**Instruction on how to use Thai Recruitment Agency (TRA) Checklist**

* What is the TRA Checklist?

The TRA Checklist is an International Organization for Standardization (ISO)-standardized tool for the Thai Recruitment Agency (TRA) who plans to or already recruits migrant workers into Thailand to work legally for Thai Employers under the Memorandum of Understanding (MOU) recruitment method.

* Purpose of the TRA Checklist

The TRA Checklist’s goal is to monitor internally the TRA’s level of compliance to policies, practices and social management systems elements that are components of the FAIR Fish Responsible Recruitment Model. At the same time, the TRA Checklist will also evaluate adequacy of the TRA’s existing documentation, progress of implementation, and effectiveness of improvement activities. The FAIR Fish Model emphasizes a systematic management of social risks in links of the TRA’s recruitment supply chain.

* Who will use this Checklist? (Users)

The users for the TRA Checklist are Social Management System (SMS) or Internal Quality Audit (IQA) Team members of the TRA, reporting to the TRA’s top management. Personnel administering the checklist must be trained by qualified trainers on FAIR Fish policies, implementation procedures and reference criteria, such as Thai national laws, international standards and guidelines for human and labor rights, especially those of the ILO and IOM. The TRA’s management will act on the findings of the SMS/IQA Team.

* When will this TRA Checklist be used?

The use of the TRA Checklist on the TRA’s business partners in a 2nd party audit (i.e., Thai sub-contractors or service providers) is based on results of due diligence and risk assessment, with first-time suppliers or high-risk partners prioritized. Internal monitoring of the TRA operations in a 1st party audit, depends on the TRA monitoring plan and management review schedule, but should not exceed one-year intervals. It is recommended for use with new or high-risk partners. For existing/low or moderate risk partners, use on an annual basis is recommended.

* How to use this TRA Checklist? (i.e. what steps to be taken)

The TRA Checklist is the main tool for systematic collection and evaluation of objective evidence to identify gaps or improvement opportunities in the TRA’s SMS. Monitoring will follow the processes of initiation/scheduling, preparation, performance, evaluation, reporting, corrective/preventive action request, follow-up/surveillance, closure.

