



Webinar

Fair Recruitment in a Digital Age

Migration, Labour Rights & the Role of Public Employment Services

30th October 2025



International
Labour
Organization



ITUC CSI IGB



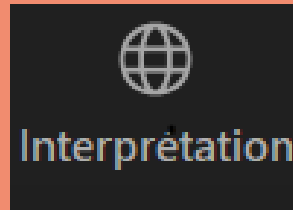
Employment opportunities for all



Welcome to the webinar of Fair Recruitment in a Digital Age: Migration, Labour Rights & the Role of Public Employment Services

Bienvenue au webinaire "Recrutement équitable à l'ère numérique : migration, droits du travail et rôle des services publics de l'emploi"

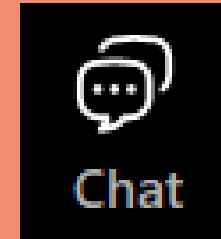
Bienvenidos al webinar "Contratación justa en la era digital: migración, derechos laborales y el papel de los servicios públicos de empleo"



Please select your language (English, French or Spanish) by clicking on the globe icon below your screen.

Merci de sélectionner votre langue (anglais, français, espagnol) en cliquant sur le globe en bas de votre écran.

Por favor, seleccione su idioma (inglés, francés, español) haciendo clic en el globo situado en la parte inferior de su pantalla.



Questions can be asked via the chat only. Only a few questions will be answered live, the remaining ones will be attended afterwards, in the follow-up of the event.

Les questions peuvent être posées uniquement via le chat. Seules quelques questions recevront une réponse en direct, les autres seront traitées ultérieurement, dans le cadre du suivi de l'événement.

Las preguntas sólo podrán formularse a través del chat. Solo se responderán algunas preguntas en directo, las otras se atenderán después, en el seguimiento del evento.

Moderators



Nicole Clobes

WAPES Secretariat/Consultant



Anna-Karin Palm Olsson

ILO Technical Specialist



International
Labour
Organization



Speakers



Maria Gallotti

Labour Migration Specialist – (Fair Recruitment Initiative Coordinator)-
Labour Migration Branch-International Labour Organisation, ILO



Ira Rachmawati

International Trade Union Confederation - Human and Trade Union Rights Officer



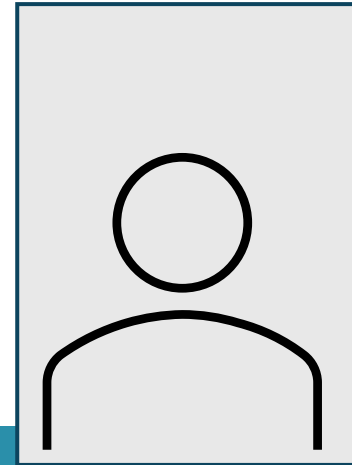
Prof G. 'Hari' Harindranath

Professor of Information Systems - Royal Holloway Business School, Royal Holloway, University of London



Edith Okoki

Director General - National Employment Authority (NEA), Kenya



Representative Federation of Kenya Employers (FKE)



International Labour Organization



Fair Recruitment in the digital age: the ILO global perspective

FAIR RECRUITMENT IN A DIGITAL AGE: MIGRATION, LABOUR RIGHTS & THE ROLE OF PUBLIC EMPLOYMENT SERVICES

30th October 2025, 12.00 – 13:30

Maria Gallotti- ILO-MIGRANT
Fair Recruitment Initiative



Why a focus on Fair recruitment?

\$5.6 Billion

Recruitment fees and related costs constitute 15 per cent (\$5.6 billion) of the illegal annual profits from international migrant workers.

3X

Migrant workers are 3x more at risk of forced labour.

20%

Overall, 20% of forced labour cases emanate from debt bondage, often linked to recruitment fees and related costs.

15 Months

Recruitment fees and related costs collected from workers can reach up to 15 months worth of wages.

43%

Of workers in forced labour are deceived on the type of work they had initially agreed to.

Unfair recruitment practices

Include forced recruitment through physical force, contract deception, debt bondage linked to repayment of recruitment fees, retention of passport, discrimination, illegal wage deductions to recover recruitment costs, threats...

Common forms of recruitment abuses

Pre-departure

- ▶ Illegal recruitment fees and related costs, and corruption.
- ▶ Debts and high interest rates.
- ▶ Deception and fraud

