



ISSARA
INSTITUTE

WHO WE ARE



- An independent NGO founded in 2014, with offices/teams located in Thailand, Myanmar, United States, and United Kingdom. Activities are also undertaken in Malaysia and Indonesia as well.
- A team of international and regional labour and human trafficking experts.

We leverage our labour expertise, unique business intelligence, and position on the ground to help business partners:

- Increase visibility of labour and social risks throughout their supply chains.
- Help suppliers implement solutions to labour risks in ways that improve business systems, and engage the feedback and experiences of workers.
- Assist and refer jobseekers and workers in need.

Strategic Partners – Global brands, retailers, importers



LYONS SEAFOODS

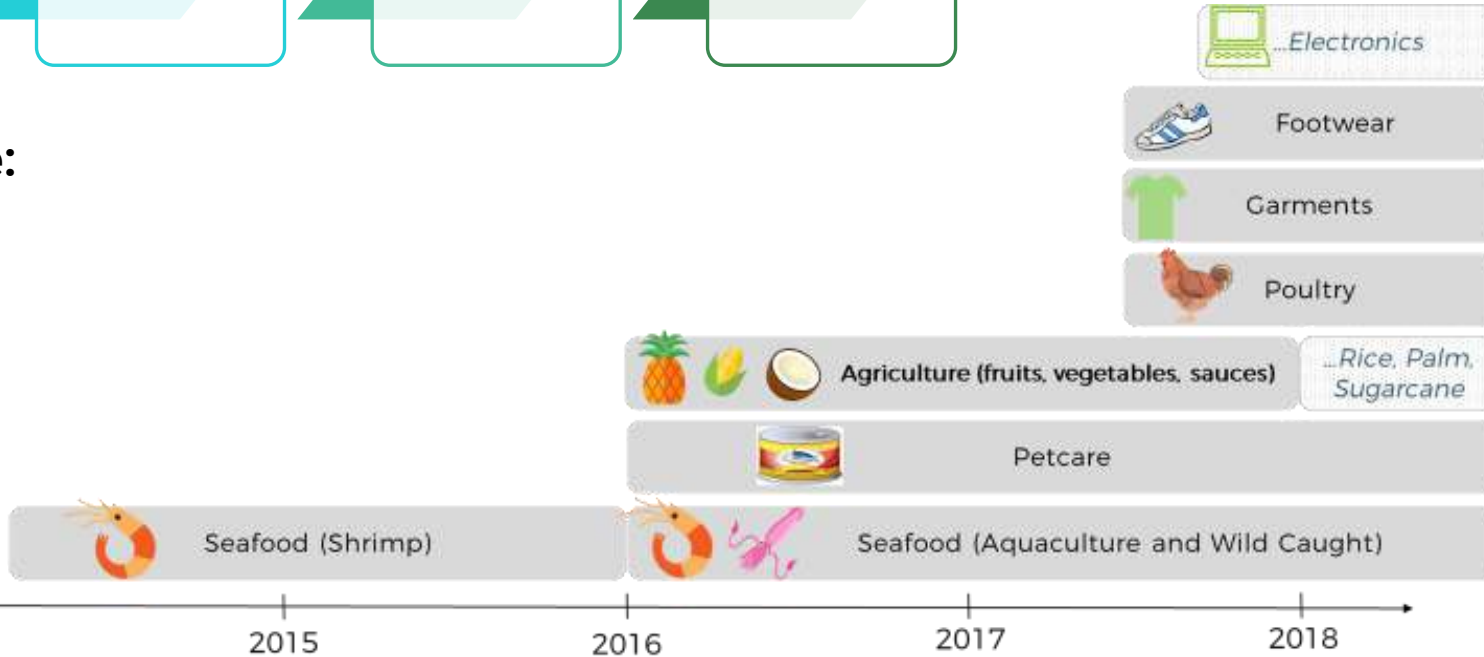


Issara Geographic and Industry Coverage

Regional presence:



Industry coverage:



WORKER EMPOWERMENT & WORKER VOICE

MULTIPLE CHANNELS TO ENGAGE DIRECTLY WITH WORKERS

1

DIRECT OUTREACH



- In communities
- In the workplace
- In housing
- Pre-departure - source side engagement in (Cambodia & Myanmar)
- Ambassadors program with local CSOs

2

MIGRANT WORKER HELPLINE / FEEDBACK



Myanmar, Lao, Thai and **Khmer**
Hotline: 18000 10 181

- Over 7,000 calls & msgs per month
- Staffed 100% in-house
- Free to callers
- Open 24-hours, 7 days per week

3

SUBIN ISSARA SMARTPHONE APP



4

SOCIAL MEDIA & MESSAGING PLATFORMS





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ISSARA ETHICAL RECRUITMENT

What is ethical recruitment?

