 2015)

Apart from this, within Hong Kong SAR, China and Taiwan Province of the People’s Republic of China, TCWs are also provided a form of PAO at the airport along with a kit/handbook available in languages of the COOs that they are commonly from largely Tagalog, Bahasa Indonesia, Nepali and Thai.

Called the “Mobile Information Service” in Hong Kong SAR, China and the “Foreign Worker Arrival Service” in Taiwan Province of the People’s Republic of China respectively, these aim to provide updated and relevant information for TCWs, before they leave the airport for their pre-arranged pick-up service by the employer.⁴²

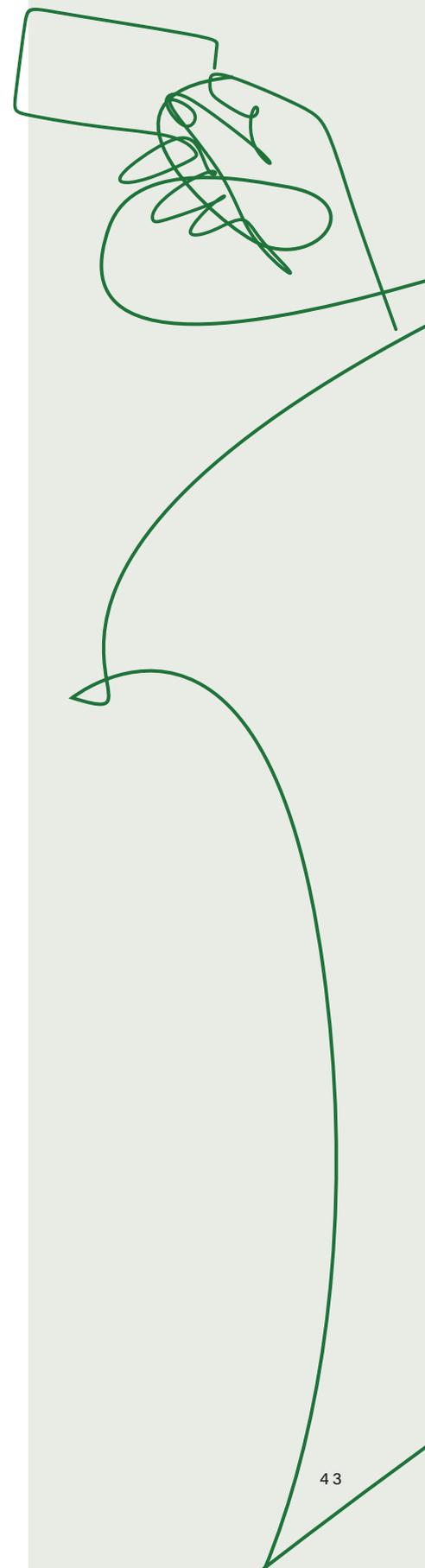
Aimed at the construction industry, the New Zealand Government created PAO guides – one for the migrant worker about working and living in New Zealand and the other specifically for employers intending to recruit workers. The guide for employers discusses the possible challenges with the aim of managing their expectations. Contents include visa and recruitment procedures when sourcing skilled workers as well as relevant immigration laws.

It further advises potential employers on language and communication, work and management cultures, ensuring of a safe workplace, enabling skills-training for workers, and accommodation. It also offers employers other avenues for seeking help regarding orientation and management of newly recruited workers.

While the language of the guide is worker-centric, it attempts to have the employers understand the difficulties of migration while reminding them

41. Information available at: <http://nsinitiative.net/wp-content/uploads/2018/01/AFML-Progress-3rd-to-8th-Report.pdf>

42. More information on the Taiwan Airport Arrival Procedure for Foreign Workers is included in Annex 1.



43. "Re-entry system for committed workers receives positive response from firms and foreign workers". 2012. South Korean Government Official Website. Information available at: <http://www.korea.net/Government/Briefing-Room/Press-Releases/view?articleId=1553>

of the benefits to productivity that a well-settled migrant worker would bring (including tips like "A well-settled worker is a productive employee, and more likely to remain loyal!").

The guide for employees is in a more simplified language and includes information on visa, industry, safety at work, wages and rights of the worker, communication styles, weather, skills, accommodation and support systems. Both guides, available in English, are meant to cater to migrant workers of all skill levels and hence includes information even on preparing the family in settlement. (Ministry of Business, Innovation and Employment) (See Annex 2)

Republic of Korea – Employee Permit System

Before migration through the Employee Permit System (EPS), workers are required to write a preliminary exam, the results of which determine their eligibility for job applications. In parallel, the Human Resources Department of the Republic of Korea implements a modified test for EPS workers, named EPS-TOPIK which is a written exam and tests an individual's basic command of the Korean language for daily and work-related use.

However, it was observed that even those workers who have passed the EPS-TOPIK find the language to be a major challenge when living and working in the Republic of Korea. (Cho, Denisova, Yi, & Khadka, 2017)

After the test and the completion of other formalities of job application and contract conclusion, the potential worker is given a preliminary training via a 45-hour (or 20-hour depending upon period of probation) training course which includes lessons on the Korean language, culture, understanding the EPS, and industry-specific or job-specific training. This training is either conducted at public institutes run under the national budget within the Republic of Korea or at training institutes accredited by the Korean Ministry of Labour in the COO.

TCWs are also informed about workers counselling centres (called HUG Korea) and other government support centres which operate in 15 languages to deal with cases of labour disputes. During the training period, foreign workers also undergo a medical check-up and employers are required to subscribe to a 'Return Guarantee Insurance' for the preparation of severance pay and a 'Wage Claim Guarantee Insurance' in case of unpaid and overdue wages.

In addition, TCWs get 'Return Cost Insurance' for a flight ticket to their home country when their stay ends while a 'Casualty Insurance' covers non-occupational injuries and diseases. (Cho, Denisova, Yi, & Khadka, 2017) (International Labour Organization, 2015)

A special EPS-TOPIK is conducted for TCWs who voluntarily returned to their countries before the end of their employment period. TCWs that have passed the test can easily and quickly re-enter the Republic of Korea six months after their departure, and work in the same workplace they were employed at before leaving.⁴³

Cho, Denisova et al. (2017) The role of testing TCWs as a screening tool has been observed, which helps employers select suitable candidates according to their requirement and with the assurance that the TCW will be able to adjust in the country easily, thus reducing significant stress.

For the TCWs, preparing for the test allows them to become familiar with standards expected in the Republic of Korea as well as gain an understanding of social and cultural norms. However, they note that testing

should go beyond language and culture, and should include psychometric measurements such as aptitude tests as it will further improve placement outcomes.

Singapore - Settling-in Programme for Foreign DWs and Employers Orientation Programme

Unlike Malaysia, the Singapore Government takes the responsibility of conducting PAO for the TCWs, as well as the employers outreach programmes. As of 2012, the Settling-in Programme has been made mandatory when hiring foreign DWs. It attempts to educate the DWs about living and working safely in Singapore and is usually either in English or in the DW's native language.

DWs must be registered for the programme by their employer within the first three working days of their arrival, otherwise they will not be issued work permits and would be deported.

The course costs Singapore Dollars (SGD) 75 and is expected to be borne by the employer who must also ensure that the workers have all required documents in hand when attending the programme including the embarkation card, photocopy of approval letter, original passport and a copy of their educational certificate showing that they have received at least eight years of formal education.

The course is a full-day course that runs for about eight hours and covers topics on: introduction to Singapore, conditions of employment, and a four-hour course specifically on safety, relationships and stress management. The DW is also given instructions and demonstrations regarding their duties such as cleaning, ironing or using household machines.

Employers' Orientation Programme is also a mandatory course for all first-time employers and those that are observed to frequently switch DWs (specified as more than three DWs in a year). It costs between SGD 30 to SGD 34.50 for an in-person course and SGD 46 for an online course. The course must be done prior to applying for workers' permit and covers the topics of responsibilities as an employer, understanding the DW, and providing a safe working environment for the DW. (Ministry of Manpower, 2018),⁴⁴

44. "Explaining the Settling-In and Employers' Orientation Programmes". ValueChampion Singapore. Information available at: <https://www.valuechampion.sg/explaining-settling-and-employers-orientation-programmes>



PAO ANALYSIS AND NEEDS ASSESSMENT



4. PAO ANALYSIS AND NEEDS ASSESSMENT

This Background Report aims to consider existing structures, information gaps, desired change, stakeholder perceptions and possibilities of multi-stakeholder engagement. The primary intention is to promote a human rights-based approach while involving whole-of-society and whole-of-government approaches in the design and implementation at different stages of the PAO programme.