**Social Management System (SMS) Monitoring Checklist for Thai Recruitment Agency (TRA)**

| **No.** | **Criteria** | **Result** | | | |
| --- | --- | --- | --- | --- | --- |
| **Yes[[1]](#footnote-1)** | **Need Improvement[[2]](#footnote-2)** | **No[[3]](#footnote-3)** | **Explanation and evidence (if any)** |
| **Management Review** | | | | | |
| 1 | Does your company have a documented recruitment policy that includes the following: no charging of fees to migrant workers, no fake documents, no use of sub-agents, no confiscation of documents, no sexual harassment, no gender discrimination, no discrimination (e.g., ethnicity, disability), no use of violence, use of safe transportation, provision of temporary accommodation in source country and provision of pre-departure training)?  Tip on how to fill in the assessment:   * If yes, what aspects of the recruitment policy does your agency have? * If not, please explain why. |  |  |  |  |
| 2 | Does your company have documented policies on human and labor rights as well as for ethical business practices (FAIR Fish nine core policies for responsible recruitment)?  Tip on how to fill in the assessment:   * If yes, what aspects of the recruitment policy does your agency have? * If not, please explain why. |  |  |  |  |
| 3 | Do you have a training program for all your managers and staff, including personnel who may be employed by sub-contractors, but interact with workers, (e.g., security guards), incorporated into the FAIR Fish nine core policies for responsible recruitment? Is the training conducted in their working language?  Tip on how to fill in the assessment:   * If yes, on what policy? What language is used to conduct trainings? * If not, please explain why. |  |  |  |  |
| 4 | Has top management formally signed the FAIR Fish nine core policies and announced them to all employees?  Tip on how to fill in the assessment:   * If yes, what policies are signed and announced? How does your agency announce the policies (e.g., company bulletin board or e-mails to staff ) * If not, please explain why. |  |  |  |  |
| 5 | Have the requirements of customers, national laws, international conventions and standards, related to responsible recruitment and decent work, been incorporated into policies and procedures, with regular reviews and updates, as needed?  Tip on how to fill in the assessment:   * If yes, which standard/law is incorporated into which policy/procedure? Also explain if the agency has any regular reviews and updates of the policies. * If not, please explain why. |  |  |  |  |
| 6 | Has the company carried out social risk assessment on supply chain links and business partners? Are these reviewed for adequacy and compliance during the management review meetings?  Tip on how to fill in the assessment:   * If yes, please attach the risk assessment results and/or the meeting minutes of the management review. * If not, please explain why. |  |  |  |  |
| 7 | Has the implementation of the FAIR Fish nine core policies been reviewed for correct application to the operations of the company?  Tip on how to fill in the assessment:   * If yes, please attach the meeting minutes. * If not, please explain why. |  |  |  |  |
| 8 | Have the operational practices of the company been reviewed for compliance to or alignment with the implementation procedures for the FAIR Fish nine core policies and implementation procedures?  Tip on how to fill in the assessment:   * If yes, please explain how & when (e.g., during management review meetings every six months). * If not, please explain why. |  |  |  |  |
| 9 | Has there been a review of internal communication on the importance of the Social Management System (SMS) and effectiveness of SMS implementation?  Tip on how to fill in the assessment:   * If yes, when was it reviewed? * If not, please explain why. |  |  |  |  |
| 10 | Have KPIs been set, monitored, evaluated and reviewed for progress or achievement?  Tip on how to fill in the assessment:   * If yes, when was it set, monitored, evaluated and reviewed? * If not, please explain why. |  |  |  |  |
| 11 | Has the SMS Team identified areas for improvement and made efforts to update and/or revise the system?  Tip on how to fill in the assessment:   * If yes, what areas were identified and what efforts are made? * If not, please explain why. |  |  |  |  |
| 12 | Have the competencies of the SMS team been reviewed, potential areas for improvement identified and possible action determined?  Tip on how to fill in the assessment:   * If yes, when were the competencies are reviewed? What potential areas for improvement were identified? What possible actions were determined? * If not, please explain why. |  |  |  |  |
| **Communication to Business Partners** | | | | | |
| 1 | Have the FAIR Fish nine core policies and your company’s Code of Conduct been communicated to business partners?  Tip on how to fill in the assessment:   * If yes, indicate which business partners? When were the policies and Code of Conduct communicated? * If not, please explain why. not. |  |  |  |  |
| 2 | Has your company sent its Code of Conduct to business partners for their signature, to acknowledge commitment to comply with the FAIR Fish nine core policies?  Tip on how to fill in the assessment:   * If yes, indicate which business partners received the Code of Conduct? When? * If not, please explain why. |  |  |  |  |
| 3 | Does your company carry out social risk assessment on new partners prior to doing business with them?  Tip on how to fill in the assessment:   * If yes, which partners? And when? * If not, please explain why. |  |  |  |  |
| **Nine Core FAIR Fish Policies** | | | | | |
| 1 | Is the Migrant Worker Recruitment policy for the following items implemented?  Tip on how to fill in the assessment:   * If yes, please answer for each item. Please give an example of how each item of the policy is implemented * If not, please explain why for each item |  |  |  |  |
| 1. no charging of fees to migrant workers |  |  |  |  |
| 1. no fake documents |  |  |  |  |
