MIGRATION AND HEALTH:
Implications of COVID-19 and Private Sector Lessons from Malaysia, Bangladesh and China

ADB POLICY ACTIONS FOR COVID-19 ECONOMIC RECOVERY (PACER) DIALOGUE

July 15th, 2020

In the Spotlight: Worker Vulnerability in Supply Chains

COVID-19 has exposed the vulnerability of workers that make our products. This has prompted buyers and suppliers to take another look at how they mitigate risk and protect workers.

ELEVATE PRIVATE SECTOR EXPERIENCE ON MIGRANT WORKER ISSUES

IOM Ethical Recruitment Roadmap

IOM developed a theory of change to define how different stakeholders can use their role and available levers to help ensure migrant workers have access to and can enjoy decent work through ethical recruitment channels.

IOM partnered with ELEVATE to conduct stakeholder consultations and develop tools and guidance, with a focus on private sector actors. As an outcome of the stakeholder engagement, the following materials will be developed:
1) An ethical recruitment roadmap;
2) A progress monitoring framework for the private sector
3) A baseline assessment using the program monitoring framework and ethical roadmap

Laborlink by ELEVATE, Anonymous Worker Surveys

Awarded Most Innovative New Programme at the Sedex Awards 2018 for the use of mobile surveys to detect risk of forced labor at both factory and community levels in India and cross-corridor eg from Nepal to Malaysia.

Winner of The Partnership for Freedom Tech Challenge to Fight Labor Trafficking, and used this funding to develop a unique approach to forced labor detection and prevention that leverages mobile technology for unfiltered and more reliable insight from workers on sensitive issues. It was piloted with Amnesty International on the Nepal-Malaysia corridor.

Responsible Workplace Program & Feasibility Study

RWP: Since 2015, ELEVATE has been working with RBA as the exclusive partner to implement the Responsible Workplace Program in Malaysia aimed at creating more ethical recruitment practices and responsibly managed workplaces. In 2018, we played a leading role in expanding the program beyond the electronic sector into apparel, hardgoods, and agriculture (specifically palm oil). Clients that have used our forced labor and ethical recruitment tools include Walmart, McDonald's, Amazon, among others.

Feasibility Study
ELEVATE conducted a feasibility study to inform RBA's strategy to improve recruitment in the Vietnam – Taiwan migration corridor.

Digital App for Safe Migration & Ethical Recruitment

Through funding from the UK government (DFID), ELEVATE is developing a purpose-fit technological solution to support ethical recruitment and safe end-to-end migration. We have partnered with Winrock International and Diginex to design an App that will serve as the 'digital backbone' offering different functionalities to provides migrant workers with information on responsible migration pathways. Companies gain visibility over the recruitment processes to reduce their risks of employing forced and bonded labor in their supply chains.
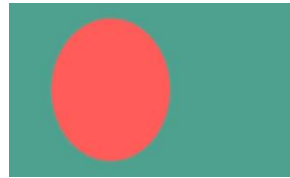
CASE STUDIES & SUCCESS FACTORS
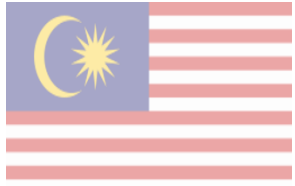
1