4.1 COMMON STRENGTHS OF PAO

As part of the CIOP consultations, the following strengths were noted:

Stakeholders

Existing stakeholders were willing to actively engage with the development of harmonized orientation for TCWs, particularly, in the PAO process. This form of willingness could be effectively transformed into a strong and principled force guiding labour mechanisms within the COD.

Existing Positive Bilateral Mechanisms

Diplomatic missions were appreciative of existing bilateral mechanisms and opined that expansion of mandate or stipulations within the MOU to include awareness efforts as well, would help supplement their work.

Trustworthy Sources within COD

With reference to TCWs, there was an overall inclination towards information and awareness to be made available directly from the source, namely the COD governments. While TCWs perceived diplomatic missions and community/expatriate organizations as important to their migration experience, they noted their preference in receiving key information from the COD government itself.

Customized PAO Sessions

Customized PAO sessions such as those carried out by hospitality and construction industries, were seen as helpful and effective by employers, TCWs and community/expatriate organizations alike. Employers noted that improvements in productivity and employee satisfaction were paramount to smooth operations and ensuring that power differences between employer-employee is maintained on mutually acceptable terms. This was aided by PAO programmes that effectively inform and engage TCWs on their initial days of duty in a company or organization.

Effective Public-Private Partnerships

For DWs, systems similar to Tadbeer were highly endorsed by diplomatic missions, employers and the workers themselves who were under the Tadbeer system. The balance of public-private partnership as well as the skilling and orientation provided through closely monitored stakeholder-engagement was considered as being effective by the DWs and diplomatic missions involved.

Involvement of CSOs/NGOs

Community/expatriate organizations emerged as stakeholders with the widest outreach and networking capabilities. Their awareness efforts, although disjointed, seem to be quite effective in their ability to inform a substantial number of TCWs and were considered by NGOs and diplomatic missions alike as a necessity to the policy environment.

4.2 COMMON CHALLENGES OF PAO

From consultations conducted with multiple stakeholders in public and private sectors as well as TCWs themselves, the commonly identified issues and challenges across the region, industries and stakeholders were as follows:

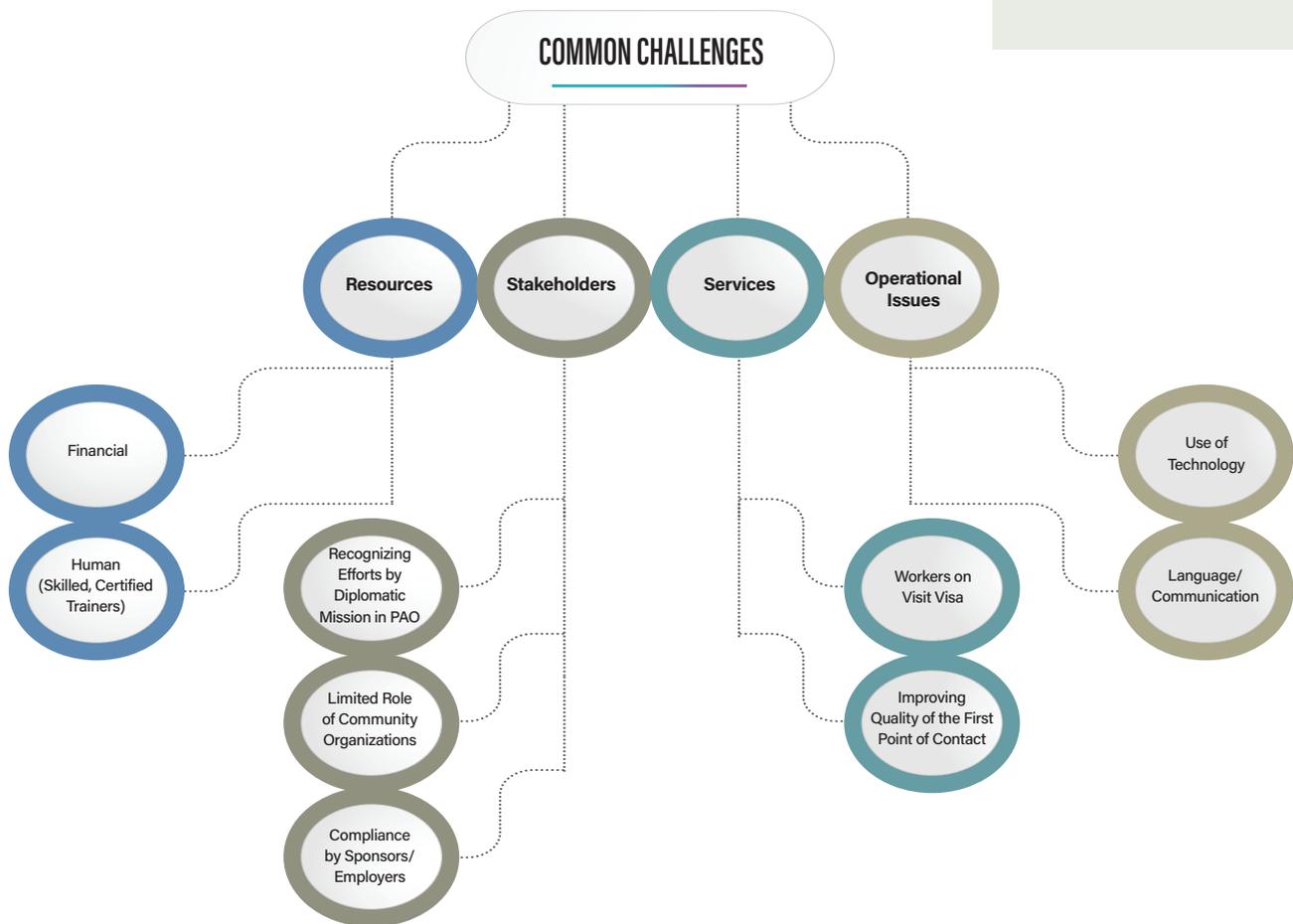


Figure 3: Common Challenges of PAO.
Source: CIOP consultations, 2019.

These identified challenges fall within four broad categories of:

1. Resources

In terms of resources, it was revealed that all awareness/educational programmes conducted by community organizations and local CSOs or NGOs, suffer from a significant lack of human and financial resources.

2. Stakeholders

When considering multi-stakeholder involvement, within the whole-of-government approach, it was noted that within a number of Gulf countries, some respondents expressed that not all first Point of Contact (POC) were well-versed and aware of the relevant labour-related issue. This means that TCWs are unaware of which is the first office, department or agency to approach.

3. Services

In terms of services and the design of the programmes, an overwhelming response was recorded for PAOs to be extended to TCWs on a visit-visa or to those in the process of converting their visa category.

4. Operational Challenges

The relation between awareness efforts and grievance mechanisms was highlighted as an operational sub-theme by the respondents who took part in the consultations. Multi-stakeholder involvement hence encompasses a wide range of governmental services which links aspects of the migratory process in the COD.

The methodology, content and systems associated with PAO-related information dissemination by select embassies could be strengthened. Some information provided has been said to be out-dated, focusing primarily on cautionary measures and the responsibilities of the TCWs.

Therefore, COOs conducting orientation programmes alone may lack the perspective of the COD that is instrumental for better awareness-raising among TCWs.

In terms of delivery mechanisms under operational challenges, local NGOs and private sector have discussed the inherent need to promote and use technology for awareness and educational purposes, due to the sheer magnitude of outreach.

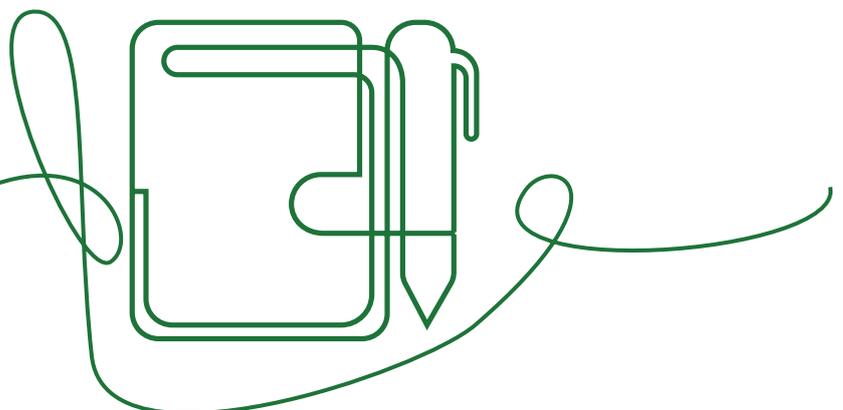
While significant financial resources would be required in designing and rolling out a digital awareness programme, the initial and foremost challenge of improving digital infrastructure in areas of high TCW concentration was also brought forth. However, this challenge feels insignificant in comparison to the scale of outreach, the possibilities of customization and the accessibility that such a method would offer.