| 1. no use of sub-agents (i.e., the agents that work for source country recruitment agencies) |  |  |  |  |
| 1. no confiscation of documents |  |  |  |  |
| 1. no sexual harassment |  |  |  |  |
| 1. no gender discrimination |  |  |  |  |
| 1. no discrimination (e.g. ethnicity, disability) |  |  |  |  |
| 1. no use of violence |  |  |  |  |
| 1. use of safe transportation |  |  |  |  |
| 1. provision of temporary accommodation in source country and provision of pre-departure training |  |  |  |  |
| 2 | Does the recruitment agency have standard operating procedures on recruiting migrant workers so that your staff are able to explain the entire process from (1) selection, (2) contracts, (3) hiring, (4) pre-departure orientation, (5) remuneration and (6) guidance in filing grievances?  Tip on how to fill in the assessment:   * If yes, please explain whether the procedures comprise the entire process as listed in the question. * If not, please explain why. |  |  |  |  |
| 3 | Does the agency have a grievance mechanism on recruitment?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the grievance mechanism. * If not, please explain why. |  |  |  |  |
| 4 | Does the agency have a grievance mechanism on sexual harassment?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the grievance mechanism. * If not, please explain why. |  |  |  |  |
| 5 | Does the agency have a remediation for forced labor and human trafficking?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the remediation. * If not, please explain why. |  |  |  |  |
| 6 | Does the agency have a remediation for child labor?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the remediation. * If not, please explain why. |  |  |  |  |
| 7 | Does the agency have a remediation for sexual harassment?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the remediation. * If not, please explain why. |  |  |  |  |
| 8 | Does the agency have a remediation for accidents/injury/death?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the remediation for accidents, injury and death. * If not, please explain why. |  |  |  |  |
| 9 | Does the recruitment agency staff attend any training in managing the risks of trafficking, forced labor, child labor and exploitation?  Tip on how to fill in the assessment:   * If yes, please specify the topics of training(s)? Who organizes the trainings? * If not please explain why. |  |  |  |  |
| 10 | Does the recruitment agency staff attend any training on the gender dimensions of migration including on gender-based violence ?  Tip on how to fill in the assessment:   * If yes, please specify the topics of training(s)? Who organizes the trainings? * If not please explain why. |  |  |  |  |
| 11 | Does the agency conduct any Policy and Code of Conduct briefing for significant business partners in Thailand and source countries (including cascading the policy to their service providers and external sub-contractors)?  Tip on how to fill in the assessment:   * If yes, please specify the names of business partners in Thailand and source countries. * If not, please explain why. |  |  |  |  |
| 12 | Does the agency have a mapping of recruitment supply chain and assessment of risk level of both Thai and source country business partners?  Tip on how to fill in the assessment:   * If yes, please answer for both supply chain mapping and risk assessment. And please specify which business partners in Thailand and source countries are assessed. * If not, please explain why. |  |  |  |  |
| 13 | Does the agency have appropriate mechanisms to manage identified risks in the recruitment supply chain?  Tip on how to fill in the assessment:   * If yes, please specify how the risks are managed. * If not, please explain why. |  |  |  |  |
| 14 | Does the agency have any remedial action in the event of negative recruitment supply chain findings?  Tip on how to fill in the assessment:   * If yes, please specify which of the agency’s documents detail remedial actions (measures). * If not, please explain why. |  |  |  |  |
| 15 | Does your agency have a clear agreement with employers about the recruitment process including work plan, communication plan, recruitment fees and costs?  Tip on how to fill in the assessment:   * If yes, please give an example of the agreement with any employer that has the details about the recruitment process. * If not, please explain why. |  |  |  |  |
| 16 | Does your agency try to minimize migrants' recruitment costs and fees related to documents, processing fees, medical check-up, transportation, accommodation, and training (if any)?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does. * If not, please explain why. |  |  |  |  |
| 17 | Does your agency ensure that the counterpart recruitment agencies in source countries charge recruitment fees and costs according to the national laws related to recruitment and management of migrant workers for overseas employment?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this. * If not, please explain why. |  |  |  |  |
| 18 | Does your agency ensure that the recruitment fees and costs are collected from the employer according to the Thai laws related to the recruitment and management of migrant workers?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this (e.g., check whether the service contract states that fees and costs are collected according to Thai laws). * If not, please explain why. |  |  |  |  |
| 19 | Does your agency keep up-to-date information on legal changes related to migrant workers' management, especially recruitment fees and costs, in both source countries and Thailand?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does? And how often does the agency update the information? * If not, please explain why. |  |  |  |  |
| 20 | Does the recruitment agency have fee schedules (i.e., who pays and amount of fees paid) for transparency and accountability that is shared with the employer?  Tip on how to fill in the assessment:   * If yes, please specify the agency’s documents that contain the information about the fee details. * If not, please explain why. |  |  |  |  |
