

Integrating Migrant Worker Protections into Business Strategy




The Consumer Goods
FORUM

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 **IOM**
UN MIGRATION

 Sustainable
Retail Summit

About the International Organization for Migration (IOM)

The International Organization for Migration (IOM) is an intergovernmental organization with over 74 years of experience in migration management and assisting migrants.

A United Nations Agency,
with 590 offices in over 171 countries.

IOM has 175 member states
and 8 observer states.

Partners include member states, civil society,
the international community and private sector.



Making Migration Work for All

IOM's Strategic Plan

OBJECTIVE 1

Saving and
protecting
people on the
move



OBJECTIVE 2

Delivering
solutions to
displacement

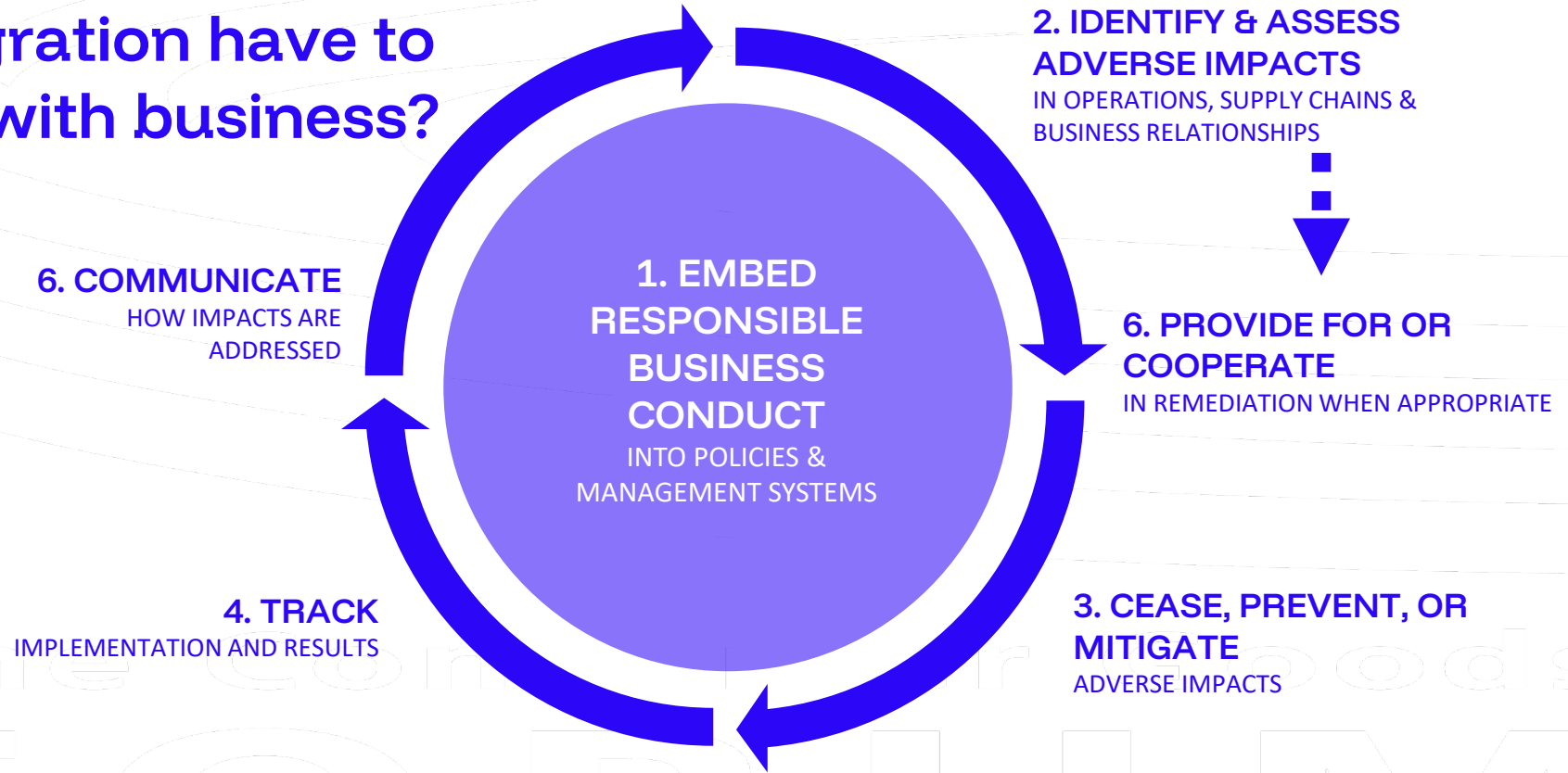


OBJECTIVE 3

Facilitating
pathways for
regular
migration



What does migration have to do with business?