Respondents conducting PAO, identified language and communicative abilities as another bottleneck in operations. This focuses on the need for providing translations in major languages and improving communicative abilities of the frontline staff, which may be positively influenced through certified training and skilling. These issues are seen to contribute towards a lack of interest on the part of the worker.

4.3 NEEDS ASSESSMENT

When considering the information needs of the TCW, this Background Report takes the liberty to include views across a number of different stakeholders, in order to foster collaborative learning and analysis.

This section includes existing systems of PAO as well as stakeholder views of their contexts and needs. It aims to succinctly combine these views, opinions and responses from TCWs to be able to formulate guiding principles, as well as methods that would assist in designing a PAO that is focused on TCW needs, while ensuring that the requirements of other stakeholders are fulfilled.



The Needs Assessment information is organized into the following sections:

Five Principles of PAO

This section includes the key principles that have emerged as recommended prerequisites to the design of an effective PAO. The prerequisites serve as a guide for the design of PAO content and delivery.

Linkages for PAO Implementation

Focusing upon the implementation of PAO, this section discusses the institutional infrastructure and policy environment that are conducive to generating a PAO system based upon mutual collaboration for the benefit of all stakeholders involved.

PAO Content and Delivery Needs

This section outlines the possible requirements of the content and delivery for TCWs within PAO, and is garnered from observations of TCWs and existing programmes among non-worker stakeholders.

FIVE PRINCIPLES OF PAO

It was revealed that PAO content and training should be developed upon the 5-R model: **Rights-based**, **Reinforcement**, **Relevance**, **Responsiveness**, and **Recurrence**. Training that is designed and based upon these principles would ensure a PAO programme that is efficient and consistent with worker needs.

RIGHTS-BASED	First and foremost, PAO programmes must be in accordance with, and guided by basic human and labour rights with priority given to content and delivery mechanisms, as well as the opportunity for TCWs to further their awareness and education.
REINFORCEMENT	The content of PAO must fortify the information that was provided during PDO and PEO programmes, to validate the information the TCW has received, as well as promote effective learning.
RELEVANCE	PAO must respond to the concerns of the TCW and to allow them to seamlessly adapt to their work, as well as the COD, particularly for vulnerable groups such as first-time TCWs, low-skilled workers, workers of lower education/literacy levels as well as DWs.
RESPONSIVENESS	The content and delivery must be receptive and respond to changes in the policy environment, allowing for interactive engagement between stakeholders in a manner that would actively accommodate changes. The intention of PAO includes supporting positive societal changes, to assist uninformed or misinformed TCWs.
RECURRENCE	The design of PAO should include continued engagement with the TCW even after the completion of their initial programme to ensure the worker is updated with relevant information and well-adjusted during their time in the COD.

Table 2: 5-R model.
Source: CIOP consultations, 2019.

- Another commonly noted trend was the emphasis on PAO bridging the gap between workers' and employers' expectations and realities. This becomes particularly relevant in the case of vulnerable groups of workers such as first-time TCWs and DWs.
- Improving the standards of skills, facilitating re- skilling and preventing age-related skills decline were seen as essential elements for a continuous engagement in PAO programmes.
- It was also noted that while TCWs might have more incentives and a higher need to participate in adult training, they could also face higher financial or non-financial barriers to participation. Hence, the programme could be free of cost and would benefit from mandatory attendance.

LINKAGES FOR PAO IMPLEMENTATION

At the outset, and from the contexts and challenges that were considered, the need for COD governments to become a key source of sustainable, relevant and updated information at every phase of the migration cycle was seen as being imperative to the labour migration process. It was further noted that TCWs preferred the primary authority of PAO programmes to be the COD Government.

Secondly, it was observed that the priorities recommended for consideration when designing PAO should embrace the use of existing infrastructure, rather than creating new or separate systems. Existing infrastructure and networking include the involvement and harmonizing of multiple stakeholders relevant to TCW labour.

These include the respective ministries and government departments that engage in the following:

- Immigration
- Labour
- Health
- Social Affairs
- Vocational Training
- Private Sector Regulation

Cooperation between intra-governmental departments also ultimately benefits PAO, from a number of different perspectives.

Some of these dimensions are outlined below:

- **Multi-stakeholder involvement** in content development becomes vital especially for topics like culture and norms, as well as assisting in the creation of job-specific information.
- **Close coordination** helps in ensuring compliance and due diligence by employers and recruitment agencies especially in CODs with PAO as a mandatory requirement.
- **Recruitment, operating and monitoring standards** can be strengthened, relating to the rights of TCWs, through training and capacity-building of relevant officials and authorities.

Thirdly, PAO programmes were also found to be inherently tied to other dimensions of the labour migratory process including recruitment procedures, access to services such as healthcare and financial services, work culture and environment and grievance mechanisms.

TCWs who have not undergone any form of awareness programmes were found to be more vulnerable to exploitation. In such cases, TCW respondents continue to emphasize the benefits of creating awareness regarding safe, anonymous and transparent processes of grievance redressal.

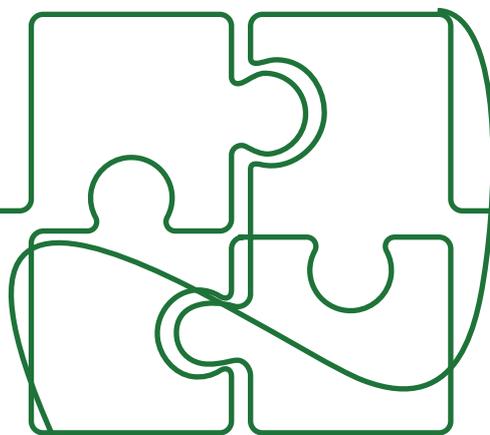
Additionally, tailored support plans as part of rehabilitation for TCWs in distress, have a significant impact. This would include awareness sessions of a legal nature as well as psychosocial support at a larger level.

Fourthly, it was observed that many TCWs place much trust in their diplomatic missions and are willing to communicate, interact and collaborate with them. Both TCWs and diplomatic missions highlighted the benefits of PAO activities conducted by the missions being considered for recognition or certification by the COD Government.

Concerns about communication skills, gatekeeping and transparency were the most commonly cited issues with the diplomatic missions according to CSOs, local NGOs and TCWs. Diplomatic missions on the other hand, stated several challenges that they face including access to public venues, limited budget and resources which are seen as affecting their outreach efforts.

Another notable point of difficulty they faced was focused on the areas of: effective use of technology; and availability of certified or knowledgeable trainers for their awareness programmes.

Finally, on the topic of employers, the CIOP consultations underlined the benefits of training/orientation for employers, prior to hiring of workers. This is to ensure compliance with the law and in a more informal sense, create awareness among employers of the rights that are accorded to their workers especially live-in DWs. In this situation, brochures, pamphlets do very little to promulgate this awareness at the grass root level. Similar to the system of Singapore, this orientation or training is envisioned to counter power imbalances due to information asymmetry between an employer and an employee.



The stakeholder analysis table below, the primary reason the power-interest matrix for stakeholders was not considered for analysis was to emphasize the need for fostering coordination and collaboration among different stakeholders in favour of desirable outcomes. However, when looking at the trainers or stakeholders that would be involved in PAO, it becomes important to consider the limitations that specific stakeholders can have in order to observe how these gaps may affect their delivery and performance.

STAKEHOLDERS	STRENGTHS	WEAKNESSES
Local NGOs	<ul style="list-style-type: none"> ▪ Prior experience in adult education/ migration issues ▪ Government and employer approval/collaboration ▪ Involvement of multiple stakeholders ▪ Possible funding resources from government 	<ul style="list-style-type: none"> ▪ Prone to self-censoring ▪ Requires collaboration for outreach ▪ Funding requirements without a strong backer
Community/Expatriate Organizations	<ul style="list-style-type: none"> ▪ Easy comprehension and reliability ▪ Attendance is more likely ▪ Easy access to constructive feedback ▪ Can cater to different nationalities faster and easier ▪ Assistance beyond PAO 	<ul style="list-style-type: none"> ▪ Possible lack of infrastructure ▪ Requires training of trainers ▪ Lack of coordination between these organizations to finish PAO in time, and so on ▪ Lack of proper monitoring and evaluation of capabilities
Employers	<ul style="list-style-type: none"> ▪ Presence of infrastructure and funding ▪ PAO can be customized according to different sets of workers and responsibilities ▪ PAO can be carried out at location of workplace or accommodation 	<ul style="list-style-type: none"> ▪ Possible unwillingness to do it on company time and money ▪ Possibility of improper monitoring of programme ▪ Coordination with embassies may lead to other issues with respect to working or living conditions ▪ Only bigger companies may be willing to do this
Embassies	<ul style="list-style-type: none"> ▪ Presence of infrastructure ▪ Communication and reliability is easier ▪ Coordination with expatriate organizations and government ▪ Updated information ▪ Presence of funding 	<ul style="list-style-type: none"> ▪ Convenience for workers not considered ▪ Unwillingness to work in the field ▪ Lacking in training ▪ Not easily customizable as per professions

Table 3: Stakeholder analysis for PAO programmes.
Source: CIOP consultations, 2019.

