

Introduction to the 11th AFML theme

“Digitalisation to Promote Decent Work for Migrant Workers in ASEAN”

11th AFML Preparatory meeting

TRIANGLE in ASEAN

ILO Regional Office for Asia and the Pacific



11th AFML: Overview & Objectives

- **11th AFML**; 29 – 30 October 2018; Singapore;
- Theme: “**Digitalisation to Promote Decent Work for Migrant Workers in ASEAN**”
 - Sub-theme 1: **Digitalisation of migrant labour management,**
 - Sub-theme 2: **Digital services to migrant workers**
- Singapore 2018 ASEAN Chairmanship theme “Resilience and Innovation”

Digitalization: Great opportunities

- In 2016, the Asia Pacific region was home to more than half of the world's internet users.
 - **44 %** of the population use internet.
 - **58 %** of websites accessed through mobile phones.
- **Online networks** can provide continuous access to support and peer-to-peer advice.
- **Programmes** created (by government and non-government) to strengthen **migration management**.
- **Services provided** to migrant workers through information, communication, and technology.



Digitalization: Challenges

- **Technological gains are not distributed equally!**
- There are many migrant workers, and prospective migrant workers, who have **no access to technology**, or who **cannot use it in a meaningful way** to protect themselves.
- **Sectoral and gender differences** in access to technology, for example:
 - **Migrant domestic workers** in Thailand and Malaysia rely heavily on mobile phones for information and contact with the outside world, but employers may restrict their use of phones (ILO, 2016).
 - Many **migrant construction workers** in Thailand have access to internet and smart phones with applications such as Line and Viber. However, many women mentioned that only their husbands or sons knew how to use the technology. (ILO, 2016.)

Digitalization: Challenges

- Ensuring **quality of online services and information** requires oversight.
- Laws are not clear on collection and use of **migrant workers personal information and bio data**. Accountability and responsibility?
- **Contracting private firms to manage systems for public service** involves risks that need to be regulated.
- **Costs** of new digital services should not be borne by migrant workers.
- ✓ **It is important for the AFML to discuss how to best manage digitalization so that it benefits all migrant workers.**
- ✓ **Note:** Most migrant workers in ASEAN still rely on offline information and services provided through informal channels!

