



International Labour Organization

Rapid Assessment Tool and Questionnaire

Understanding the impact of COVID-19 on labour migration governance, recruitment practices, and migrant workers

The COVID-19 crisis is having an unprecedented impact on global economies, businesses and workers. ILO estimates that full or partial lockdown measures are affecting nearly 2.7 billion workers, representing 81% of the global workforce. Migrant workers on average represent 4.7% of this global labour pool comprising 164 million workers, with nearly half being women. In many countries migrant workers represent a significantly larger share of the workforce making important contributions to societies and economies, and serving on the front lines carrying out – including during the COVID-19 crisis – essential jobs in health care, transport, services, and agriculture and agro-food processing. Yet, most migrant workers are concentrated in sectors of the economy with high levels of temporary, informal or unprotected work, characterized by low wages and lack of social protection, including in care work largely comprised of women migrant workers.

The sudden reality that the pandemic is imposing on countries and societies is clearly having an enormous impact on the scope and modalities of workers mobility across borders, imposing stringent limitations to international travel. Millions of migrant workers around the world face uncertainty as host countries lock down, employers withhold wages or null redundancies, and strict coronavirus containment measures lead to deportations and confinement. Yet, reality is far from suggesting countries will not continue recruiting workers internationally, among others for those sectors of the economy that are considered essential, such as agriculture and care work, and that new forms and recruitment will need to be put in place sooner than later. In this volatile context, the existence of agreed guiding principle in the area of recruitment are all the most important to ensure mobility of workers, when it takes place, is organized in a way to ensure respect for rights of those involved, the communities of origin and destination and taking into account the legitimate needs of employers and recruiters.

Government responses are dynamic and differ by regions and country. As economic opportunities decrease, overall labour demand for migrant workers is contracting in some sectors while expanding in others such as health care and seasonal agriculture. As many of the jobs available in these sectors are in temporary, informal or unprotected work, ***monitoring the social and economic impacts to migrant workers will be ever more important in addressing their specific vulnerabilities***, and protecting their rights. Monitoring will also help to support meeting labour market needs in the short and longer term.

1. Justification, objectives, scope and limitations of the rapid assessment tool and questionnaire

The ILO has been working on labour migration and fair recruitment for many year and has a large portfolio of development cooperation projects. As part of these initiatives a wide range of studies have been conducted to support ILO constitutes to address labour migration governance and recruitment related challenges. However, the COVID-19 crisis has resulted in new, different and exacerbated challenges. Constituents' capacities, needs and priorities are changing and this calls for a more targeted response by the ILO and its partners. In many contexts, the ILO needs to reorient planned activities to support partners to face this new reality.

The present tool is meant to support Field Offices and partners to assess, within a relative short time frame, the impact of the pandemic on labour migration governance, recruitment practices, and migrant workers. The findings will be instrumental in helping both countries of origin and destination to develop mechanisms to deal with the ongoing crisis and implement policy responses that support the protection of the rights of migrant workers and their families. The findings will also assist the ILO and partners in developing appropriate guidance to national stakeholders and, where necessary, reorienting its support.

1.1 Key objectives

The Rapid assessment of the impacts of COVID-19 on labour migration governance, recruitment practices and migrant workers are designed to achieve all or part the following general objectives:

- 1) Identify the key socio-economic challenges brought about by the pandemic on labour migration governance, workers' and employer's organizations, migrant workers and on recruitment practices (working conditions, protection issues, jobs loss, returning migrants and their reintegration;
- 2) Assess the policies that governments are currently putting in place to address the COVID19 impacts in particular on migrant workers: including how these measures are aligning or not to existing policy framework in place (LM policies and legislations, BLAs...)
- 3) Identify remerging needs and challenges faced by stakeholders and partners; and
- 4) Identify concrete recommendations/ measures that need to be taken at short, medium and long term to address the impact of COVID 19 on migrant workers at and support the reorienting/targeting of ongoing or future ILO activities related to labour migration governance, fair recruitment and protection of migrant workers.

Key stakeholders are considered to include:

- Relevant Government (e.g. labour, migration, foreign services and health) authorities, including public employment services, labour inspectorates and diplomatic representations: this can include local authorities as relevant and government run MRCs
- Workers' and employers' organizations
- Private recruitment agencies and their organizations
- Migrant workers

1.2 Scope

The rapid assessment shall seek to cover the following issues:

Impacts on COVID-19 on migrant workers and on recruitment processes and practices

- Socioeconomic impact on migrant workers since the beginning of the pandemic (e.g. job losses, unjustified dismissals, forced repatriation, general issues related to wages, working and living conditions)
- Effect of government and other COVID-19 “prevention” policies and practices on migrant workers
- Migrant workers’ access to health care or protection measures (including testing and PPE)
- Impact/effects recruitment trends and practices
- Impact on prospective migrants, (e.g. workers who had been ready to be deployed and were unable to leave due to travel restrictions in countries of destination) especially when they had already incurred in recruitment related costs.
- Impact on ability to send remittances (and for families in COO to access/receive them)

Stakeholders needs and challenges

- Map responses initiated by different partners to address identified challenges.
- Identify key emerging needs of relevant stakeholders and partners
- Understand (or: document to the extent possible) the process of return and aspirations of returnees about their future and capacities of national economies and labour markets to absorb returnees
- Understand the impact on the recruitment industry who may no longer be able to facilitate overseas job placements
- Capture Migrant workers vision of the evolution of the pandemic and the impact as well as their expectations.