PAO CONTENT AND DELIVERY NEEDS

The suggestions or needs of TCWs regarding content and delivery have been organized according to their prominence in the responses. While certain topics were not explicitly mentioned by respondents, they are part of existing awareness programmes that have been described as effective.

CONTENT OF PAO

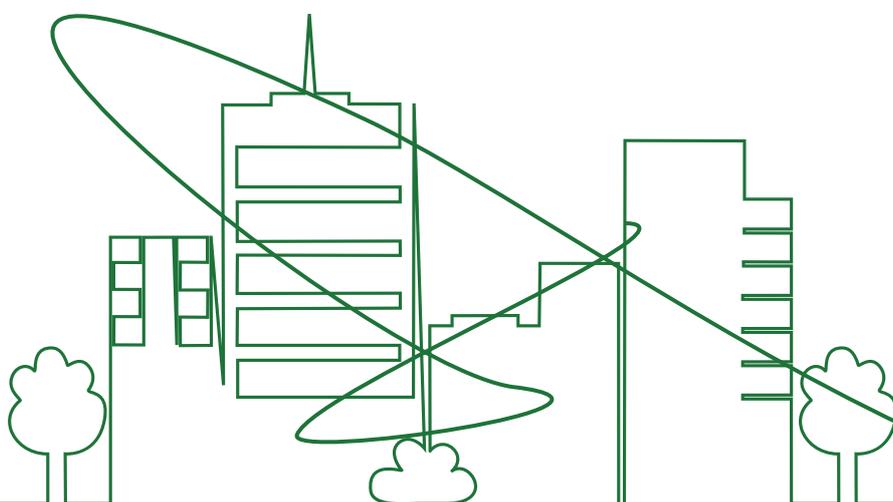
TCWs stressed that PAO content on occupational and working conditions was important in fostering harmony at the workplace and improving a sense of teamwork and equality. It was noted that DO might not be well-positioned to maximize efficiency in this regard as beneficiaries, before departure, are anxious and pre-occupied.

Challenges can arise from the assumption that TCWs would understand and adapt quickly along the way. This has been noted as somewhat problematic and counterproductive to reinforcing the value that a harmonized and tailored orientation can have.

Information and training in language and communicative capabilities were identified as both a gap and a need. Broadly, TCWs are expected to: be relatively self sufficient in their learning of languages (Arabic and English) through their work. This, coupled with expectations to quickly adapt to a new country and absorb relevant information on national laws and regulations, can sometimes hinder access to actual forms of information and awareness within the COD. Improving these systems involve providing translations in major languages, as well as considering communicative capacity- building of frontline staff.

Predominantly, TCWs expressed that having basic information about living in the COD and its customs were extremely important, as their socio-cultural conditions are different from those of the Gulf region. Apart from adjusting to a new workplace, TCWs, particularly those who had no social contacts, expressed feeling extremely challenged in the initial days of their stay.

With respect to TCWs that had already stayed for a few years in the COD or had prior experience of migrating, it was noted that the dissemination of information regarding grievance redressal could be useful. Important information on first POC, hotlines and helpdesks is recommended to be highlighted across a number of different platforms. While this information is available online, the digital literacy of all TCWs is not necessarily adequate enough to take full advantage of online access to information.



From the consultations conducted, the below table illustrates the commonly cited content requirements that were stated by TCW respondents as well as community organizations.

CONTENT
<p>Essential Information: Where, What, How: General area map, medical, grocery, cell phone, remittance centre, post office, internet café, department store, travel within COD, public assistance services and so on.</p>
<p>Immigration, Labour and Criminal Laws: Local laws at COD, programmes/websites/apps developed for workers, visa and documentation, preventing fraud/scams.</p>
<p>Employment Information: Workplace, accommodation, rules at work and stay, introduction to job duties, using machinery and/or technology, improving skills, OSH guidelines.</p> <p>For DWs: Also includes paediatric first aid, food and beverage preparation as per required cuisine, levelling up their household practices, early year's education of children (storytelling, games, and other activities for children).</p>
<p>Avenues for Redressal: Roles of embassy, services offered, dispute resolution, legal redressal, contact information of all wings, safe spaces.</p>
<p>Living in COD: Culture and social norms, basic English and Arabic language learning, local houses of worship, safe spaces.</p>
<p>Financial Awareness: Remittances, savings, bank accounts, financial attitudes, taking loans/credit, investing in COO, retirement/return plans, preventing fraud/scams.</p>
<p>Health and Safety: Safety at work, emergencies, accidents, preventive healthcare, mental health, basic hygiene, first aid, sexual health and so on.</p>

Table 4: Content of PAO.
Source: CIOP consultations, 2019.

DELIVERY MECHANISMS

The delivery mechanisms observed were considered as dependent on the following:



Figure 4: Delivery mechanisms.
Source: CIOP consultations, 2019.

Delivery mechanisms include the process and methodology utilized in conducting PAO programmes in CODs. Requirements for outreach (**external aspects of delivery**) as well as pedagogy (**internal aspects of delivery**) for TCWs make up key considerations. While the prominence is upon multi-stakeholder involvement, the requirement for different stakeholders to be involved at different stages of the delivery process is what is primarily intended.

EXTERNAL ASPECTS

- Three primary stakeholders were commonly cited as being the primary authorities for conducting and supervising PAOs: COD government authorities, employers and the diplomatic missions. These stakeholders were considered as the first and foremost authorities that TCWs interacted with in the COD. Community/expatriate organizations were deemed to be people/organizations that TCWs approached for assistance during times of need or for social networking, and not necessarily seen as an important stakeholder of the delivery of PAO.
 - In-house training/induction by employers is imperative in ensuring a common understanding of expectations, as well as awareness of internal systems of grievance redressal. Respondents from private institutions also emphasized the role that technology plays in such institutions, allowing for smooth communication with ground staff employees in different franchises.
- In the case of existing PAO or information and awareness campaigns, the need among TCWs, local NGOs and community/expatriate organizations was for consistency in the design and the implementation of the programme. This essentially refers to the requirement of uniform and standard levels of information as different campaigns focused on different topics make it even more important for all campaigns to be brought under one overarching system of standards.

INTERNAL ASPECTS

- Conducting a PAO programme requires financial and human resources. Private sector respondents that did conduct PAO or were not involved in awareness campaigns essentially had a pre-set budget for the programme, which was limited to their own employees. When this dilemma is translated to the level of small-scale establishments, the opportunity to garner the required resources necessitates the involvement of external sources or stakeholders.
- The requirement of skilled, recognized and certified staff as trainers has emerged as a major requirement particularly emphasized by TCWs that have undergone such programmes. Trainers that are trained and certified by COD governments would be those who have prior experience in adult education and migration issues. Since they are already approved/certified by the government, employers would also be conducive to their involvement and they would have access to updated information as well.
 - Another requirement that was reflected in the responses and endorsed by TCWs was the need for hiring experienced workers as trainers, volunteers or staff within PAO programmes, particularly in terms of their input towards customizing the information for specific job descriptions or catering to language and communication needs. However, a possible challenge in this regard is the requirement for a vetting or approval process from embassies of COOs.
- In terms of logistics and organizing a PAO programme, it was noted that existing PAO systems are restricted by convenience of timings for the workers coupled with the aim to provide information that is considered essential for their understanding.
 - TCWs preferred PAO venues to be either in their workplaces or within their accommodation premises. This helps solve multiple organizational issues of transport, timings and convenience of the TCW.
 - However, local NGOs and community/expatriate organizations stressed the need for separate locations for PAO programmes.
- In the COD, it was understood that TCWs appreciated all forms of information and orientation systems and found the need for a multi pronged approach to delivery as being the most appropriate. This includes:
 - Printed material (such as brochures, pamphlets)
 - Classroom-type sessions at diplomatic missions or by the COD governments
 - Public methods of awareness such as in newspapers, public campaigns
 - Online methods such as messages through social media or via creation of apps

RECOMMENDATIONS



5. RECOMMENDATIONS

Overall, it was observed from the CIOP consultations that PAO could build into the learning curve of TCWs, along their labour migration journey. PAO could complement existing efforts and initiatives in the COD, with the intention to address any existing information gaps of these initiatives and create an interconnected system of orientation focused on supporting TCWs adjust and integrate into a few COD.

