



# Meneshachin scoping study:

*A global synthesis and analysis of responsible recruitment initiatives targeting low-wage, migrant workers*

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The opinions expressed are those of the author and can in no way be taken to reflect the views of the London School of Hygiene & Tropical Medicine, the Freedom Fund, or the U.S. Department of State.

Great effort has gone into producing an accurate and balanced report. We apologize for inaccuracies, should there be any, and would be pleased to rectify them.

## Executive Summary

This desk-based review sets out to consolidate global evidence on models of responsible recruitment, focusing on source country models which increase protection of low-wage<sup>1</sup>, cross-border migrant workers. The review constitutes the first stage of the Meneshachin (“Our Departure”) research. Meneshachin is a three-year research project to develop models of responsible recruitment for low-wage migrant workers in Ethiopia and beyond, funded by the U.S. Department of State’s Office to Monitor and Combat Trafficking in Persons, and implemented by the Freedom Fund and London School of Hygiene & Tropical Medicine. In addition to informing the Meneshachin project, this review also adds to the global knowledge base by summarizing a wide range of responsible recruitment initiatives - including interventions taken by governments, non-governmental organizations (NGOs) and private firms to protect low-wage migrant workers around the world.

This study follows a standardized search methodology that was defined and tested by the research team, and supplemented by 17 interviews with experts on the responsible recruitment of low-wage workers. In total, 101 responsible recruitment initiatives from 32 countries were identified and included in this report. The majority of the initiatives (58 out of 101) were led by governments, 29 by NGOs, 13 by private sector companies and one represented a cross-sector effort. The source countries with the highest number of responsible recruitment initiatives identified in this review were the Philippines (13), Nepal (12), and Bangladesh (8).

While all the responsible recruitment initiatives identified through this study ultimately aimed to reduce harm against and improve the welfare of low-wage migrant workers, the initiatives often focused on different aspects of knowledge, norms and rules that affect migrants’ outcomes. These initiatives broadly fall into the following categories (from most to least common):

- **Knowledge building and training** (40 initiatives): these take the form of Migrant Resource Centers, pre-departure training, awareness raising campaigns and information platforms via mobile apps or web-based tools. These initiative are most frequently implemented by governments, NGOs, followed by private-sector firms.
- **Regulation** (27 initiatives): these take the form of registration or licensing of recruitment agencies and joint liability schemes. Examples of self-regulation by private sector firms were also found. These initiatives are largely implemented by governments, with a small number by private-sector firms.
- **Migration cost reduction** (13 initiatives): these are typically pre-departure loans and migrant welfare funds to reduce upfront costs borne by migrant workers for recruitment, travel and acquiring documentation as well as to cover unexpected costs of injuries and other emergencies. These initiatives are typically government-led.

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<sup>1</sup> Low-wage is used synonymously with low skill or low skilled. The researcher felt “low-wage” was a less pejorative term when discussing migrant workers as the subject of this study.

- **MOUs and bilateral agreements** (9 agreements): these are legally-binding standards between source and destination countries to jointly codify and cooperate on the recruitment of migrant workers. These initiatives are entirely government-led.
- **Legal pathway assistance** (4 initiatives): these include the provision of legal advice and model employment contracts in order to improve migrants' access to official schemes and protection. These initiatives are primarily led by governments with some examples headed by NGOs.
- **Policy and legislation** (3 policies): these refer to government directives that set out broad principles to define and promote responsible recruitment, but unlike regulation, they are not (yet) enforceable by particular government agency/ies. Policy and legislation initiatives are entirely government led.

The objective of this review was to compile 'promising' practices of responsible recruitment, designed to protect low-wage cross-border migrant workers. Given the distinct lack of rigorous evaluations, or evidence of efficacy, none of the initiatives identified can be classified as 'promising', nor from this review alone can they be recommended for replication elsewhere. One primary recommendation from this review is that more evaluations of responsible recruitment initiatives are needed, and it is imperative that all actors working on enhancing responsible recruitment are transparent about their efforts, objectives, and results.

Rather than endorsing specific initiatives, this report discusses models that should be further tested and evaluated for efficacy. Migrant Resource Centers, registering recruitment agencies, joint liability schemes, labor contracts and pre-departure loans are all highlighted as having potential. Effectiveness of all of these are dependent on the relevant destination governments reinforcing efforts. These potential models will be incorporated into the next phase of the Meneshachin research project, where they will be further tested through direct data collection and interactions with policy officials, NGOs, community representatives and private-sector actors.

By reviewing and building on existing knowledge around responsible recruitment initiatives, this project aims to encourage more empirical approaches to anti-trafficking policies and programs – ultimately, leading to more evidence-based and impactful approaches to protect and improve outcomes for low-wage migrant workers in the longer-term.

## Table of Contents

|   |    |
|---|----|
| Credits and Acknowledgements.....   | 1  |
| Executive Summary.....  | 2  |
| Table of Contents .....   | 4  |
| Acronyms .....  | 5  |
| Background and Justification.....   | 6  |
| Methodology .....   | 6  |
| Definitions and Terms.....  | 7  |
| Search Strategy.....  | 8  |
| Inclusion Criteria .....  | 9  |
| Data Management.....  | 11 |
| Interviews.....   | 11 |
| Study Limitations .....   | 11 |
| Findings .....  | 12 |
| Knowledge Building and Training .....   | 13 |
| Regulation.....   | 16 |
| Migration Cost Reduction.....   | 19 |
| MOUs and Bilateral Agreements .....   | 21 |
| Legal Pathway Assistance .....  | 21 |
| Policy and Legislation .....  | 22 |
| Discussion and Thematic Findings.....   | 23 |
| Conclusion .....  | 25 |
| Appendix I: Initiatives on the Responsible Recruitment of Migrant Workers ..... | 26 |
| Appendix II: Literature Reviewed.....   | 46 |

## Acronyms

|       |  |
|-------|--|
| ILO   | International Labour Organization  |
| IOM   | International Organization for Migration                                       |
| J/TIP | Office to Monitor and Combat Trafficking in Persons – U.S. Department of State |
| LSHTM | London School of Hygiene & Tropical Medicine                                   |
| MOU   | Memorandum of Understanding  |
| MRC   | Migrant Resource Center  |
| NGO   | Non-Governmental Organization  |
| OPF   | Overseas Pakistanis Foundation   |
| OWWA  | Overseas Workers Welfare Administration  |
| PDOS  | Pre-Departure Orientation Seminar  |
| PNCC  | Pravasi Nepali Coordination Committee  |
| POEA  | Philippine Overseas Employment Administration                                  |
| POLO  | Philippine Overseas Labour Office  |
| PTM   | Princes Tuna Mauritius   |
| UAE   | United Arab Emirates   |
| UN    | United Nations   |
| USD   | US Dollar  |

## Background and Justification

Ethiopia continues to be a significant source country for migrant labor to the Middle East. There is growing concern within Ethiopia regarding the potential for forced labor and migration, and reports of exploitative labor and poor living and working conditions. Ethiopia thus presents a useful case study with global implications, given its status as a significant source of labor migrants and second most populous country in Africa, with over 100 million people, the majority of whom are young and underemployed.

This review was conducted as a “scoping study”<sup>2</sup> of two distinct areas of recruitment policy and programming: (1) current government policies and initiatives to improve recruitment standards for low-wage migrant workers; and (2) current non-governmental models, focusing on initiatives that align with the International Labor Organization’s (ILO) Operational Guidelines for Fair Recruitment (especially guidelines #21-25). The broader purpose of this study is to inform the Meneshachin project and identify promising recruitment models to facilitate discussions of their potential suitability or adaptation to the Ethiopian context, particularly in relation to addressing Ethiopian women and girls entering the domestic service sector in the Middle East (including Saudi Arabia and the United Arab Emirates).

<sup>2</sup> A scoping study, in this case, is a method used to comprehensively map evidence across a range of literature in an area, with the aim of informing future project design and strategy.



## Methodology

This scoping study consisted of a preliminary assessment of the potential size and scope of relevant literature, followed by mapping key concepts and the main sources and types of evidence available, and a synthesis and analysis of available literature and evidence. While there is not a standardized methodology in conducting a scoping study or review, O'Brien et al.'s *Advancing Scoping Study Methodology* highlights common approaches and strengths which informed this study's approach.<sup>3</sup>

## Definitions and Terms

For the purposes of this study, definitions were taken from the ILO's *General Principles and Operational Guidelines for Fair Recruitment and Definition of Recruitment Fees and Related Costs*<sup>4</sup> and the International Organization for Migration's (IOM) *Glossary on Migration*<sup>5</sup>. The following definitions are taken verbatim from these official documents:

**Due diligence** refers to an enterprise's ongoing process which aims to identify, prevent, mitigate, and account for how it addresses the adverse human rights impacts of its own activities or which may be directly linked to its operations, products or services by its business relationships. The process should include assessing actual and potential human rights impacts, integrating and acting upon the findings, tracking responses, and communicating how impacts are addressed.

**Employer** refers to a person or entity that engages employees or workers, either directly or indirectly.

**Enterprise** refers to employers, labor recruiters other than public employment services, and other service providers involved in the recruitment process.

**Forced labour** refers to all work or service which is exacted from any person under the menace of any penalty and for which the person has not offered himself/herself voluntarily. It is explicitly recognized as a form of exploitation in the definition of trafficking in persons.

**Labor recruiter** refers to both public employment services and to private employment agencies and all other intermediaries or subagents that offer labor recruitment and placement services. Labor recruiters can take many forms, whether for profit or non-profit, or operating within or outside legal and regulatory frameworks.

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<sup>3</sup> O'Brien, Kelly .K., Heather Colquhoun, Danielle Levac, et al. 2016. "Advancing scoping study methodology: a web-based survey and consultation of perceptions on terminology, definition and methodological steps". *BMC Health Services Research* 16, 305.

<sup>4</sup> International Labour Organization. 2019. *General principles and operational guidelines for fair recruitment & Definition of recruitment fees and related costs*. Available at: [https://labordoc.ilo.org/view/delivery/41ILO\\_INST/1259809270002676](https://labordoc.ilo.org/view/delivery/41ILO_INST/1259809270002676)

<sup>5</sup> International Organization for Migration, 2019. *Glossary on Migration*. Available at: [https://publications.iom.int/system/files/pdf/iml\\_34\\_glossary.pdf](https://publications.iom.int/system/files/pdf/iml_34_glossary.pdf)



**Migrant worker** means a person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national..

**Recruitment** includes the advertising, information and dissemination, selection, transport, placement into employment and – for migrant workers – return to the country of origin where applicable. This applies to both jobseekers and those in an employment relationship.

**Recruitment fees or related costs** refer to any fees or costs incurred in the recruitment process in order for workers to secure employment or placement, regardless of the manner, timing or location of their imposition or collection.

For the purposes of this report, all monetary amounts are in USD (conversions align with the rate at the time a particular source was published).

## Search Strategy

Literature was identified through internet searches using JSTOR, Google Scholar and Google, and using keywords for studies, reports, and evaluations published from the year 2000. These search engines were selected from a longer list and were found to return the largest number of search results. In addition, experts, colleagues, and relevant stakeholders were interviewed and reports or other literature collected, if available, and reviewed – this is discussed further in the *Interviews* section.

Not all terminology used in the literature reviewed aligned with the terms or definitions laid out in the ILO's operational guidelines for fair recruitment. The key search terms are provided below and were tested to ensure common usage, with AND/OR used to make up exact search terms. The following terms were selected after testing various Boolean combinations of a large variety of terms, definitions, and concepts.

| Subject of the initiative | Clarifier   |
|---------------------------|-------------|
| Responsible recruitment   | Low skill   |
| Ethical recruitment       | Low skilled |
| Migrant                   | Low wage    |
| Migrants                  |             |
| Recruitment agent         |             |
| Recruitment agents        |             |

For the JSTOR search strategy, it was found that the search strands needed to include more of the terms mentioned above in order to focus the search results. The following search strand was used in JSTOR:

("responsible recruitment") OR ("ethical recruitment") OR ("recruitment agent") OR ("recruitment agents") AND ((migrant) OR (migrants) OR ("low skill") OR ("low skilled") OR ("low wage"))

In searching Google and Google Scholar, the same search strand was used for each as it was found that similar relevant results were found, responding to the same Boolean style of search method. The Google Scholar and Google search strand was as follows:

“responsible recruitment” OR “ethical recruitment” AND “migrant” OR "migrants" AND “low skilled” OR “low wage”

Search results, discussed further in the Findings and Discussion section, were vetted using the inclusion and exclusion criteria listed below. Titles and abstracts of academic literature were reviewed to determine if the substance of the articles were relevant to this study. For grey literature that did not have an abstract or executive summary, the reports were skimmed to see if relevant initiatives were discussed in any appropriate detail.