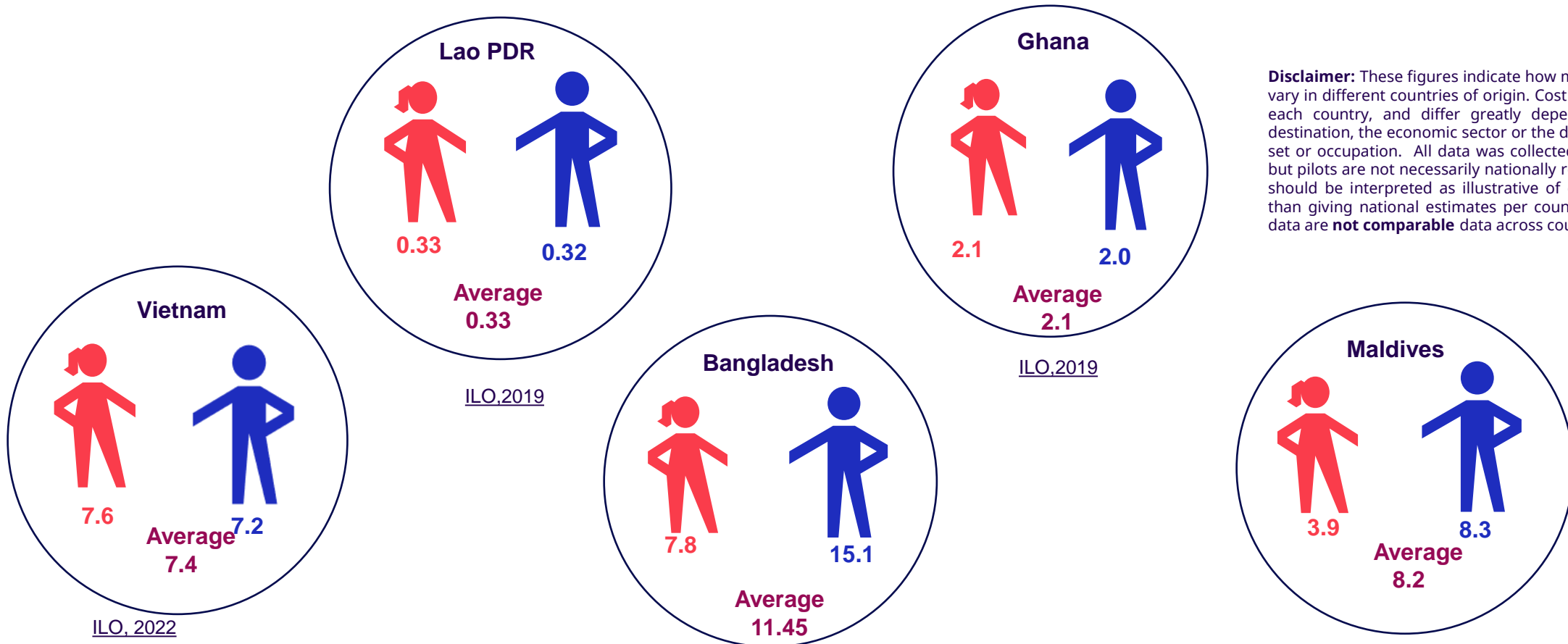


In destination

- ▶ Contract substitution.
- ▶ Retention of passports or travel documents.
- ▶ Non-payment and deduction of wages/wage theft.
- ▶ Debt bondage linked to repayment of recruitment fees and costs.
- ▶ Threats if workers want to leave their employers, coupled with fears of subsequent arrest, expulsion or deportation from the country of employment.
- ▶ Workers are tied to the employers through their work permits and restrictions on employer changes

Recruitment Cost Indicator (RCI)

Figures indicate no. of work months it would take for a migrant worker to cover recruitment costs for their job abroad



Disclaimer: These figures indicate how much recruitment costs can vary in different countries of origin. Cost can still vary widely within each country, and differ greatly depending on the country of destination, the economic sector or the demand for a particular skill set or occupation. All data was collected through sample surveys, but pilots are not necessarily nationally representative so the graph should be interpreted as illustrative of differences in scale rather than giving national estimates per country. For this reason, these data are **not comparable** data across countries.

What is fair recruitment?

“Recruitment carried out within the law, in line with international labour standards, and with respect for human rights, without discrimination and protecting workers from abusive situations”.

Scope: Recruitment includes the selection, transport, placement into employment and – for migrant workers – return to the country of origin of workers if needed.

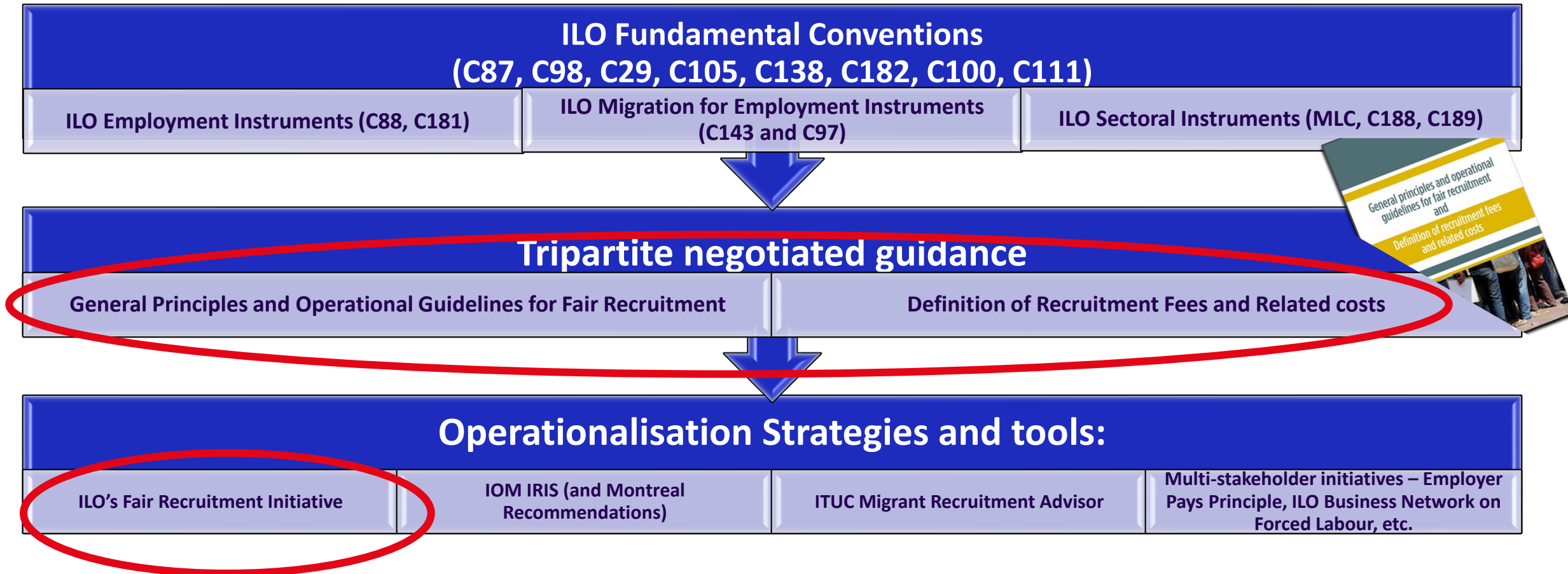
It applies to recruitment both within and across international borders.