This Background Report, based upon existing and available literature, focuses upon the possible areas that a PAO can typically throw light on or provide information. Vulnerabilities in the migration process are managed to a large degree by plugging gaps in the information asymmetry present in current labour systems. Beyond TCWs and COO governments, the elements of PAO could involve the presence of multiple stakeholders including employer, host governments and TCW networks.

Additionally, the involvement of government-to-government cooperation in the feedback loop of addressing information asymmetries is vital for the harmonization of orientation for TCWs.

Existing processes of PAOs in Asia, while providing context-specific accounts of efficient systems, also provide useful reference models for future efforts of PAOs in the Gulf countries.

Recommendations based upon the Needs Assessment are as follows:

IMPROVING INTER-STAKEHOLDER LINKAGES

- 1. Linking PAO programmes to other processes related to labour migration such as recruitment systems and grievance redressal**
 - a. Training frontline staff at government departments to adequately channel issues and address the plaintiff and their complaints satisfactorily
- 2. Recognizing, certifying or accrediting relevant programmes conducted by other stakeholders**
 - a. Expanding spaces within public discourse for them to operate could support better outreach and awareness at a faster rate and a more rooted level
 - b. Enabling access for institutions, which already perform PAOS, to facilities, certified trainers and capacity building. This would ensure consistency of the implemented orientation programme, shifting the dimension of the programme from a COO-based one to a cooperative and multi-stakeholder process. (Ledesma & Jr., 2019)
 - c. Ensuring that information processes used either by diplomatic missions or host governments are open. These processes are expected to enhance participation and strengthen of the awareness programmes by community/expatriate organizations on the ground. With the presence or promotion of inter-linkages, the work of the community organizations could also help feed into the information processes as well
- 3. Formalizing collaborative relations with diplomatic missions regarding awareness and information programmes through bilateral MOUs**

ASPECTS OF THE PAO PROGRAMME

- 1. Standardization of content, facilities and delivery of PAO**
 - a. Including language and communication skills as a necessary part of PAO
 - b. Customizing PAO programmes as part of workplace orientation
 - c. Conducting a Training of Trainers (TOT) in the initial stages prior to delivery of roll-out of the programme, to ensure that all trainers have similar levels of information and skills for delivery and subsequent assessment

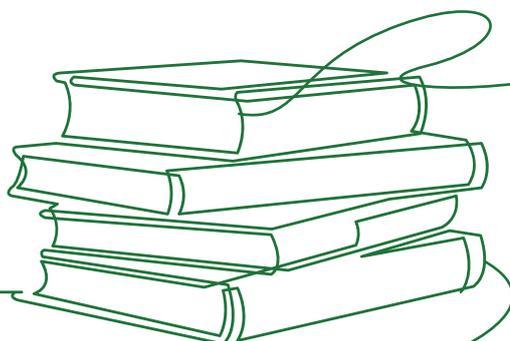
- 2. Using existing infrastructure for delivery of PAO**
 - a. Exploring community resources and locations such as community clubs and Vocational Training Institutes (VTIs) as potential venues for conducting PAOs. The VTI under the Labour or Education Ministries, largely functioning for nationals, may be used to conduct PAO programmes without creating new infrastructure. Considering the large geographical region, involvement of local bodies becomes predominant, bolstering the argument for the use of VTIs since each region would have local agencies of education, labour and police which can assist in enabling accessibility and outreach
 - b. Including the assistance of experienced staff and multi-stakeholder involvement in the processes of delivery, assessments and monitoring

DELIVERY OF THE PAO PROGRAMME

- 1. Promoting technology as a legitimate method of sustaining awareness efforts and feedback**

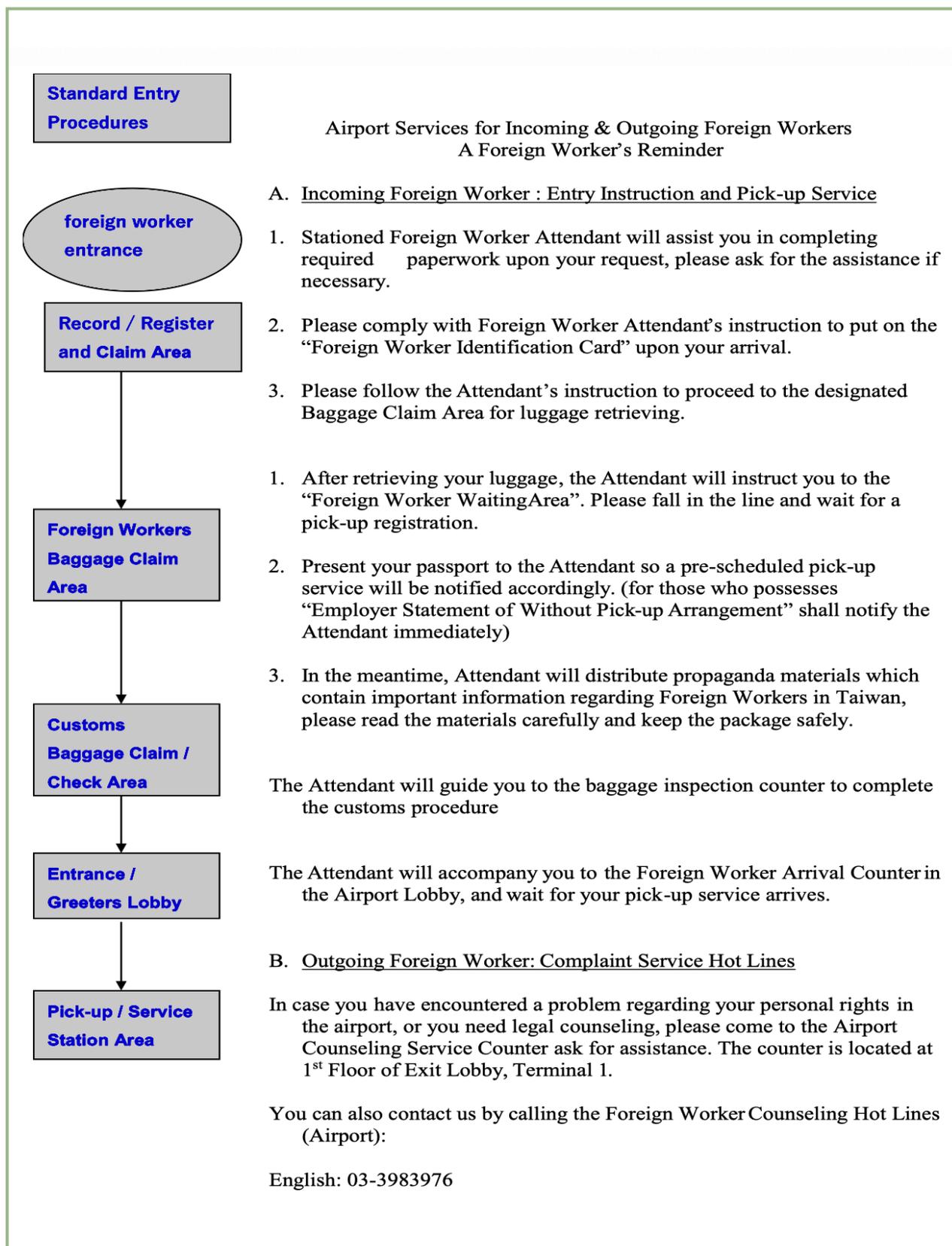
- 2. Incentivizing systems of information for TCWs and compliance by employers could help improve participation in delivery mechanisms**
 - a. Incentivizing workers as done with the SmartLabour App through provision of telecom or shopping vouchers upon completion of topics

- 3. Utilizing volunteers during sessions**
 - a. Assisting in translation/interpretation of materials or lecture
 - b. Assisting in outreach and ensuring TCW commitment to the programme
 - c. Assessing the usefulness of sessions, delivery and trainer
 - d. Gathering feedback from TCWs, trainers and other staff



ANNEXES





45. Source: "Entry and Departure of the Foreign Labour Airport Care Service Plan. Retrieved from : <https://fw.as.wda.gov.tw/>.