Policy and practical responses

- Map examples of policy and programmatic responses that have been put in place to safeguard migrant workers’ rights, protect their income, and ensure they are able to apply appropriate safety precautions
- Map PRAs initiatives to sustain and adapt their business model and document promising practices.

Recommendations and suggestion for ILO follow up action.

- Identify practical recommendations to address the needs and challenges identified from the rapid assessment, keep in consideration relevant ILO standards and emerging practices from ILO constituents around the world.
- Identify possible areas for ILO DC project action or re-orientation of ongoing activities.

1.3 Limitations

The tool does not seek to support in depth analytical data collection nor statistically significant data, but rather to capture emerging and often rapidly evolving realities and needs to support targeted interventions and mitigation strategies.

2. Proposed Methodology

The proposed methodology is a guideline. Each country team will need decide to the extent to which the assessment can be conducted internally or through the services of an external consultant. The country team may also chose to use all of the questionnaire or to only apply certain modules. Rapid assessments can be carried out once or several times in order to develop a baseline and gather additional data to understand how the situation has evolved.

The Rapid Assessments will involve:

- a desk review
- collection of primary data through interviews with key stakeholders (by virtual means as needed) and distribution of short survey questionnaires (e.g. using survey monkey or google forms).

The completion time will vary depending on scope and number of sectors and countries covered.

Desk review

The desk review should cover available literature, news bulletins, websites and reports that are relevant to the subject and seek to cover the following areas:

1. **Available official statistics on COVID-19 and on migration trends** (e.g. what was the number of outgoing migrant workers prior to the travel restriction and what is the number now (if some migration still occurring)? What was the main recruitment channel for migrant workers prior to the crisis and what is it now?
2. **Government policy response to COVID-19 and impact on employers and workers – with a focus on migrant workers.** Is the country currently affected by travel restrictions due to COVID-19? If so, what are they? When were they enacted? Examples of travel restriction are: Travel restriction for non-essential purposes Travel restrictions concerning certain countries of origin; complete closure of borders; Airport closure, etc.). Are government response polices covering MWs and/or is there and specific measures targeting MWs?
3. **Partner responses to COVID-19 crisis – with a focus on impact to MWs.**
4. **Impact on ILO activities and/or approach and possible response** - the ILO officials and project staff may conduct a self-assessment of how their project has been impacted by COVID-19

A number of initiatives have been launched to track COVID-19 policy responses, including some databased that focus on migrant workers. During the desk review, ILO officials or external collaborator could access the following datasets:

1. Collection of examples of reforms, new initiatives and campaigns from across the world on migrants' contributions to the COVID-19 response, in healthcare and beyond.
<https://www.odi.org/migrant-key-workers-covid-19/>
2. Mapping out trade union and social partners' responses <https://tuac.org/news/covid19-crisis-mapping-out-trade-union-and-social-partners-responses/>
3. Info (world map) on travel restrictions <https://migration.iom.int/>
4. Research Collection, COVID 19 (beyond migrant workers)
<https://www.law.ox.ac.uk/research-collection-covid-19>
5. OECD is compiling data, analysis and recommendations on a range of topics to address the emerging health, economic and societal crisis, facilitate co-ordination, and contribute to the necessary global action (beyond migration
<http://www.oecd.org/coronavirus/en/>
6. COVID-19 and Human development, global preparedness and vulnerability dashboards
<http://hdr.undp.org/>
7. Emergency legislation and measures around the world (COVID-19)
<https://www.lexology.com/library/detail.aspx?g=d75c6657-a3f7-4312-b341-7ba8da835fd8>
8. For Latin America: Read about legislation and official communications issued by governments across Latin America in response to the evolving crisis
<https://latinlawyer.com/article/1224888/latin-lawyer-and-laccas-covid-19-information-hub>
9. Coronavirus government response tracker. This tool aims to track and compare policy responses around the world, rigorously and consistently.
<https://www.bsg.ox.ac.uk/research/research-projects/coronavirus-government-response-tracker>
10. Global Financial Safety Net Tracker: <http://www.gfsntracker.com/>

Rapid assessment questionnaire

A rapid assessment questionnaire has been developed to monitor the impact of the ongoing COVID-19 pandemic on labour migration policies and programmes, recruitment practices, on employers (and recruitment agencies), and on migrant workers and their family members, to identify and record the needs that the pandemic is creating and what can be done (and by whom) to provide the needed support.

This questionnaire is intended for use by ILO staff, external collaborators and/or partners in countries of origin and destination, and is designed in a modular format according to theme and type of respondent. The model questionnaires should be adapted to the local context and the scope may be determined to cover a particular sector or several.