| 21 | In case that the recruitment agency advances or lends any money to migrant workers, is this documented in writing and signed by both parties?  Tip on how to fill in the assessment:   * If yes, please specify whether there is a written lending contract that is signed? * If not, please explain why. |  |  |  |  |
| 22 | In case that recruitment agency advances or lends any money to migrant workers, does the agency deduct the repayment money from wages/salaries and/or charge interests from loan repayment?    Tip on how to fill in the assessment:   * If yes, please explain how the money is deducted & whether interest is charged. * If no, there is no need to further elaborate. |  |  |  |  |
| 23 | Does your agency ensure that during the job interview, the partner recruitment agency informs job applicants about the nature and risks of work, working conditions, migrant workers' human and labor rights, and emergency contacts in case of accidents and grievances?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure the following issues are covered: * 1) nature and risks of work * 2) working conditions * 3) human and labor rights * 4) emergency contacts   (e.g., photos and written descriptions are sent by the Thai agency over to source country recruitment agencies which shares them with interviewees)   * If not, please explain why. | Y |  |  |  |
| 24 | Does your agency require your counterpart agency to clarify to the jobseeker that any agreements between jobseeekers and all other recruiters or brokers are not substitutes or alternatives to the official MOU Employment Contract signed at the Labor Office in  source countries?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does (e.g., the Thai agency informs the source country recruitment agencies about this. * If not, please explain why. |  |  |  |  |
| 25 | Does your agency ensure that migrant workers voluntarily sign their employment contract without force, coercion, or deception?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does (e.g., Labor Officer asks workers if they are signing on their own free will before signing the employment contract). |  |  |  |  |
| 26 | Does your agency have a service contract with the employer and with the source country recruitment agencies? If yes, please answer whether the contracts between the employer and the Thai recruitment agency and between the Thai recruitment agency and the source country's recruitment agency specify responsibilities related to the welfare of the migrant worker throughout the recruitment and job deployment processes?  Tip on how to fill in the assessment:   * If yes, please give an example of responsibilities that are specified in both service contracts with the employer and with the source country recruitment agencies. * If not, please explain why the responsibilities are not specified in the service contracts. |  |  |  |  |
| 27 | Does your counterpart recruitment agency in the source country have a monitoring plan or agreement with village recruiters or their sub-contractors to ensure that migrant workers' rights are respected and their needs for decent work are met?  Tip on how to fill in the assessment:   * If yes, please indicate if your agency’s counterpart recruitment agency has a monitoring plan or agreement with all village recruiters and sub-contracts. * If not, please explain why. |  |  |  |  |
| 28 | Does the employer issue employment contracts for workers?  If the employment contract is issued by the employer, does your agency ensure that the employment contract issued by the employer covers the following information? / If the employment contract is not issued by the employer, does your agency ensure that the employer provides the following information to migrant workers in writing?  Tip on how to fill in the assessment:   * Please answer for each item of the employment contract information as listed below * If not, please explain why. |  |  |  |  |
| •   Employers and worker’s name and address? |  |  |  |  |
| •   Address of the workplace? |  |  |  |
| •   Starting date and duration of employment? |  |  |  |
| •   Job description? |  |  |  |
| •   Pay including basic and overtime in line with national minimum wage laws? |  |  |  |
| •   Means of payment of salary to the worker? |  |  |  |
| •   Working hours and rest periods? |  |  |  |
| •   Location of work place |  |  |  |
| •   Sick, emergency and annual leave? |  |  |  |
| •   Grounds for termination and notice period? |  |  |  |
| •   Terms of repatriation? |  |  |  |
| •   Insurance coverage provided by the employer? |  |  |  |
| •   Details of living conditions? |  |  |  |
| •   Allowances for food, accommodation, clothing and other items as applicable |  |  |  |
| •   Any salary deductions for accommodation and other costs? |  |  |  |
| •   Dispute settlement and grievance process? |  |  |  |
| •   Workplace health and safety? |  |  |  |
| 29 | Does your agency ensure that the employment contract respects the rights of workers to freedom of association and collective bargaining including the welfare committee (if applicable)?  Tip on how to fill in the assessment:   * If yes, please specify what information about freedom of association and collective bargaining is included in the employment contract. * If not, please explain why. |  |  |  |  |
| 30 | Does your agency ensure that the employment contract respects women migrants' rights, including maternity rights, protection from dismissal and all forms of gender-based violence (e.g., abuses, harassment, exploitation)?  Tip on how to fill in the assessment:   * If yes, please specify what information about women migrants’ rights is included in the employment contract. * If not, please explain why. |  |  |  |  |
| 31 | Does your agency ensure that the workers are informed of occupational health and safety (OHS) risks or hazards associated with this job and the work environment explained before they sign employment contracts?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this (e.g., photos and descriptions about risks and hazards are sent to source country recruitment agencies which are shared with potential workers before signing the contracts). * If not, please explain why. |  |  |  |  |