## Inclusion Criteria

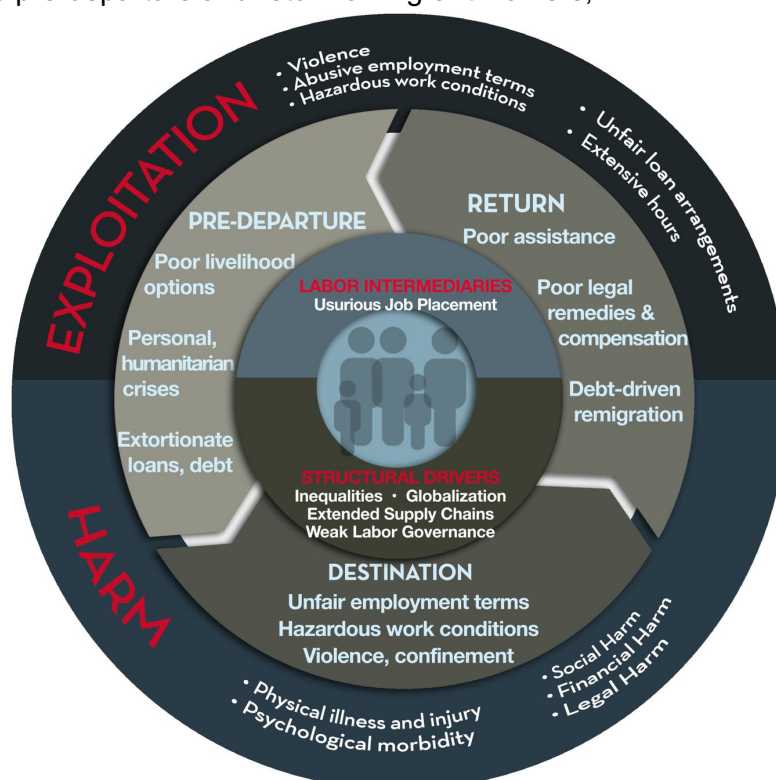
In order to be included, each study or report must have met all of the following criteria:

| Inclusion criteria   | Specific inclusions   |
|--|---|
| <input checked="" type="checkbox"/> Focus on models of labor recruitment   | - Includes successful models that tie recruitment fees and practices to the identification of victims of trafficking;<br>- Targets recruiters and/or migrant workers specifically.  |
| <input checked="" type="checkbox"/> Focus on improving standards for the protection of low-wage migrant workers  | - Low-wage migrant workers as the target, not “skilled” or more educated migrant workers.   |
| <input checked="" type="checkbox"/> Discusses one of the following: government policy, government initiative, or non-governmental initiative that has been implemented or tested | - Government initiatives that include public or government-administered recruitment models;<br>- Non-governmental initiatives can be worker-driven, community, and/or private sector led;<br>- Can include application of the ILO’s General Principles and Operational Guidelines for Fair Recruitment. |
| <input checked="" type="checkbox"/> Focus on international or cross-border labor migration   | - Includes destination countries in the Global South and in the Middle East region.   |
| <input checked="" type="checkbox"/> Conducted or published between 2000 and 2019   |   |
| <input checked="" type="checkbox"/> Literature provided in English   |   |

Throughout the literature search and review, articles or documents were excluded if they did not meet the pre-determined inclusion criteria above. In formulating the criteria above, there were a number of topic areas that were discussed among the research team, and ultimately not considered adequately relevant to the Meneshachin project to include in the scope of this review. As a result, documents that focused solely on the following topics were excluded from the search:

- Skilled migrant workers (such as nurses or other health personnel with specialist skills) who are typically offered preferential treatment regarding their admission into a foreign country;
- Internal or domestic migration within the same country;
- Migrant worker rights and welfare after they have commenced employment in the destination country, such as workplace safety and grievance mechanisms. This is because it falls outside

the recruitment process which is the focus of the Meneshachin project. Recruitment, as defined by the ILO, includes the process of placing workers into overseas employment and return to the country of origin (see verbatim definition on p.8). The diagram below<sup>6</sup> further illustrates the broader range of issues under the themes of human trafficking and worker protection, versus the narrower set of recruitment-related issues (ie, 'labor intermediaries') specific to the pre-departure and return of migrant workers;



- Broad discussions of migration patterns (including migration promotion or control) or the developmental impact of migration;
- Initiatives in destination countries outside of a previously agreed regional focus, such as initiatives implemented in Europe or North America. This is because the research team deemed that these lacked comparability with destination countries in the Middle East, which is the focus of the Meneshachin project;
- Pledges, announcements and commitments made by governments, companies etc., where we were unable to find further information on whether or not these commitments were actually followed through and implemented; and
- The problem of forced labor, trafficking in persons and other exploitation of migrant workers. This is because the scope of this study is to determine potentially promising practices to mitigate these harms, rather than to highlight the extent of the problem.

<sup>6</sup> Taken with permission from Zimmerman, Cathy and Ligia Kiss. 2017. "Human trafficking and exploitation: A global health concern". *PLoS Medicine* 14 (11).

## Data Management

Sources from database searches were downloaded to the reference management software, Zotero. These entries were screened for inclusion/exclusion criteria. Records of abstracts and summaries obtained from grey literature sources were managed in Zotero as well. Records have been kept of studies or grey literature excluded for duplication or not meeting the inclusion criteria. Notes on relevant initiatives from individual sources were kept in Zotero and ultimately consolidated in a comprehensive table of initiatives aimed at enhancing the responsible recruitment of migrant workers.

## Interviews

As part of this scoping study, 17 interviews with key informants on recruitment models were conducted, 12 remotely and five in person. First-hand insights from individuals with direct knowledge of relevant labor recruitment models were documented and analyzed to assess the replicability and suitability of promising practices identified during the literature review. Respondents were identified through purposive sampling and included representatives from five international NGOs, four local NGOs, four universities, and one company. A snowball sampling approach was used to elicit names of other key informants during interviews. To preserve anonymity, interview respondents are identified as “Anonymous.”

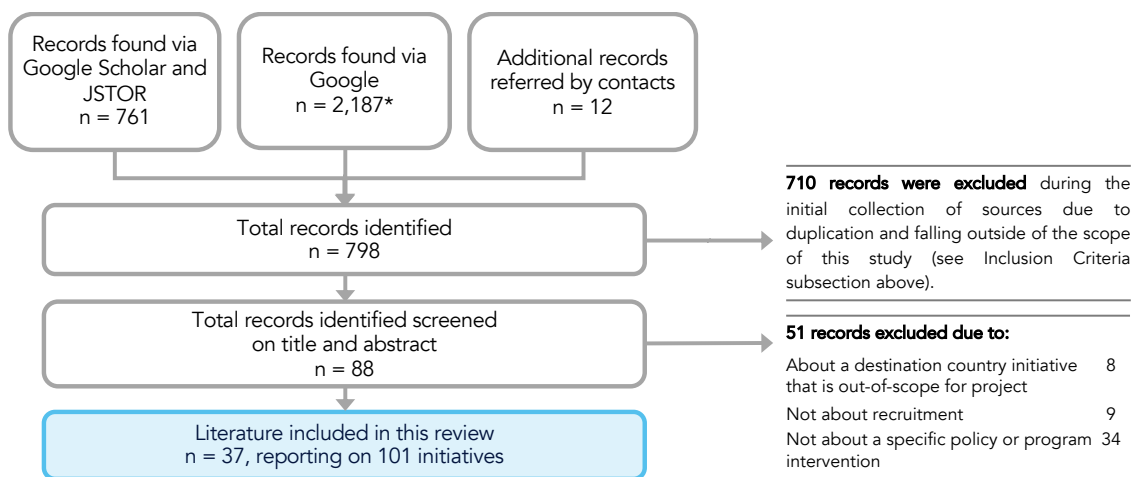
The interviews were conducted using an open-ended, narrative and iterative approach, with initial inquiries focused on any responsible recruitment initiatives implemented by the interviewee’s organization. If the interviewee’s organization implemented initiatives or programs that met the inclusion criteria, further details were requested; if not, information on further contacts or other initiatives was requested. Any non-duplicative literature shared by the respondents was included in the literature review.

## Study Limitations

- Despite the definitions discussed above, in order to conduct a more inclusive review, search terms, criteria, and definitions of concepts may have been broader and subject to multiple interpretations. Due to this, some of the more nuanced, country- or culture-specific contexts may not have been captured.
- Positive bias is likely in academic publications, as well as in government, NGO and company reports, making it difficult to identify less successful initiatives or pilot programs.
- This study included publicly available literature that can be accessed electronically. Internal reports or older non-scanned hardcopies of documents will have most likely been unattainable and, thus were not included in the review unless they were provided by interview respondents.
- Given the inconsistency in operational definitions and terms used in the articles and documents included in this review, this may have affected interpretation of findings.
- Inability to review literature in languages other than English may have limited the full scope of included resources.

## Findings

Through interviews and extensive search strategy development and execution via Google, Google Scholar, and JSTOR, 88 sources were found to be potentially relevant, 37 of which were included in this final review as they contained relevant information on initiatives targeting the responsible recruitment of low-wage, cross border, migrant workers. It should be noted that interviews did not generally yield information that had not already been uncovered during the literature review. However, any non-duplicative information has been included in the initiatives table in Annex I and, where relevant, within this report.



\*It should be noted that Google's estimate of search results is not exact and includes omissions from the search results such as the same document or pages within the same domain.

After adjusting for the years of publication (i.e. from 2000), the search strand yielded 362 results in Google Scholar, 32 of which were potentially relevant to this particular study. Following initial perusal, 17 of these included relevant initiatives, policies, programs, etc. This same search strand yielded an estimated 2,187 results in Google (see note in the diagram above), 25 of which were potentially relevant to this study. Through the literature review, it was found that 14 contained information relevant to the Meneshachin project.

The search strand in JSTOR yielded 399 results, 19 of which the researcher felt were potentially relevant. Through the literature review, it was found that only three of these held information on project-relevant initiatives, policies, programs, etc.

From the final 37 articles and documented included in this review, information on 101 different initiatives from 32 countries were identified. All but 13 initiatives were implemented in or relevant to source countries; the exceptions related to the following destination countries: Jordan, Malaysia<sup>7</sup>, Saudi Arabia, Singapore, South Korea, Taiwan, Thailand, and the UAE. Fifty-eight were government-

<sup>7</sup> Malaysia is an interesting case as it is both a critical source and destination country for migrant workers.

led initiatives, 29 were implemented by NGOs, 13 by industry members, and one was a joint cross-sector effort. Initiatives were categorized by general objectives and approaches as follows: 40 initiatives focused on knowledge building and training, 25 on regulation, 13 on migration cost reduction, nine on MOUs and bilateral agreements, six on legal pathway assistance, and three on policy and legislation.<sup>8</sup> For a full list of initiatives found, please refer to Annex I. For a full list of literature reviewed, please refer to Annex II.

Each of these categories is discussed further below though it should be noted that not all fit neatly within just one category. For example, Migrant Resource Centers were categorized as knowledge building and training initiatives, though depending on the individual MRC, could also fit within migration cost reduction or legal pathway assistance.

## Knowledge Building and Training

Knowledge building and training initiatives were the most common responsible recruitment approaches. Knowledge building and training initiatives have been implemented by governments, non-governmental organizations, and industry members. Government-led initiatives around knowledge building and training most often take the form of Migrant Resource Centers or pre-departure training for prospective migrant workers. Initiatives implemented by NGOs often take the form of awareness raising campaigns, migrant services both in capital cities and provided via mobile units to remote areas, and the establishment of web-based platforms where current and prospective migrants are able to access information on recruitment agencies, migration processes, and information on their rights as migrant workers. Only two of the industry-led initiatives were categorized as knowledge building and training and included a web-based, information-sharing and communication tool for migrant networks and a selection of awareness raising initiatives.

### Migrant Resource Centers

Migrant Resource Center (MRC) is the blanket term covering centers providing services to prospective migrants, they often have different names depending on the country but are the same type of initiative in practice. The study identified MRCs operating in 12 countries. There are usually multiple MRCs within any single country that have been established and managed by various entities, including government agencies, local NGOs, and UN agencies. MRCs most often provide information and counseling to prospective migrants, some of which have mobile units to reach the more rural migrant source areas.<sup>9</sup> A report discussing Mobility Centers in Georgia, for example, describes how these centers provide information on migration pathways and migrant rights from official sources aimed at promoting safe migration practices for potential migrants. Information is provided through individual face-to-face counseling; online, using email or Skype, and by phone; a dedicated website and a Facebook page; and, bimonthly community outreach meetings, conducted in remote rural areas with local partners. In Tajikistan, the report describes how Migrant Service

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<sup>8</sup> Note the ILO TRIANGLE project was not included in the categories as it had components which could fit within each.

<sup>9</sup> Pillinger, Jane. 2015. *Running an Effective Migrant Resource Centre: A Handbook for Practitioners*. Budapest: International Organization for Migration.

Centers' mobile services tailor their programs to specific times of the year to provide information on labor rights and safe seasonal migration for potential migrants living in remote communities.

The Pravasi Nepali Coordination Committee (PNCC) has established MRCs in Nepal with the objective of raising awareness on migrant labor rights and safe migration for the migrant community.<sup>10</sup> The PNCC MRCs also provide counseling services to prospective migrant workers and their families and carry out capacity building and training events for government and non-governmental actors. In the Philippines, the NGO, Atikha Overseas Workers and Communities Initiative, has established 17 MRCs in local municipalities in partnership with the government, which provide technical, legal, and financial support to prospective migrants, Filipinos working abroad, and their families.<sup>11</sup>

In Thailand, returnee migrants are encouraged to work in MRCs and are trained to assist their peers in preparation for migration.<sup>12</sup> They are also provided opportunities to share their experiences with prospective migrants around the country. The Migrant Action Program Foundation, supported by the ILO, provides safer migration information, advocates for migrant workers' rights, and has produced a community radio program in Myanmar, Karen, and Thai languages since 2008.

Research did not find evaluations of MRCs' outcomes or impact. However, a midterm evaluation of the ILO's TRIANGLE<sup>13</sup> project, which visited MRCs in four of five project countries, found that some of the MRCs established during the project were successful at the time of the evaluation, though others less so.<sup>14</sup> At the time of the evaluation, it was found that 14 of the 19 MRCs established during the life of the project were running effectively. Recommendations for those struggling with management issues and service implementation focused on the need to improve delivery of support services and outreach to the prospective migrant worker community in order to achieve greater impact. The final evaluation of the TRIANGLE project did not discuss the MRCs in any relevant detail for the purposes of this report.

### **Pre-Departure Trainings**

Pre-departure trainings are mandatory for migrant workers in some countries and are conducted by recruitment agencies or NGOs, at times with assistance from the source country government. In Nepal, when prospective migrants visit government offices to obtain their passports, they are required to attend counseling sessions that cover the key documents required, the migration process, and potential issues faced during migration.<sup>15</sup> Trainings and skill enhancement programs

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<sup>10</sup> Anonymous, interview by Lukas Olynyk. 2019. *Gramin Mahila Srijanshil Pariwar (GMSP)* (December 12).

<sup>11</sup> Pillinger, Jane. 2015. *Running an Effective Migrant Resource Centre: A Handbook for Practitioners*. Budapest: International Organization for Migration.

<sup>12</sup> Ibid.

<sup>13</sup> The TRIANGLE project (ended 2016) established MRCs in Cambodia, Laos, Malaysia, Thailand, and Vietnam.

<sup>14</sup> Mahy, Pierre. 2013. *Evaluation of the Tripartite Action to Protect Migrants within and from the GMS from Labour Exploitation (TRIANGLE project)*. Independent Midterm Evaluation, Geneva: International Labour Organization.

<sup>15</sup> World Bank. 2018. *A Migrant's Journey for Better Opportunities: The Case of Pakistan*. Washington, DC: World Bank Group.

for migrants before they leave are provided for free by most larger and well-established recruitment agencies in Kathmandu.<sup>16</sup> The orientation or pre-departure training lasts around seven days; refresher training sessions of up to two weeks and more intensive training lasting between four and six months are also offered. Reports reviewed suggest trainings prepare migrants to become foreign employees and increase their wage opportunities, while also providing foreign companies with better skilled candidates.

In the Philippines, a multi-stakeholder pre-departure orientation program has been established by the government in partnership with accredited NGOs and private sector organizations.<sup>17</sup> NGOs provide orientation to domestic workers and entertainers while the private sector Pre-Departure Orientation Seminar (PDOS) covers the majority of other overseas workers. The PDOS is mandatory and is a one-day seminar covering a variety of topics, including destination country information. In India, the Ministry of Overseas Indian Affairs has developed country manuals for workers going to key destination countries: UAE, Bahrain, Oman, Kuwait, Qatar, Saudi Arabia, Lebanon, Jordan, Sudan, and Malaysia.<sup>18</sup> The manuals include guidance on going abroad for employment and introduces each destination country with briefs on its history, culture, religion and customs, and includes addresses and contact numbers of Indian missions abroad and local government offices that can provide assistance.