OECD Due Diligence Guidance for Responsible Business Conduct - The human rights due diligence process

Migrant Workers: Risks Faced in Global Supply Chains



Challenges Faced by Migrant Workers

COSTLY REGULAR MIGRATION PATHWAYS



Costly processes associated with legal migration and employment lead to irregular migration

UNETHICAL RECRUITMENT PRACTICES



Worker-borne recruitment fees and barriers to accessing grievance and remedy mechanisms

LACK OF ACCESS TO SOCIAL PROTECTION



Migrants are often excluded from social protection in both countries of origin and destination

FORCED LABOUR



Excessive working hours



Restriction of movement



Debt bondage

The Labour Migration Process



RECRUITMENT AND DEPLOYMENT

The journey of migrant workers begins with recruitment. When employers are unable to fill positions locally, they often look for workers abroad. In many cases, migrant workers will be identified by labour recruiters operating on behalf of the employers.



EMPLOYMENT

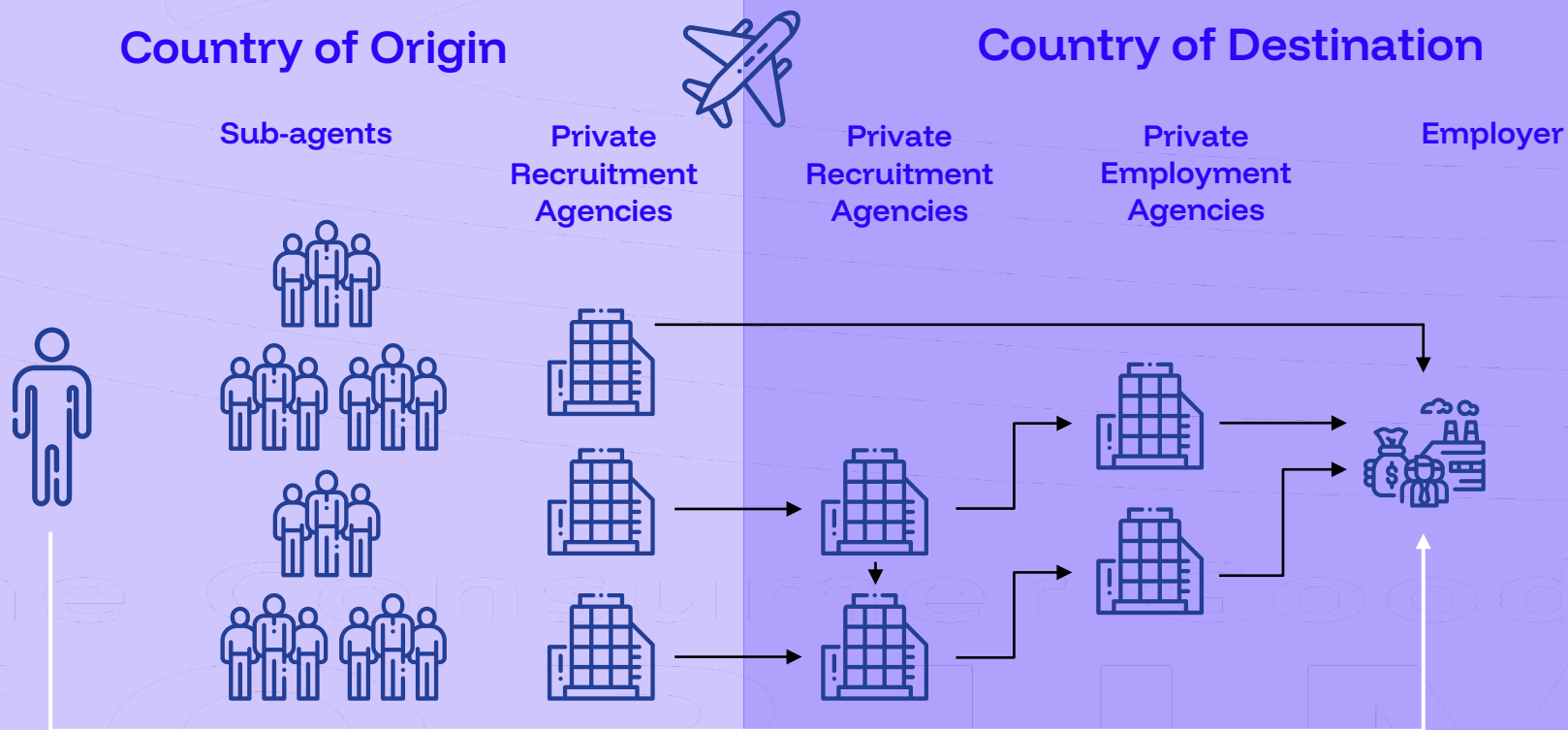
This is the stage when migrant workers begin their work and life at the country of destination. Employers of migrant workers have a responsibility of ensuring decent working conditions as well as covering additional aspects related to migrant workers' life abroad.