| 32 | Does your agency ensure that the migrant worker receives a signed copy of the employment contract in a language s/he understands with sufficient time to review the terms and conditions of the contract?  Tip on how to fill in the assessment:   * If yes, please specify which languages are used in the employment contracts. And please indicate when the workers read the contracts (e.g., before the signing date, on the contract signing date, or after the contract signing date) * If not, please explain why. |  |  |  |  |
| 33 | Does your agency ensure that the terms and conditions of the employment contract (if any) issued by the employer are equal to or better than the MOU employment contract (between the Thai recruitment agency, counterpart recruitment agency, and migrant worker signed in front of the Labor Officer in the source country)?  Tip on how to fill in the assessment:   * If yes, please describe what your agency does to ensure this (e.g., ask the employer to send the additional employment contract issued by the employer to the Thai agency to review the terms and conditions). * If not, please explain why. |  |  |  |  |
| 34 | Does your agency ensure that migrant workers are provided with information about payment channel (e.g., bank account) and money transfers in Thailand before their departure to Thailand?  Tip on how to fill in the assessment:   * If yes, please specify how your agency provides the workers with the information. * If not, please explain why. |  |  |  |  |
| 35 | Does your agency ensure that all workers receive pre-orientation that is aligned with the requirements of the source country, and that pre-orientation topics are documented to determine additional needs for further training.  Tip on how to fill in the assessment:   * If yes, please also answer whether your agency or your counterpart recruitment agency in source countries document what topics are included in the pre-orientation. * If not, please explain why. |  |  |  |  |
|  | Does your agency ensure that migrant workers are provided with information about where the worker can go to seek support in the face of any abuse or violation, including gender-based violence before they leave their country? The information includes contacts from the following types of agencies:  Tip on how to fill in the assessment:   * If yes, please describe what your agency does to ensure for each type of agencies (e.g., your agency’s counterpart recruitment agencies in source countries provide such information). * If not, please explain why. |  |  |  |  |
| •   Thai government agencies related to migrant workers' rights and welfare protection |  |  |  |  |
| •   Embassy/ consulate (e.g., labor attachés) |  |  |  |  |
| •   Non-government organizations, trade unions, migrant support networks and organizations |  |  |  |  |
| •  Thai recruitment agency and employers |  |  |  |  |
| •   Helplines, emergency telephone numbers and shelter support services |  |  |  |  |
| •   Legal aid groups and legal advice clinics |  |  |  |  |
| 37 | Does your agency ensure that the migrant worker is provided with the full travel itinerary including transit and immigration?  Tip on how to fill in the assessment:   * If yes, please describe what kind of information is included in the itinerary? Is the itinerary verbally explained to the workers and/or written itinerary provided to the workers? * If not, please explain why. |  |  |  |  |
| 38 | Does your agency explain that the worker is not to be taken to another country under any circumstances and do you explain who to contact in case this happens?  Tip on how to fill in the assessment:   * If yes, please give an example of what information is explained to the workers. Please also indicate whether emergency contacts are explained to the workers. * If not, please explain why. |  |  |  |  |
| 39 | Does your agency ensure that the following is explained to migrant workers before they leave their country:  Tip on how to fill in the assessment:   * If yes, please answer what the agency does to ensure for each following items. * If not, please explain why. |  |  |  |  |
| •   If they are able to change their employer under their current visa? |  |  |  |  |
| •   How to change employers and the options available to them? |  |  |  |  |
| • Legal restrictions regarding changes in job categories |  |  |  |  |
| •   How to terminate their employment contract and the options available to them? |  |  |  |  |
| •   How they would be repatriated? |  |  |  |  |
| 40 | Does your agency inform the source country recruitment agency that the workers much keep their own passport/travel documents with them at all times?  Tip on how to fill in the assessment:   * If yes, please give an example of how your agency informs your source country recruitment agency (verbally or in writing)? * If not, please explain why. |  |  |  |  |
| 41 | Does your agency ensure that the worker receives the required vaccinations as required by the Thai law?    Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this. * If not, please explain why. |  |  |  |  |
| 42 | Does your agency ensure that the workers undergo only medical examinations necessary for migration and essential for epidemic or pandemic concerns?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this. * If not, please explain why. |  |  |  |  |
| 43 | Does your agency ensure that the results of medical examinations are treated in a confidential and respectful manner?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this (e.g., use the results for lawful purposes such as work permit applications for the workers; keep the copies of the exam results in a secure place with limited access by authorized persons; destroy the copies within a certain period). * If not, please explain why. |  |  |  |  |