No completed evaluations of pre-departure trainings were identified, although an ongoing evaluation of a pilot effort in Nepal providing pre-departure trainings for workers going to Jordan suggests a major impact in terms of reducing risk of indebtedness, improving workers' understanding of their contracts, and strengthening their sense of agency.<sup>19</sup> While the evaluation report is forthcoming, a document available on the ILO website highlighted that, during the evaluation, fairly recruited workers were observed to have "paid no recruitment fees, but did pay some related costs (passport); paid less overall for the recruitment process; had less migration-related debt; paid less towards debt each month, and were less concerned about debt at the endline; better understood the terms of their contract; and, understood their conditions of work (pay, hours) at an earlier stage than conventionally recruited workers."<sup>20</sup> It should be noted that the 130 female Nepali workers interviewed during the impact evaluation had been recruited by and sent to Jordan via the fair recruitment agency, FSI Worldwide.

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<sup>16</sup> Kern, Alice, and Ulrike Müller-Böker. 2015. "The middle space of migration: A case study on brokerage." *Geoforum* 158-169.

<sup>17</sup> Pillinger, Jane. 2015. *Running an Effective Migrant Resource Centre: A Handbook for Practitioners*. Budapest: International Organization for Migration.

<sup>18</sup> Abella, Manolo, August Gächter, and Juliet Tschank. 2014. *A triple win in migration: ensuring migrant workers' right to protect all workers*. Singapore: Asia-Europe Foundation and Friedrich Ebert Stiftung.

<sup>19</sup> International Labour Organization. 2018. *Ending forced labour by 2030: A review of policies and programmes*. Geneva: International Labour Organization.

<sup>20</sup> p.4. International Labour Organization. 2019. *The Benefits of Fair Recruitment: Results of the Impact Study on the Nepal-Jordan Corridor*. August. Accessed February 2020. [https://www.ilo.org/wcmsp5/groups/public/---ed\\_norm/---ipecd/documents/publication/wcms\\_727143.pdf](https://www.ilo.org/wcmsp5/groups/public/---ed_norm/---ipecd/documents/publication/wcms_727143.pdf).



## Mobile Apps and Web-Based Tools

There are a variety of mobile apps and web-based tools developed to inform and connect migrant workers. While some support migrant workers in a destination country, others include components that aim to facilitate migrants through the recruitment process. Golden Dreams, for example, is a Burmese-language mobile app developed by Issara Institute for Burmese migrant workers in Thailand to learn and exchange information, reviews, ratings, comments, and advice about employers, recruiters, and service providers in both home and destination countries.<sup>21</sup> "Users can sign in to the Golden Dreams app through Facebook or by creating a userID and password. Functions include allowing users to exchange views and opinions about employers, recruiters, and service providers via its rate and review platform; access lists of employers and recruitment agencies; and review polling of migrant workers' opinions."<sup>22</sup> The platform also provides information on blacklisted recruitment agencies as well as those that participate in ethical recruitment programs.

Other apps or web-based tools that allow migrant workers to access information or report grievances, including about recruitment agents or processes, include My Labor Matters,<sup>23</sup> which targets migrant workers in the Philippines-Japan corridor, and Worker Connect, which is a mobile app designed by Caravan Studios for migrant construction workers in the Arab Gulf.<sup>24</sup> A report by Latonero et al. indicates that Google, in partnership with the Blas F. Ople Center and Training Institute, and Microsoft, in collaboration with the Migrant Worker Overseas Workers Welfare Association, encourage the use of their web-based communication tools to build and strengthen peer-to-peer networks between overseas workers and peers in their country of origin.<sup>25</sup> Latonero et al. have called for such efforts to be researched for their efficacy, and potentially strengthened and expanded.

## Regulation

Regulation initiatives or regulatory measures have been primarily implemented by governments, though certain initiatives by non-governmental organizations and industry members fit into this category as well. Government-led initiatives most often take the form of the registration and/or licensing of recruitment agencies and joint liability provisions, which hold the employer and recruitment agency jointly accountable for the wellbeing of migrant workers. Regarding non-governmental initiatives, this research only found one relevant initiative by PNCC, which aims to

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<sup>21</sup> Nishinaga, Jesse, and Faris Natour. 2019. *Technology Solutions for Advancing Human Rights in Global Supply Chains: A Landscape Assessment*. Berkeley: UC Berkeley School of Law.

<sup>22</sup> p.12. Farbenblum, Bassina, Laurie Berg, and Angela Kintominas. 2018. *Transformative Technology for Migrant Workers: Opportunities, Challenges, and Risks*. New York: Open Society Foundations.

<sup>23</sup> Nishinaga, Jesse, and Faris Natour. 2019. *Technology Solutions for Advancing Human Rights in Global Supply Chains: A Landscape Assessment*. Berkeley: UC Berkeley School of Law.

<sup>24</sup> Farbenblum, Bassina, Laurie Berg, and Angela Kintominas. 2018. *Transformative Technology for Migrant Workers: Opportunities, Challenges, and Risks*. New York: Open Society Foundations.

<sup>25</sup> Latonero, Mark, Bronwyn Wex, and Meredith Dank. 2015. *Technology and Labor Trafficking in a Network Society*. Annenberg: University of South Carolina.

provide wider access to justice for migrant workers in a variety of cases, including non-payment or under payment of wages and fraudulent cases in the migration process.<sup>26</sup> Research for this literature review found that industry-led initiatives exclusively aim to improve standards for their suppliers, and support the transition towards these new standards.

### **Recruitment Agency Registration**

A number of source and destination country governments require recruitment agencies to register, which legitimizes and legalizes the agency and its recruitment activities. As there have been a number of unofficial recruitment agencies operating in the realm of labor recruitment, registration can bring a certain level of regulation and accountability to migrant labor recruitment. Registration of an agency is usually a prerequisite, along with a selection of other criteria, for an agency to gain a recruitment license. For example, the Ministry of Overseas India Affairs requires that a recruitment agency be a registered company, have police clearance, 50 square meters of office space, and lodge a bank guarantee of approximately USD320,000 that will be forfeited if they break the law.<sup>27</sup> Registered recruitment agents in India must also have a university degree (in any field). Other source country governments, such as Nepal, the Philippines, and Sri Lanka have applied similar requirements to recruitment agencies' ability to register or be licensed. The Philippines and Sri Lanka also grade licensed recruitment agencies, awarding top-scoring agencies with certain privileges or contract preference.<sup>28</sup>

The Philippine Overseas Employment Administration (POEA), a government agency, has established Philippine Overseas Labour Offices (POLO) in the Middle East and North Africa, East Asia and the Pacific, Europe, and the US and Canada. While no evaluation of their efficacy was found, it was noted that they "evidently meet a critical need, and other countries like India have followed suit and set up similar workers' centers to serve their nationals abroad."<sup>29</sup>

Some destination country initiatives also require registration of recruitment agencies. For example, the UAE government requires recruitment agencies to be nationals or have UAE partners, have assets of at least USD27,000 in a UAE bank, and produce a certificate of good conduct issued by a competent authority.<sup>30</sup> The law bans agencies from collecting fees from workers and in January 2011, UAE-based recruiters were required to deposit USD270,000 plus USD540 per employee into a bank account to be used if the employer fails to pay workers' wages. The government has also established a monitoring system for electronic direct-deposit of wages to workers' bank accounts and the Ministry of Labor inspects agencies twice annually. In Singapore, a Certificate in an Employment Agency course from a post-secondary institution is a prerequisite for all agents planning

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<sup>26</sup> Anonymous, interview by Lukas Olynyk. 2019. *Gramin Mahila Srijanshil Pariwar (GMSP)* (December 12).

<sup>27</sup> Jureidini, Ray. 2014. *Migrant Labour Recruitment to Qatar: Report for Qatar Foundation Migrant Worker Welfare Initiative*. Doha: Bloomsbury Qatar Foundation Journals.

<sup>28</sup> Abella, Manolo, August Gächter, and Juliet Tschank. 2014. *A triple win in migration: ensuring migrant workers' right to protect all workers*. Singapore: Asia-Europe Foundation and Friedrich Ebert Stiftung.

<sup>29</sup> p.51. Ibid.

<sup>30</sup> Pittman, Patricia. 2013. *Alternative Approaches to the Governance of Transnational Labor Recruitment: A Framework for Discussion*. Washington, DC: International Migration Review.

to place low-wage migrant workers.<sup>31</sup> In addition, employment agency licenses must be renewed annually, giving the Foreign Manpower Management Division – housed within the Ministry of Manpower – the ability to conduct regular screening of the licensed operators.

### **Joint Liability Schemes**

A number of governments have implemented a joint liability scheme or included provisions in their labor laws to ensure recruiters and employers can be held liable for workers' rights violations during recruitment. Countries that currently have joint liability provisions include Bangladesh, Ethiopia, Jordan, and the Philippines. According to Abella *et al.*, in the Philippines, recruiters argue this policy as unfair since they have no control over the actions of the employers they represent. The policy has been defended as an incentive towards due diligence in selecting clients.<sup>32</sup> The government supports this policy with complementary regulations, such as requiring employers abroad to register and show evidence to the nearest diplomatic mission of their qualification to employ foreign workers. The report mentions, "the policy has received wide attention and been cited as a model that a few other countries have also adopted."<sup>33</sup> The policy also applies to joint liability of recruiters for acts of employers of domestic workers.

In Jordan, a joint liability model covering the domestic work sector includes employer insurance as an additional positive incentive for employer compliance.<sup>34</sup> As part of a 2015 regulation, employers contribute to a recruitment insurance scheme that provides coverage for the recruitment fees and other recruitment costs they have incurred in the event a domestic worker leaves their employ, provided no human or labor rights abuses have taken place. According to the report, this provision also makes it less likely for employers to pressure domestic workers to remain in their employ.

### **Company Standards**

As consumer demand for more ethical supply chains increases, some companies have begun responding with more defined standards for their suppliers. Certain companies have taken steps to regulate the recruitment process, as well, such as through direct hiring mechanisms. Princes Tuna Mauritius (PTM), for example, is reported to have adopted a hands-on approach to recruitment. The company is recognized for having a staff member dedicated to the recruitment process and sending someone three to four times a year to Bangladesh to conduct interviews.<sup>35</sup> The report also suggests that there is a pre-departure training/orientation even before a contract is signed and any questions

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<sup>31</sup> Flecker, Karl, and Teresa Healy. 2015. *International Labor Migration: Re-regulating the private power of labor brokers*. Washington, DC: Solidarity Center.

<sup>32</sup> Abella, Manolo, August Gächter, and Juliet Tschank. 2014. *A triple win in migration: ensuring migrant workers' right to protect all workers*, 48. Singapore: Asia-Europe Foundation and Friedrich Ebert Stiftung.

<sup>33</sup> p.48. Ibid.

<sup>34</sup> International Labour Organization. 2018. *Ending forced labour by 2030: A review of policies and programmes*. Geneva: International Labour Organization.

<sup>35</sup> Interfaith Center on Corporate Responsibility. 2017. *Best Practice Guidance on Ethical Recruitment of Migrant Workers*. New York: ICCR.

the prospective migrants may have regarding their employment, expected living and working conditions, etc. are supposed to be answered beforehand.

The American clothing company, Patagonia, has also taken steps to help its suppliers transition to its own Migrant Worker Employment Standards. A key informant interview suggests that Patagonia has worked with its suppliers – sourcing labor from Indonesia, the Philippines, Thailand, and Vietnam – and the government in Taiwan to promote fair labor recruitment practices and to eliminate recruitment fees and related costs for workers.<sup>36</sup> According to the source, Patagonia provides training to its suppliers on its Standards and a number of its suppliers are beginning to hire workers directly through various government-sponsored programs in receiving and source countries, or are partnering with sister factories in source countries to recruit. The company also has a full-time employee based in Taiwan to support their suppliers through the process. A Patagonia representative, with knowledge of the company's work in corporate responsibility and traceability, reported that workers often do not believe that some form of recruitment fees would not be required – this challenge to potential behavior change seems to be related to the common belief that paying recruitment fees makes the process more legitimate. Patagonia's implementation of their Migrant Worker Employment Standards will be evaluated more closely during 2020 and its standards are currently under revision.

Company standards are typically tied to formal employers, i.e. their first-tier suppliers. Companies generally focus their efforts on their own supply chains. Therefore, this research did not find information on standards being applied to informal or private employers beyond language included in bilateral agreements, for example. This will be discussed further in the MOUs and Bilateral Agreements section.

## Migration Cost Reduction

Migration cost reduction initiatives are those that ease the costs of recruitment, travel, and acquiring necessary documentation, among others, for prospective and current labor migrants. Cost reduction initiatives are implemented mainly by governments, though this study found a selection of industry-led initiatives as well. The two main forms of migration cost reduction implemented by governments are migrant welfare funds and pre-departure loans – both types of initiatives are solely found in source countries. Industry initiatives around migration cost reduction are most relevant to destination countries and rarely go beyond paying recruitment fees and recruitment-related costs back to migrant workers within a certain period of time after their arrival.

### Migrant Welfare Fund

Abella *et al.* discuss migrant welfare fund initiatives implemented by the governments of Bangladesh, Pakistan, the Philippines, Sri Lanka, and Thailand.<sup>37</sup> Prospective migrant workers are required to pay a certain amount of money into the welfare fund which, if the need arises, can be used to cover

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<sup>36</sup> Anonymous, interview by Lukas Olynyk. 2020. *Patagonia Suppliers Code of Conduct* (February 2012).

<sup>37</sup> Abella, Manolo, August Gächter, and Juliet Tschank. 2014. *A triple win in migration: ensuring migrant workers' right to protect all workers*. Singapore: Asia-Europe Foundation and Friedrich Ebert Stiftung.

a variety of migration and recruitment-related costs as well as services to migrants' families. Pakistani law requires each migrant worker registering to go abroad to pay around USD3 for membership in a welfare fund, which the Overseas Pakistanis Foundation (OPF) administers. Some 4.9 million workers have contributed to the fund thus far, building it up to about USD2 million. "OPF has developed housing schemes for migrant workers in several provinces, built or contributed to equipping health centers all over the country, operates mobile eye clinics, provides scholarships for migrants' children, and provides emergency repatriation assistance, among others."<sup>38</sup>

In the Philippines, the Overseas Workers Welfare Administration (OWWA) requires Filipino migrant workers to become members for a fee of USD25. Membership entitles them to "health and accident insurance benefits, legal assistance and emergency repatriation in case of need or emergencies, and participation in OWWA programmes including pre-departure loans, livelihood loans for families left behind, college scholarship for his or her children, and more."<sup>39</sup> In 2017, OWWA generated an income of USD42 million and allocated approximately USD11 million to services for members and members' families, including: reintegration programs, emergency relief, emergency repatriation, financial assistance, skills training programs, and various scholarships.<sup>40</sup>

### **Pre-Departure Loans**

In addition to pre-departure loans given by the OWWA in the Philippines, state-run banks in Bangladesh and Indonesia provide pre-departure loans as a means to reduce migration and recruitment costs for prospective migrant workers. The Probashi Kallyan Bank, established by the Government of Bangladesh in 2011 to reduce migration costs for migrants, offers loans at a 9% interest rate without collateral, compared to the 14-15% rates of commercial banks (which also demand collateral).<sup>41</sup> These rates are also significantly lower than rates charged by money lenders. By 2019, over 39,000 loans worth USD54 million have been disbursed.<sup>42</sup> Rehabilitation loans and remittance transfer services to those with accounts are also made available.