Sub-theme 1: Digitalisation of migrant labour management

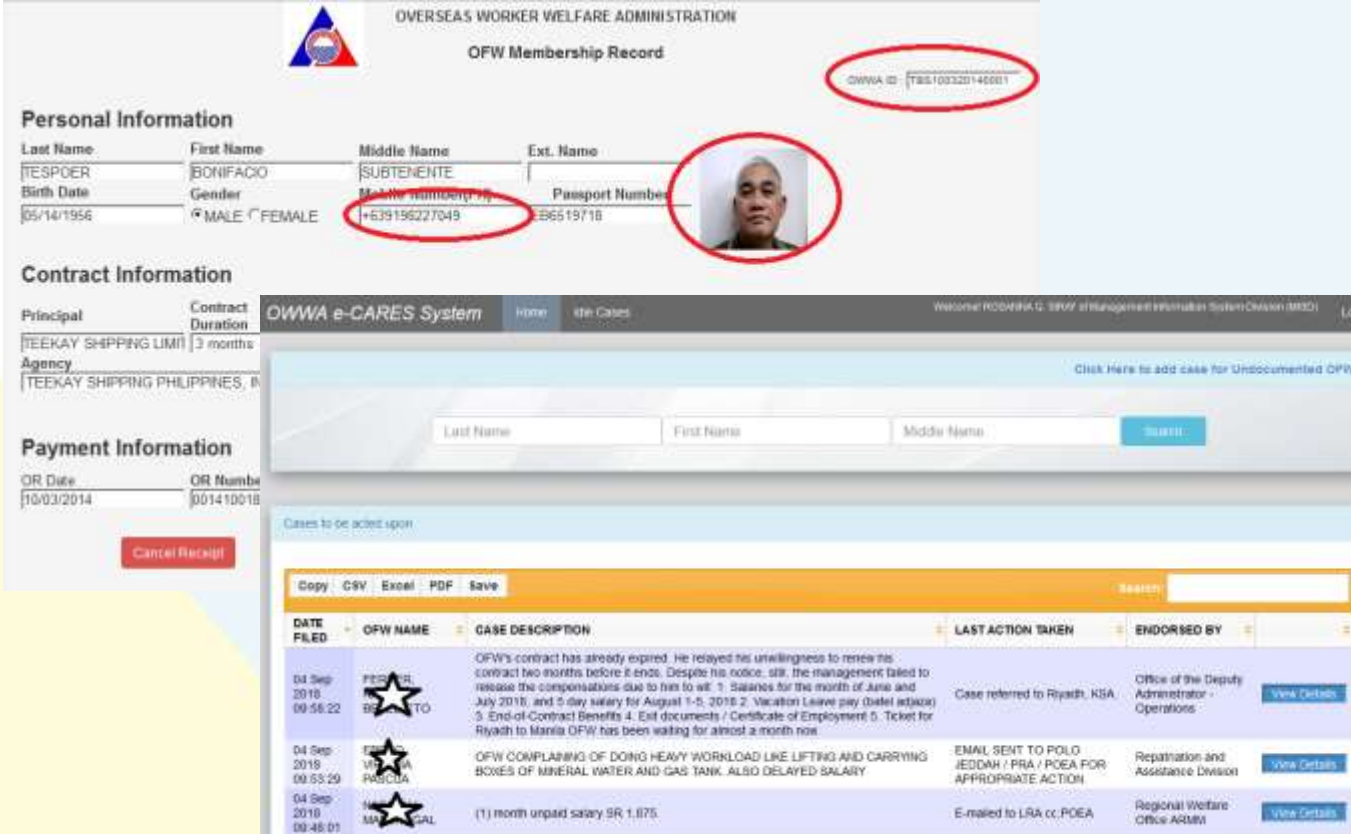
Initiatives in AMS that leverage technology in managing migrant labour, such as:

- e-governance systems for migration management;
- digital tools for law enforcement;
- regulating occupational safety and health.

Examples: E-governance of migration

- Systems can include **online migration management systems**; pre-departure orientation; repositories for contracts; systems for welfare fund contributions; online complaints mechanisms; etc.

- For example, Philippines Overseas Workers Welfare Administration (OWWA) Electronic Case Registry and Response System (e-CARES)



OVERSEAS WORKER WELFARE ADMINISTRATION
OFW Membership Record

OWWA ID: TBS100320140001

Personal Information

Last Name	First Name	Middle Name	Ext. Name
TESPOER	BONIFACIO	SUBTENENTE	
Birth Date	Gender	Mobile Number	Passport Number
05/14/1956	<input checked="" type="radio"/> MALE <input type="radio"/> FEMALE	+639196227049	EB6519718

Contract Information

Principal	Contract Duration
TEEKAY SHIPPING LIMIT	3 months
Agency	
TEEKAY SHIPPING PHILIPPINES, INC.	

Payment Information

OR Date	OR Number
10/03/2014	001410018

[Cancel Receipt](#)