- If there is a problem, the employer should be informed and a suitable resolution should be reached
- Ensure your communication in the local language is enhanced during the time of your employment.
- To make learning of the local language easier and faster keep a book to write down the words and its corresponding meaning
- Ensure your employer sends your monthly salary to your Sri Lankan bank account. Give your account details to the employer and ask for some evidence of deposit if possible
- Ensure the use of the mobile phones etc is done at the appropriate and allocated time and not while performing your tasks.
- Do not run away prior to the 2 year period
- Ensure you keep your work permit with you when you go outside of your place of work
- Keep in mind the prohibitions in the country you are to be employed in

If you experience problems at work

If you are faced with a problem in the workplace:

Talk to your employer or supervisor or to the recruitment agency first. It is in everyone's interest to resolve disputes. Try to record the incidents or problems occurring, in case you need to file a formal complaint. If the problem is not resolved, you should contact an NGO, a trade union, your Embassy, or the SLBFE through a family member. Inform the SLBFE or Embassy if non-payment of salary or if your sponsor had violated your contract while you are working abroad. **You cannot collect non-payment of your wages after you come back to Sri Lanka. This must be done while you are in the country of employment. This is quite difficult to do after return & employer is under no obligation.**

b. Personal Responsibilities

- Establish a good working relationship with other workers in the work place or household
- Ensure regular communication with family members during the allocated time period for personal time
- Do not misuse the facilities provided to you such as telephones, water (as it is scarce in the middle east), household equipment etc
- Ensure safety and security of all important documentation such as passport, contract copy work permit or resident permit where appropriate and return ticket and medical reports if appropriate.
- Ensure appropriate and cultural sensitive clothes are worn while in the household or work place
- Take special care about your personal hygiene, health including sexual health (prevention from STD, HIV & AIDS), cleanliness and appearance
- During the contract period, try as much as possible not to return to Sri Lanka unless essential or allowed a holiday by employer.
- Do not steal any item from the household or outside as it is a punishable offense and you will be imprisoned
- Do not collect items discarded by the employer as these will pile up over the 2 year employment period and you will not be able to carry everything back to Sri Lanka, unless cargo charges can be borne.
- If you want to take items home you are advised to buy them duty free from the airport upon return, electrical goods will also have warranty and can be repaired within the country
- Make sure you are aware of the exchange rates when purchasing items
- Ensure your salary is being deposited to the bank account with proof given to you (deposit slips) by your employer or check with your family members.

Immigration Advisers

If you choose to use an immigration adviser (private sector) use an immigration adviser who has been licensed by the New Zealand Government.

If you are unhappy with the advice or services provided by an immigration adviser, you can make a complaint to the Immigration Advisers Authority.

For more information:

 www.iaa.govt.nz

 info@iaa.govt.nz



 *Freephone: New Zealand Only*
0508 IAA IAA (0508 422 422)

 +64 9 925 3838

How long will you stay?

Migrant workers coming to New Zealand to work in the construction sector may stay temporarily. There are opportunities for people with specific skills and experience to stay and live in New Zealand permanently.

The construction industry requires many different skills: some are in long-term demand and others are needed temporarily. People with skills that are in long-term demand may be eligible for permanent residence in New Zealand.

To view current lists of essential skills in demand go online at:

 www.immigration.govt.nz/essentialskills

To find out what options you have to stay in New Zealand:

 0508 55 88 55*  www.immigration.govt.nz/workinnz

**Ask for "Language Line" if you want an interpreter*

SAMPLE PAGE FROM THE GUIDE FOR POTENTIAL EMPLOYERS OF WORKERS IN THE CONSTRUCTION INDUSTRY

Going the extra mile for your new migrant worker.

1. Provide a basic manual

Migrants might find written instructions much easier to understand than listening to instructions. A manual is also a useful way to share all the information that only you know. Make it short and simple, perhaps including photos or diagrams to explain tasks.

2. Pair your migrant worker up with a buddy

A buddy is someone who knows what to do, and can work alongside the new worker to explain things as they go along. Perhaps you can even provide your migrant worker with a notebook so that they can ask for something to be drawn or written down. Having a buddy system can help your migrant worker to learn and integrate into the team faster.

3. Provide a thorough orientation

Some migrants will be new to our construction industry. They may have never seen or operated some of our equipment, and may not be familiar with our work practices, some of the products used, or the names for things that we use in New Zealand.

4. Make sure the migrant can safely operate equipment, including vehicles and machinery

Provide training so that staff can clearly identify hazardous tasks and/or equipment that they can't operate until fully trained. Also, be clear about the importance of personal protective equipment and their responsibility to use it. You have the same responsibility for the safety of migrant workers at work as you do for all New Zealand employees.

5. Get to know your migrant workers and make yourself available to answer questions or help with new tasks



A.8 Arrival Orientation

A.8.1 Policy

Supplier shall implement a process to ensure that every migrant worker attends a comprehensive orientation in a language they understand after arrival in the receiving country and before they commence work. The orientation shall be conducted by the Supplier at the workplace.

A.8.2 Content

To achieve and maintain this standard, the arrival orientation should include:

- Supplier policies regarding:
 - Forced or involuntary labour
 - Recruiters, employment agents, labour brokers
 - Recruitment fees and expenses
 - Identity document retention and safekeeping
 - Deposits or security payments mandated by receiving country law
 - Freedom of movement
- Working hours
- Wages and benefits including piecework, regular, overtime, and holiday rates
- Pay practices
- Descriptions of work-related benefits, including medical and social insurance benefits, and sick, emergency, and annual leave
- Accommodations, meals, and transportation
- Arrangements for medical care, including procedures in the event of pregnancy
- Health and safety rules and procedures
- Policies and procedures related to:
 - Discrimination
 - Freedom of association
 - Communication channels
 - Resignation, termination, repatriation
 - Harassment, abuse, and discipline
 - Grievance procedures
 - Receiving country legal protections, social conventions and cultural practices
 - Visa, work permit, and medical examination requirements
 - Sending (or home) country Embassy or Consulate information
 - Provisions for contract renewal, if applicable.

A.8.3 Monitoring of Labor Broker Practices

- As part of the arrival orientation, Supplier shall conduct interviews with a representative sample of migrant workers from each sending country recruited through, or provided by, third party labor brokers.

- To achieve and maintain this standard, these interviews should seek to verify that:
 - Migrant workers did not pay recruitment fees or expenses prohibited by the Patagonia Migrant Worker Employment Standards and Implementation Guidance
 - Prior to deployment from their sending country, migrant workers were furnished with and voluntarily signed a written contract of employment in a language they understood that accurately identified the employer of record, work location, start and end date of the employment contract, wages, working hours, and other relevant terms and conditions of employment.

Please see Appendix 4 for a sample Newly Arrived Migrant Worker Interview Checklist.

A.8.4 Ongoing Communication

Supplier should periodically check-in with a representative sample of migrant workers of each nationality to monitor understanding and application of information provided as part of the arrival orientation.

ANNEX 5

EXCERPTS FROM BROCHURES BY MOHRE FOR DWS AND TCWS ON THEIR RIGHTS

Guidelines for Pre-arrival to the United Arab Emirates:

What should I know from the recruitment office before I arrive to UAE?

- The recruitment office that agreed with you on the contract shall demonstrate to you the type and nature of the work you are going to carry out and your total salary, as well as the conditions your employer requires to be met.
- Show you the employment offer conducted between the employer and you, then get your signature approving the provisions contained therein.
- Help you get familiar with the customs, traditions and conditions of life in the United Arab Emirates.

Do I need to pay any fees or charges to the employer or the recruitment office I agreed with inside the United Arab Emirates?

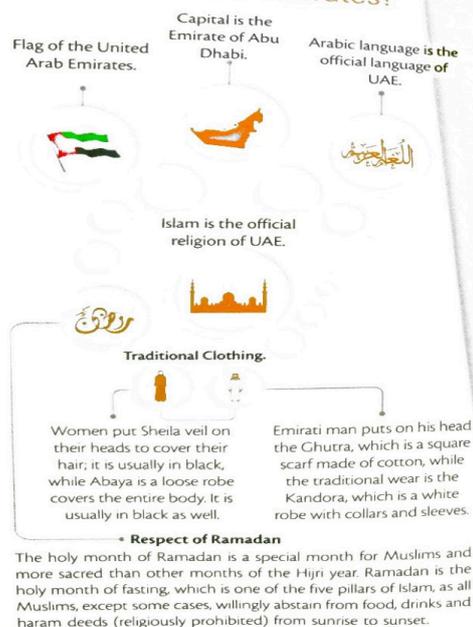
1. Never pay any fees or accept any deductions from your salary for your recruitment and employment if the recruitment office or employer asks you to do so. And where this happens you must resort to the Ministry of Human Resources and Emiratisation, as such request is illegal.
2. According to the laws of UAE, incurring any fees on the domestic worker for recruitment in UAE is an illegal action.
3. The recruitment office is liable to all your recruitment and employment expenses; such expenses include the cost of the entry visa, flight ticket and medical examination fees before you leave your country.
4. The employer shall incur the costs for post-arrival to UAE procedures, such as medical examinations and issuance of your residence permit.

Guidelines for Post-arrival to the United Arab Emirates:

What will happen after I arrive to the United Arab Emirates?