Ethical recruitment has become a recent focus and concern of responsible sourcing and ethical trade. More and more global brands and retailers would like to encourage their suppliers to ensure that ethical recruitment channels are used to hire their workforce. In this way, businesses can be more confident that risks of human trafficking, forced labour, debt bondage, and exploitative recruitment are eliminated from their supply chains.

Ethical recruitment is labour recruitment whereby both employers and recruitment agencies share responsibility to:

- respect all relevant laws,
- ensure ethical and professional conduct toward workers and each other,
- uphold decent health, safety, working, and living conditions for workers, and
- ensure access to remedy and functioning, credible grievance mechanisms.

ISSARA ETHICAL RECRUITMENT PRINCIPLES

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1. Legal compliance: respecting all relevant laws
2. Ethical and professional conduct toward workers and each other
3. Free-of-charge services to jobseekers and workers
4. Transparent, ethical terms of engagement
5. Transparent wages, deductions, and benefits
6. Healthy, safe, exploitation-free working and living conditions
7. Access to remedy and functional, credible grievance mechanisms







NATIONAL LAWS, INTERNATIONAL STANDARDS, AND CODES OF CONDUCT ON RECRUITMENT FEES

- Myanmar, source country - ceiling of 150,000 Kyats (U\$100)
- Cambodia, source country - No ceiling
- Receiving country Thailand - No ceiling
- Global Buyers CoC and Policies on Migrant Workers Recruitment
- ILO Definition of Recruitment Fees and Costs: For employers to cover



HOW THESE ARE RISKS TO THE BUSINESS

 <p>Legal Risks</p>	<p>Forced labor and human trafficking are considered crimes in most countries around the world. Companies found to be involved or complicit in such activity can face prosecution resulting in criminal or civil sanctions including fines, compensation to victims and imprisonment. Forced labor and human trafficking are also considered violations of international human rights law.</p>
 <p>Brand Reputation</p>	<p>Allegations of forced labor and human trafficking can present serious threats to brand value and company reputation, particularly for those companies operating in consumer goods industries. Brand “contamination” can be difficult to reverse, and can threaten both existing and future sales, contracts, business partnerships, and other business opportunities.</p>
 <p>Trade-related Risks</p>	<p>In some countries, trade regulations strictly prohibit the import of goods that have been produced by trafficked or forced labor. In these jurisdictions, allegations of abuse can result in the seizure of imported goods by public authorities, and requirements to prove that the goods are untainted.</p>
 <p>Threats to Investment and Finance</p>	<p>Allegations of human rights abuse, forced labor and human trafficking can significantly threaten investor relations and risk divestment by both ethical and mainstream investors. Such allegations can also jeopardize access to public funds such as export credits, as public authorities increasingly link the financial support they provide to business with proven ethical performance.</p>

THE BENEFITS OF INTEGRATING WORKER VOICE INTO ETHICAL RECRUITMENT SYSTEMS

- Enables visibility of first-mile recruitment practices of job seekers / workers
- Worker voice enables insights and validations that audits can not provide

Example: audits typically examine documents such as contracts but those may not have been the actual terms and conditions that were promised to workers

- Independent feedback that the employer - recruitment agency service agreement details are being properly adhered to (transparency & accountability)
- Worker voice channels empower jobseekers/workers, enabling access to better data / information that helps to inform business about realities on the ground



THE BENEFITS OF INTEGRATING WORKER VOICE INTO ETHICAL RECRUITMENT SYSTEMS

- Some worker voice channels in source country may also be available in destination countries, providing seamless full coverage and support for workers
- Worker voice can give confidence and additional assurances to business that their recruitment systems and policies are functioning well
- Worker voice is critical to ethical recruitment - the best way to know what is happening to workers is to ask them, but workers need to trust the channel
- An independent non-profit organization can provide confidentiality, safeguards, and trust - there also needs to be a clear link to action / remedy



Orientation for new arrival of Cambodian workers



Ethical Recruitment is Possible and Taking Place Now

- ✓ Recruitment risk can be mitigated and transparency increased at both source and destination side, with Issara worker voice channels and employer-recruitment agency collaboration
- ✓ Job seeker vulnerability and challenges with brokers can be addressed at the village level
- ✓ Job seeker trust of Issara and CSOs is high
- ✓ CSOs are helping to reduce reliance of both recruitment agencies and job seekers on middlemen, though reach is still limited, and CSOs are supporting exploited workers to file recruitment abuse cases
- ✓ Demand for ethical recruitment is increasing globally; many recruitment agencies want to work with employers who support stronger safeguards for workers, help professionalization of recruitment processes, and are open to transparent discussions about cost and responsibilities



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Thank you