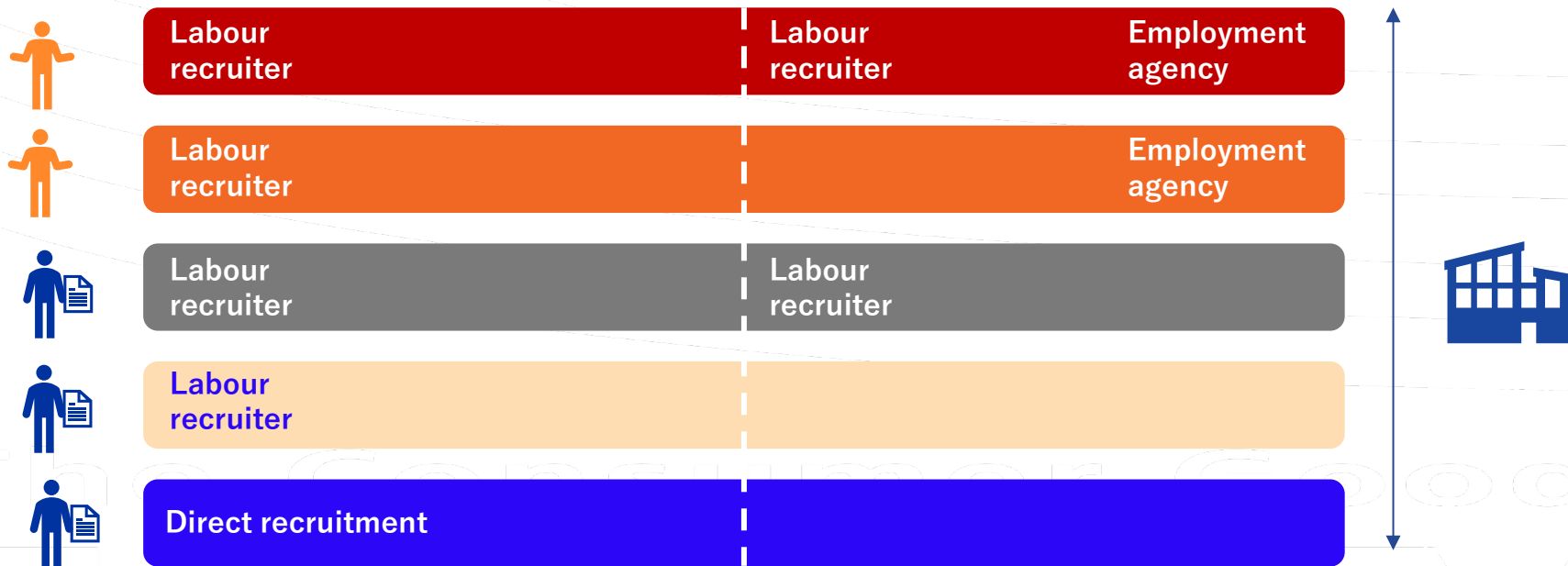
RETURN OR ONWARD MIGRATION

Following the completion of employment in the destination country, migrant workers typically return to their community in the country of origin. Alternatively, some migrant workers may choose to extend their employment in the country of destination, change employment or migrate to another country.