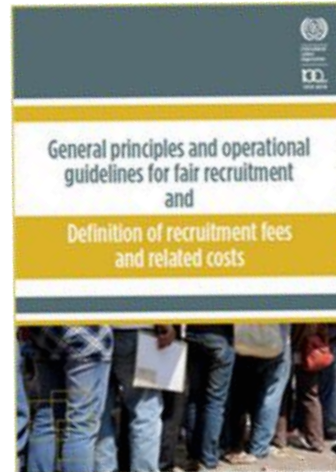
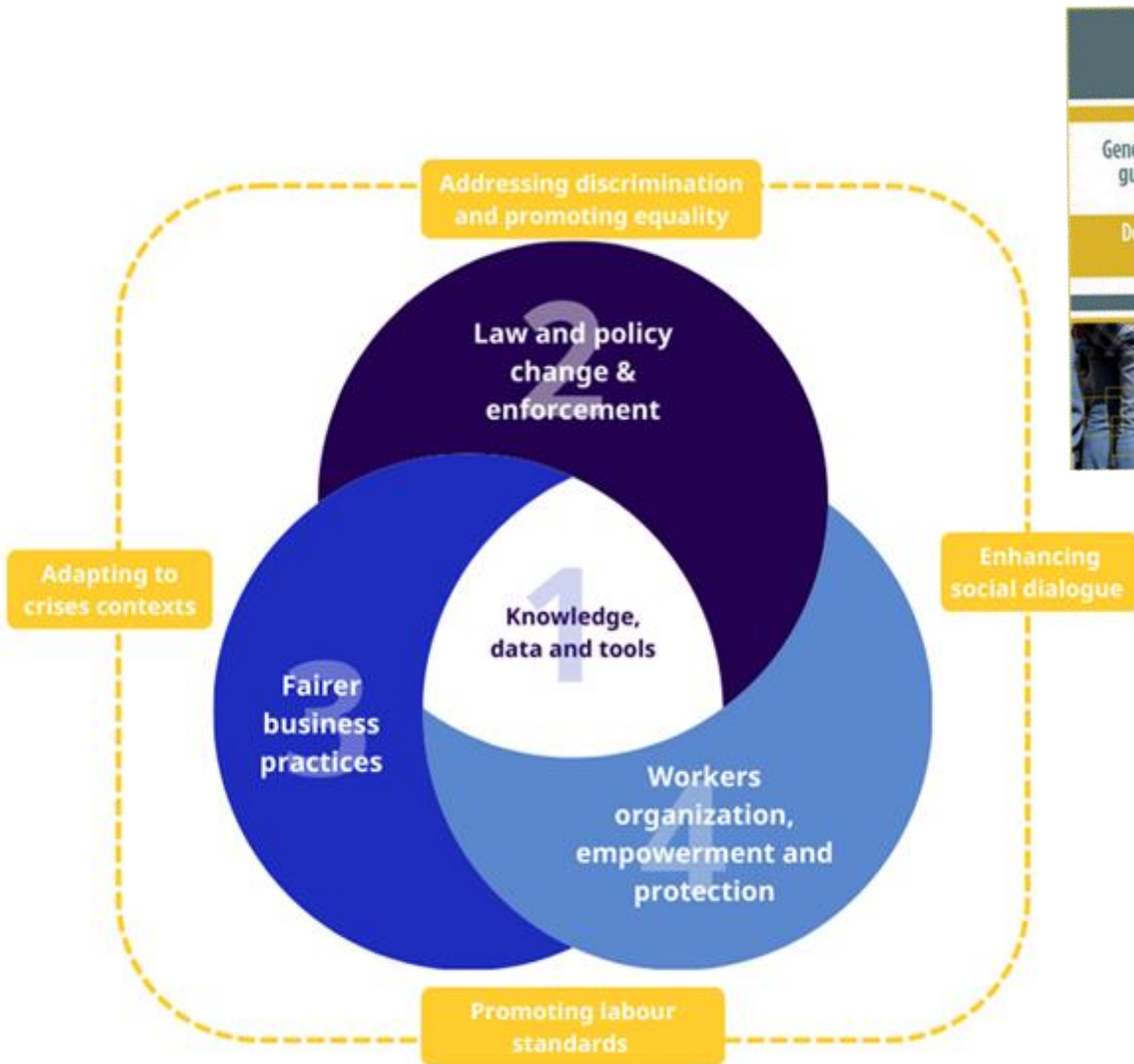
▶ The ILO FRI and General Principles and Operational Guidelines for Fair Recruitment (GPOG)



International framework and initiatives on recruitment



The ILO Fair Recruitment Initiative: A World of Work Approach Supported by Guidance and Tools ¹²



General Principles and Operational Guidelines

1  RESPECT FOR HUMAN AND LABOUR RIGHTS	2  RESPOND TO ESTABLISHED LABOUR MARKET NEEDS AND PROMOTE DECENT WORK	3  RECRUITMENT LAWS AND POLICIES THAT APPLY TO ALL
4  EFFICIENCY, TRANSPARENCY AND PROTECTION OF WORKERS	5  ENFORCE RECRUITMENT REGULATIONS THROUGH LABOUR INSPECTION	6  RESPECT AND ENFORCEMENT OF NATIONAL LAWS AND COLLECTIVE AGREEMENTS
7  NO RECRUITMENT FEES AND COSTS ARE CHARGED TO WORKERS	8  CLEAR AND TRANSPARENT EMPLOYMENT CONTRACTS	9  WORKERS' FREEDOM FROM DECEPTION AND COERCION
10  ACCESS TO FREE, COMPREHENSIVE AND ACCURATE INFORMATION	11  FREEDOM OF MOVEMENT AND NO RETENTION OF IDENTITY DOCUMENTS	12  FREEDOM TO TERMINATE CONTRACT, CHANGE EMPLOYER, AND SAFELY RETURN
13  ACCESS TO FREE DISPUTE RESOLUTION AND EFFECTIVE REMEDIES		

▶ **Principle: workers shall not be charged directly or indirectly, in whole or in part, any fees or related costs for their recruitment**

▶ **Definition covers:**

- A. Recruitment fees
- B. Related costs
- C. Illegitimate, unreasonable and undisclosed costs



Video:

<https://www.youtube.com/watch?v=CG0hUOSc5mk>

Related costs: Costs required to secure access to employment or placement or imposed during the recruitment process:

- ✓ **Medical costs** (including medical tests or vaccinations)
- ✓ **Insurance costs** (including migrant welfare funds)
- ✓ Costs for **skills and qualifications tests** (including language tests)
- ✓ Costs for **training and orientation** (including on-site, pre-departure or post-arrival orientation training)
- ✓ **Equipment costs** (including tools, uniforms, safety gear)
- ✓ **Travel and lodging costs** (including for training, interviews, consular appointments, relocation and return or repatriation)
- ✓ **Administrative costs** (visa, passport)

Enumeration of related costs in this definition is generalized and not exhaustive → national consultations.

Can digital technology facilitate safe labour migration and fair recruitment?

- **A study (2021) under the Fair initiative** (Available here: [wcms_831814.pdf](#), Infographic: [wcms_849385.pdf](#))
- **Provides lessons learned and examples of promising practice**
- **64 digital products analyzed**
- **321 migrant workers interviewed**

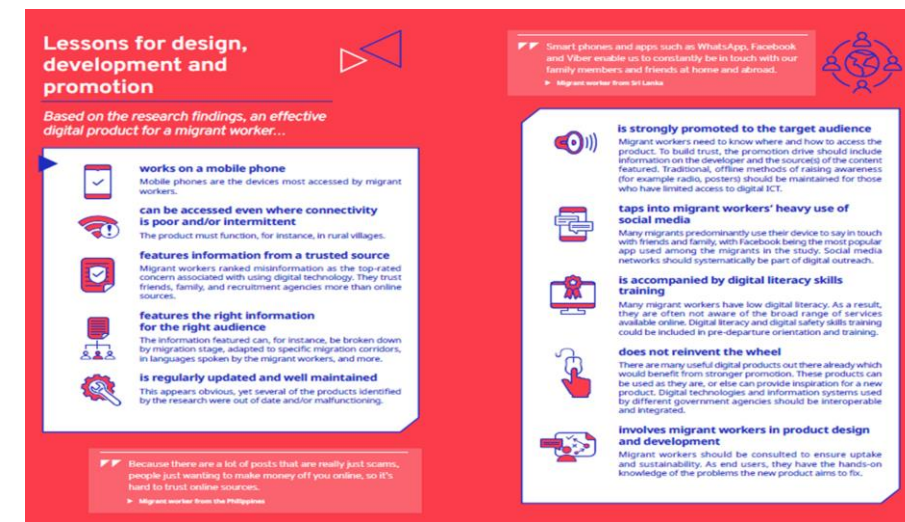


International Labour Organization

▶ **How digital technology can protect migrant workers from forced labour and exploitation**

◀ **Digital technology can be a game changer in migrant worker protection**

- ▶ Where to start?
- ▶ What digital products are already out there?
- ▶ How to make sure that technology delivers real benefits?