The interview may be conducted via telephone, via online data collection (e.g. survey monkey, google forms, whatsapp group discussions) or in-person (keeping in line with prevailing health precautions and physical distancing measures).

3. Questions for impact assessment of COVID-19 pandemic on labour migration, recruitment practices - For countries of origin and destination *

Table of contents

Section 1 : All respondents (Personal Information).....	8
Section 2 : All respondents (general COVID-19 Impact questions)	9
Section 3 : Government authorities	11
Section 4 : Employers and their organizations	12
Section 5 : Private recruitment agencies.....	15
Section 6 : Workers organizations.....	19
Section 7: Civil society organizations.....	21
Section 8 : Migrant Workers.....	23
Section A: For returnees	25
Section B: For those in country of destination	27
Section C: For those planning to migrate	30
Section D: Legal assistance record (for those organizations that provide legal assistance).....	31

*This questionnaire includes questions that will be more relevant for countries of origin and others that will be more relevant for countries of destination. The questionnaire will need to be adapted accordingly.

Instructions for the interviewer:

This set of questions aims to help us to monitor the impact of the ongoing COVID-19 pandemic on migrant workers, labour migration governance and recruitment related practices, and to explore and identify the assistance, support and policy messages the ILO could provide and formulated.

This questionnaire is intended for use by ILO staff and/or partners in countries of origin and destination, and is designed in a modular format according to theme and type of respondent. The model questionnaires should be adapted to the local context.

The interview may be conducted via telephone, via online data collection (e.g. survey monkey, google forms) or in-person.

If conducting the interview in person, please remember to take health precautions. Keep two meters apart, wear a mask and provide a mask to the interviewee, explain the reasons for these health precautions and if appropriate use the occasion to provide some health information about COVID-19.

If you feel at risk of exposure, (i.e. the interviewee is coughing or sneezing a lot) please politely end the interview.

Section 1 : All respondents (Personal Information)

PERSONAL INFORMATION OF RESPONDENT

Name:			
Age:			
Gender:	<input type="checkbox"/> Woman	<input type="checkbox"/> Man	<input type="checkbox"/> Other/Unknown
Role or function in the organization/title:			
Telephone number:			

1.1. For what type of entity, organization, ministry, institution, or enterprise do you work (check more than one if relevant)?:

- ☐ Ministry of Labour
- ☐ Ministry of Foreign Affairs
- ☐ Ministry of Interior
- ☐ Ministry or public authority in charge of labour migration (if separate from any other Ministry)
- ☐ Ministry of Health
- ☐ Other ministry:(please specify)
- ☐ Public employment service
- ☐ Private employment agency
- ☐ Social security institution
- ☐ Labour inspection/ labour administration authority
- ☐ Workers' organization
- ☐ Employers' organization
- ☐ Civil society organization: (please specify)
- ☐ Other: (please specify)

Section 2 : All respondents (general COVID-19 Impact questions)

1. Is labour migration still ongoing after the beginning of the crisis? If so, which of the following statement is true for your country?

- ▶ Labour migration/workers' deployment is available only for specific categories of workers or sectors (please specify): ☐
- ▶ Labour migration is available only for certain countries or countries of destination (please specify): ☐
- ▶ Workers who have migrated previously and who are in possession of relevant work and travel documents can still migrate. ☐
- ▶ New health-related requirements are imposed on migrant workers before they depart or upon arrival (e.g. quarantine). ☐
- ▶ Labour migration is not available to anybody. ☐
- ▶ Informal migration/recruitment is on the rise as migrants take irregular channels. ☐
- ▶ The country is experiencing return/repatriation of migrant workers ☐
- ▶ Others, please specify: ☐

2. Based on information you are receiving from migrant workers/partners in country of destination, what is the main short-term (1-3 months) consequence of COVID-19 on migrant workers and labour migration? (tick all that apply) ?

- ▶ Prospective migrant workers find themselves stranded in pre-departure limbo (have paid recruitment related costs and have no alternative options) ☐
- ▶ Prospective migrant workers access to job opportunities abroad is limited or lost ☐
- ▶ Migrant workers in countries of destination lost their job due to COVID-19 (e-g- work permit cancelled, employer's business went bankrupt, workers on leave during outbreak of the pandemic unable to return to work, etc) ☐
- ▶ Migrant workers (especially domestic workers) continue working but do not receive salary payment and/or in kind benefits ☐
- ▶ Work stoppage are imposed on migrant workers without government subsidies to cover income loss. ☐
- ▶ Migrant workers in countries of destination are at increased risk of being infected due to often highly densely populated and unhealthy living and/or working environments ☐
- ▶ Migrant workers in countries of destination are at increased risk of being infected due to often highly densely populated and unhealthy living and/or working environments ☐
- ▶ Migrant workers do not have access to health care at destination ☐
- ▶ Migrant workers are not able to return home due to a lack of resources or travel restrictions ☐
- ▶ Migrant workers do not have access to support services (e.g. information and counselling, access to justice or remedies, organizing and empowerment) or training programmes ☐
- ▶ Migrant workers are not being able to send remittances and/or the cost of sending remittances have increased ☐
- ▶ Migrant workers are unable to return home ☐

▶ Others, please specify.