- You can, at any time, transfer your salary to your home country via official channels that ensure safe money transfer to your family against low charges.
- The recruitment office must provide you with decent accommodation until you join your workplace.
- The recruitment office must give you a copy of the employment contract that includes names of both parties (name of the employer and yours), workplace, signature date, start work date, type of work you are going to carry out, contract term, your total salary, salary payment method, allowed leaves, probation period, breaks, contract termination triggering events, as well as any other conditions as may be required by the nature of work.
- After signing your employment contract, ask the recruitment office for a copy thereof and keep such copy in a safe place. You also have the right to keep your identification papers in your possession.
- You will undergo a (6) six-month probation period starting from the first day you assume work.

What do I need to know about the United Arab Emirates?



Dear worker, what are your duties?

- You need to follow the customs and traditions of the society and abide by the public morality.
- You need to follow the instructions of the employer, unless these instructions contradict the contract, law or public morality, or would expose the employer to danger or legal accountability.
- You need to preserve properties of the employer and work tools.
- You need to respect privacy of homes and not to disclose the secrets you are entrusted with, even after expiration of your employment period.
- Do not use work tools outside workplace without obtaining approval of the employer.

Dear worker, did you know that?

- You have to inform MOHRE within (48) forty-eight from the time you leave your workplace without knowledge of the employer.
- If you were maltreated or abused, you have the right to end the employment relationship without bearing any consequences.
- If you ended the employment contract without a reason after the probation period, you will bear the costs of your return to your country, and at the same time compensate the employer with the total salary of a month.

What are my rights and duties while at work?

- You must ensure having a work permit, and working only for the employer specified in such permit.
- The employer must provide you with an accommodation and three meals every day.
- If the employer asks you to wear a certain uniform during work, the employer must provide such uniform.
- The employer is liable to pay the costs of your medical treatment, when needed.
- By signing the employment contract, you will become liable to obligations as defined in your employment contract, thus you have to fully carry out your defined tasks in order to merit the benefits stated in the contract.
- You have to follow the customs and traditions of the UAE society, abide by the public morality, respect the privacy of homes, and never disclose the secrets you are entrusted with, even after expiration of your employment period. In addition, you must preserve properties of the employer, work tools and anything under your observation and at your disposal.
- Within (7) seven days, you have to inform MOHRE when you change your place of residence that is written in your work permit.
- You will get your monthly payment within a period not exceeding (10) days from its due date.
- You are entitled to receive a severance pay when you complete one or more years of service; such pay is equivalent to the pay of (14) fourteen days for each year of service. You will receive your severance pay upon the end of your employment contract, and calculation of such pay renews with renewal of the contract.

What are the cases in which I need to contact with Ministry of Human Resources and Emiratisation?

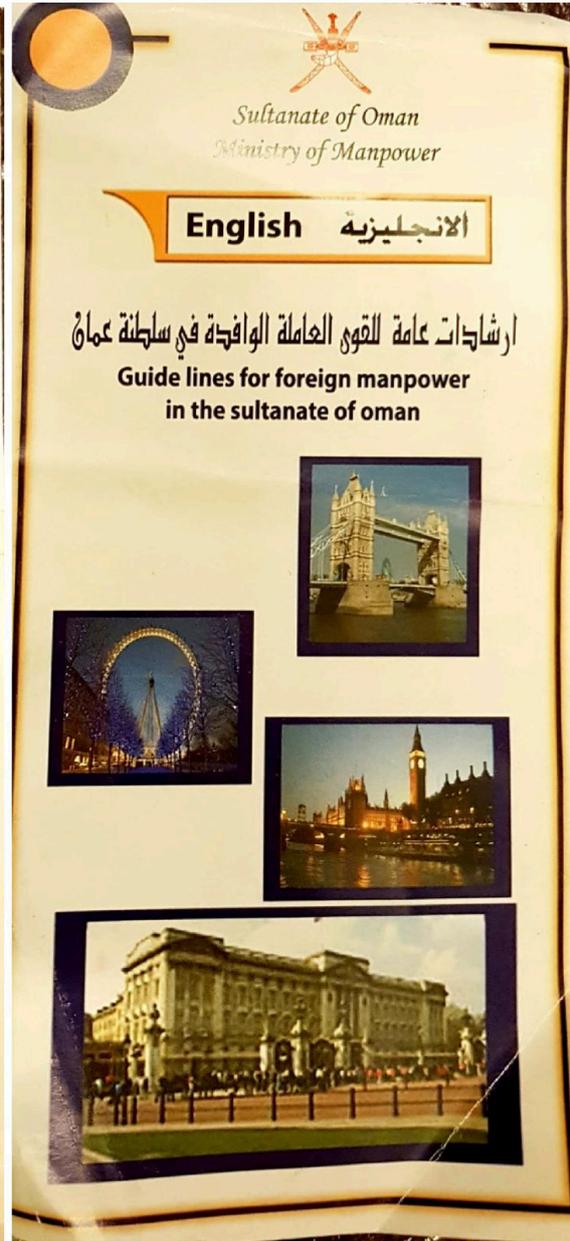
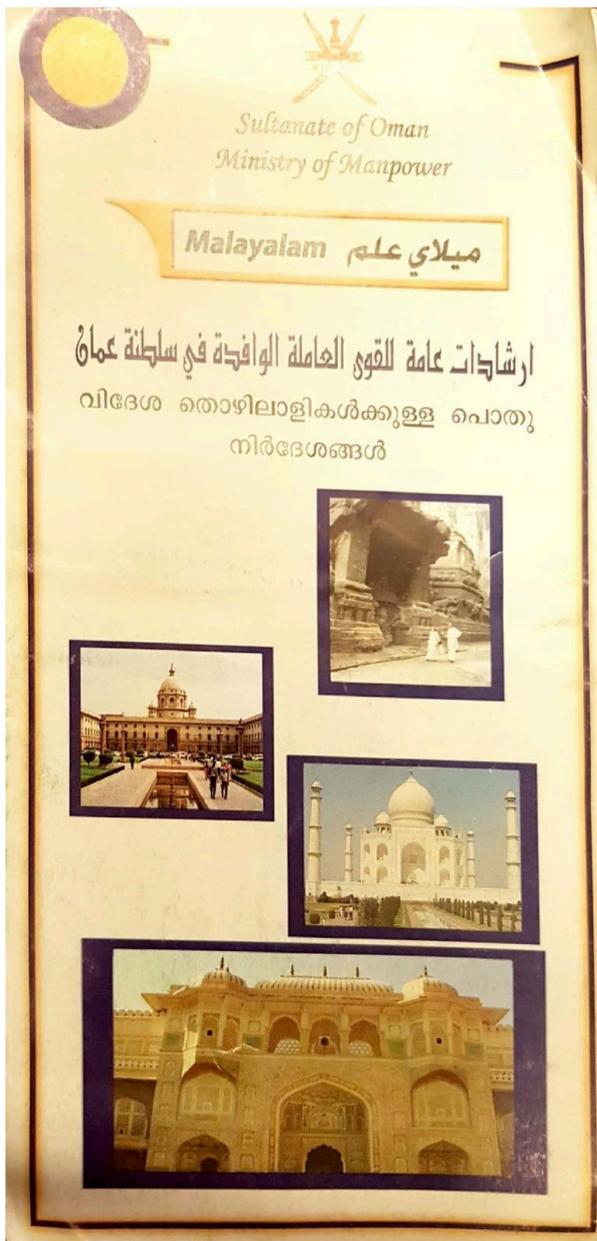
1. In case you left work without knowledge of the employer; this must be done within (48) forty-eight hours from the time of leaving home (workplace).
2. In case the employer (head of household) or recruitment office did not commit to the provisions of the contract.
3. In case you were maltreated inhumanly.
4. In case the employer did not pay the costs of your treatment or denied you a merited sick leave.
5. In case you did not receive your full salary fully or did not receive it timely.
6. In case you did not get a copy of your employment contract.