Lessons for design, development and promotion

Based on the research findings, an effective digital product for a migrant worker...

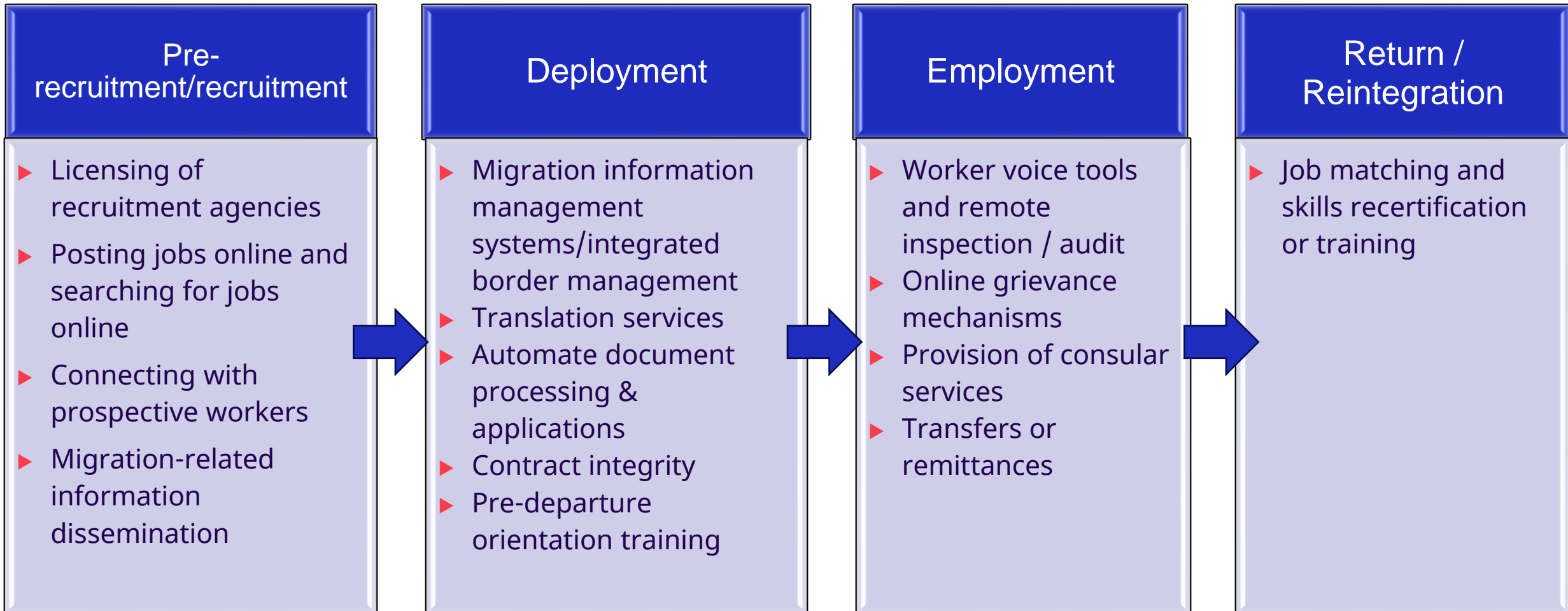
- works on a mobile phone**
Mobile phones are the devices most accessed by migrant workers.
- can be accessed even where connectivity is poor and/or intermittent**
The product must function, for instance, in rural villages.
- features information from a trusted source**
Migrant workers ranked misinformation as the top-rated concern associated with using digital technology. They trust friends, family, and recruitment agencies more than online sources.
- features the right information for the right audience**
The information featured can, for instance, be broken down by migration stage, adapted to specific migration corridors, in languages spoken by the migrant workers, and more.
- is regularly updated and well maintained**
This appears obvious, yet several of the products identified by the research were out of date and/or malfunctioning.

Smart phones and apps such as WhatsApp, Facebook and Viber enable us to constantly be in touch with our family members and friends at home and abroad.
▶ Migrant worker from Sri Lanka

- is strongly promoted to the target audience**
Migrant workers need to know where and how to access the product. To build trust, the promotion drive should include information on the developer and the sources of the content featured. Traditional, offline methods of raising awareness (for example radio, posters) should be maintained for those who have limited access to digital ICT.
- taps into migrant workers' heavy use of social media**
Many migrants predominantly use their device to say in touch with friends and family, with Facebook being the most popular app used among the migrants in the study. Social media networks should systematically be part of digital outreach.
- is accompanied by digital literacy skills training**
Many migrant workers have low digital literacy. As a result, they are often not aware of the broad range of services available online. Digital literacy and digital safety skills training could be included in pre-departure orientation and training.
- does not reinvent the wheel**
There are many useful digital products out there already which would benefit from stronger promotion. These products can be used as they are, or else can provide inspiration for a new product. Digital technologies and information systems used by different government agencies should be interoperable and integrated.
- involves migrant workers in product design and development**
Migrant workers should be consulted to ensure uptake and sustainability. As end users, they have the hands-on knowledge of the problems the new product aims to fix.

Because there are a lot of posts that are really just scams, people just wanting to make money off you online, so it's hard to trust online sources.
▶ Migrant worker from the Philippines

Digital products can facilitate all steps of the journey



ILO General Principles and Operational Guidelines for Fair Recruitment	Potential role of digital technology
Principle 1 Respects, protects and fulfilment of human rights	Enable social dialogue, collective voice, and worker organisation.
Principle 2 – Respond to established labour market need and promote decent work.	Capture and analyse data to better understand market needs.
Principle 3 – Recruitment law and policies that apply to all workers, labour recruiters and employers.	Enhance the capacity of enforcement measures.
Principle 4 - Efficiency, transparency and protection for workers, such as mutual recognition of skills and qualifications.	Automation and digitalisation of administrative procedures; online skill assessments.
Principle 5 – Enforce recruitment regulations, enhanced role of the labour inspectorate and use of standardised registration, licensing or certification systems.	Use of digital labour inspection tools and information systems for standardisation, data storage and processing.
Principle 6 - Respect and enforce national laws, regulations of countries of origin, transit and destination and internationally recognised human rights, and collective agreements	Enable institutional actors, such as border enforcement, to screen for, monitor and record violations.
Principle 7 - No recruitment fees or related costs should be charged to, or otherwise borne by, workers or jobseekers.	Maintenance of digital records of financial transactions.
Principle 8 - Clear and transparent employment contracts, verifiable and easily understandable.	Secure storage of original contracts.
Principle 9 - Workers’ freedom from deception or coercion.	Online support services and consultation.
Principle 10 - Access to free, comprehensive and accurate information on rights, recruitment & employment conditions	Websites/mobile phone applications containing information on rights and general employment conditions.
Principle 11 - Freedom of movement and no retention of identity documents	Secure digital repositories for storing copies of contracts and identity documents.
Principle 12 - Freedom to terminate contract, change employer and safely return	Gather information, access consular services, and request repatriation.
Principle 13 – Access to free or affordable grievance and other dispute resolution mechanisms.	Online grievance mechanisms.