3. Is your country experiencing the return of migrant workers from destination countries due to COVID-19? If so, what are the main concerns related to returned migrants (grade them from 1 to 5 in terms of importance)		1 not important, 5 extremely important
▶ Returning migrants will not be able to get a job because the COVID-19 epidemic has increased unemployment	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Returning migrants from certain countries must automatically remain in quarantine further limiting their access to income-generating activities	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Returning migrants from affected countries are not provided with health support care and testing	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Returning migrants are stigmatized and discriminated against	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ There is no specific policy/initiative targeting returning migrants to provide support services or labour market reintegration	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Returning migrants do not have access to reliable information about available services or support organizations	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Returning migrants do not have access to reliable information about their rights including social protection rights.	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Returning migrants are not provided with safe internal travel arrangements	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5
▶ Others, please specify.	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 5

MODULAR APPROACH: The following sets of questions can be applied depending on which group the respondent belongs to.

Section 3 : Government authorities

KEY QUESTIONS FOR GOVERNMENT AUTHORITIES:

1. What policies/initiatives have already been put in place to prevent/counter the impact of COVID-19 on migrant workers, their families, communities as well as on the recruitment business ?

- | | | |
|--|------------------------------|-----------------------------|
| ▶ Travel bans have been introduced to prevent infection to be transmitted across borders | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Diplomatic missions assist stranded workers at destination and support repatriation through diplomatic missions and pre-departure programmes | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Special measures to enhance migrant workers' access to social protection and health care have been designed | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ if yes please specify the type of benefit (e.g. old-age, maternity, employment injury, survivors, death, sickness, unemployment), ... | | |
| ▶ Targeted policies and support programmes for returnees | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Distribution of humanitarian aid (e.g. food supplies) to returnees or migrant workers and their families | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Others, please specify. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

2. What are the most pressing needs expressed by migrant workers or their representatives during the COVID-19 crisis?

- | | |
|--|--------------------------|
| ▶ Access to health care services and information on their health status | <input type="checkbox"/> |
| ▶ Access to healthy and safe working conditions and protective measures (eg PPE) | <input type="checkbox"/> |
| ▶ Access to assistance at destination Including humanitarian assistance) | <input type="checkbox"/> |
| ▶ Support for repatriation | <input type="checkbox"/> |
| ▶ Access to income support policies in case of employment loss | <input type="checkbox"/> |
| ▶ Access to remedies for non-payment of wages or violation of labour rights | <input type="checkbox"/> |
| ▶ Support for visa/work permit extension or processing of other required documentation | <input type="checkbox"/> |
| ▶ Recovery of costs incurred for recruitment process | <input type="checkbox"/> |
| ▶ Access to reliable information on COVID-19 prevention measures | <input type="checkbox"/> |
| ▶ Access to safe and healthy accommodation | <input type="checkbox"/> |
| ▶ Others, please specify. | <input type="checkbox"/> |

3. Are measures to address the consequences of COVID 19 (e.g. social protection including social assistance measures) implemented for national workers also accessible for migrant workers (at destination or upon return)?

- ☐ Yes ☐ No

4. What policies/initiatives/programmes should be put in place in order to adjust to the COVID-19 crisis and to ensure continued governance of labour migration and protection of migrant workers (policy recommendations). Leave blank to respond

5. Are labour market re-integration programmes for migrant workers in place? If so, what services do they include on developing returning migrant workers' employability such as:

- | | | |
|--|------------------------------|-----------------------------|
| ▶ job search skills; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ career guidance/job counselling services; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ recognition of prior learning and skills certification | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ entrepreneurship training and financial education; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ skills development and re-skilling; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

6. Are migrant workers provided with financial education and services linking them to micro finance institutions to increase their opportunities to create micro enterprises?

- ▶ Yes
▶ No

Section 4 : Employers and their organizations

KEY QUESTIONS FOR EMPLOYERS AND THEIR ORGANIZATIONS

Respondent name and position

Mobile number and email

Company name

Location (City)

1. Total number of your company's employees/staff before COVID-19 hit (full-time, part-time, and temporary):

- ☐ 1-10 ☐ 11-50 ☐ 50-100 ☐ 100 more

2. If you employ migrant workers, what percentage of your workforce is made up of migrant workers?

Less than 10%, 10 to 20%; 20-to 50%; 50 to 70%, More than 70%

3. Has your business been affected by COVID-19 crisis? If yes, what have been the operational and financial impacts? Please describe

4. Your company:



- ☐ is still recruiting workers (local and migrant)
- ☐ is still recruiting worker (only local)
- ☐ Still recruiting migrant workers but only from limited number of countries
- ☐ Stopped all recruitment processes

5. If there has been a change in your recruitment practice, please specify the change:

- ▶ recruiting only already known workers ☐
- ▶ Stopping face-to-face interviews ☐
- ▶ Recruiting only from some specific countries ☐
- ▶ only migrant workers who already had previous visa/work permits ☐
- ▶ applying quarantine measures to newly recruited workers ☐
- ▶ Others, please specify. ☐