The Labour Migration Process



Migrant Worker Recruitment Risk



Forced Labour



49.6 million
victims of modern slavery
globally



27.6 million
victims of forced labour, the
majority linked to global
supply chains



Women
represent a **higher** proportion of
victims
(but men are victims too)

Forced Labour



Abuse of vulnerability



Deception



Restriction of movement



Isolation



Physical and sexual violence



Intimidation and threats



**Retention of
identity documents**



Withholding of wages



Debt bondage



**Abusive working
living conditions**



Excessive overtime

Guidance: Migrant Worker Guidelines for Employers

OVERARCHING PRINCIPLES

E.g., Migrant workers are recruited and employed in accordance with applicable laws in origin, transit, and destination countries

RECRUITMENT AND DEPLOYMENT

E.g., Migrant workers are not charged recruitment fees and related costs throughout the entire labour migration process

EMPLOYMENT

E.g., Migrant workers enjoy safe, decent, and respectful employment and working conditions

RETURN HOME AND ONWARD MIGRATION

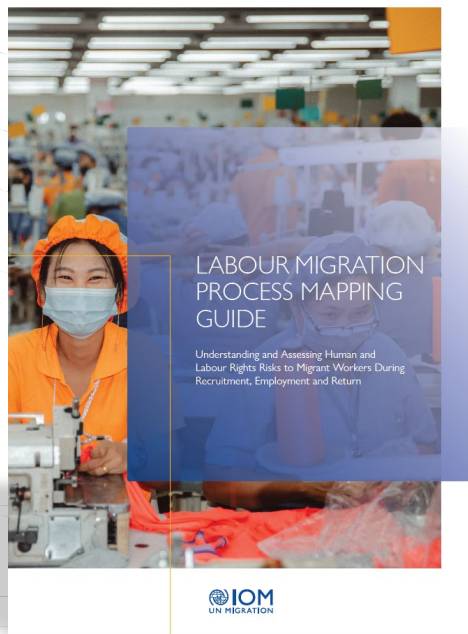
E.g., Migrant workers return safely to their country of origin or move to another country

MIGRANT WORKER GUIDELINES FOR EMPLOYERS

Promoting Respect for the Human and Labour Rights of
Migrant Workers through Ethical Recruitment and
Deployment, Responsible Employment and Safe Return



Guidance: Labour Migration Process Mapping Guide



- **Identify** the specific risks posed to migrant workers during each stage of the labour migration process
- **Strengthen** business practices, including informing human rights due diligence and remediation programmes
- **Build** stronger and collaborative relationships with business partners and improve overall supply chain transparency
- **Proactively** engage and support migrant workers in the business' operations and supply chain

Guidance: Responsible Due Diligence Toolkit

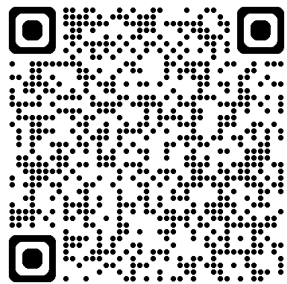


- Embedding ethical recruitment into policies and management systems
- Identifying and assessing adverse human and labour rights impacts on migrant workers
- Risk Assessment Tool (English, Chinese, Japanese, Korean, Thai)
- Self-assessment Checklist (English, Chinese, Japanese, Korean, Thai)
- Corrective Action Plan Template (included in the SAQ)
- Training Management Tool (English, Chinese, Japanese, Korean, Thai)
- Pre-departure; Post-Arrival & Pre-Return Orientation Guides (Latest version: English, Arabic | For update: Chinese, Japanese, Korean, Thai)
- Tracking implementation and results
- Worker Interview Tool (English, Chinese, Japanese, Korean, Thai)

Checklist: Direct Employees vs Agency Workers

	Risk assessment	Policy and processes and procedures	Communicated internally and externally	Skills and training	Ongoing Monitoring	+/- and continuous improvement
 Direct employees	Are migrant workers present? Were labour recruiters used?	Have processes and procedures been updated? Screening labour recruiters?	Has policy been communicated to corporate and hotel staff/labour recruiters, and workers?	Have hotel staff been trained? Do labour recruiters need support?	Is the policy being followed? Monitoring recruiters? Checking with workers?	What happens when policy is not followed? Preferred recruiters?
 Agency workers	Are migrant workers present? Were they recruited from their country of origin?	Have processes and procedures been updated? Screening employment agencies?	Has policy been communicated to corporate and hotel staff, employment agencies, and workers?	Have hotel staff been trained? Do employment agencies need support?	Is the policy being followed? Monitoring employment agencies? Checking with workers?	What happens when policy is not followed? Preferred employment agencies?