Is digital technology a game changer in migrant worker protection?

- ▶ Can facilitate labour migration and improve recruitment processes and transparency.
- ▶ Can help reduce exploitation and provide access to grievance mechanisms for migrant workers.
- ▶ **BUT NOT a panacea**
- ▶ effectiveness of digital tools **depends on design, governance, and accessibility** in various migration contexts.
- ▶ This requires: appropriate **legal framework**, MWs **participation** in design and implementation, **capacity building** and peer to peer exchange, **digital literacy** training for workers, information targeting, building on and **evaluating** existing initiatives, etc



Nepal: Digitisation of labour migration processes for increased harmonization and oversight



November 2024

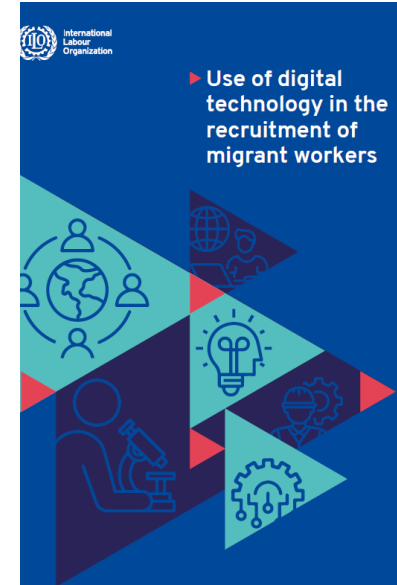
Bangladesh: Digitised management of recruitment agencies

▶ **Thank you!**

Explore relevant resources and tools

Explore the ILO ILO FRI webpage for tools

<https://www.ilo.org/topics-and-sectors/fair-recruitment>



E-learning on fair recruitment processes for practitioners



Establishing Fair Recruitment Processes: An ILO online training toolkit



Videos on fair recruitment



HOW to get involved?



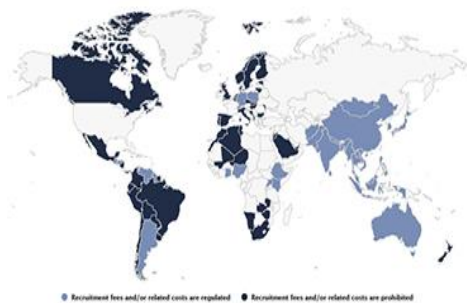
Join and exchange on the “Fair Recruitment Knowledge Hub”:
www.fairrecruitmenthub.org

Apply and participate to E-learning course on FR:
www.itcilo.org/courses/e-learning-fair-recruitment-processes-practitioners

Explore the fees and costs definition database:
<https://ilo.org/gimi/FRI.action>

Get inspired by “promising practices to advance fair recruitment”:
https://www.ilo.org/global/topics/fair-recruitment/publications/WCMS_840791/lang--en/index.htm

Consult the Frequently Asked Questions on Fair Recruitment:
https://www.ilo.org/global/topics/fair-recruitment/publications/WCMS_849479/lang--en/index.htm



Read FRI reports, information and thematic briefs on the ILO thematic webpage on FR: www.ilo.org/global/topics/fair-recruitment/lang--en/index.htm

Subscribe to the FRI newsletter



Ira Rachmawati

International Trade Union Confederation -
Human and Trade Union Rights Officer



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FOR INTERNATIONAL TRADE UNION CONFEDERATION
DEMOCRACY

From transparency to empowerment
Trade unions advancing fair recruitment in digital age

The Role of Trade Unions



Empower Workers (support, information and protection)

- [Unionized worker is better protected ! – Organising, Awareness raising, Campaigning globally](#)
- Legal assistance, pre-departure training, and representation

Monitoring and exposing abuses

- Document unfair practices (recruitment fees, contract substitution, deception or trafficking) & Support workers to file complaints
- Collective action to make workers' voice heard. Collaborate with local communities & local governments

Advocacy and Social Dialog

- Negotiate with govts and employers to adopt laws aligned with ILO GPOG for Fair recruitment
- Push for ratifications, national transposition and enforcement of relevant ILO conventions
- Ensure no gaps in regulation on recruitment and enforcement of labor law

Trade Unions' Initiatives



- **Global Framework Agreements;**

Trade unions have negotiated agreements with multinational companies to guarantee fair recruitment, no-fee policies, freedom of association, and decent work (BWI – VINCI, IndustriALL – TotalEnergies, UNI – IKEA)

- **Cross border union cooperation;**

Unions in origin and destination countries signed MoU for joint cooperation in protection of migrant workers, share data about recruitment agencies and jointly support workers in cases of abuse or contract violation. (NLC Nigeria – GFBTU Bahrain, PSLINK Philippines – VerDi Germany, GEFONT Nepal – KCTU South Korea)

- **Migrant Worker Resource Center**

Unions run centers – offer legal advice, contract verification, support for filing complaints, etc (MRC – COTU Kenya, MRC KSBSI Indonesia, MRC Arab TUC Jordan, MRC Singapore)

- **Recruitment Advisor ...**

What is it?

- Online website designed as a peer-to-peer platform where migrant workers can seek information about the recruitment experience of other migrant workers and where they can seek help and information



Who should use it and for what purpose?

- **For prospective migrant workers**
 - ✓ to make informed decisions
- **For current migrant workers**
 - ✓ to receive information about their country of destination
 - ✓ to review their labour recruiters
 - ✓ to report a violation or complaint and/or seek redress
- **For returnee migrant workers**
 - ✓ to review their labour recruiters
 - ✓ to report a violation or complaint and/or seek redress
- **For employers**
 - ✓ To know with which agencies to partner and which to avoid
- **For governments**
 - ✓ To monitor recruitment process and to gain feedback/evaluation from workers voice
- **For recruitment agencies**
 - ✓ To promote fair competition in recruitment industry including promote fair and ethical recruiters

RECRUITMENT ADVISOR

Countries available in

<https://www.recruitmentadvisor.org/>

1. Nepal
2. Philipines
3. Indonesia
4. Kenya
5. Sri Lanka
6. Ghana
7. Bangladesh
8. Nigeria
9. Uganda
10. Ethiopia
11. Hong Kong
12. Malaysia
13. Singapore
14. South-Korea
15. Taiwan
16. Bahrain
17. Jordan
18. Kuwait
19. Oman
20. Qatar
21. Saudi Arabia
22. Lebanon
23. United Arab Emirates
24. Tunisia
25. Morocco

Year	Users
2018	11,439
2019	19,583
2020	30,285
2021	47,749
2022	145,227
2023	331,977
2024	330,803

www.recruitmentadvisor.org



FIND OUT ABOUT YOUR RIGHTS & YOUR RIGHT RECRUITER

SELECT COUNTRY & CLICK GO !