The Bank Rakyat Indonesia lends to migrants based on a collective repayment guarantee by their recruitment agency, which is repaid directly by foreign employers through monthly deductions from the migrants' salaries – repayment rate was almost 100% as of 2011.<sup>43</sup>

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<sup>38</sup> p.52. Abella, Manolo, August Gächter, and Juliet Tschank. 2014. *A triple win in migration: ensuring migrant workers' right to protect all workers*. Singapore: Asia-Europe Foundation and Friedrich Ebert Stiftung.

<sup>39</sup> p.52. Ibid.

<sup>40</sup> Overseas Workers Welfare Administration. 2017. *2017 Annual Report*. Manila: Overseas Workers Welfare Administration.

<sup>41</sup> Wickramasekara, Piyasiri. 2013. *Regulation of the recruitment process and reduction of migration costs: Comparative analysis of South Asia*. Dhaka: International Labour Organization.

<sup>42</sup> Alam, Mohammed Monirul. 2019. *Aspirant migrant worker's access to finance: Most fend for themselves as PKB, Agrani do but little*. December 9. Accessed February 2020. <https://www.dhakatribune.com/business/2019/12/09/aspirant-migrant-worker-s-access-to-finance-most-fend-for-themselves-as-pkb-agrani-do-but-little>.

<sup>43</sup> Wickramasekara, Piyasiri. 2013. *Regulation of the recruitment process and reduction of migration costs: Comparative analysis of South Asia*. Dhaka: International Labour Organization.

## MOUs and Bilateral Agreements

At the governmental level, Memoranda of Understanding (MOUs) or bilateral agreements between a source and destination country codify the recruitment of migrant workers. For example, MOUs or bilateral agreements exist between India and the UAE, Indonesia and Malaysia, the Philippines and the UAE, and the Philippines and Saudi Arabia.<sup>44</sup> These agreements often include language regarding contract requirements, the harmonization of permissible recruitment fees, and other agreed-upon regulations of the recruitment process. Managed by the Bureau of Foreign Employment, Sri Lanka has a series of MOUs with recruitment agents in the Middle East, Singapore, and Hong Kong that make it compulsory for employers wishing to hire Sri Lankan domestic workers to sign an employment contract endorsed by the Sri Lankan Embassy before the worker may leave Sri Lanka.<sup>45</sup> The agreement between Saudi Arabia and the Philippines also includes a provision for Filipino domestic workers to retain their travel and identity documents.

A 2018 ILO report discusses a bilateral agreement and government-to-government hiring mechanism between Bangladesh and Malaysia. The mechanism was established in 2012, and a review in 2016 found that it led to "dramatic reductions in the cost of migration, eliminated debt burdens, and demonstrated that a state-managed recruitment and placement option is a credible one."<sup>46</sup> However, the same report also warns that bilateral agreements are generally not sufficient to fully implement and regulate responsible recruitment practices, and often these agreements lack any mention of recruitment.

## Legal Pathway Assistance

Legal pathway assistance can take many forms and overlap with initiatives in other categories. One example is Miss Migration, a Facebook chatbot launched by IOM which disseminates information about migration to prospective Burmese migrants.<sup>47</sup> The chatbot provides automatic responses to routine migration inquiries such as passport application requirements, visa and work permit issues, and rules and regulations. There are two other initiatives of note in this category, model contracts and the POEA's one-stop processing centers.

The ILO suggests that model contracts be developed, ideally endorsed by authorities, and that they are "skills-specific and country specific, based on a proper understanding and in-depth knowledge of the working and living conditions of migrant workers, as well as the culture, traditions and

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<sup>44</sup> Pittman, Patricia. 2013. *Alternative Approaches to the Governance of Transnational Labor Recruitment: A Framework for Discussion*. Washington, DC: International Migration Review.

<sup>45</sup> Chammartin, Gloria Moreno-Fontes. 2008. *Migration, Gender Equality and Development*. Manila: International Labour Organization.

<sup>46</sup> p.57. International Labour Organization. 2018. *Ending forced labour by 2030: A review of policies and programmes*. Geneva: International Labour Organization.

<sup>47</sup> International Organization for Migration. 2018. *Media+Technology Enables Myanmar Migrants to Access Crucial Information*. July 6. Accessed February 2020. <https://myanmar.iom.int/en/node/111>.

legislation of the destination country. Further, ILO Conventions and Recommendations provide important guidelines for the standards to be adopted in such employment contracts.<sup>48</sup> One case of this can be found in the 2008 Sri Lanka-Qatar agreement, where a standardized employment contract is attached to the labor agreement between the two countries.<sup>49</sup> Research for this literature review did not find any information on the efficacy or utilization of model contracts.

The POEA has set up one-stop processing centers (in Manila and 14 other key cities around the country) where migrant workers can "access the services of several government agencies involved in migration processes, including applications for passports, social security memberships, police clearances, and getting multiple-use machine-readable ID cards."<sup>50</sup> These centers reportedly simplify procedures, reduce opportunities for "fixers" or middlemen to intervene, and save time and money for applicants. While the efficacy of these centers has not been evaluated, it should be noted that the Philippines appears to provide a model of practice for multiple other source country initiatives, as has been seen throughout this report.

## Policy and Legislation

This intervention category only includes two initiatives. Findings in this category are limited because certain government policies included components or directives that were more closely related to another intervention category, such as migration cost reduction or regulation. Included in this category are policies in Bangladesh and Pakistan specifically placing a cap on recruitment fees.<sup>51</sup> Abella *et al.* found that migrant workers can still pay significantly more than the capped rates in both Bangladesh and Pakistan, despite specific legislation aiming to control recruitment fees.

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<sup>48</sup> p.159. International Labour Organization. 2010. *International labour migration: A rights-based approach*. Geneva: International Labour Organization.

<sup>49</sup> Hagen-Zanker, Jessica, Hannah Postel, and Elisa Mosler Vidal. 2017. *Poverty, migration and the 2030 Agenda for Sustainable Development*. Geneva: Swiss Agency for Development and Cooperation SDC.

<sup>50</sup> p.51. Abella, Manolo, August Gächter, and Juliet Tschank. 2014. *A triple win in migration: ensuring migrant workers' right to protect all workers*. Singapore: Asia-Europe Foundation and Friedrich Ebert Stiftung.

<sup>51</sup> Ibid.

## Discussion and Thematic Findings

This review found no rigorous evaluation studies of any of the initiatives to encourage responsible recruitment. The majority of reports were descriptive, describing the risks associated with migration and types and nature of the recruitment interventions. Many of the articles and documents spoke broadly about the issues faced by prospective migrant workers but proposed few solutions. Other reports provided a seemingly exhaustive list of recommendations for states, NGOs, and industry members, often pointing to specific cases of relevant initiatives, though these too lacked any analysis or evaluation-based evidence of their efficacy or success. Importantly, there is also currently very little intervention development research designed to inform the focus and population targets of different activities in varying contexts. Due to this lack of evidence, the task of finding and consolidating ‘promising practices’ in responsible recruitment has proven difficult. Nevertheless, there seem to be a number of models and initiatives that could prove beneficial to migrant workers if implemented effectively and sustainably. The following initiatives are highlighted vis-a-vis the Meneshachin project; thus, initiatives involving improved standards for companies’ suppliers or including particular language or provisions in labor laws, albeit potentially beneficial, are somewhat outside of the current scope.

Models of **Migrant Resource Centers** should be evaluated more closely. From the descriptions provided, it seems possible that, if funded and managed effectively, MRCs have the potential to encourage safer, affordable, and well-informed labor migration. MRCs could, for example, build knowledge, reduce migration costs, and provide training or legal pathway assistance. However, before these are considered promising models, these activities would have to be tested using robust evaluation methods to identify the influence of the activities on migrant outcomes. For instance, if these types of activities are linked with the government, as with the Philippines’ one-stop processing centers, prospective migrant workers could efficiently access all relevant information, services, and training before their departure. Another intervention model to consider for further testing could be mobile units. These models offer a particularly important feature in their ability to reach prospective and returnee migrant workers who are in rural or remote areas and may have difficulty reaching major cities. Mobile information-sharing and/or training units could alleviate some of the difficulties and expenses associated with accessing reliable labor recruitment mechanisms.

While this review did not find evaluations of mobile apps and web-based tools, the fact that certain migrant workers are able to freely access information and connect to one another shows promise. However, these models should be examined for whom they leave out, because the migrant workers often most vulnerable are those without access to the internet or smart devices.

As recruitment of migrant workers has trended away from government agencies towards private sector actors, official registration and licensing of recruitment agencies could play a vital role in legitimizing and regulating the sector. **Registering recruitment agencies** could prove to be a beneficial intervention option as they can add a level of legitimacy and accountability to a system that, at times, has tended to operate underground or outside of legal bounds. Requiring registration and other criteria for an agency to obtain a license institutionalizes and formalizes the recruitment process. Registration and licensing criteria or requirements, however, should be realistic given the particular context and environment in which the recruitment agencies operate. If requirements are overly prohibitive, this could lead to agents turning to illegitimate or illegal methods of recruitment. If



a registration and licensing mechanism is in place, records of which agencies are licensed as well as which are top-performers for migrants and migrants' welfare should be made available to the public. Specifically, this information must be made available to prospective migrant workers, preferably beyond publishing a list online as this is inaccessible for many migrant workers who do not have access to the internet. However, like the other potential interventions, this type of initiative would need to be tested for potential adverse outcomes, such as corruption to gain positive status, growth of a cheaper, underground network, and intimidation of migrants to decline to report bad behavior. Testing should also assess the reliability, veracity and sustainability of reporting mechanisms.

As discussed above, **joint liability schemes** seem to show real promise with regards to holding both recruitment agencies and employers accountable for the wellbeing and care of migrant workers. Jordan's model is also interesting as it includes a recruitment insurance scheme, into which employers of domestic workers must contribute, which provides coverage for recruitment fees and other recruitment costs incurred by workers. As with other recruitment-related policies or legislation, success is likely only possible if the source and destination countries establish, and effectively enforce, similar provisions.

There could also be potential in initiatives regarding labor contracts. Ensuring contracts are in the prospective migrant workers native language, creating model contracts as in the 2008 agreement between Sri Lanka and Qatar,<sup>52</sup> and having contracts validated by officials in the destination countries as done by the Philippines,<sup>53</sup> are a few examples of standardizing the process. As part of a broader agreement, the governments of India and UAE have taken steps to develop an electronic contract validation system in order to reduce contract substitution and ensure workers receive expected wages and working conditions.<sup>54</sup> In addition, there should be a system in place wherein prospective migrant workers are encouraged and supported to receive information about the process and ultimate living and working conditions *before* a contract is signed. As with any development initiative, it is imperative that mechanisms are in place at the government, recruitment agency, and employer levels which enforce provisions laid out in these labor contracts.

Although this research did not find more recent information on the efficacy of **pre-departure loans**, surface-level analysis would imply that government-controlled, low-interest loans could significantly reduce indebtedness of migrant workers. A more in-depth analysis, however, of the efficacy and impact on migrant outcomes would prove beneficial.

A topic of discussion that arose both during the literature review and through interviews was that whatever source country government efforts may be, destination countries and governments need to follow suit, particularly as cross-border labor migration is necessarily a global and multi-national

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<sup>52</sup> Hagen-Zanker, Jessica, Hannah Postel, and Elisa Mosler Vidal. 2017. *Poverty, migration and the 2030 Agenda for Sustainable Development*. Geneva: Swiss Agency for Development and Cooperation SDC.

<sup>53</sup> Andrees, Beate, Alix Nasri, and Peter Swiniarski. 2015. *Regulating labour recruitment to prevent human trafficking and to foster fair migration: Models, challenges and opportunities*. Geneva: International Labour Organization.

<sup>54</sup> Pittman, Patricia. 2013. *Alternative Approaches to the Governance of Transnational Labor Recruitment: A Framework for Discussion*. Washington, DC: International Migration Review.

phenomenon. If there is not consistency among actors at all stages of the recruitment process – pre-employment, pre-departure, transit, arrival, and employment – risks of exploitative practices will continue to be prevalent.

## Conclusion

The scope of this study was to consolidate and reflect on promising practices in the responsible recruitment of low wage, migrant workers. Unfortunately, evidence of whether particular initiatives were successful or not was very limited. While there has been evaluation research on skills development and livelihoods programs, recruitment process and recruitment interventions have only recently become an area of focus for evaluation. This evaluation gap limits the documentation available on the effectiveness of recruitment initiatives and what we can say about potentially promising intervention practices. Through company audits, independent evaluations of government policies, and analyses of NGO initiatives, we will start to gain a broader and better understanding, based on evidence, of promising practices for responsible recruitment. It is imperative that all actors working on enhancing responsible recruitment are transparent about their efforts, objectives, and results. Good governance is also key to ensure that measures put in place are enforceable and monitorable, without the risk of corrupt practices creating means for circumventing otherwise promising initiatives. Until sufficient evaluative evidence is collected and shared, this report and attached table strives to provide a useful knowledge base on which to build future initiatives and practices.



