



ISSARA INSTITUTE INTRODUCTION MEETING



AGENDA

- History of Issara Institute
- Activities and current efforts
- Suppliers engagement and technical support
- Ethical recruitment initiatives with TITP workers in Japan
- Q&A



ISSARA INSTITUTE: ABOUT US

LOCALLY-BASED, LOCALLY INVESTED, LOCALLY NETWORKED - BUT GLOBALLY SCALABLE

Non-profit organization founded in 2014 by a team of international and regional labour and human trafficking experts aiming to build systems that identify and eliminate labour risks from the ground-up.

PARTNERSHIP, TOOLS & EXPERTISE FOR ETHICAL SUPPLY CHAINS

We leverage labour expertise, unique business intelligence, and position on the ground at origin and destination to help business partners with:

- Worker voice-centered tech for visibility of labour/social risks throughout their supply chains, and strengthened multi-lingual grievance management.
- Solutions to remediate worker-reported issues and also address root causes, with iterative improvements informed by feedback and experiences of workers.



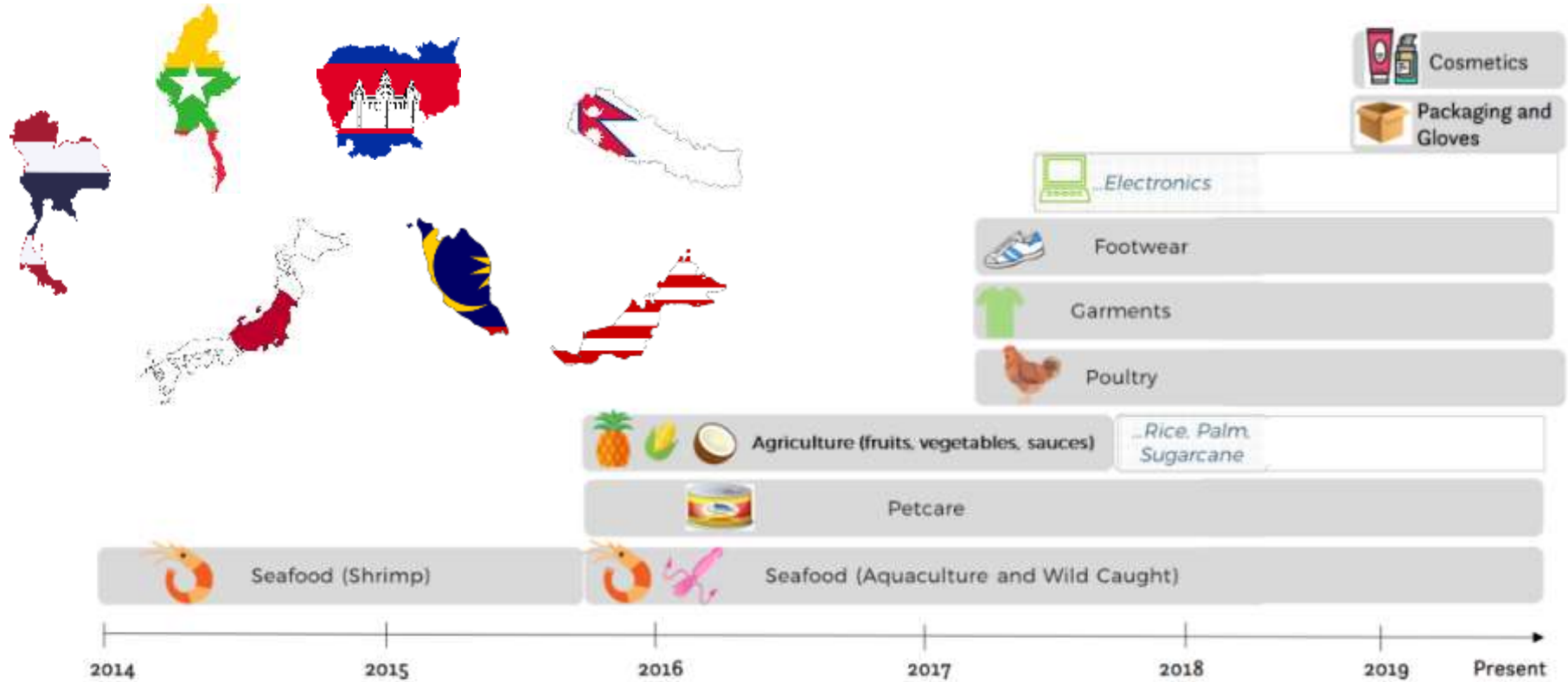
Being based in the origin & destination countries of workers is vital to understanding constantly changing recruitment processes, and helping suppliers understand and responsibly navigate first-mile risks in labour recruitment.