6. Have you taken any short-term measures to address challenges emerging from COVID-19?

☐ No:

- ▶ We continue business as usual ☐
- ▶ We have decreased operation and count on the short-term nature of the crisis ☐

☐ Yes, we have taken the following measures:

- ▶ Adapted the range of services offered to continue activity ☐
- ▶ Reduced staff to decrease costs for the company through:
 - ▶ dismissal of the entire workforce ☐
 - ▶ Partial dismissal ☐
 - ▶ Dismissal of migrant workers specifically ☐
 - ▶ Reducing working hours ☐
- ▶ Modified the nature of the contracts:
 - ▶ Short-term contract ☐
 - ▶ Hourly wage ☐
- ▶ Providing detailed information on COVID-19 for workers ☐
- ▶ Providing protective equipment for workers ☐
- ▶ Others, please specify. ☐

Please indicate if any of the above is applied specifically to migrant worker

7. If a significant share of your workforce is usually composed of migrant workers, what are the specific challenges you face since the beginning of the crisis?

8. Are government measures sufficiently responsive of your needs to recruitment migrant workers?



9. What further/different action should be taken to address these challenges?

Section 5 : Private recruitment agencies

Needs assessment survey: The impact of COVID-19 on PRIVATE RECRUITMENT AGENCIES

The ILO is conducting a PRAs survey to understand your situation and challenges due to the on-going crisis of COVID-19. We will use the survey response to understand and channel your concerns to relevant government authorities and other stakeholders, and also to alter project strategies and activities. The information you provide will be kept confidential. The survey will take 10 minutes to complete. We thank you for your support during these difficult times – we are fully operational during the pandemic and we will continue to provide ILO's technical support during these times.

Respondent name and position

Mobile number and email

PRA name

Location (City)

1. Total number of your agencies' employees/staff before COVID-19 hit (full-time, part-time, and temporary):

☐ 1-10 ☐ 11-50 ☐ 50 more

2. Is your agency recruiting

☐ Only for foreign labour markets ☐ Both for internal/local and foreign labour markets
☐ Only for internal/local labour markets

3. Prior to the COVID-19 crisis what was the average number of workers recruited/placed by your agency (each country to set a date if necessary and number ranges according to context):

☐ 1-50 ☐ 50-100 ☐ 100-300 more ☐ 300 more



4. Sector(s) of recruitment operations (please tick the 3 most important ones):

- | | |
|---|--|
| <input type="checkbox"/> agriculture/farming/fishing | <input type="checkbox"/> metal fabrication and machinery |
| <input type="checkbox"/> chemicals and plastics | <input type="checkbox"/> mining and refining |
| <input type="checkbox"/> domestic work | <input type="checkbox"/> oil and gas |
| <input type="checkbox"/> care work | <input type="checkbox"/> real estate activities |
| <input type="checkbox"/> construction | <input type="checkbox"/> restaurants |
| <input type="checkbox"/> education | <input type="checkbox"/> retail/sales |
| <input type="checkbox"/> electronics and electrical equipment | <input type="checkbox"/> textile, leather and apparel |
| <input type="checkbox"/> financial or insurance activities | <input type="checkbox"/> transportation and transportation equipment |
| <input type="checkbox"/> food and beverage | <input type="checkbox"/> Other, please specify:..... |
| <input type="checkbox"/> forestry/wood/paper products | |
| <input type="checkbox"/> information and communication | |
| <input type="checkbox"/> hotel/tourism | |

5. How many workers were you unable to deploy (e.g. recruitment process was initiated but had to be put on hold) since the outbreak of the crisis?

6. Is your agency currently in operation?

- | | |
|--|---|
| <input type="checkbox"/> Fully | <input type="checkbox"/> Partially (reduced operation and/or staff) Please specify: |
| <input type="checkbox"/> Not operating | |

7. Have you experienced a significant decrease or increase of demand for migrant workers in any specific sector since the beginning of the crisis? If so please name the most important sectors and/or country:

► key sectors and countries with decrease demand for workers

.....

► key sectors and countries with increased demand for workers

.....

8. Are you aware if any of the workers you have recruited or were in process of recruiting, have been infected by COVID-19?

- ☐ Yes ☐ No

8.1 If yes, how did your agency respond?

9. Has any of the workers you have recruited reported to you any of the following consequences of COVID 19 (Tick all appropriate)?