## Appendix I: Initiatives on the Responsible Recruitment of Migrant Workers

| Country / region | Name / Objective                              | Implementing Entity      | Notes  | Citation/Source  |
|------------------|---|--------------------------|--|--|
| Arab Gulf        | <b>Worker Connect</b>                         | Caravan Studios          | Caravan Studios developed the Worker Connect smartphone app for construction workers in the Arab Gulf, in collaboration with engineering and construction firm CH2M (now Jacobs). The app is intended to allow workers to anonymously report issues about food; dignity and respect; recruitment and documents; getting paid; health and safety; the worksite; traveling to the worksite; where they live; and returning home.   | Farbenblum et al. (2018)                                   |
| Armenia          | <b>Migrant Resource Center</b>                | Government of Armenia    | Provided outreach services to potential migrants through its mobile unit, which provides free consultations and information for potential migrants.  | Pillinger (2015); International Labour Organization (2018) |
| Bangladesh       | <b>Awareness raising</b>                      | BRAC                     | The project actively disseminates information at local level, includes short video clips, movies, or theater performances to improve awareness on national migration at the village level.   | World Bank (2018)  |
| Bangladesh       | <b>G2G recruitment mechanism</b>              | Government of Bangladesh | A mechanism set up between Bangladesh and Malaysia in 2012 was reviewed in 2016 and it was found the mechanism has led to "dramatic reductions in the cost of migration, eliminated debt burdens, and demonstrated that a state-managed recruitment and placement option is a credible one."   | International Labour Organization (2018)                   |
| Bangladesh       | <b>Migrant Resource Center</b>                | Government of Bangladesh | Eight MRCs have been set up to provide information to potential migrants on opportunities available abroad, the procedures related to migration as well as country specific information. The MRC aims to reach a larger number of migrants through close coordination with a network of selected NGOs and other social partners and their local structures.  | Aguinas and Aghazarm (2012)                                |
| Bangladesh       | <b>Migrant welfare fund</b>                   | Government of Bangladesh | The government requires migrants to contribute to a fund that would support welfare programs and services for migrants and the families they leave behind.   | Abella et al. (2014)                                       |
| Bangladesh       | <b>Pre-departure loans</b>                    | Probashi Kallyan Bank    | The Probashi Kallyan Bank, established by the Government of Bangladesh in 2011 to reduce migration costs for migrants, offers loans at 9% interest rate without collateral, compared to the 14-15% rates of commercial banks (which also demand collateral). These rates are significantly lower than rates charged by money lenders. By 2012, over 1,200 loans had been disbursed, usually within three days. Rehabilitation loans and remittance transfer services to those with accounts are also made available. | World Bank (2018); Wickramasekara (2015)                   |
| Bangladesh       | <b>Recruiting agent/agency accountability</b> | Government of Bangladesh | Joint liability provisions included in labor laws to ensure recruiters and employers can be held liable for workers' rights violations during recruitment.   | Hagen-Zanker et al. (2017)                                 |

| Country / region       | Name / Objective               | Implementing Entity   | Notes   | Citation/Source                          |
|------------------------|--------------------------------|---|---|--|
| Bangladesh             | <b>Recruitment fees cap</b>    | Ministry of Expatriates' Welfare and Overseas Employment (MoEWOE) | MoEWOE has fixed the maximum fees that recruiters may charge low-skilled male migrants at BDT84,000 (US\$1,027) and for female workers at BDT20,000 (US\$245). However, migrants interviewed in a number of studies report paying brokers an average of BDT200,000 (US\$2,445), an amount equivalent to no less than a whole year's earnings in their countries of employment.  | Abella et al. (2014)                     |
| Bangladesh             | <b>Work in Freedom project</b> | International Labour Organization                                 | Since 2013, activities have benefited over 170,000 women in Bangladesh, Nepal, and India, targeting women and girls working in domestic work and the garment industry in the Middle East. The program focuses on "mobility by choice" and includes context-tailored interventions to support more informed and prepared migration, both targeting migrants directly as well as groups and institutions. Activities mainly include awareness-raising programs and providing guidance and referral support for local and regional groups and institutions to better guarantee labor mobility and livelihood options for migrating women.  | International Labour Organization (2018) |
| Bosnia and Herzegovina | <b>Migrant Resource Center</b> | Government of Bosnia and Herzegovina                              | Migrant Service Centers (MSC) provide promotional information, flyers, and posters on university campuses. MSCs also hold information sessions detailing the services MSCs provide, procedures for regulated and legal migration, visa arrangements, opportunities, and awareness about human trafficking. MSCs also provide a joint service with the Youth Employment and Information Centers (CISO) offering employment counseling, training, and advice services to young people.  | Pillinger (2015)                         |
| Cambodia               | <b>TRIANGLE</b>                | International Labour Organization                                 | Organized a TWG and broader consultations with tripartite constituents to develop six 'prakas' or ministerial orders aimed at facilitating the implementation of the law adopted by the government. The project provided support to three trade union federations to develop a policy and action plan to enhance their role in the protection of migrant workers. Also produced an advocacy film on safe migration, entitled My name is Saray, as well as developed a communication plan on safe migration. Developed monitoring tools of the ACRA Code of Conduct with the intent to ultimately lead to a rating system of recruiting agencies. Promoted MRCs and unions as primary channels to report and resolve complaints and developed standardized pre-departure training materials and a manual on emigration procedures. Established three MRCs. Prepared a training curriculum on pre-departure orientation in Khmer. Per the evaluation, activities implemented were perceived positively, mainly at the institutional level. Some of the MRCs were successful at the time of the evaluation but others were a bit weaker. It was acknowledged that the MRCs were started from scratch but recommended that the project take action to improve the delivery of support services and the outreach to the migrant workers community in order to achieve a better impact. Other than the issues with the MRCs, the evaluator found that all activities contributed to the project objectives and were on the right track. | Mahy (2013)                              |
| Cape Verde             | <b>Migrant Resource Center</b> | Government of Cape Verde  | Support centers providing free information and counsel to prospective migrants have been established, no further information was provided in the 2018 ILO report.   | International Labour Organization (2018) |

| Country / region | Name / Objective                              | Implementing Entity                        | Notes  | Citation/Source  |
|------------------|---|--|--|--|
| <b>Ethiopia</b>  | <b>Recruiting agent/agency accountability</b> | Government of Ethiopia                     | Proclamation 923 was enacted in 2016 to regulate the migration process of Ethiopians going to the Middle East to work as domestic workers. All overseas employment agencies must obtain a license from the Ministry of Labour and Social Affairs as well as meet certain requirements, such as placing a USD 100,000 deposit which can be used to redress complaints by the workers, contributing USD 50 per worker towards a Foreign Employers' Guarantee Fund and purchasing life and disability insurance for the worker. The recruitment process must also follow prescribed procedures, such as inclusion of certain information on vacancy ads, ban on receiving any fee from the worker, and usage of model contracts and approval of these contracts by the Ministry of Labour and Social Affairs. | International Labour Organization (2017); Hagen-Zanker et al. (2017) |
| <b>Georgia</b>   | <b>Migrant Resource Center</b>                | Government of Georgia                      | Mobility Centers provide accurate information from official sources aimed at promoting safe migration practices for potential migrants. Information is provided through individual face-to-face counseling; online, using email or Skype, and by phone; a dedicated website and a Facebook page; and, bimonthly community outreach meetings, conducted in remote rural areas with local partners.  | Pillinger (2015)   |
| <b>India</b>     | <b>Bilateral agreement</b>                    | Government of India                        | As part of a broader agreement, the Governments of India and UAE have taken steps to develop an electronic contract validation system in order to reduce contract substitution and ensure workers receive expected wages and working conditions.   | Pittman (2016)   |
| <b>India</b>     | <b>Destination country manuals</b>            | Ministry of Overseas Indian Affairs (MOIA) | MOIA has developed country manuals for workers going to key destination countries: UAE, Bahrain, Oman, Kuwait, Qatar, Saudi Arabia, Lebanon, Jordan, Sudan, and Malaysia - do's and don't's in going abroad for employment and introduces each destination country with briefs on its history, culture, religion and customs, as well as addresses and contact numbers of Indian missions abroad and local government offices that can provide assistance.   | Abella et al. (2014)   |
| <b>India</b>     | <b>Migrant Resource Center</b>                | Ministry of Overseas Indian Affairs (MOIA) | Services include telephone and walk-in counseling for those seeking to legally migrate to EU countries, providing them with information on available opportunities, skill requirements and the risks entering the European Union without authorization. The MRC also contains several specialized centres, such as a verification centre to aid in the verification of recruiters, foreign employers, procedures, fees to pay; a centre for pre-departure services, including visa and travel assistance, language training and cultural orientation; and a counseling/crisis center to handle complaints about recruitment or employment contracts and help respond to crisis situations involving migrants and their families.   | Aguinas and Aghazarm (2012)  |
| <b>India</b>     | <b>Migrant welfare fund</b>                   | Ministry of Overseas Indian Affairs (MOIA) | MOIA funds are raised by the Indian missions, which levy a nominal service charge on consular services and through voluntary contributions from the Indian community. Services include: Boarding and lodging for distressed overseas Indian workers in the domestic sector and unskilled laborers, legal assistance at destination, repatriation of remains, protection of women migrant workers, air passage for stranded migrants and emergency medical care.  | Aguinas and Aghazarm (2012)  |

| Country / region | Name / Objective  | Implementing Entity                        | Notes  | Citation/Source                               |
|------------------|---|--|--|---|
| India            | <b>Promoting Workers' Rights in the India-Gulf Corridor</b>         | Verité                                     | Project focusing on drivers/transportation, construction (including heavy machinery and truck driving), garment/textile manufacturing. Verité works to to develop capacities of returned migrants and community leaders to become Privasi Mitra or "Friends of Migrants." The Privasi Mitra provide information in a way that aligns with the decision-making process and encourage the use of apps/communication technology to access further information.  | Interviewee (source anonymized)               |
| India            | <b>Recruitment agency licensing and ceiling on recruitment fees</b> | Ministry of Overseas Indian Affairs (MOIA) | Licensing of recruitment agencies by the Ministry of Overseas Indian Affairs requires that they be a registered company, have police clearance, 50 square meters of office space, and lodge a bank guarantee of approximately USD 320,000 that will be forfeited if they break the law. Recruitment agents must also have a university degree (in any field). The maximum allowable fee depends on the type of worker, ranging from USD 45 for unskilled workers and up to USD 220 for the highly skilled (current at 2012).   | Jureidini (2014); Aguinas and Aghazarm (2012) |
| India            | <b>Work in Freedom project</b>                                      | International Labour Organization          | Since 2013, activities have benefited over 170,000 women in Bangladesh, Nepal, and India, targeting women and girls working in domestic work and the garment industry in the Middle East. The program focuses on "mobility by choice" and includes context-tailored interventions to support more informed and prepared migration, both targeting migrants directly as well as groups and institutions. Activities mainly include awareness-raising programs and providing guidance and referral support for local and regional groups and institutions to better guarantee labor mobility and livelihood options for migrating women. | International Labour Organization (2018)      |
| Indonesia        | <b>Bilateral agreement</b>  | Government of Indonesia                    | A 2006 MOU between Indonesia and Malaysia includes the following: "a requirement that employers sign contracts that specify the rights of workers, minimum wages are established, the full salary must be deposited to a bank account in the name of the worker, and recruiters are banned from taking a share." As of 2009, the effectiveness of the MOU had yet to be evaluated.   | Pittman (2016)                                |
| Indonesia        | <b>Pantau PJTKI</b>   | Infest, Tifa Foundation & PSD-BM           | "Pantau PJTKI (Recruitment Watch) is a platform for Indonesian migrant workers, particularly women domestic workers, to rate Indonesian recruitment agencies. The platform's objectives are to: (1) facilitate access to user-generated reviews about the quality of the services offered by recruitment agencies to enable migrants to choose which recruiter they use; (2) incentivize recruiters to improve their performance; and (3) enable civil society to engage in more informed advocacy leading to better policies and monitoring of the recruitment industry at national and local levels."                                | Farbenblum et al. (2018)                      |
| Indonesia        | <b>Pre-departure loans</b>  | Bank Rakyat Indonesia                      | The Bank Rakyat Indonesia lends to migrants based on a collective repayment guarantee by their recruitment agency, which is repaid directly by foreign employers through monthly deductions from the migrants' salaries - repayment rate was almost 100% as of 2011.   | Wickramasekara (2015)                         |
| Indonesia        | <b>Pre-departure trainings</b>                                      | NGOs and/or government                     | Orientations can last between six and 12 hours and are meant to complement existing strategies. Some suggest that these trainings come too late in the process as migrants have already signed contracts with recruiters/employers by the time of the training. Per Pittman (2016), the IOM suggests the following to improve pre-departure orientations: 1) develop curricula and support activities with destination countries; 2) link pre-departure and post-arrival activities; 3) help migrants teach one another.   | Pittman (2016)                                |

| Country / region | Name / Objective                              | Implementing Entity            | Notes  | Citation/Source   |
|------------------|---|--------------------------------|--|---|
| Indonesia        | <b>Recruitment agency rating mechanism</b>    | Government of Indonesia        | An ongoing government initiative provides female migrants with information and ratings of the quality of placement agencies and examines the impact of such information on their welfare.  | World Bank (2018)   |
| Jordan           | <b>Recruiting agent/agency accountability</b> | Government of Jordan           | A joint liability model covering the domestic work sector includes employer insurance as an additional positive incentive for employer compliance. As part of a 2015 regulation, employers contribute to a recruitment insurance scheme that provides them with coverage for the recruitment fees and other recruitment costs that they have incurred in case a domestic worker leaves their employ, provided no human or labor rights abuses have taken place - this also makes it less likely for employers to pressure domestic workers to remain in their employ.  | International Labour Organization (2018)  |
| Jordan           | <b>Recruitment agency rating mechanism</b>    | Government of Jordan           | Recruitment agencies are ranked under a three tiered ranking system for employment agencies. Regulation No. 12 outlines three categories (A, B, and C) with bank guarantee requirements in the amount of 50,000, 60,000 and 100,000 Jordanian pounds, respectively. The regulation further notes that the Minister may also grant additional privileges to employment agencies that are classified under category A, based on committee recommendations.   | Andrees et al. (2015)   |
| Kenya            | <b>Bilateral agreement</b>                    | IOM Kenya; Government of Kenya | In consultation with IOM Kenya, the Government of Kenya has established bilateral agreements with Qatar, Saudi Arabia, and UAE. Of note is the bilateral agreement between Kenya and Saudi Arabia which, in detail, lays out the roles and responsibilities of each government in the responsible recruitment and welfare of domestic workers specifically.  | Interviewee (source anonymized)   |
| Kenya            | <b>Just Good Work app</b>                     | Fifty Eight                    | "Just Good Work provides information and advice on your rights and responsibilities during the recruitment process and at work in your destination country. Just Good Work aims to increase transparency of the recruitment process, enabling people to make informed choices. It empowers job-seekers to secure work abroad that is safe, profitable and legal by guiding them on how to avoid deception, debt and exploitation. Just Good Work gives workers abroad guidance on accessing help and at every stage of their employment, including returning home. The app provides insights into life and work in specific countries, on topics such as the weather, local customs and leisure activities."   | Farbenblum et al. (2018); <a href="https://justgood.work/">https://justgood.work/</a> |
| Kenya            | <b>Recruiting agency registration</b>         | Government of Kenya            | Labour Institutions Act of 2007 aims to regulate the activities of private employment agencies providing internal and cross-border recruitment. These include registration requirements, obligations on agency directors, competency requirements for employment officers, recruitment-related offences and appeals procedures. In 2014, further implementing regulations were developed under the Act. They specify that, in the case of recruitment for foreign employment, the costs of recruitment should be met by the recruitment agent or the employer, including visa fees, airfare and a surety bond. However, a service fee could be charged to the worker to cover administrative fees or costs rendered during the recruitment, such as medical or occupational tests, provided that they did not exceed one quarter of the worker's first monthly salary. | Andrees et al. (2015)   |