MALAYSIA

Worker Grievance Channels

2

BANGLADESH

Worker Concerns & Government Commitment
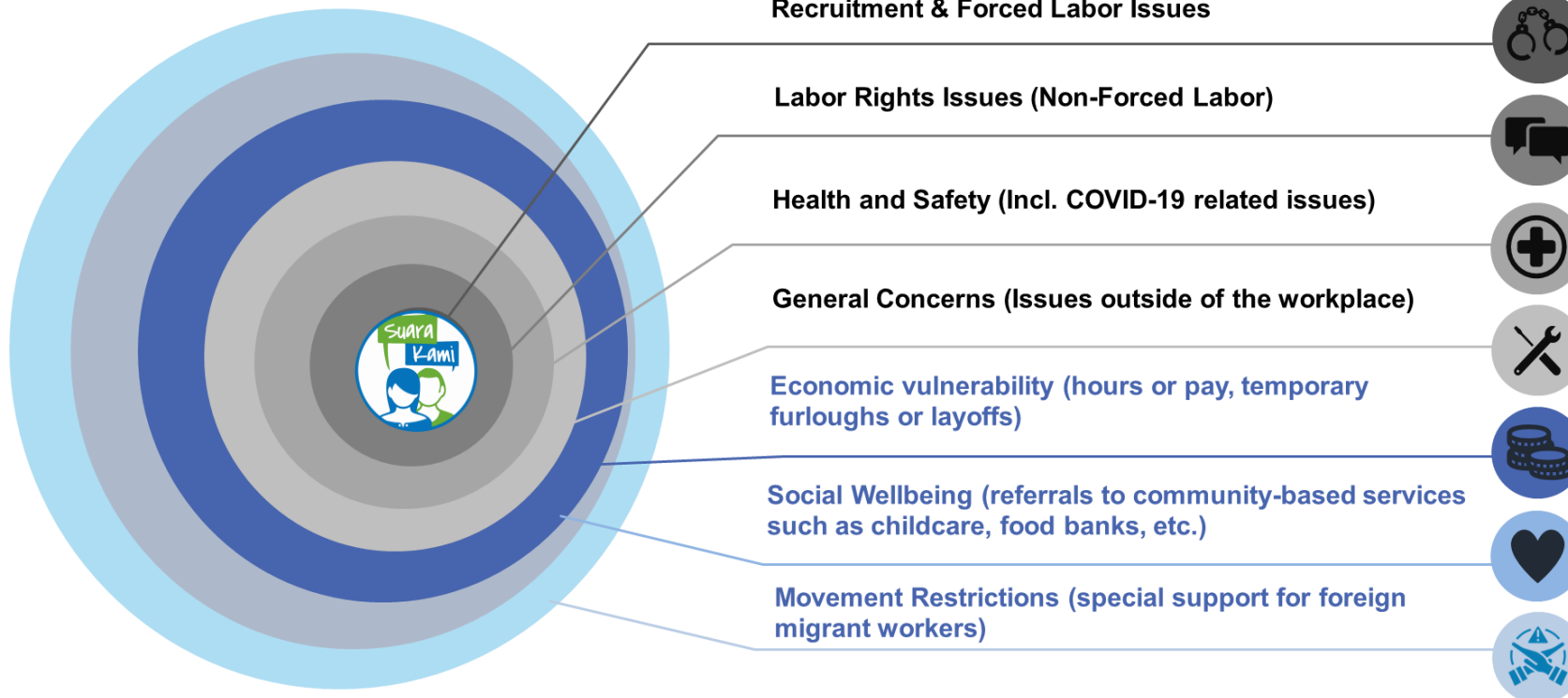
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CHINA

Clear Guidance & Regulations for Employers

The Suara Kami Helpline is designed to provide workers access to assistance through a trusted, third-party channel to safely seek support on topics related to their employment, recruitment, safety, COVID-19 inquiries, and more

Helpline Service Scope Expansion

Recruitment & Forced Labor Issues

Labor Rights Issues (Non-Forced Labor)

Health and Safety (Incl. COVID-19 related issues)

General Concerns (Issues outside of the workplace)

Economic vulnerability (hours or pay, temporary furloughs or layoffs)

Social Wellbeing (referrals to community-based services such as childcare, food banks, etc.)

Movement Restrictions (special support for foreign migrant workers)