I'm searching for an agency in

to work in

GO

- Sinhala
- Swahili
- Tamil
- नेपाली
- Filipino
- Indonesia
- Bengali



FIND OUT ABOUT YOUR RIGHTS & YOUR RIGHT RECRUITER

SELECT COUNTRY & CLICK GO !

I'm searching for an agency in

to work in

GO

- country
- Nepal
- Philippines
- Indonesia
- Hong Kong
- Jordan
- Kenya
- Sri lanka
- Bangladesh
- Ghana
- Nigeria
- Ethiopia
- Uganda

Recent agency reviews

Check out recent agency reviews from workers who have shared their recruitment experience with agencies! Share yours so other workers can learn from your recruitment experience.

Review an agency

Montage Overseas Pvt. Ltd
Reviewed by

Anonymous
September 2022

★★★

The agency was not good, I paid huge amount of fee but didn't get salary as agreed.

Job World International Overseas Pvt. Ltd.
Reviewed by

Anonymous
September 2022

★★★★★

LEADS EMPLOYMENT AGENCY (PVT) LTD
Reviewed by

Anonymous
August 2022

★★★★★

I was sick in Dubai. Worked only one year and returned to Sri Lanka. Then re migrate to Kuwait. But also again sick. After 8 months prepared ticket by myself and again return to Sri Lanka. But little later re-migrate to Qatar and worked 2 years and returned to Sri Lanka. Then again re - migrate to Lebanon and worked 2 and half years there.

I'm searching for an agency in to work in

GO

- country
- Saudi Arabia
- Qatar
- Hong Kong
- Taiwan
- South Korea
- Malaysia
- Singapore
- United Arab Emirates
- Oman
- Kuwait
- Bahrain
- Jordan
- Lebanon
- Nigeria
- Ethiopia
- Uganda

About us

RecruitmentAdvisor is a global recruitment and employment review platform offering you easy access to information about recruitment agencies and workers' rights when you're

Search for an agency

More than 10,000 recruitment agencies are listed in RecruitmentAdvisor. You can find out what workers have said about recruitment agencies through their reviews.

Review an agency

Share your experience by reviewing your recruitment agency so that other workers can find more information for their recruitment option. We believe that the best advisor for

Montage Overseas Pvt. Ltd
Reviewed by

Anonymous
September 2022

Job World International Overseas Pvt. Ltd.
Reviewed by

Anonymous
September 2022

LEADS EMPLOYMENT AGENCY (PVT) LTD
Reviewed by

Anonymous
August 2022

I'm searching for an agency in Indonesia to work in Bahrain

75 agencies match your request

Based on reviews of other users/workers, we found out these agencies in **Indonesia** send workers to **Bahrain**.

Sort: by alphabetical order by rating by reviews

PT. AGAFIA ADDA MANDIRI

Jl. Merak No. 15 A RT. 04/14 Kel. Mekarsari Kec. Cimanggis Kota Depok Jawa Barat

★★★★★ 0 reviews

PT. AGESA ASA JAYA

Jl. Kayu Manis VIII No. 55, Matraman, Jakarta Timur

★★★★★ 2 reviews

PT. AGROSIN MARUMI

Jl. Al Barkah No. 57 Manggarai Selatan, Tebet, Jakarta Selatan

★★★★★ 1 reviews

What you need to know!

Indonesia

Bahrain

→ Common problems in the recruitment of Indonesian migrant workers

Some of the problems facing Indonesian migrant workers start at home. They become exacerba...

→ Tips for Migrant Workers from Indonesia

Migrating to work in other countries is a big decision to make, especially for individuals...

→ Relevant Legislation for Migrant Workers from Indonesia

Indonesia adopted its first legal framework for the protection of Indonesian migrant workers in 2004, with the enactm...

→ Existing government to government agreement on protection of migrant

MADUSANKA MANPOWER SERVICE

★★★★★ 1 reviews



Phone number
776251680



Country
Sri lanka



Email
madusankamanpower@dialognet.lk

Degree of respect for workers rights based on ITUC Global Rights Index

4 Systematic violations of [More info about the Index](#)

Workers' review

★★★★★ 1 reviews

Higher rating indicates lower or zero fees & costs that workers have to pay for the recruitment with this agency

- ★★★★★ Recruitment Fees & Related Costs
- ★★★★★ Pre-Employment Orientation
- ★★★★★ Employment contract
- ★★★★★ Working conditions
- ★★★★★ Worker's evaluation

[Review this agency](#)



Anonymous
September 2021

★★★★★

"I am in destination country yet. The first house in the destination country is very bad and did not pay my salary. So I move to the second one. Agency at destination country helped me to take one month salary from earlier employer."

MICHAELANGELO MANPOWER EXPONENT INCORPORATED Private Employment Agency

★★★★★ 25 reviews



Address
SUITE 401 & 402, A.P. BLDG, F. AGONCILLO ST. ERMITA, MANILA



Phone number
5267305
3105508
0920-9503238



Country
Philippines



Email
contact@mmei.biz

Degree of respect for workers rights in the country based on ITUC Global Rights Index

5 No guarantee of rights [More info about the Index](#)

Workers' reviews

★★★★★ 25 reviews

- ★★★★★ Recruitment Fees & Related Costs
- ★★★★★ Pre-Employment Orientation
- ★★★★★ Employment contract
- ★★★★★ Working conditions
- ★★★★★ Worker's evaluation

[Review this agency](#)



Anonymous
November 2020

★★★★★

"useless training, long training more money to spend"



Anonymous
November 2020

★★★★★

"too much money"



Anonymous
November 2020

★★★★★

"they are nice agency only too much collecting money"



Anonymous
November 2020

★★★★★

"my agency is good and helpful"



Anonymous
November 2020

★★★★★

"my agency is very friendly and accomodating, good service"



Anonymous
October 2018

★★★★★

"I want to claim the seven months salary deduction, I was terminated for no reason at all"

Reply to reviews

Are you owner/manager/staff of this agency? Claim this agency to reply the reviews

[CLAIM THIS AGENCY →](#)

Reply to reviews

Are you owner/manager/staff of this agency? Claim this agency reviews

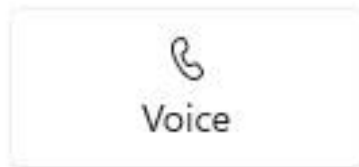
[CLAIM THIS AGENCY →](#)

Recruitment Advisor Chatbot



Recruitment Advisor Chatbot

~Migrant Recuitement Advisor - English



Phone number

+1 (201) 581-9499

Choose a topic by typing in the corresponding number or title. 3:02 PM

We're here to help you find information about your rights as a worker. Which country would you like to know more about?