80060

 @MOHRE_UAE  @MOHRE_UAE  @MOHRE_UAE  @MOHRE_UAE  @MOHRE_UAE  MINISTRY OF HUMAN RESOURCES AND EMIRATISATION

ANNEX 6

SAMPLES OF BROCHURES PUBLISHED EARLIER BY THE MINISTRY OF MANPOWER, OMAN, IN MALAYALAM AND ENGLISH



জনশক্তি বিষয়ক সরকারী কর্তৃপক্ষ

وزارة العمل
Ministry of Manpower

نصير

আপনাকে নিশ্চিত হতে হবে যে চুক্তির মেয়াদকালে নিয়োগকর্তা আপনার বেতন কমাতে পারেননা।

মিছিল মিটিং, দলাদলি থেকে বিরত থেকে কর্ম বিভাগের মাধ্যমে আপনার অধিকার সমূহ দাবী করুন।

চাকুরিচ্যুতি এড়াতে হলে অন্যের কাছে কাজের গোপনীয়তা প্রকাশ করবেননা।

পাসপোর্ট আপনার ব্যক্তিগত দলিল সুতরাং তা নিজের কাছে রাখুন এবং অন্য কাউকে দেবেননা।

চাকুরি বাঁচিয়ে চলতে হলে গ্রহনযোগ্য অযুহাত ছাড়া গরহাজিরা থেকে সাবধান থাকুন।

মনে রাখবেন সরকারি ছুটির দিনের বেতন পাওয়া আপনার অধিকার।

কর্মঘন্টা প্রতি সপ্তাহে ৪৮ঘন্টা অথবা দৈনিক ৮ ঘন্টা।

রমজান মাসে কর্মঘন্টা সপ্তাহে ৩৬ ঘন্টা।

রাষ্ট্রের আইন-কানুন, বিধি এবং সাধারণ সংবিধি মেনে চলুন।

আপনার তথ্যের সাথে যোগ করুন

- কোন তৃতীয় পক্ষের জন্যে কাজ করবেননা কারন এর ক্ষেত্রে আপনি আইনী দায়-দায়িত্বের সম্মুখীন হতে পারেন।
- যদি নিয়োগকর্তার সাথে আপনার কোন বিরোধ দেখা দেয়, শ্রমচুক্তি আপনাকে
- সুরক্ষা দেবে তাই এর একটা কপি নিজের কাছে রাখতে হবে।

Bangla

Labor relations Department

وزارة العلاقات العمالية
Public Authority of Manpower

HAF

Be sure to have a copy of the employment contract and make sure of your data and the duration of contract.

Don't work for others which may expose you to legal accountability.

The wage of the worker should not be reduced during the validity of contract.

Don't reveal the secrets of work in order to avoid termination.

Passport is your own personal document so keep it with you and don't give it to anyone.

Do you know that to stop working without acceptable excuse could threaten work continuity.

Remember that you have the right of paid public holidays.

Do you know that labour Relations Department is on your service in case there dispute between you and your employer

Avoid gathering or crowding , Ask for your right through labour Relations Department

Add your Information

- Working Hours Are 48 Hours Weekly Or 8 Hours Daily.
- Working Hours In The Holy Month Of Ramadan Are: 36 Hours Weekly.
- Respect The Law Regulations And The Law Of The State.

English



Sixth WORK HOURS AND WEEKLY REST

✗ It is not permitted
 To make the worker work more than **(8) hours** a day or **48 hours** a week. The work hours of Ramadan are **36 hours** per week ⁽⁴⁸⁾.

Add to your information
 That you have the right to a one hour break after every 5 work hours and breaks are not counted within the work hours. Banking, financial and investment sectors are excluded as they work for eight consecutive work hours ⁽⁵⁰⁾.

✗ It is not permitted
 To employ the worker for overtime hours without a written order and the worker has the right to prove his employer's mandate to overtime work by all means ⁽⁵¹⁾.

Dear worker
 Remember that the law prohibits the employment of workers in exposed workplaces from 11 at noon to 4 pm in the period from June 1st until the end of August only ⁽⁴⁹⁾.



(48) Article 64 of the Labor Law No. 6 of 2010 on work in the private sector
 (49) Ministerial Resolution No. (2015/535) regarding work hours in open spaces
 (50) Article 65 of the Labor Law No. 6 of 2010 on work in the private sector
 (51) Article 66 of the Labor Law No. 6 of 2010 on work in the private sector

ANNEX 9

METHODOLOGY

This Background Report is based on a series of consultations,⁴⁶ designed to gather inputs and feedback from both worker and non-worker stakeholders. The consultations collected insights regarding the following:

1. The profiles of existing formal and informal institutions that conduct PAO programmes or deliver PAO-related interventions, along with summaries of their services and an analysis of the effectiveness of the implemented methods.
2. Analysis of the mandate, organizational framework and service provision⁴⁷ of relevant organizations. It also focused on aspects for frontline officers, including modes of communication and training for officers, as well as monitoring and evaluation mechanisms.
3. Recommended practices on institutional coordination, resource requirements, module design and monitoring capabilities.

Inputs from organizations were gathered regarding challenges faced by TCWs in attending, participating, follow-up, or any experience before/after PAO. Information was also collected regarding activities undertaken by non-governmental/diaspora/community organizations with respect to duration, communication and education modes, feedback mechanism, and monitoring and evaluation mechanism.

Insights for this Background Report were drawn using primary and secondary forms of research through multi-stakeholder involvement, including surveys, interviews, focus group discussions and select field visits to hold consultations (as were deemed necessary). The data collection expanded across groups (nationalities of TCWs) and programmes (government or community/diaspora). Conducting the activities of the study across COO nationalities and ADD member states contributed to the external validity of the consultations.

These activities include:

- Literature Reviews involving thematic analysis of text derived from relevant publications/research publications as well as official websites of institutions that conduct PAOs, and media reports.
- A set of guiding questions customized for various stakeholders which include:
 - Private Sector: This encompassed employers, licensed recruitment agents, labour deployment/manpower companies, construction/hospitality/other firms where TCWs are mostly employed.
 - TCWs in CODs.
 - Non-Worker Stakeholders in COD: Members of government that oversee TCWs and related welfare including the ministries/departments of labour, immigration, human resources, and others. These also included those involved in carrying out orientation awareness programmes in a COD, such as local CSOs, such as lawyers, women's groups and private educational institutions (for adult education).

46. The CIOP Consultations took place in 2019.

47. This includes, but is not limited to planning, resources, implementation and challenges.

- o Community/Expatriate Organizations: This encompassed community members, and social and cultural organizations run by and/or containing a significant number of expatriates/TCWs from a COO.
- o Non-Worker Stakeholders from a COO: Non-worker stakeholders from COOs primarily included embassy officials and staff in the COD, as well as local CSOs and community organizations for TCWs based in COOs. This may also include returnees in COOs.

The guiding questions were administered during consultations in the target COD, as well as through remote data collection after seeking informed consent of the respondents, which was gathered either through recorded audio consent or written.

Consultations were organized in person in the UAE and Kuwait in August 2019, with the kind support of both Governments, particularly MOHRE in the UAE and PAM in Kuwait. Sampling for remote data in the remaining ADD member states was conducted through IOM's assistance and the MFA network.

In terms of sampling methods, stratified random sampling or non-proportional quota sampling among different nationalities of TCWs in the COD were used.

However, the knowledge and network of MFA members and partners on the ground (as well as other diaspora organizations for the purposes of the study), availability/willingness of the respondents to be interviewed (after informed consent) and response rates of all stakeholders involved, posed as challenges to the sampling process. Moreover, interviews and focus group discussions had to be utilized according to availability and convenience of the respondents, particularly TCWs.

Survey

- o The target group was roughly 20 TCWs from each nationality, with a focus on India, Philippines, and Sri Lanka

Focus Group Discussions

- o Target groups were formed with at least 8-10 participants in each group
- o Respondents were a mixed group of workers, expat/community groups and trade unions/Non-Governmental Organizations (NGOs) Interviews with Non-Worker Stakeholders

ENDNOTES & REFERENCES

i. DATE OF ORIGIN OF PDO PROGRAMMES

COUNTRY	EMERGENCE	MANDATORY PDO
Afghanistan	-----	Yes
Bangladesh	1990s	Yes
India	-----	Yes
Indonesia	1999	Yes
Nepal	2009	Yes
Pakistan	1979	Yes
Philippines	1983	Yes
Sri Lanka	1996	Yes
Thailand	1993	Yes
Viet Nam	2007	Yes

ii. Recommendation #16 of the 7th AFML: "The pre-employment, pre-departure and PAO programmes should be conducted mandatorily and free of charge for all men and women TCW workers. It should involve stakeholders and the quality of curriculum should continuously be improved to include cultural orientation and rights and obligations of men and women TCW workers and employers."

Recommendation 2.A of the 4th AFML noted that in order to promote a positive image, rights and dignity of TCW workers, ASEAN Member States should "conduct PAO programmes in receiving countries, to be performed by the government, employers, trade unions, civil society, and should adopt a rights based approach in orientating both TCW workers, employers and government for them to understand what their rights and responsibilities are."

Recommendation 8 of the 5th AFML : "ensure the availability of information to the public on recruitment and emigration procedures and costs such as fees, visa, passport, work permit, health examination, and pre-departure and post-arrival trainings/orientation" (International Labour Organisation, 2015)

iii. Member in the Gulf region include Multiplex Middle East, Shell, Bechtel.

iv. Asosasyon ng mga Makabayang Manggagawang Pilipino Overseas (AMMPO) is an association of OFWs in Malaysia with the majority membership being DWs.

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صوار أبو ظبي بين الدول الآسيوية المرسلية والمرسلة والمستقبلة للعمالة
Abu Dhabi Dialogue among the Asian Labor-Sending and Receiving Countries

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