| Country / region | Name / Objective                        | Implementing Entity               | Notes   | Citation/Source                                      |
|------------------|---|-----------------------------------|---|--|
| Kenya            | <b>Recruitment agent training</b>       | Verité                            | Verité has conducted ethical recruitment training of recruitment agents in Kenya, particularly with two recruitment agency associations (one in Nairobi and one in Mombasa). The two recruitment agency associations, AMSAK in Nairobi and KAPEA in Mombasa, are well-established and structured and as a result of the trainings, have begun exercising due diligence with regard to identifying destination employer partners. The associations have loosely/unofficially been working on a blacklist of employers or agents in Qatar (while this list is not verified, it shows initiative by recruitment agencies).   | Interviewee (source anonymized)                      |
| Laos             | <b>TRIANGLE</b>                         | International Labour Organization | Supported the Lao Federation of Trade Unions to develop its action plan, held a job fair in Champasak province and developed the Communication Plan for Safe and Legal Migration. Initiated a process to pave the way for the formation of a Recruitment Agency Association. Drafted a manual on emigration procedures for local government offices involved in migration and organized workshops on migration protection for provincial staff on roles and responsibilities. Established three MRCs and prepared a pre-departure orientation manual. Per the evaluation, activities implemented were perceived positively, mainly at the institutional level. Some of the MRCs were successful at the time of the evaluation but others were a bit weaker. It was acknowledged that the MRCs were started from scratch but recommended that the project take action to improve the delivery of support services and the outreach to the migrant workers community in order to achieve a better impact. Other than the issues with the MRCs, the evaluator found that all activities contributed to the project objectives and were on the right track. | Mahy (2013)  |
| Malaysia         | <b>Bilateral agreement</b>              | Government of Malaysia            | A 2006 MOU between Indonesia and Malaysia includes the following: "a requirement that employers sign contracts that specify the rights of workers, minimum wages are established, the full salary must be deposited to a bank account in the name of the worker, and recruiters are banned from taking a share." As of 2009, the effectiveness of the MOU had yet to be evaluated.  | Pittman (2016)                                       |
| Malaysia         | <b>Company standards implementation</b> | Hewlett Packard (HP)              | In order to facilitate implementation of HP's standards, it developed a Guidance Document with Verité. The Guidance Document includes information on how to transition to direct employment, the "no recruitment fee" model, and how to identify, screen and select ethical recruitment agents. HP has also developed a supplier self-assessment questionnaire to help suppliers learn more about HP Standards and how it relates to their practices. As part of HP's direct hiring requirement, suppliers are still allowed to use agencies to recruit new workers but must take over the formal employment relationship once the worker arrives in a host country; due to this, suppliers tend to learn more about agencies and can monitor their practices more effectively.   | Interfaith Center on Corporate Responsibility (2017) |
| Malaysia         | <b>G2G recruitment mechanism</b>        | Government of Malaysia            | A mechanism set up between Bangladesh and Malaysia in 2012 was reviewed in 2016 and it was found the mechanism has led to "dramatic reductions in the cost of migration, eliminated debt burdens, and demonstrated that a state-managed recruitment and placement option is a credible one."  | International Labour Organization (2018)             |



| Country / region   | Name / Objective                 | Implementing Entity               | Notes   | Citation/Source   |
|--------------------|----------------------------------|-----------------------------------|---|---|
| Malaysia           | Model contracts                  | Tenaganita                        | Tenaganita is a Malaysian human rights NGO which began in 1991. It's work is largely focused on refugees, migrant workers, and domestic workers in Malaysia (as a destination) though they have also worked with the government and source countries. One such initiative was the development of standardized contracts with Nepal. Further information on Tenaganita can be found here: <a href="http://www.tenaganita.net/our-work/our-work/">http://www.tenaganita.net/our-work/our-work/</a>  | Interviewee (source anonymized)   |
| Malaysia           | TRIANGLE                         | International Labour Organization | Established platforms to foster the relationship between the government, social partners, and civil society working on migration-related issues, e.g. involved the Bar Council in activities related to protection issues. Implemented an awareness campaign focusing on promoting positive attitudes towards migrant workers. Trained labor officers around Malaysia on the labor dimensions of trafficking and organized consultations with Labor Attaches of the embassies of sending countries. Established three MRCs. Per the evaluation, activities implemented were perceived positively, mainly at the institutional level. Some of the MRCs were successful at the time of the evaluation but others were a bit weaker. It was acknowledged that the MRCs were started from scratch but recommended that the project take action to improve the delivery of support services and the outreach to the migrant workers community in order to achieve a better impact. Other than the issues with the MRCs, the evaluator found that all activities contributed to the project objectives and were on the right track. | Mahy (2013)   |
| Mauritius          | Direct hiring requirement        | Princes Tuna Mauritius (PTM)      | PTM has a staff member dedicated to the recruitment process and sends someone 3-4 times a year to Bangladesh to conduct interviews. Extensive pre-departure training/orientation occurs even before a contract is signed and any questions of the prospective migrants are answered first.  | Interfaith Center on Corporate Responsibility (2017)                                  |
| Multiple countries | Company standards implementation | Patagonia                         | To help suppliers transition to Patagonia's Migrant Worker Employment Standards, the clothing company has done substantial work with its suppliers – who source labor from Indonesia, the Philippines, Thailand, and Vietnam – and the government in Taiwan to promote fair labor recruitment practices and to eliminate recruitment fees and related costs for workers. A number of its suppliers are beginning to hire workers directly through various government-sponsored programs in receiving and source countries, or are partnering with sister factories in source countries to recruit. The company also has a full-time employee based in Taiwan to support their suppliers through the process.  | Interfaith Center on Corporate Responsibility (2017); Interviewee (source anonymized) |
| Multiple countries | Foreign Migrant Worker Standard  | Hewlett Packard (HP)              | The Standard requires employment contracts for foreign migrant workers to be signed directly with HP's supplier, and not with a recruitment agent. Though it does not prohibit the use of recruitment agents, it aims to minimize their use. The Standard also prohibits the confiscation of passports, the payment of recruitment fees, and requires suppliers to pay workers directly. The article states that the Standard has the potential to have a ripple effect throughout the tech sector but does not evaluate its efficacy.  | Nolan (2017)  |

| Country / region   | Name / Objective  | Implementing Entity                     | Notes  | Citation/Source  |
|--------------------|---|---|--|--|
| Multiple countries | <b>Leadership Group for Responsible Recruitment</b>                   | Institute for Human Rights and Business | Private sector initiative launched in 2016 to promote responsible recruitment and ethical supply chains. All members of the Leadership Group are committed to the Employer Pays Principle and a vision of no recruitment fees or charges paid by migrant workers to secure employment; a professional, ethical recruitment industry serving the needs of workers and employers; and, the establishment of safe and secure recruitment corridors. Members include HP, Unilever, Ikea, Hewlett Packard Enterprise, M&S, The Coca-Cola Company, G&E, Walmart, Mars Incorporated, Tesco, Nestlé, Nike, Target, Vinci, Institute for Human Rights and Business (2018), Interfaith Center on Corporate Responsibility (2017), IOM, ILO, Verité, and Migrant Forum in Asia.   | Hagen-Zanker et al. (2017)   |
| Multiple countries | <b>Prevention of Involuntary Labor and Human Trafficking standard</b> | Apple                                   | Apple updated its Supplier Code of Conduct and issued a standard for Prevention of Involuntary Labor and Human Trafficking. The Standard initially limited recruitment fees to the equivalent of one month's net wages but, in 2015, Apple announced that no worker employed on an Apple line could be charged recruitment fees. Since 2008, Apple has required its suppliers to reimburse what it regards as excess recruitment fees. In 2014, \$3.96 million in excess fees was reimbursed to over 4,500 foreign contractors, brought the total to \$20.96 million reimbursed to over 30,000 workers between 2008 and 2014. Issue with these standards is that the cost falls principally on the transnational corporations' (TNC) suppliers rather than the TNCs themselves.  | Nolan (2017); United Nations Office on Drugs and Crime (2015)      |
| Multiple countries | <b>Recruitment Advisor</b>  | International Trade Union Confederation | A web platform recently launched by the ITUC with support from the ILO which adopts a crowd-sourcing strategy that engages migrant workers themselves as information agents. Lists thousands of recruitment agencies in a variety of source and destination countries and encourages migrants to share and rate their experiences. "Recruitment Advisor...allows migrant workers to rate recruitment agencies, comment on their experiences, and learn about their rights. The web-based platform lists thousands of recruitment agencies across Hong Kong, Indonesia, Malaysia, Nepal, the Philippines, Qatar, Saudi Arabia, Singapore, and elsewhere. Initially available in English, Indonesian, Nepali and Tagalog, it will be further developed in more languages. The platform is promoted to workers by a network of trade unions and civil society organizations in all target countries, that also initially engaged directly with migrant workers to collect offline reviews to be uploaded. Lists of licensed agencies were provided by participating governments. As of July 2018, Recruitment Advisor has 6,994 users and contains 3,024 reviews. However, the ILO report notes that migrant workers or prospective migrant workers most vulnerable are likely the ones without access to the internet. | International Labour Organization (2018); Farbenblum et al. (2018) |
| Multiple countries | <b>Remediation and due-diligence technologies</b>                     | Multiple developers                     | The article discusses remediation-oriented and due-diligence-oriented technologies in identifying and addressing forced labor and human trafficking. Though it does not specifically discuss the recruitment process, some of these technologies relate to rating or reviewing recruiters or recruitment agencies. The main finding is that empowerment-oriented worker feedback tools were found to regularly identify modern slavery, forced labor, and human trafficking and assisted exploited worker, though most did not have a connection to business's due diligence. Due-diligence-oriented tools helped control risk in supply chain hotspots but rarely identified exploitative practices. Tools and developers were reviewed in Bangladesh, Malaysia, Mexico, Myanmar, Nepal, and Thailand.  | Taylor and Shih (2019)   |

| Country / region   | Name / Objective                   | Implementing Entity                      | Notes   | Citation/Source  |
|--------------------|------------------------------------|--|---|--|
| Multiple countries | Supplier training and guidelines   | Next PLC                                 | Implemented a supplier training and pilot program to provide guidance on employment contracts, recruitment practices, wage payments, and other key issues. The consortium has developed Migrant Worker Guidelines as part of its Code of Conduct Guidebook with the aim of identifying best practices for managing migrant and contract labor. These guidelines include a specific prohibition on the charging of recruitment and job placement fees, mandatory deposits, and the retention of identity documents.  | United Nations Office on Drugs and Crime (2015)                            |
| Multiple countries | Three Priority Industry Principles | Consumer Goods Forum (CGF)               | Private sector initiative providing guidance to tackle forced labor and abusive recruitment. The three priorities are as follows: every worker should have freedom of movement, no worker should pay for a job, and no worker should be indebted or coerced to work.  | Hagen-Zanker et al. (2017)   |
| Myanmar            | Migrant Resource Center            | Government of Myanmar                    | "MRCs run in conjunction with the Labour Exchange Offices (LEOs) providing outreach on safe migration amongst local communities in migration source areas, offering individual counseling and job advice to potential migrants."  | Pillinger (2015)   |
| Myanmar            | Miss Migration                     | International Organization for Migration | Miss Migration is a Facebook chatbot which disseminates information about migration. The chatbot provides automatic responses to routine migration inquiries such as passport application requirements, visa and work permit issues, and rules and regulations.   | International Organization for Migration Myanmar (2018)                    |
| Nepal              | Awareness raising                  | Gramin Mahila Srijansil Pariwar (GMSP)   | GMSP conducts awareness raising campaigns and trainings for prospective migrants focusing on legal rights, education, and language (a minimum of English).  | Interviewee (source anonymized)  |
| Nepal              | Awareness raising                  | Awaj Aviyan Nepal (AAN)                  | AAN's work mainly focuses on media awareness raising campaigns highlighting the labor migration processes. AAN also provides destination country information to prospective migrants.   | Interviewee (source anonymized)  |
| Nepal              | Free visa, free ticket             | Government of Nepal                      | A policy which ensures migrants pay no more than NPR20,000 (\$184) to private employment agencies, and the employer pays for tickets and visas. In 2015, the Nepali government passed the ministerial directive termed the 'free visa, free ticket policy' requiring foreign employers from seven countries (all six Arab Gulf states and Malaysia) to cover all visa and flight costs for migrant workers. There is still evidence of Nepali migrant workers paying illegal fees. Amnesty International has criticized the Nepalese authorities for failing to effectively disseminate information about the policy and for allowing recruitment agencies to self-report rather than monitoring them externally. | Institute for Human Rights and Business (2018); Hagen-Zanker et al. (2017) |

| Country / region | Name / Objective                              | Implementing Entity  | Notes  | Citation/Source  |
|------------------|---|--|--|--|
| Nepal            | <b>Migrant Resource Center</b>                | Pravasi Nepali Coordination Committee (PNCC), and the Foreign Employment Promotion Board | PNCC works to establish MRCs in Nepal with the objective of raising awareness for the migrant community. PNCC also implements a variety of other relevant interventions including "various educational campaigns, production and distribution of related Information Education and Communication (IEC) materials, audio/video materials, counseling services to aspirant migrant workers and their families, capacity building events for government and non-governmental actors including members of migrant community, training events on various issues of migration and mass awareness campaigns have been carried out. A toll-free number helps potential migrants access reliable information on overseas employment. Similarly, a website ( <a href="http://www.mrcnepal.gov.np">http://www.mrcnepal.gov.np</a> ) in both Nepali and English gives information on major destinations for Nepalese labor migrants, a job-demand list approved by Nepal's Department of Foreign Employment, actual migration costs, actual wages of migrant laborers and addresses of organizations including Nepalese missions/embassies abroad. | International Labour Organization (2018); Aguinas and Aghazarm (2012); Interviewee (source anonymized) |
| Nepal            | <b>Pre-departure trainings</b>                | Government of Nepal  | When aspirant migrants visit government offices to make their passports, they are required to sit through counseling sessions that cover the key documents required and issues faced during migration.   | World Bank (2018)  |
| Nepal            | <b>Pre-departure trainings</b>                | Kathmandu-based recruitment agencies   | Trainings and skill enhancement programs for migrants before they leave provided for free by most larger and well-established recruitment agencies in Kathmandu. The orientation or pre-departure trainings last around seven days; refresher training sessions lasting up to two weeks and intensive trainings between four and six months are also offered. The trainings are a way to prepare migrants for their future as a foreign employee and increases their wage opportunities, while also providing foreign companies with better skilled candidates. An ongoing evaluation of a pilot effort in Nepal for workers going to Jordan suggests a major impact in terms of reducing the risk of indebtedness, improving workers' understanding of the contracts, and strengthening their sense of agency.  | International Labour Organization (2018); Pittman (2016); Kern and Müller-Böker (2015)                 |
| Nepal            | <b>Pre-departure trainings</b>                | F-SKILL  | As part of the SaMi project, F-SKILL "provides counseling sessions on family management, legal aspects, documents required for foreign employment, information on destination countries, money management, and future planning for potential migrants."  | Interviewee (source anonymized)  |
| Nepal            | <b>Rapid Response Mechanism</b>               | Pravasi Nepali Coordination Committee (PNCC)   | Supported by various government agencies, diplomatic missions, diaspora, international NGOs, UN agencies, and the migrant community in destination countries, PNCC aims to provide wider access to justice for migrant workers in a variety of cases, including non-payment or under payment of wages and fraudulent cases in the migration process.   | Interviewee (source anonymized)  |
| Nepal            | <b>Recruiting agent/agency accountability</b> | Government of Nepal  | Recruiting agencies are required to provide migrant workers with an employment contract in Nepali before they migrate to a foreign country. They must also not charge recruitment fees more than a prescribed maximum limit set by the government including visa fees, service charges and promotional costs. Recruiters found guilty of charging workers fees above the statutory limit and deceiving individuals about prospective working conditions such as the type of job, the employer, salary and hours of work can be fined up to 100,000 Nepalese rupees (\$980). The law also prohibits recruitment agencies from recruiting people to countries that have not been approved by the government and from recruiting minors – below the age of 18 - for overseas jobs.  | Institute for Human Rights and Business (2018)   |