1. Bahrain
2. Bangladesh
3. Ethiopia
4. Ghana
5. Hong Kong
6. Indonesia
7. Jordan
8. Kenya
9. Kuwait
10. Lebanon
11. Malaysia
12. Marocco
13. Nepal
14. Nigeria
15. Oman
16. Philipines
17. Qatar
18. Saudi Arabia...

[Read more](#) 3:02 PM

We have verified and up-to-date information about Bahrain on relevant topics. What information do you need?

1. Recruitment
2. Rights & Pay
3. Work safety
4. Leave & benefits
5. Problems at work
6. Changing job
7. Association
8. Tips for workers

Recruitment details

I used the agency's service in the year

Write the year

Heard about the job from

- None -

Recruitment Fees & Related Costs

I paid the following costs during the recruitment process

- Recruitment Fees ⓘ Medical costs ⓘ Other
- Insurance costs ⓘ Costs for orientation ⓘ
- Equipment costs ⓘ Administrative costs ⓘ
- Travel & lodging costs ⓘ Costs for skills & qualification test ⓘ
- Costs for special skills training ⓘ

Pre-employment Orientation

I received the following information during the pre-employment orientation

- Information about my rights and obligations Information about what to do if I have a complaint Other
- Information about useful contacts & services at destination

Employment Contract

I received contract before starting employment Yes No

The employment contract was in a language I can understand Yes No

The employment contract contained clear information about

- Salary Job description Other
- Job location Working time
- Leave days Accommodation
- Health care coverage

Working Conditions

My agency sent me to work in

Write the company name

My passport and other personal documents were taken by

- My recruitment agency My employer Other

I received the job I was promised Yes No

I received the salary I was promised Yes No

I could resign from employment freely with reasonable notice Yes No

There was a union of workers association I could join Yes No

Worker's evaluation

I would use the same agency again Yes No

I would return to the same employer Yes No

I would return to/stay in the same country for my future job Yes No

Comment

Please tell other workers how your recruitment was, write your opinion at least in one sentence (e.g. fair/unfair, free of charge/expensive, reliable/unreliable)

If you have an activity code, please insert it here

Enter your code here



SRI LANKA

BASED ON 636 REVIEWS FROM SRI LANKAN WORKERS



54% of workers paid numerous fees and costs related to their recruitment – such as recruitment fees, insurance costs and medical costs



Only 40% of workers received any pre-departure orientation – such as information on their rights, contacts, and services in their destination country



80% of workers had their passport withheld by the employer



97% of workers had no access to trade unions or workers' associations in their destination country

FAIR RECRUITMENT IS A RIGHT OF ALL WORKERS

RECRUITMENT ADVISOR



BANGLADESH

BASED ON 835 REVIEWS FROM BANGLADESHI WORKERS



78% of workers learned about their jobs through subagents or brokers



88% of workers paid recruitment fees



98% of workers had their passport withheld by the employer



Only 12% of workers had access to trade unions or workers' associations in their destination country

FAIR RECRUITMENT IS A RIGHT OF ALL WORKERS

RECRUITMENT ADVISOR



NEPAL

BASED ON 345 REVIEWS FROM NEPALI WORKERS WORKING IN QATAR



99% of workers paid recruitment fees



49% of workers had their passport withheld by the employer



21% of workers did not receive the employment they were promised



49% of workers were not paid the salary that was agreed



99% of workers had no access to trade unions or workers' associations

FAIR RECRUITMENT IS A RIGHT OF ALL WORKERS

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KENYA

BASED ON 479 REVIEWS ON RECRUITMENT ADVISOR FROM KENYAN WORKERS



76% of migrant workers paid recruitment fees and other costs – including medical, orientation, training, qualification tests, and travel and lodging costs



In Kenya, the National Employment Authority (NEA) requires that all migrant workers must undergo pre-employment orientation and training before employment. However, 35% of workers reported that they did not receive any information prior to their employment



76% of migrant workers did not receive their employment contracts

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Migration Recruitment Advisor -
Philippines



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I-review ang ginamit mong recruitment agency para sa kaalaman ng iba pang OFWs!

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#migrantworkersrights
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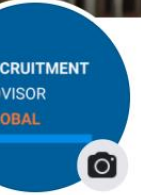
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Migrant Recruitment Advisor-MRA, Nepal
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Hybrid meeting
Promoting fair recruitment by monitoring recruitment of migrant workers to reduce their vulnerability towards forced labour

A sub-regional South Asia meeting on Migrant Recruitment Advisor (MRA) with highlights of MRA in Nepal and its analysis report Kathmandu, 15 September 2021
Organized by ITUC, ITUC-AP, SARTUC and FES, Nepal office. Thank you all the participants

MRA Nepal team



Social media campaign

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Benefits for Trade Unions Using Recruitment Advisor

📍 **Global Reach & Solidarity**

- Trade unions in **17 countries** have engaged in active campaigns promoting **fair recruitment** practices.

📢 **Empowering Workers through Awareness**

- Provides **accurate, transparent information** directly to (migrant) workers, enabling informed decisions and preventing exploitation.

👊 **Strengthening Worker Organising**

- Facilitates **collective action** by helping unions **organise migrant workers**, expanding union reach and influence.

📊 **Evidence-Based Advocacy**

- Access to rich data and **survey insights** from workers supports **targeted, impactful advocacy** and policy influence.

💡 **Enhanced Visibility & Credibility**

- Participation demonstrates a **commitment to fair recruitment**, increasing trust among workers and reinforcing union leadership.



Prof G. 'Hari' Harindranath

Professor of Information Systems - Royal Holloway
Business School, Royal Holloway, University of London



International
Labour
Organization





Edith Okoki

Director General - National Employment Authority
(NEA), Kenya



International
Labour
Organization





FAIR RECRUITMENT IN A DIGITAL AGE:

BEST PRACTICE EXAMPLE FROM KENYA'S LABOUR MIGRANT RESOURCE CENTRES

NATIONAL EMPLOYMENT AUTHORITY

30TH OCTOBER, 2025

www.nea.go.ke, dg.nea@nea.go.ke

FAIR RECRUITMENT IN A DIGITAL AGE

In today's world, digitalization is reshaping how recruitment takes place, especially across international labour markets. Technology has made recruitment faster and more accessible, but it has also brought new risks. Migrant workers, in particular, often face complex recruitment systems without sufficient information or protection.

As a result, many remain vulnerable to misinformation, fraud, and exploitation.