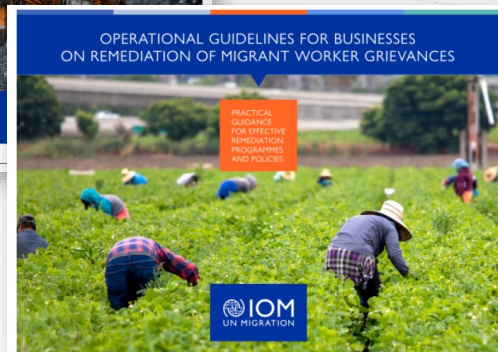
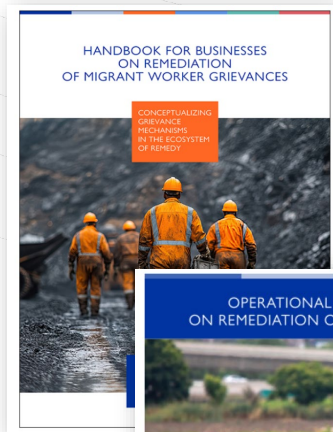
Guidance: Employment Contract Checklist



Check out IOM's
Employment Contract
Checklist

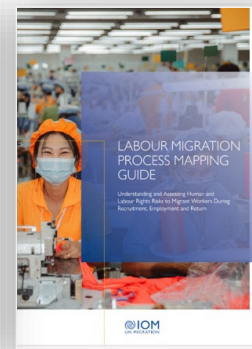
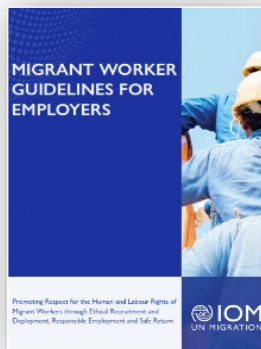
- Written agreement between employer-recruiter & recruiter-worker
- Employment contract in language worker understands
- Worker should have a written copy of the contract with sufficient time to review terms and conditions well in advanced of departure
- Clear, not misleading terms and conditions
- No coercion, no deception, no substitution
- Pre-departure work site orientation
- Ensure that the initial employment contract is not substituted with another employment contract at a later stage with less favourable conditions to the worker

Guidance: Remediation Handbook & Guidance



- Establish grievance mechanisms that are accessible, fair, predictable, and rights-compatible
- Ensure recruiter and supplier partners also have effective mechanisms in place
- Protect workers from retaliation; uphold the rights of whistleblowers and human rights defenders
- Involve workers—including women and marginalized groups—in the design and evaluation of grievance systems
- Provide multiple channels for complaints (e.g., hotlines, SMS, email, trusted intermediaries)
- Clearly define the mechanism's scope, timelines, procedures, languages, and trained focal points

MBHR Tools & Resources



Guidance

Tools

Templates

Training

Communications

Scan the QR code to
access to IOM **Resource
Package for Business**

Scan the QR code to
access to IOM **Global
Brief on MBHR**



From Commitment to Action: IOM – Fast Retailing Partnership

Company's Long-term Objective

- No worker pays for their recruitment.
- If workers paid recruitment fees and any related costs for employment, they get refunded in a timely manner.
- Workers retain control of travel documents and other personal property and have freedom of movement throughout the entire recruitment and employment process.
- Workers are informed of employment terms and conditions in a language they understand before leaving home.

Interventions

- Self-assessment
- Capacity building
- Adopted its First Standards and Guidelines on Responsible Recruitment of Migrant Workers for Production Partners.
- Developed PDO programme
- Continuous improvement activities

Results

- ✓ Capacity building for 79 suppliers in Japan, Malaysia, and Thailand
- ✓ 15,000 workers benefitted from changes to policies, updated processes and improved procedures related to fair and ethical recruitment
- ✓ 46 labour recruiters trained
- ✓ 9,800+ migrant workers in Japan, Thailand and Malaysia received repayment of recruitment fees and related costs (>USD 4.5 million)

Thank you