| Country / region | Name / Objective                               | Implementing Entity                            | Notes   | Citation/Source                                    |
|------------------|--|--|---|--|
| Nepal            | <b>Recruitment agency licensing</b>            | Government of Nepal                            | The Foreign Employment Act requires recruitment agencies to obtain a license before they can recruit prospective migrant workers. Unregistered entities are liable to pay fines ranging from \$2950 to \$4920 and can face a possible jail term of three to seven years.  | Institute for Human Rights and Business (2018)     |
| Nepal            | <b>Safer Migration (SaMi) project</b>          | Helvetas                                       | The project actively disseminates information at local level, includes short video clips, movies, or theater performances to improve awareness on national migration at the village level. It also helps to establish Community Resilience Committees which monitor labor brokers at a local level and send to law enforcement if there is evidence of exploitative practices.  | World Bank (2018); Interviewee (source anonymized) |
| Nepal            | <b>Work in Freedom project</b>                 | International Labour Organization              | Since 2013, activities have benefited over 170,000 women in Bangladesh, Nepal, and India, targeting women and girls working in domestic work and the garment industry in the Middle East. The program focuses on "mobility by choice" and includes context-tailored interventions to support more informed and prepared migration, both targeting migrants directly as well as groups and institutions. Activities mainly include awareness-raising programs and providing guidance and referral support for local and regional groups and institutions to better guarantee labor mobility and livelihood options for migrating women.  | International Labour Organization (2018)           |
| Pakistan         | <b>Migrant welfare fund</b>                    | Ministry of Manpower and Overseas Pakistanis   | The Pakistan parliament passed a law creating the Overseas Pakistanis Foundation (OPF) under the Ministry of Manpower and Overseas Pakistanis in 1979. The law requires all migrant workers registering to go abroad to each pay around \$13 for membership in a welfare fund, which the OPF was to administer. Some 4.9 million workers have contributed to the fund thus far, building it up to about \$92 million. "OPF has developed housing schemes for migrant workers in several provinces, built or contributed to equipping health centres all over the country, operates mobile eye clinics, provides scholarships for migrants' children, and provides emergency repatriation assistance, among others." | Abella et al. (2014)                               |
| Pakistan         | <b>Recruitment fees cap</b>                    | Bureau of Emigration and Overseas Employment   | Bureau of Emigration and Overseas Employment has set a limit on what recruiters may charge the workers at PKR4,500 (US\$72) but an ILO study revealed that recruiters charge on average PKR7,150 (US\$115).   | Abella et al. (2014)                               |
| Paraguay         | <b>Government approval of labour contracts</b> | Government of Paraguay                         | The Labour Code (Law No. 213/93) requires that any contract concluded by Paraguayan workers to provide services abroad be approved and registered by the labor authorities and the Consular Office where they will deliver services.  | Andrees et al. (2015)                              |
| Philippines      | <b>Awareness raising</b>                       | Overseas Workers Welfare Administration (OWWA) | Produces training videos based on countries of destination.   | World Bank (2018)                                  |

| Country / region | Name / Objective               | Implementing Entity                                  | Notes  | Citation/Source                                     |
|------------------|--------------------------------|--|--|---|
| Philippines      | <b>Bilateral agreement</b>     | Government of the Philippines                        | Agreement between the UAE and the Philippines led to recognition that there were differences in permissible recruitment fees. As of 2012, both governments were working to harmonize such details.   | Pittman (2016)                                      |
| Philippines      | <b>Bilateral agreement</b>     | Government of the Philippines                        | Per the report, bilateral agreements are generally not the most useful with regard to implementation of responsible recruitment practices. However, an agreement between Saudi Arabia and the Philippines, aims to "ensure the recruitment of domestic workers through recruitment offices, companies or agencies that practice ethical recruitment and are licensed by their respective governments." The Saudi agreements regarding domestic workers also include a provision for workers to retain their travel and identity documents.   | International Labour Organization (2018)            |
| Philippines      | <b>Medical examinations</b>    | Government of the Philippines                        | The Philippines amended its migration law to ensure the freedom of migrant workers to choose any Department of Health-accredited clinic for their medical examinations.  | Wickramasekara (2015)                               |
| Philippines      | <b>Migrant Resource Center</b> | Multiple partners                                    | The One-Stop Resource Center (OSRC) uses a resource-sharing facility model where agencies provide specific services for migrants in the OSRC. A coordinating committee made up of local government and other stakeholders provides technical support and advice about the implementation, development, and sustainability of services. Also, a multi-stakeholder pre-departure orientation program has been established by the government in partnership with accredited NGOs and private sector organizations. NGOs provide the orientation programs to domestic workers and entertainers while the private sector Pre-Departure Orientation Seminar (PDOS) covers the majority of overseas workers. The PDOS is mandatory and is a one-day seminar covering a variety of topics, including destination country information. Athika NGO has established 17 MRCs in local municipalities in partnership with the government. | Pillinger (2015)                                    |
| Philippines      | <b>Migrant welfare fund</b>    | Overseas Workers Welfare Administration (OWWA)       | Established in 1979, the OWWA requires Filipino migrant workers to become members for a fee of \$25. Membership entitles them to "health and accident insurance benefits, legal assistance and emergency repatriation in case of need or emergencies, and participation in OWWA programmes including pre-departure loans, livelihood loans for families left behind, college scholarship for his or her children, and more." OWWA generated an average income of \$38 million/year between 2003 and 2006, and spent an average of \$17 million/year to fund its programs and operations abroad.  | Abella et al. (2014)                                |
| Philippines      | <b>Model contracts</b>         | Philippine Overseas Employment Administration (POEA) | Requires all domestic workers to sign contracts that stipulate a minimum wage of USD 400 per month, continuous rest of at least eight hours per day; paid vacation of not less than 15 calendar days for every year of service; employer assistance in remitting a percentage of the salary through proper banking channels; no salary deductions; no confiscation of passport or work permit; personal life, accident, medical, and repatriation insurance; and a free roundtrip economy-class air ticket or money equivalent in case of contract renewal. Labor attaches in countries of destination validate contracts filed by employers and migrants. The Philippine consular post in Dubai, for instance, verified around 1,000 employment contracts every month in 2009 to see if the contracts followed Philippine overseas employment standards.  | Andrees et al. (2015); Aguinias and Aghazarm (2012) |

| Country / region | Name / Objective   | Implementing Entity                                  | Notes   | Citation/Source                  |
|------------------|--|--|---|----------------------------------|
| Philippines      | <b>My Labor Matters</b>  | Verité Southeast Asia                                | My Labor Matters is a multi-channel communication platform primarily for workers and jobseekers in the Philippine-Japan migration corridor. Workers and jobseekers use the tool to access and share information and report grievances. Jointly managed by Verite Southeast Asia, Center for Migrant Advocacy (CMA), Filipino Migrants Center, and Energetic Green/TALL.   | Nishinaga and Natour (2019)      |
| Philippines      | <b>One-stop processing centers for prospective migrant workers</b> | Philippine Overseas Employment Administration (POEA) | POEA has set up "one-stop processing centers" (in Manila and 14 other key cities around the country) where migrant workers can "access the services of several government agencies involved in migration processes, including applications for passports, social security memberships, police clearances, and getting multiple-use machine-readable ID cards." The centers simplify procedures, reduce opportunities for "fixers" or middlemen to intervene, and save time and money for applicants.  | Abella et al. (2014); BSR (2008) |
| Philippines      | <b>Peer-to-peer networks</b>                                       | Google and Microsoft                                 | Google, in partnership with the Blas F. Ople Center and Training Institute, and Microsoft, in collaboration with the Migrant Worker Overseas Workers Welfare Association, encourage the use of their web-based communication tools in order to build and strengthen peer-to-peer networks between overseas workers as well as peers back in their country of origin. Google and the Ople Center also launched an app called "Balikbayan" for overseas workers, intended to help them learn about their destination countries. Per the authors, "these collaborations serve to market these products, begin skills development for migrant workers, and open new access points for workers to gather information and build support networks. Such efforts should be researched for their efficacy, and potentially strengthened and expanded."   | Latonero et al. (2015)           |
| Philippines      | <b>Philippine Overseas Labour Offices (POLO)</b>                   | Philippine Overseas Employment Administration (POEA) | POEA has established POLOs in MENA, East Asia and the Pacific, Europe, and the US and Canada. No evaluation of their effectiveness was included in the source cited but they "evidently meet a critical need, and other countries like India have followed suit and set up similar workers' centers to serve their nationals abroad."   | Abella et al. (2014); BSR (2008) |
| Philippines      | <b>Pre-departure trainings</b>                                     | NGOs and/or government                               | Orientations can last between six and 12 hours and are meant to complement existing strategies. Some suggest that these trainings come too late in the process as migrants have already signed contracts with recruiters/employers by the time of the training. Per Pittman (2016), the IOM suggests the following to improve pre-departure orientations: 1) develop curricula and support activities with destination countries; 2) link pre-departure and post-arrival activities; 3) help migrants teach one another.  | Pittman (2016)                   |
| Philippines      | <b>Recruiting agent/agency accountability</b>                      | Philippine Overseas Employment Administration (POEA) | The Philippine government passed an innovative policy that holds recruitment agents of employers abroad jointly and severally liable in lieu of the employers they represent, if the latter are found to have violated employment contracts. Recruiters point to this policy as unfair since they argue that they have no control over the actions of the employers they represent, but the policy has been defended as an incentive towards due diligence in selecting clients. The government supports the policy with complementary regulations, such as requiring employers abroad to show evidence to the nearest diplomatic mission of their qualification to employ foreign workers and to be registered. "The policy has received wide attention and been cited as a model that a few other countries have also adopted." The policy also applies to joint liability of recruiters for acts of employers of domestic workers. | Abella et al. (2014)             |

| Country / region | Name / Objective                               | Implementing Entity                                  | Notes   | Citation/Source   |
|------------------|--|--|---|---|
| Philippines      | <b>Recruiting agent/agency registration</b>    | Philippine Overseas Employment Administration (POEA) | Some 52,000 employers in 190 countries have been registered by the POEA. "To serve the objective of guaranteeing worker protections, Philippine regulators have imposed stiff entry conditions to weed out potential violators and keep the market from becoming saturated. Regulators require recruitment agencies to prove competence in four areas: financial capacity, personal and professional qualifications, and management and marketing capabilities. The government's 'hard-to-enter' policy is coupled with an 'easy-out' approach. In cases of violation of regulations, agencies get a reprimand, a suspension order, or an outright cancellation of their license, depending on the nature of the violation" (Agunias 2013). All licensed private employment agencies that recruit domestic workers must maintain a Facebook account for their businesses. Such accounts should have the purpose of acting as a communication platform for deployed domestic workers, dispute prevention, endorsement of complaints, and submission of employment agencies' reports to the POEA on the status and condition of their deployed workers. | Pittman (2016); Andrees et al. (2015); Abella et al. (2014); Agunias (2013); Vandenberg; BSR (2008) |
| Philippines      | <b>Recruitment agency rating mechanism</b>     | Philippine Overseas Employment Administration (POEA) | POEA gives automatic clearance to contracts submitted by agencies that have earned a high standing because of past performance - those who have met "stringent criteria" are awarded special privileges each year. This is a coveted award that reduces costs to the winning recruiters and promotes their business, powerful incentive to raise standards in the industry.   | Abella et al. (2014)  |
| Saudi Arabia     | <b>Bilateral agreement</b>                     | Government of Saudi Arabia                           | Per the report, bilateral agreements are generally not the most useful with regard to implementation of responsible recruitment practices. However, an agreement between Saudi Arabia and the Philippines, aims to "ensure the recruitment of domestic workers through recruitment offices, companies or agencies that practice ethical recruitment and are licensed by their respective governments." The Saudi agreements regarding domestic workers also include a provision for workers to retain their travel and identity documents.  | International Labour Organization (2018)  |
| Singapore        | <b>Certificate in Employment Agency course</b> | Government of Singapore                              | A postsecondary institution in Singapore was given the task of running a Certificate in Employment Agency course that is a prerequisite for all agents planning to place low to semi-skilled migrant workers. In 2011, the certificate courses were updated and both staff of the employment agency and owners/CEO's and managers are required to take a 32 hour and 40 hour course respectively. Additionally, all employment agency licenses are renewed annually, giving the Foreign Manpower Management Division (FMMD within MOM) the ability to conduct regular screening of the licensed operators. For employment agencies recruiting and placing domestic workers the standards are more exacting. Since June 2004, independent bodies must accredit such agents before their licenses will be renewed.  | Flecker & Healy (2015)  |
| South Africa     | <b>Recruiting agent/agency registration</b>    | Government of South Africa                           | The Employment Services Bill was passed in 2013, providing an updated framework on the regulation of private employment agencies and temporary work agencies. The Bill provides for the appointment of a registrar for private employment agencies, establishment of registration and deregistration procedures, and criminal sanctions against unregistered recruiters. The criteria established for registration differentiates between temporary work agencies and other private recruitment agencies. Agencies will be prohibited from charging any fees to workers for services rendered and recruiters and employers would be prohibited from circumventing this restriction by deducting it from the workers' wages.   | Andrees et al. (2015)   |