This is why ethical recruitment must go beyond the use of digital tools. It calls for strong, people-centered systems that safeguard migrant workers before departure, during employment, and upon return. **Kenya's Labour Migrant Resource Centres (KLMRCs)** provide a practical and inspiring example of such structure.

What Are Kenya Labour Migrant Resource Centres (KLMRCs)?

- The KLMRCs were established by the Government of Kenya, through the Ministry of Labour and the National Employment Authority (NEA), in partnership with the International Labour Organization (ILO).
- There are 6 centres located in key migration hubs: Nairobi, Thika, Kisumu, Machakos, Mombasa, and Eldoret counties. Their mission is to promote safe, well-informed labour migration and support the successful reintegration of returning migrants.
- These centres provide accessible, rights-based services that empower individuals at every stage of their migration journey.

Services Offered by KLMRCs

The services offered by Kenya's KLMRCs fall under four key areas:

1. Registration and Information Services,
2. Return and Reintegration,
3. Support Services
4. Referral Services.

1. Registration and Information Services

- Migrants receive pre-departure information and counselling on labour markets, recruitment procedures, and migration requirements. This helps them make informed choices and reduces the risk of exploitation.
- Workers can access these services online through the National Employment Authority Integrated Management System (NEAIMS) at neaims.go.ke and the Kenya Migrant Workers website at kmw.nea.go.ke.
- These platforms provide verified information on licensed recruitment agencies, job opportunities, bilateral labour agreements (BLAs), and an information handbook. They also allow for online distress reporting. In addition, a toll-free line is available for information and distress reporting, accessible even from abroad.
- Together, these tools enhance transparency and promote accountability throughout the recruitment process.

2. Return and Reintegration Support

- The KLMRCs offer a comprehensive support package for returning migrants. Services include financial literacy training, psychosocial counselling (supported by an in-house psychologist at the Nairobi centre), and entrepreneurship development.
- Through partnerships with organizations such as the International Organization for Migration (IOM), returnees receive guidance in developing business ideas, pitching them effectively, and receiving constructive feedback. This holistic support helps them reintegrate successfully into their communities and pursue sustainable livelihoods.

3. Support Services

- The centres assist in resolving complaints and disputes related to employment or reintegration challenges.
- Early resolution of such issues promotes collaboration, reduces malpractices in recruitment, and strengthens overall accountability in the migration ecosystem.

4. Referral Services

- KLMRCs link migrants to specialized external services such as legal aid, healthcare, skills certification, and business registration.
- Efforts are ongoing to establish a structured referral directory to improve coordination among service providers and ensure that migrants receive comprehensive support.

The Role of Partners in Reintegration

Partnerships play a vital role in ensuring the success of reintegration programs.

Collaborating partners contribute funding, technical expertise, training resources, and seed capital for entrepreneurship initiatives. They also organize pitching sessions and exposure visits, giving returnees hands-on experience and opportunities for growth.

Strong coordination with public employment offices ensures service alignment and sustainability. Ultimately, reintegration is not just about returning home, it is about rebuilding livelihoods, restoring confidence, and re-entering society with dignity.

Sustainable reintegration combines business skills, mental health support, and professional networks, forming the foundation for long-term success.

Why Fair Recruitment Matters Today

- While digitalization has streamlined recruitment processes, it has also created new vulnerabilities. Many migrant workers still face challenges in accessing fair, transparent systems that protect their rights and wellbeing.
- Ethical recruitment, therefore, requires more than digital efficiency, it demands robust institutional frameworks that ensure fairness, accountability, and decent work for all. Building such systems is essential to guarantee that digital progress translates into real protection and opportunity for workers.

Challenges Experienced

While Kenya has made great progress in promoting fair recruitment through digital systems and the Migrant Resource Centres, a few challenges still stand in the way.

Many migrant workers, especially those from rural areas, still struggle with digital literacy. Some find it difficult to navigate online systems like NEAIMS, which limits their access to accurate information and safe recruitment channels.

Recruitment fraud also remains a concern. Unscrupulous agents continue to take advantage of job seekers through fake online job postings and misleading offers.

The KLMRCs themselves face resource constraints, particularly in sustaining the technical and operational capacity needed to serve migrants effectively across all centres.

Key Takeaways for Public Employment Officers (1/2)

Fair and ethical recruitment is a continuous process. It does not end once a worker departs or returns home. It requires consistent support before, during, and after migration. Reintegration should be holistic, combining training, counselling, entrepreneurship development, and legal and social protection.

→ Kenya's Labour Migrant Resource Centres demonstrate what is possible when governments, international partners, and employment services work together to create a fair, transparent, and sustainable recruitment system in the digital age.

Key Takeaways for Public Employment Officers (2/2)

- **Technology alone isn't enough.** While digital tools make processes faster, people still need personalized guidance and counselling to make informed and safe migration decisions.
- **Data makes a difference.** Information gathered through NEAIMS and the MRCs has helped improve policies and programs, making interventions more targeted and effective.

THANK YOU

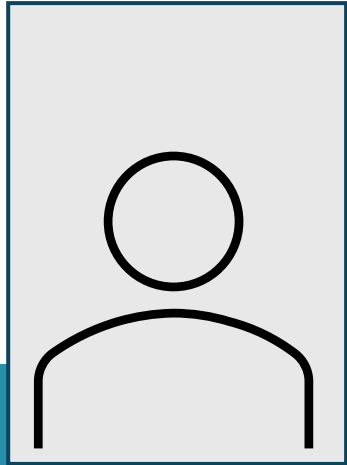
PRESENTED BY

EDITH OKOKI (MRS.)

DIRECTOR GENERAL - NEA



Employment opportunities for all

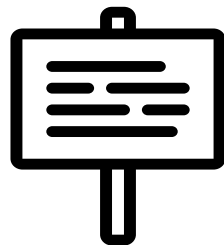


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All documents will be sent to the participants afterwards.

Tous les documents seront envoyés aux participants à la fin du webinaire.

Mandaremos todos los documentos a los participantes al final del webinar.



All questions will be summarized after the webinar. If you have any additional questions, please contact Nicole Clobes.

Toutes les questions seront traitées à la fin du webinaire. Pour toutes questions additionnelles, merci de contacter Nicole Clobes.

Todas las preguntas serán atendidas después del webinar. Para cualquier otra pregunta, pueden contactar con Nicole Clobes.



nicole.clobes@wapes.org



A short survey will be available at the end of the webinar. We thank you in advance for your feedback.

Une courte enquête sera disponible à la fin du webinaire. Nous vous remercions d'avance pour vos commentaires.

Se compartirá una breve encuesta al final del evento. Les agradecemos de antemano sus comentarios.





Webinar

Fair Recruitment in a Digital Age

Migration, Labour Rights & the Role of Public Employment Services

30th October 2025



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Thank you!
¡Merci!
¡Gracias!