- Established
- Expansion
- Exploration

ISSARA 2022



GEOGRAPHICAL AND INDUSTRY COVERAGE



CURRENT STRATEGIC PARTNERS



TWININGS



Waitrose



WORKER EMPOWERMENT & MULTIPLE WORKER VOICE CHANNELS: ENGAGE DIRECTLY WITH WORKERS, ADDRESS ISSUES, BUILD TRUST, GET GOOD DATA

1

DIRECT OUTREACH



- At origin and destination
- Run mostly by CSO partners and Golden Dreams Ambassadors at origin; by Issara in factories
- Scalability through partnerships and donor-funded sub-grants
- In communities, workplace, housing, etc.

2

MIGRANT WORKER HELPLINE / FEEDBACK



Myanmar language:

1-800-010-180

Khmer language:

1-800-010-181

Lao & Thai language:

1-800-010-182

Nepalese language:

+9779765415706

Indonesian language:

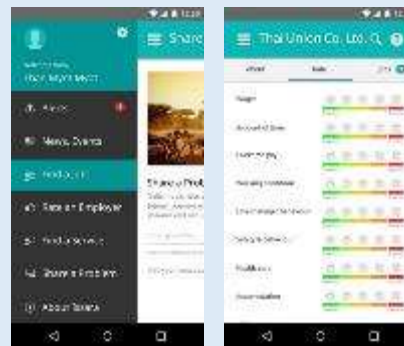
+60142616136

Over 10,000-16,000 calls

- Staffed 100% in-house
- Free to callers
- Open 24-hours, 7 days per week

3

ISSARA GOLDEN DREAMS SMARTPHONE APP



- Migrant worker platform
- Yelp-like rating of employers, labor providers, NGOs
- Alerts, notifications, guides
- Job marketplace

4

SOCIAL MEDIA & MESSAGING PLATFORMS



- 300,000+ Facebook users
- Closed Facebook chats
- Direct messaging with workers



PRE-DEPARTURE ORIENTATIONS & TRAININGS - MYANMAR & NEPAL



TRAINING & CAPACITY BUILDING



TRANSFORMING THE ECOSYSTEM



SUPPLIERS ENGAGEMENT AND TECHNICAL SUPPORT

Inclusive Labour Monitoring



Objective: To provide workers with safe, trusted, independent channels to share feedback or concerns confidentially. To provide employers with better access to worker information and grievances, leading to stronger internal business systems, policy enforcement, and effective remediation.

Ethical Recruitment Program



Objective: To enable a well-functioning ethical recruitment system with accountability and transparency. The program works in both source and destination countries, builds employer and recruitment agency capacity, and addresses practical challenges of foreign migrant worker recruitment, vulnerabilities and fees.

Grievance Mechanism Strengthening



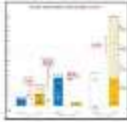
Objective: To help employers identify why workers often are reluctant to use internal grievance mechanisms and how to build more effective and trusted systems that benefit workers and business. Data and experiences from Issara's worker voice channels and remediation work is applied directly to the business.

Worker Satisfaction Surveys



Objective: To provide employers with an analysis of worker satisfaction findings across 17 key labor topics. The analysis helps business validate areas that are working well and identify areas that may need strengthening, drawn from a representative sampling of the entire workforce.

Worker Recruitment Fees Analysis & Recommendations



Objective: To provide employers with a structured professional survey and report of existing recruitment practices and fees. Provide recommendations for repayment of any improper recruitment fees paid and practical options to strengthen recruitment systems for all parties involved, in source and destination countries.

Issara Academy



Objective: To provide training programs, workshops, and webinars that bring insight on business and human rights, with unique perspectives on real experiences of workers, suppliers, and recruiters in key global supply chains.

Golden Dreams Marketplace



Objective: To enable job seekers to find and apply for jobs securely, supporting responsible recruitment for employers and workers. The platform currently supports Myanmar and Cambodia workers going to Thailand and Malaysia.

Global Forum



Objective: To convene government, global buyers, suppliers, recruiters, civil society, academics, and workers, together to all share, exchange, and debate evidence supporting effective ways to advance responsible business.