OWWA e-CARES System Home Site Cases

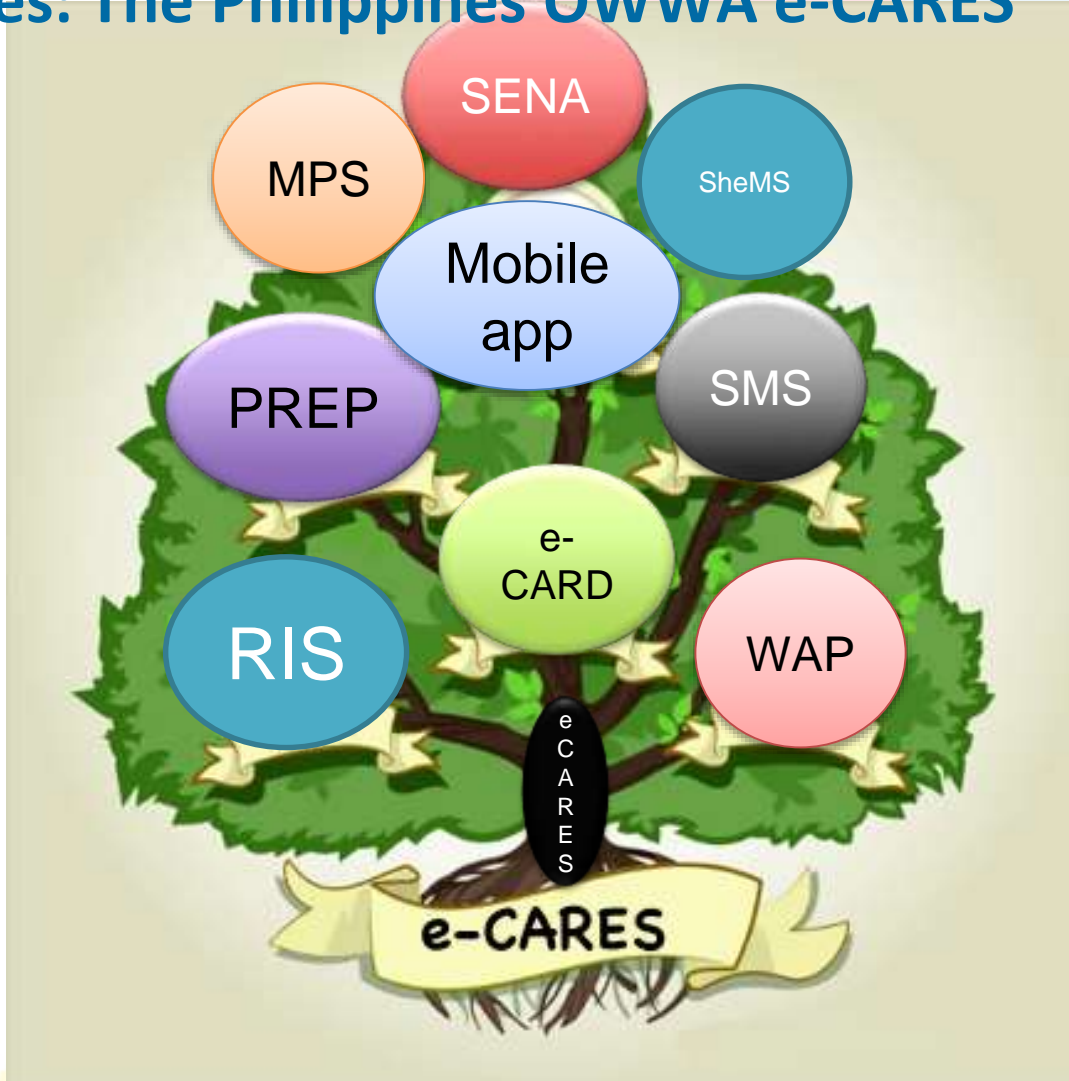
Click Here to add case for Undocumented OPW

Last Name First Name Middle Name

Cases to be acted upon

DATE FILED	OPW NAME	CASE DESCRIPTION	LAST ACTION TAKEN	ENDORSED BY
04 Sep 2018 09:58:22	PEREZ, J. TO	OPW's contract has already expired. He relayed his unwillingness to renew his contract two months before it ends. Despite his notice, HRM, the management failed to release the compensations due to him to wit: 1. Salaries for the month of June and July 2018; and 5 day salary for August 1-5, 2018 2. Vacation Leave pay (balek aktaka) 3. End-of-Contract Benefits 4. Exit documents / Certificate of Employment 5. Ticket for Riyadh to Manila OPW has been waiting for almost a month now	Case referred to Riyadh, KSA	Office of the Deputy Administrator - Operations View Details
04 Sep 2018 09:53:29	YAN, PASCUA	OPW COMPLAINING OF DOING HEAVY WORKLOAD LIKE LIFTING AND CARRYING BOXES OF MINERAL WATER AND GAS TANK. ALSO DELAYED SALARY	EMAIL SENT TO POLO JEDDAH / PRA / POEA FOR APPROPRIATE ACTION	Reparation and Assistance Division View Details
04 Sep 2018 09:48:01	MARIN, J. GAL	(1) month unpaid salary 9R 1,875.	E-mailed to LRA cc: POEA	Regional Welfare Office ARMM View Details