- ▶ Employment loss ☐
- ▶ lack of access to health and protective measures at work ☐
- ▶ lack of access to healthy accommodation ☐
- ▶ Non payment of wages ☐
- ▶ Other rights violations (specific) ☐

9.1 If so, did you take any action? yes/ no

Please describe the action you took, if any:

10. Which are the main challenges your agency currently faces resulting from COVID-19?

- ▶ Cash flow to maintain staff and business operations is inadequate. ☐ Yes ☐ No
- ▶ Agency Employees/staff are absent from work due to illness or government orders. ☐ Yes ☐ No
- ▶ Employers demand for workers has reduced/stopped ☐ Yes ☐ No
- ▶ Labour migration is reduced/stopped due to mobility restrictions. ☐ Yes ☐ No
- ▶ Official migration/recruitment procedures have become too difficult to comply with ☐ Yes ☐ No
- ▶ Governments in countries of destination have stopped issuing of relevant paperwork e.g. work permits ☐ Yes ☐ No
- ▶ Others, please specify. ☐ Yes ☐ No

12. Have you taken any short-term measures to adapt to the new COVID-19 reality?

☐ Yes ☐ No

12.1 If yes, which one of the following apply:

- ▶ Reduced staff to decrease costs for the agency ☐ Yes ☐ No
- ▶ Modified recruitment costs for workers/clients ☐ Yes ☐ No
- ▶ Modified recruitment costs for employers ☐ Yes ☐ No
- ▶ Diversify the recruitment offer (change country of destination, or move to internal market) ☐ Yes ☐ No
- ▶ Expand the recruitment related services provided to employers ☐ Yes ☐ No
- ▶ Expand/change the recruitment related services provided to workers (eg repatriation services, specific training, etc) ☐ Yes ☐ No
- ▶ Provide detailed information on COVID-19 for workers ☐ Yes ☐ No
- ▶ Obtained government support/subsidies to face economic challenges ☐ Yes ☐ No

- ▶ Deferred deployment of migrant workers to a later date when travel restrictions are lifted ☐ Yes ☐ No
- ▶ Others, please specify.

13. If travel restrictions/confinement measures are lifted within the coming two months in all countries where your business operates, how long do you think it will take your agency to fully restore normal operations?

- ☐ Less than 1 month ☐ over 6 months
- ☐ Between 1 and 3 months ☐ I am considering closing temporarily or permanently.
- ☐ Between 3 months and 6 months ☐ I do not know as the situation is too volatile to assess..

15. What would be the most important steps that you have already or will need to take to ensure the long-term sustainability of your business?

16. If your agency is part of a RA/industry association, has the association been communicating on this issue or issuing guidance?

- ☐ Yes ☐ No

16.1 If so, what have they communicated and do you find it useful?

- ☐ Yes, they have provided useful information and guidance ☐ Yes, they have provided information and guidance but I did not find it useful ☐ No they have not communicated on this ☐ I do not know

Please specify:

17. Do you consider the measures taken by the government to address the COVID-19 crisis as appropriate/inclusive of PRAs?

- ☐ Yes ☐ No ☐ Partially appropriate

17.1 If yes, what are the most effective measures taken so far from your perspective to protect your business? What are the most effective measures taken to protect workers in the process of recruitment?

17.2 If not, what should be the most pressing government priorities to address them?

17.3 Have you been consulted by government or social partners on any of those measures?

18. Do you have any best practice examples of how your agency is responding to COVID-19 - both to protect your current employees and the workers you have recruited thus far? Please describe or share a link of your work.

Section 6 : Workers organizations

KEY QUESTIONS FOR WORKERS ORGANIZATIONS

1. What are the most pressing needs expressed by migrant workers or their representatives during the COVID-19 crisis?

- ▶ Access to health care services and information on their health status ☐
- ▶ Access to healthy and safe working conditions and protective measures (e.g. PPE) ☐
- ▶ Access to assistance at destination Including humanitarian assistance) ☐
- ▶ Support for repatriation ☐
- ▶ Access to income support policies in case of employment loss ☐
- ▶ Access to remedies for non-payment of wages or violation of labour rights ☐
- ▶ Support for visa/work permit extension or processing of other required documentation ☐
- ▶ Recovery of costs incurred for recruitment process ☐
- ▶ Access to reliable information on COVID-19 prevention measures ☐
- ▶ Access to safe and healthy accommodation ☐
- ▶ Others, please specify. ☐

2. How is your organization affected by the COVID-19 crisis?

- ▶ Office closure ☐ Yes ☐ No
- ▶ difficulties in reaching members and providing services to workers due mobility restrictions/social distances requirements ☐ Yes ☐ No
- ▶ Lack of available staff (illness, inability to get to work or work from home) ☐ Yes ☐ No
- ▶ Other, please specify

3. How is your organisation responding to the needs of migrant workers during the COVID-19 crisis?

- ▶ Special services (providing special support for workers abroad or on departure) ☐ Yes ☐ No
- ▶ Outreach ☐ Yes ☐ No
- ▶ Provision of masks or hand sanitizer ☐ Yes ☐ No
- ▶ Advocacy with employers or governments ☐ Yes ☐ No
- ▶ Others, please specify. ☐ Yes ☐ No

4. Please describe the actions that your organization have taken (include links to websites/news as relevant)



a. What else could be done by your organization in the future?