Research & Reports



Objective: To share data and information about labor developments, examining changing trends, benchmarking and good practice, for topics such as ethical recruitment, worker voice and responsible supply chains. Opportunities for suppliers to give their perspectives and experiences on tackling key labor issues.



WORKER VOICE AND INCLUSIVE LABOUR MONITORING



INCLUSIVE LABOUR MONITORING



INCLUSIVE

Voluntary insights from workers, in their own words. Direct reporting; every individual can represent themselves while building solidarity with others.

MONITORING

Ongoing reporting from workers through a range of channels provides richer, more accurate and validated data than point-in-time measures.

SAFEGUARDED

NGOs play a unique third party role in safeguarding workers from retaliation from positive collaboration with businesses committed to more ethical supply chains.

SUSTAINABLE

NGOs are invested, locally based, trusted by workers, and available to support supplier capacity building for the long-term.

ETHICAL RECRUITMENT INITIATIVES IN JAPAN WITH TECHNICAL INTERN TRAINING PROGRAM (TITP) WORKERS

A growing number of global brands and retailers are adopting ethical recruitment policies stipulating, among other things, that all costs and fees related to labour recruitment are paid by the employer and not by the workers being recruited. Employer Pays Policies (EPP) are important in protecting workers from persistent and sometimes exorbitant debt that can take months or even years to clear.

As more attention and action is needed in this area, there is a smaller community of more progressive businesses that are already operationalizing, or are ready to operationalize their Employer Pays policies, and this community is indeed growing.



ETHICAL RECRUITMENT INITIATIVES IN JAPAN WITH TECHNICAL INTERN TRAINING PROGRAM (TITP) WORKERS

Key findings in Japan

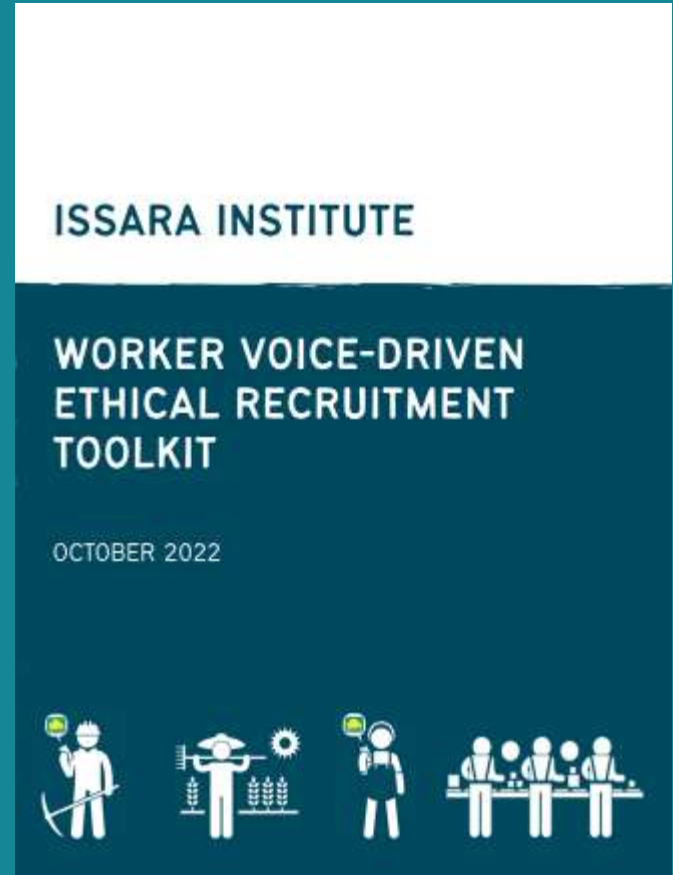
- Lack or limited understanding and visibility of the suppliers on the recruitment process in origin countries – risks for workers and suppliers
- Unclear service agreements between suppliers and recruitment agencies
- Limited information provided to workers about the job during the recruitment process
- Suppliers paying for recruitment fees but workers still being charged by the recruitment agencies
- Very high recruitment fees paid by workers
- Workers in debt



HOW TO TACKLE RECRUITMENT RELATED RISKS?

Issara Institute Ethical Recruitment program and technical expertise

- Technical support for suppliers including recruitment system assessment and capacity building
- Technical support for recruitment agencies and capacity building
- Monitoring of the recruitment process and identification of risks through Worker Voice
- Technical support for the development of plans of action
- Opportunities of engagement and system strengthening with Thailand, Cambodian, Myanmar and Nepal recruitment agencies





THANK YOU!

www.issarainstitute.org