Examples: The Philippines OWWA e-CARES



Philippines Overseas Workers Welfare Administration (OWWA)
Electronic Case Registry and Response System (e-CARES)

Examples: Enforcement, referrals, re-hiring

- **Platform to register and monitor recruitment agencies:** Identify where issues with recruiters and where such recruiters have (or have had) sanctions against them; Operationalized black lists for recruiters;
- **Connecting service providers:** Apps that map and connect service providers, providing ability for service providers to identify and connect with each other to ease referral of services – emergency, health, shelter etc.
- **Online recruitment platforms** that connect migrant workers and potential employers.
 - For example, **“We are Caring”** online recruitment platform for domestic workers in Hong Kong; transparent e-systems for documentation; no loans or salary deduction.

Sub-theme 2: Digital services to migrant workers

Efforts in AMS to enable migrant workers access to digital support services including:

- comparing and making informed decision on choice of recruitment agencies;
- support and information through connecting migrant workers;
- direct services and advice, including on financial issues, remittances, complaints;

Examples: Compare services

- Platforms that enable migrant workers **compare costs** of services to make informed decisions.
- For example, **SaverAsia** supported by ILO's TRIANGLE in ASEAN.
- Helps migrant workers **compare remittance costs** to find best rates and money saving options.
- Database of **financial services** such as savings, payments, credit, and, insurance products, and **local support organizations**.





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Examples: Rate and review

- Platforms that provide the ability to provide **reviews, and/or ratings of migration experiences** and/or actors, including recruiters and employers.
- For example, **ITUC Recruitment Adviser Platform**.
- Lists thousands of agencies in Nepal, Philippines, Indonesia, Qatar, Saudi Arabia, Hong Kong, etc.
- Allows workers to comment on their experiences, rate recruitment agencies and learn about their rights.

RECRUITMENT ADVISOR

Review an agency

RECRUITMENT ADVISOR
Find the best recruitment
agency for your job abroad

— WHERE ARE YOU FROM ?

Origin country



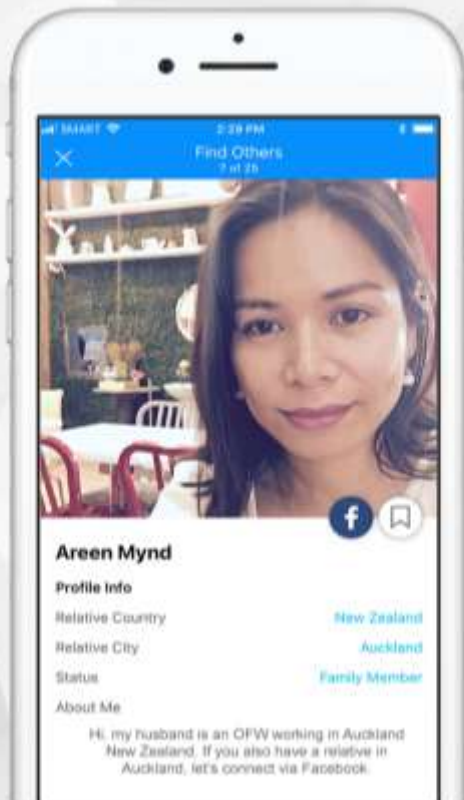
Examples: Connecting and membership

OFWWatch, The Philippines

- App using **Facebook** login to create profiles;
- Connects Filipino workers with nearby OFWs, and alerts them of anyone in trouble.

HomeNet, Thailand

- Member organization that runs a network of informal and domestic workers;
- Uses the **Line** as a platform to **facilitate peer-to-peer networking**.



Some questions for consideration

- How to **maximize the benefits** and potential of digitalization for protection of migrant workers?
 - How to promote women and men migrant workers' **access to technology** and **ability** to meaningfully use technology to protect themselves in all economic sectors?
 - **What digital services** and management systems can enhance protection of women and men migrant workers' rights in ASEAN ?
- How to manage and **regulate the risks** related to digitalization?
 - How to **regulate online services** to ensure quality and transparency?
 - How to regulate collection, storage and use of migrant workers **personal information and bio data** to ensure protection of their privacy?



Thank you!

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