5. Which other actor is responding to the needs of migrant workers during the COVID-19 crisis?

- | | | |
|--|------------------------------|-----------------------------|
| ▶ NGOs | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Migrant associations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Local authorities | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Employers organisations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ International Organizations (eg ILO, IOM , UNHCR, WHO) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Others, please specify. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

6. What can each of the above mentioned organizations do to improve their response to the COVID-19 crisis?

Section 7: Civil society organizations

KEY QUESTIONS FOR CIVIL SOCIETY ORGANIZATIONS

1. What are the most pressing needs expressed by migrant workers or their representatives during the COVID-19 crisis?

- ▶ Access to health care services and information on their health status ☐
- ▶ Access to healthy and safe working conditions and protective measures (eg PPE) ☐
- ▶ Access to assistance at destination Including humanitarian assistance) ☐
- ▶ Support for repatriation ☐
- ▶ Access to income support policies in case of employment loss ☐
- ▶ Access to remedies for non-payment of wages or violation of labour rights ☐
- ▶ Support for visa/work permit extension or processing of other required documentation ☐
- ▶ Recovery of costs incurred for recruitment process ☐
- ▶ Access to reliable information on COVID-19 prevention measures ☐
- ▶ Access to safe and healthy accommodation ☐
- ▶ Others, please specify. ☐

2. How is our organisation responding to the needs of migrant workers during the COVID-19 crisis?

- ▶ Delivery of new/additional or more targeted support special services ☐ Yes ☐ No
- ▶ Outreach ☐ Yes ☐ No
- ▶ Provision of masks or hand sanitizer ☐ Yes ☐ No
- ▶ Advocacy with employers or governments ☐ Yes ☐ No
- ▶ Targeted public awareness raising/campaign ☐ Yes ☐ No
- ▶ Enhanced legal support for victims of abuse ☐ Yes ☐ No
- ▶ Others, please specify. ☐ Yes ☐ No

2.1. What further assistance do migrant workers require?

3. How is your organization affected by the COVID-19 crisis?

- ▶ Office closure ☐ Yes ☐ No
- ▶ difficulties in reaching out and providing services to migrant workers due to mobility restrictions/social distances requirements ☐ Yes ☐ No



- | | | |
|---|------------------------------|-----------------------------|
| ▶ Lack of available staff (illness, inability to get to work or work from home) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Other, please specify | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

4. Please describe the actions that your organization have taken (include links to websites/news as relevant)

a. What else could your organization do in the future?

5. Which other actor is responding to the needs of migrant workers during the COVID-19 crisis?

- | | | |
|--|------------------------------|-----------------------------|
| ▶ Trade Unions | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Migrant associations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Local authorities | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Employers organisations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ International Organizations (eg ILO, IOM , UNHCR, WHO) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ Others, please specify. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

6. What can each of the above mention organizations do to improve their response to the COVID-19 crisis?

Section 8 : Migrant Workers

KEY QUESTIONS FOR MIGRANT WORKERS: This section is based on a standard questionnaire developed by ILO projects in Asia. It is intended to be used by organization who deliver services to migrant workers and their families, such as Trade Unions, Migrant Workers' Resource Centres, or NGOs.

1. Migration and/ or labour market reintegration plans

1.1. Which country are you planning to migrate to (or have returned from)?

1.2. What sector are you planning to work in (or already work in)?

1.3. Which city are you planning to migrate to (or have returned from)?

1.4. Do you plan to obtain legal permission for stay and work?

☐ Yes ☐ No ☐ Unsure

2. Did you receive any information related to Covid-19?

☐ Yes ☐ No ☐ Partially

3. Was the information you received useful?

☐ Yes ☐ No ☐ Moderate

4. How did you receive the information?

☐ Friends ☐ Text/What's App/Line ☐ Facebook/Social media
☐ Media (local) ☐ Employer ☐ Brochures
☐ Other: _____

5. Do you know the symptoms of Covid-19?

☐ Yes ☐ No



5.1. If yes, what are they?

6. Do you know what to do if you think you or someone you know has Covid-19?

☐ Yes

☐ No

6.1. If yes, what?

7. Do you know how to prevent Covid-19?

☐ Yes

☐ No

7.1. If yes, what?

8. Migration status

☐ Returnee (please use
section A below)

☐ In country of destination
(please use section B below)

☐ Planning to migrate
(please use section C below)

8.1. If yes, what?

Section A: For returnees

9. Specify reason for return?

- ▶ Employment ended at the agreed date ☐
- ▶ Employer terminated contract prematurely ☐
Specify reason (e.g. business was closed due to Coronavirus):
.....
- ▶ I chose to end my employment to return home ☐
Specify reason (e.g. Border was closing; anticipated I couldn't renew documents; concerned about family):
.....
- ▶ Others, please specify. ☐

9.1. If just arrived at the border/transit centre and are being told to self-quarantine at home. What do you understand by that? How will you do it?

9.2. If later, were you placed in quarantine (self-quarantine or institution) since you returned home? Please tell us about that period?

9.3. Did you have any problems in quarantine? If yes, please specify (e.g. in quarantine with other sick people; in quarantine with violent people)?

9.4. What are your plans now? Job? Shelter?

9.5. Do you feel that you have been cheated at all, e.g. by the employer or by others (e.g. during travel, by the broker or employment agency). If there is a problem: Would you like to take any action to resolve this problem? Note to staff: please use the Legal assistance form (Section D).