The helpline has reached **50k workers** at **60+sites** and is growing…

- Workers can access the helpline via phone, Facebook Messenger, and SMS

- Current technology and helpline operators accommodate 6 different languages; Malay, English, Nepali, Bengali, Indonesian and Tamil.
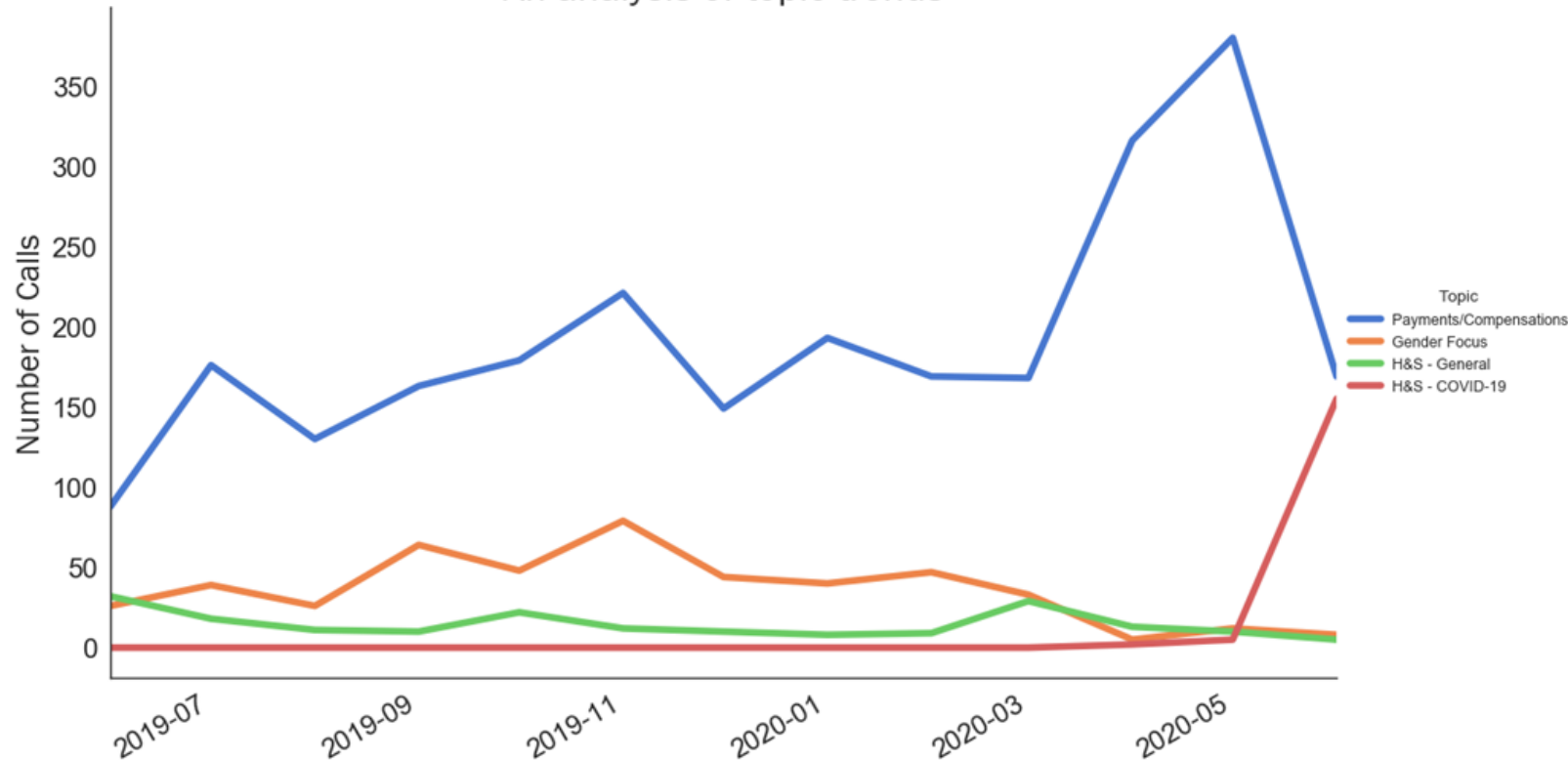
Amader Kotha: Grievance Mechanism in Bangladesh