| Country / region | Name / Objective  | Implementing Entity                            | Notes   | Citation/Source  |
|------------------|---|--|---|--|
| South Korea      | <b>G2G recruitment mechanism</b>  | Government of South Korea                      | South Korea's Employment Permit System has had some success. Set up in 2003 and currently involving 15 origin countries, the system is built on bilateral agreements which stipulate that the recruitment, selection, and placement of workers under the scheme be managed entirely by the relevant government bodies of the two countries. ILO's review of the system suggests that it has significantly reduced instances of fraud and indebtedness incurred by migrant workers and played an important role in promoting fair recruitment practices.   | International Labour Organization (2018)                 |
| Sri Lanka        | <b>Employment contract assistance</b>   | Governments of Sri Lanka and Qatar             | In the 2008 Sri Lanka-Qatar agreement, a standardized employment contract is attached to the labor agreement between the two countries. In 2010, Sri Lanka started a new system that requires all migrants to sign their contracts in front of an SLBFE official. The official uses this time to explain the terms and condition of the contract in either Tamil or Sinhala.  | Hagen-Zanker et al. (2017); Aguinias and Aghazarm (2012) |
| Sri Lanka        | <b>Migrant welfare fund</b>   | Government of Sri Lanka (GoSL)                 | The government requires migrants to contribute to a fund that would support welfare programs and services for migrants and the families they leave behind.  | Abella et al. (2014)                                     |
| Sri Lanka        | <b>MOU</b>  | Bureau of Foreign Employment                   | Sri Lanka has a series of Memoranda of Understanding with recruitment agents in the Middle East, Singapore, and Hong Kong which make it compulsory for employers wishing to hire Sri Lankan domestic workers to sign an employment contract endorsed by the Sri Lankan Embassy before the worker may leave Sri Lanka.   | Chammartin (2008)  |
| Sri Lanka        | <b>Recruiting agent/agency registration, including a ceiling for recruitment fees</b> | Government of Sri Lanka (GoSL)                 | GoSL has set up a program of grading licensed agencies and giving awards each year. Foreign agents must give a declaration to the Sri Lankan Embassy in the destination country as to whether a commission was given to or received from the Sri Lankan agent. If the Sri Lankan agent does not receive any commission from the foreign agent, the Sri Lankan agent can charge the worker the actual expenses incurred as long as it is within the allowable limit set by the Sri Lankan government and the expenses are backed up by receipts. Allowable fees differ from job to job and range from one to two months' salary. Interestingly, migrants can access a government website that list allowed fees by job order. This system allows migrants to know exactly how much an agent can legally charge for a specific job opening. | Abella et al. (2014); Aguinias and Aghazarm (2012)       |
| Sri Lanka        | <b>Recruitment agency rating mechanism</b>  | Government of Sri Lanka (GoSL)                 | The GoSL developed a rating mechanism to regulate recruiting agencies. The mechanism regularly evaluates the performance of recruitment agencies and publishes results online and through the media.  | World Bank (2018)  |
| Sri Lanka        | <b>SLBFE Travel</b>   | Sri Lanka Bureau of Foreign Employment (SLBFE) | SLBFE Travel provides airline tickets at concessionary rates to foreign job aspirants in cooperation with major airlines.   | Wickramasekara (2015)                                    |

| Country / region | Name / Objective                    | Implementing Entity      | Notes  | Citation/Source   |
|------------------|-------------------------------------|--------------------------|--|---|
| Taiwan           | Recruitment agency rating mechanism | Government of Taiwan     | The Council on Labour Affairs published grades (from A to C) for private labour brokerage agencies, with grades based in part on the number of violations reported. The top five agencies were publicly recognized, while agencies with a C grade were required to improve or lose their permits.  | United Nations Office on Drugs and Crime (2015)                                       |
| Tajikistan       | Migrant Resource Center             | Government of Tajikistan | Migrant Service Centers' mobile services tailor their programs to specific times of the year to provide information on the topic of seasonal migration for potential migrants living in remote communities.  | Pillinger (2015)  |
| Tanzania         | Just Good Work app                  | Fifty Eight              | Just Good Work provides information and advice on your rights and responsibilities during the recruitment process and at work in your destination country. Just Good Work aims to increase transparency of the recruitment process, enabling people to make informed choices. It empowers job-seekers to secure work abroad that is safe, profitable and legal by guiding them on how to avoid deception, debt and exploitation. Just Good Work gives workers abroad guidance on accessing help and at every stage of their employment, including returning home. The app provides insights into life and work in specific countries, on topics such as the weather, local customs and leisure activities. | Farbenblum et al. (2018); <a href="https://justgood.work/">https://justgood.work/</a> |
| Tanzania         | Recruitment agency licensing        | Government of Tanzania   | In Tanzania, the government released a list of approved recruitment agencies. Fifty-one agencies were given licenses that permit them to operate for one year.   | Flecker & Healy (2015)  |
| Thailand         | Awareness raising                   | Thai Union               | The company partnered with NGOs to establish worker welfare committees; develop materials; conduct workshops for migrant workers to educate them on their rights and entitlement under Thai labor law; and conduct social dialogue exercises by engaging with workers in their own languages.  | Interfaith Center on Corporate Responsibility (2017)                                  |

| Country / region | Name / Objective                          | Implementing Entity    | Notes  | Citation/Source                                       |
|------------------|---|------------------------|--|---|
| Thailand         | <b>Ethical Migrant Recruitment Policy</b> | Thai Union             | This report looked at the implementation of the policy between April 2016 and January 2019, during which 9,101 workers were newly recruited from Myanmar, about 40% of all Thai Union (TU) workers at this time. TU launched and implemented the Policy with the support of the Migrant Workers Rights Network (MWRN), a membership-based civil society organization for migrant workers from Myanmar primarily in Thailand. "During the recruitment interviews, MWRN ask 100% of recruited workers in person whether they paid any recruitment fees, in the presence of a representative of TU's HR department. During the signing ceremony, TU selects 10% of workers and asks them to respond to written questionnaires that include questions on any fees paid and satisfaction with the recruitment process. During the pre-departure training, TU and MWRN ask workers questions about the quality of the training. MWRN also asks workers once again if they have paid fees. When workers arrive in Thailand, TU HR staff interviews 10% of workers in person, on site. MWRN interviews an additional 10% of workers in person within one month of their arrival on site, in focus groups of four to five workers, without TU's HR representatives in the room." If there's an issue reported, an investigation ensues. If the investigation finds reimbursement is required, workers are informed the amount and the agent pays the reimbursement amount directly to workers in cash, with MWRN as a witness. Per Impactt (2019)'s evaluation, the Policy appears to have lowered significantly the cost for workers recruited under the Policy versus those recruited prior to its implementation. However, some workers paid more than what was set out in the Policy, mainly for passport and visa fees, bribes, or unauthorized agency fees. All workers recruited under the Policy reported that they felt safe during their recruitment journey. | Impactt (2019)  |
| Thailand         | <b>Golden Dreams</b>                      | Issara Institute       | Golden Dreams is a Burmese-language mobile app for Burmese migrant workers in Thailand to learn and exchange information, reviews, ratings, comments, and advice about employers, recruiters, and service providers in both home and destination countries. "Users can sign-in to the Golden Dreams app through Facebook or by creating a userID and password. Functions include allowing users to exchange views and opinions about employers, recruiters, and service providers via its rate and review platform; access lists of employers and recruitment agencies; and review polling of migrant workers' opinions." The platform also provides information on blacklisted recruitment agencies as well as those that participate in ethical recruitment programs.  | Nishinaga and Natour (2019); Farbenblum et al. (2018) |
| Thailand         | <b>Migrant Resource Center</b>            | Multiple partners      | Returned migrants are encouraged to work in the MRCs and are trained on how to assist their peers in preparation for the migration process and are provided opportunities to share their experiences around the country. The Migrant Action Program Foundation, supported by the ILO, provides information and advocacy for migrant workers and has produced a community radio program in Myanmar, Karen, and Thai languages since 2008.   | Pillinger (2015)                                      |
| Thailand         | <b>Migrant welfare fund</b>               | Government of Thailand | The government requires migrants to contribute to a fund that would support welfare programs and services for migrants and the families they leave behind.   | Abella et al. (2014)                                  |

| Country / region | Name / Objective                      | Implementing Entity               | Notes  | Citation/Source   |
|------------------|---------------------------------------|-----------------------------------|--|---|
| Thailand         | <b>Recruiting agency registration</b> | Government of Thailand            | The Employment and Job-Seekers' Protection Act of 1985 requires private employment agencies to be registered with the central registrar's office under the Director General of the Department of Employment. Under this scheme, private employment agencies are allowed to charge workers for recruitment fees that vary according to the type of employment and the country of destination. In order to avoid contract deception, private recruiters must submit to the Director General, prior to the worker's departure abroad, the employment contract between the overseas employment licensee (or its agent) and the job seeker, together with the hiring conditions agreed between the overseas employer (or its agent) and the job seeker, as well as other evidence as required.  | Andrees et al. (2015)   |
| Thailand         | <b>Recruitment fees assistance</b>    | CP Foods                          | CP Foods has established a mechanism of direct hiring of workers from their countries of origin and direct payment, only using company-authorized agents. CP Foods covers MOU-imposed fees including the cost of work permit applications and renewal fees; also covers transportation, health exams, and housing for the duration of the contract.  | Interfaith Center on Corporate Responsibility (2017)                                  |
| Thailand         | <b>Recruitment fees assistance</b>    | Thai Union                        | The company pays recruitment agencies directly for all recruitment costs including pre-departure training in the countries of origin, food and accommodation costs for the duration of the training, transportation fees from the recruitment agent in the sending country to the company's facilities in Thailand.  | Interfaith Center on Corporate Responsibility (2017)                                  |
| Thailand         | <b>TRIANGLE</b>                       | International Labour Organization | Promoted tripartite consultations for the preparation of the Draft Ministerial Regulation concerning Work in the Fishing Sector and Domestic Workers through various working groups and network meetings. Implemented the "Saphan Siang" campaign which promoted a positive image of migrants and advocacy campaigns on regulations on domestic workers and work in fishing. Worked with the National Fisheries Association of Thailand to develop a Code of Conduct for employers in the sector. Supported trade union initiatives to develop a closer cooperation with trade unions in source countries. Per the evaluation, activities implemented were perceived positively, mainly at the institutional level. Some of the MRCs were successful at the time of the evaluation but others were a bit weaker. It was acknowledged that the MRCs were started from scratch but recommended that the project take action to improve the delivery of support services and the outreach to the migrant workers community in order to achieve a better impact. Other than the issues with the MRCs, the evaluator found that all activities contributed to the project objectives and were on the right track. | Mahy (2013)   |
| Uganda           | <b>Just Good Work app</b>             | Fifty Eight                       | "Just Good Work provides information and advice on your rights and responsibilities during the recruitment process and at work in your destination country. Just Good Work aims to increase transparency of the recruitment process, enabling people to make informed choices. It empowers job-seekers to secure work abroad that is safe, profitable and legal by guiding them on how to avoid deception, debt and exploitation. Just Good Work gives workers abroad guidance on accessing help and at every stage of their employment, including returning home. The app provides insights into life and work in specific countries, on topics such as the weather, local customs and leisure activities."   | Farbenblum et al. (2018); <a href="https://justgood.work/">https://justgood.work/</a> |

| Country / region     | Name / Objective                           | Implementing Entity   | Notes   | Citation/Source             |
|----------------------|--|---|---|-----------------------------|
| United Arab Emirates | Bilateral agreement                        | Government of UAE   | Agreement between the UAE and the Philippines led to recognition that there were differences in permissible recruitment fees. As of 2012, both government were working to harmonize such details.   | Pittman (2016)              |
| United Arab Emirates | Bilateral agreement                        | Government of UAE   | As part of a broader agreement, the governments of India and UAE have taken steps to develop an electronic contract validation system in order to reduce contract substitution and ensure workers receive expected wages and working conditions.  | Pittman (2016)              |
| United Arab Emirates | Recruiting agent/agency registration       | UAE Ministry of Labor   | The UAE government requires the following of recruitment agencies in order to be registered: must be nationals or have UAE partners; must have assets of at least US\$27,000 in a UAE bank; must produce a certificate of good conduct issued by a competent authority. The law bans agencies from collecting fees from workers and in January 2011, UAE-based recruiters were required to deposit \$270,000 plus \$540 per employee into a bank account to be used if the employer failed to pay workers' wages. The government has established a monitoring system for electronic direct-deposit of wages to workers' bank accounts and the Ministry of Labor inspects agencies twice annually.   | Pittman (2016)              |
| Vietnam              | Code of conduct among recruitment agencies | Vietnamese Association of Manpower Supply (VAMAS), and the Ministry of Labour, Invalids and Social Affairs (MoLISA) | The code covers all phases of the migration process and aims to improve legal compliance, promote ethical recruitment practices and help prevent forced labor and human trafficking. As of 2012, 86 of the 132 VAMAS members have voluntarily adopted this code. These companies have to advertise the code to migrants and business partners in foreign countries to make them aware of their commitment.  | Aguinas and Aghazarm (2012) |
| Vietnam              | Migrant Resource Center                    | Government of Vietnam   | The MRC in Vietnam provides information and counseling to clients. Also handles inquiries related to recruitment companies - e.g. whether they are licensed, the fees they charge and costs of migration, rights and benefits available to those needing to return before their contract ends, etc. Also provides TOT training to recruitment companies on pre-departure information and orientation which recruitment agencies are legally required to carry out.  | Pillinger (2015)            |
| Vietnam              | TRIANGLE                                   | International Labour Organization   | As in other project countries, promoted a tripartite approach and held various workshops and training courses; some of which were attended by the media. Trained various government workers on the role of monitoring recruitment agencies, legal documents on labor migration, and safe migration. Established MRCs in five provinces. Per the evaluation, activities implemented were perceived positively, mainly at the institutional level. Some of the MRCs were successful at the time of the evaluation but others were a bit weaker. It was acknowledged that the MRCs were started from scratch but recommended that the project take action to improve the delivery of support services and the outreach to the migrant workers community in order to achieve a better impact. Other than the issues with the MRCs, the evaluator found that all activities contributed to the project objectives and were on the right track. | Mahy (2013)                 |

| Country / region | Name / Objective                                  | Implementing Entity  | Notes  | Citation/Source       |
|------------------|---|--|--|-----------------------|
| <b>Zambia</b>    | <b>Code of conduct among recruitment agencies</b> | Labour Consultants and Employment Agencies Association of Zambia (LEAAZ) | LEAAZ developed self-regulation mechanisms, and has adopted a Code of Ethics for its members with the support of the ILO. LEAAZ also hosted campaigns, including radio programs to raise awareness of forced labor, human trafficking and the role of private employment agencies in Africa. | Andrees et al. (2015) |

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