| 44 | Does your agency ensure that no staff of the recruitment agency and medical personnel force any worker to take contraceptives, drugs or undergo any sterilization procedure without their full and informed consent?  Tip on how to fill in the assessment:   * If yes, please describe what the agency does to ensure this (e.g., the agency provides trainings for staff on gender rights and checks that any worker is not forced to take contraceptives/drugs or undergo sterilization) * If not, please explain why. |  |  |  |  |
| 45 | Does your agency ensure that migrant workers are informed about how essential health needs (i.e., 3-month health insurance by Ministry of Public Health and social security benefits by Ministry of Labour) are covered before they come to Thailand?  Tip on how to fill in the assessment:   * If yes, what information is provided to the workers? Who provides the information to workers? * If not, please explain why. |  |  |  |  |
| 46 | Does your agency check whether all migrant workers attend the required Ministry of Labor orientation once in Thailand?  Tip on how to fill in the assessment:   * If yes, how does your agency check? (e.g., takes photos of orientation). * If not, please explain why. | Y |  |  |  |
| 47 | Does your agency provide safe transportation from the border to the work location, with travel insurance and good quality cars that do not pose risks to life (e.g., not overcrowding)?    Tip on how to fill in the assessment:   * If yes, how does your agency ensure safe transportation? (e.g., check vehicle registration, condition, travel insurance, driver’s license). * If not, please explain why. |  |  |  |  |
| 48 | Does your agency inform the workers that they must keep their own passport/travel documents with them at all times?  Tip on how to fill in the assessment:   * If yes, what information is provided to the workers? (e.g., the passport must be kept with the worker. If the employer requires the passport to be used for visa or work permit extension, the employer should ask for permission from the worker, explain the purpose of taking the passport from the worker, and when the passport will be returned to the worker? Moreover, the worker can inform the agency if the passport is seized by the employer without the worker’s consent). * If not, please explain why. |  |  |  |  |
| 49 | Does your agency inform employers that any employment contracts signed by the employer and migrant workers post arrival do not change the terms and conditions of the MOU employment contract for the worse?  Tip on how to fill in the assessment:   * If yes, how does your agency inform the employer? (e.g., put this information in the service contract between the agency and the employer). * If not, please explain why. |  |  |  |  |
| 50 | Does your agency check in with workers regularly to ensure the working and living conditions align with the employment contract?  Tip on how to fill in the assessment:   * If yes, how often does your agency check? (e.g., checks with the workers post-arrival about the working and living conditions within the first three months after arrival, as well as after the first three months until the end of the employment contract period. Or also informs the workers that they can contact the agency anytime if they have complaints about working and living conditions) * If not, please explain why. |  |  |  |  |
| 51 | Does your agency share information with the worker about who to contact and what to do if the employer does not follow the employment contract?  Tip on how to fill in the assessment:   * If yes, please describe what information your agency provides to the workers (e.g., the agency’s contact information for interpreters who can speak migrant languages is provided to the worker). * If not, please explain why. |  |  |  |  |
| 52 | Does your agency explain to migrant workers where to access health services in Thailand, including reproductive and sexual health and HIV?  Tip on how to fill in the assessment:   * If yes, what information about health services is provided to the workers? How is information provided? (e.g., The agency gives post-arrival orientation to the workers at which the workers are informed about the social security). * If not, please explain why. |  |  |  |  |
| 53 | Does your agency ensure that migrants, especially females, are given assistance to obtain safe accommodation?  Tip on how to fill in the assessment:   * If yes, what does your agency do to ensure this? (e.g., the agency inspects potential accommodation for hygiene, security and safety). * If not, please explain why. |  |  |  |  |
| 54 | Does your agency ensure that migrants, especially females, are informed about how to report sexual harassment/abuse at the work place to the employer through internal grievance mechanisms?  Tip on how to fill in the assessment:   * If yes, what does your agency do to ensure this? (e.g., the employers’ emergency contacts are given to the workers). * If not, please explain why. |  |  |  |  |
| 55 | Does your agency ensure that migrants, especially females, are informed about how to report sexual harassment/abuse using the confidential existing external grievance mechanisms of relevant agencies (e.g., Thai recruitment agency or Thai government agency, non-governmental organization)?  Tip on how to fill in the assessment:   * If yes, what does your agency do to ensure this? (e.g., the agency provides the workers with the contacts of other organizations, such as Embassy, government agencies or NGOs). * If not, please explain why. |  |  |  |  |

Name: …….…Position............SMS (IQA) Team Member / Team Leader ............ Date..........................................................

1. “Yes” means adequate evidence of compliance. [↑](#footnote-ref-1)
2. “Need improvement” means some evidence of compliance but ongoing improvement is needed (e.g., although something is in place, it is not fully implemented. Therefore, there is   
    a need for further improvement). In case of further improvement needed, the Corrective / Preventive Action Form will be used to determine further actions to be taken. [↑](#footnote-ref-2)
3. “No” means no evidence of compliance (whether documents or practices). For this, the Corrective / Preventive Action Form will be used to determine further actions to be taken. [↑](#footnote-ref-3)