What are workers calling for?
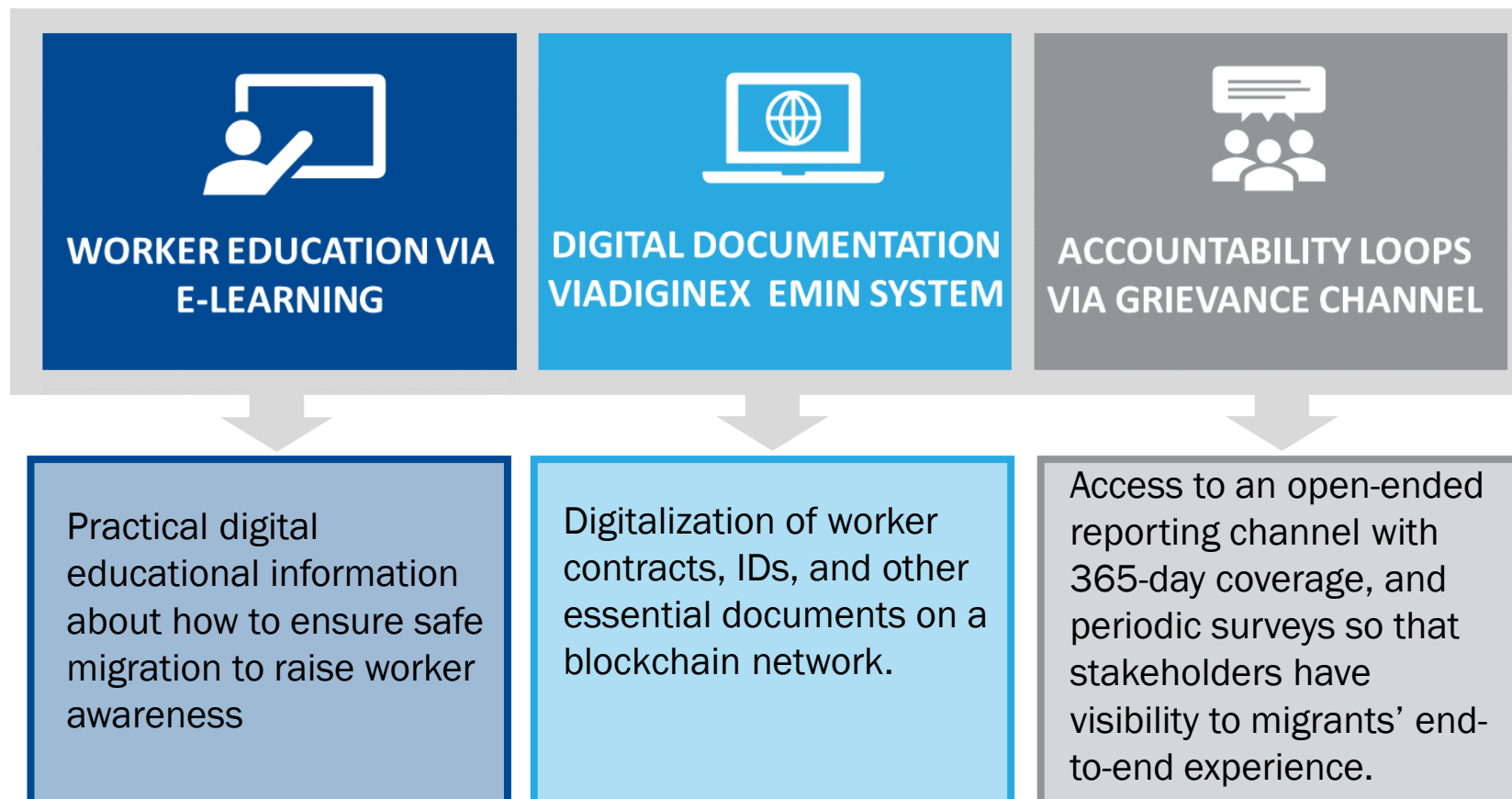An analysis of topic trends

- Our Amader Kotha helpline in Bangladesh saw a **4X increase** in call volume in March.

- COVID-related issues account for up to **45%** of all calls received.

- Concerns include health & safety, personal protection, wages, job security, factory shutdowns, as well as routine labor issues

SAFESTEP – A DIGITAL TOOL FOR SAFE MIGRATION

SafeStep

What we know about the COVID-19

- Human to human transmission
- No treatment or vaccine
- Estimated incubation period of up to 14 days
- High risk of presymptomatic transmission
- May persist on surfaces for a few hours or up to several days

Three Core Functionalities

WORKER EDUCATION VIA E-LEARNING

DIGITAL DOCUMENTATION VIADIGINEX EMIN SYSTEM

ACCOUNTABILITY LOOPS VIA GRIEVANCE CHANNEL

Practical digital educational information about how to ensure safe migration to raise worker awareness

Digitalization of worker contracts, IDs, and other essential documents on a blockchain network.

Access to an open-ended reporting channel with 365-day coverage, and periodic surveys so that stakeholders have visibility to migrants' end-to-end experience.

ELEVATE

DIGINEX

WINROCK INTERNATIONAL

ELEVATE's Worker Wellness during Covid-19 training materials have been delivered to over 3,000 factory managers since late February 2020.

** ELEVATE can customize the content and incorporate results from the Readiness Questionnaire to highlight common challenges, and launch this to all suppliers and producers. It can be delivered in local languages.

Content is 1 hour
Audience: Factory managers and supervisors

Available in 9 languages: *English, Chinese, Spanish, Bangla, Tamil, Hindi, Kannada, Portuguese, Italian*

KEY TAKEAWAYS

1 Private Sector Drivers – Risk & Productivity
The key drivers of private sector focus on migrant worker health relate to 1) managing risk and reputation, and 2) increasing worker productivity

2 Importance of Effective Grievance Mechanisms
There's an opportunity for co-investment in shared helpline infrastructure between government, donors and private sector to effectively support workers

3 Government Financial Support to Workers and Employers
The Government of Bangladesh helped protect vulnerable minimum-wage workers by committing to pay worker salaries digitally during COVID-19 shutdown

4 Companies Need Clear Guidance from Government
Manufacturing in China was able to restart quickly after COVID-19 with clear requirements from government about health and hygiene protocols

QUESTIONS?

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