9.6. Do you have savings allowing you to meet your immediate needs (e.g. food, health care, housing)? If not, will you rely on the support of family members, government, associations other?

9.7. Access to health care : Have you had to pay for medical care or treatment? If not, who was it covered by (employer or government?)

9.8. Do you need support in terms of labour market re-integration programmes? If so, what services do you need to improve your employability?

- ▶ job search skills; ☐ Yes ☐ No



- | | | |
|--|------------------------------|-----------------------------|
| ▶ career guidance/job counselling services; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ recognition of prior learning and skills certification | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ entrepreneurship training and financial education; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| ▶ skills development and re-skilling; | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

9.9. Are you interested to receive financial education that can improve your opportunities to create your own micro enterprise?

- Yes
- No

Section B: For those in country of destination

1. In which country are you currently living?

2. When did you arrive in this country?

- ▶ Before 2015 ☐
- ▶ Between 2015 and 2018 ☐
- ▶ 2019 ☐
- ▶ Less than 6 months ☐

3. Through which method did you migrate ? (multiple answers possible)

- ▶ Approved employment agency ☐
- ▶ Unlicensed intermediary ☐
- ▶ Support from a friend/family member ☐
- ▶ By your own ☐
- ▶ Others, please specify ☐

4. What expenses did you incur in order to reach the country of destination/employment?

5. In case expenses were incurred, to whom did you pay these amounts?

6. Do you feel that you have been cheated at all, e.g by the employer or by others (e.g. during travel, by the broker or employment agency). If there is a problem: Would you like to take any action to resolve this problem? Note to staff: please use the Legal assistance form (Section D).

7. Have you been placed in quarantine (self-quarantine or institution)?

- ☐ Yes ☐ No

8. Do you currently have an employment/job ? Check the box that describes your situation (multiple answers possible)

- ▶ Yes, and I'm currently working ☐
- ▶ Yes, but I'm not currently working ☐
- ▶ No, the employer ended the contract before its term ☐
- ▶ No, my employment was terminated on the agreed-upon date ☐
- ▶ I chose to terminate my employment in order to go home ☐

- ▶ Others, please specify ☐

9. If you are not working (or no longer working), please specify the reason(s) (multiple answers possible)

- ▶ The company/place of work is temporarily closed ☐
- ▶ I'm afraid of contracting the virus. ☐
- ▶ My employer is afraid of the risk of contagion ☐
- ▶ Because of travel restrictions ☐
- ▶ I don't know. ☐
- ▶ Others, please specify ☐

10. Do you remit money to your family?

- ☐ Yes ☐ No ☐ I can no longer transfer funds / Specify (since when? Why?)

11. Do you have savings to cover your immediate needs (e.g. food, health care, housing)?

- ☐ Yes ☐ No

12. If not, will you rely on the support of:

- ▶ Members of your family ☐
- ▶ Government ☐
- ▶ NGOs ☐
- ▶ Others, please specify ☐

13. Have you been tested for COVID-19?

- ☐ Yes ☐ No

14. Have you received medical attention for symptoms related to COVID-19?

- ☐ Yes ☐ No

15. Did you have to pay for health care or medical treatment?

- ▶ Yes, partially ☐
- ▶ Yes, in their totality ☐
- ▶ No, I didn't need it. ☐
- ▶ No, the expenses were covered in whole by my employer ☐



16. How long did you plan to stay in the destination/employment country?

- ▶ Less than one month ☐
- ▶ Less than 6 months ☐
- ▶ Less than one year ☐
- ▶ More than one year ☐
- ▶ I don't know ☐
- ▶ Others, please specify ☐



Section C: For those planning to migrate

1. Through which method will you migrate (i.e. licenced agency, unlicensed broker, friend, U-turn, by self)?
 - 1.1. How long have you been in the recruitment process? When were/are you expecting to depart? What expenses have you incurred so far? Whom did you pay for?
 - 1.2. Are you still able to go? If not, why not? What have you been told? Will you get expenses back?
 - 1.3. If not: What is your plan now? If there is a problem: Would you like to take any action to resolve this problem? Note to staff: please use the Legal assistance form (Section D)



Section D: Legal assistance record (for those organizations that provide legal assistance)

1. PERSONAL INFORMATION

Gender: <input type="checkbox"/> Man <input type="checkbox"/> Woman <input type="checkbox"/> Other/Unknown	Nationality:	Destination country:
Sector of work:	Legal status: <input type="checkbox"/> Regular <input type="checkbox"/> Irregular <input type="checkbox"/> Unknown	

2. SOURCE OF COMPLAINT?

<input type="checkbox"/> Migrant worker	<input type="checkbox"/> Family member or friend	<input type="checkbox"/> Non-governmental organization
<input type="checkbox"/> Trade union	<input type="checkbox"/> Government agency	<input type="checkbox"/> Local community Leader
<input type="checkbox"/> Other (specify): _____		

3. SUBJECT OF THE COMPLAINT? (SELECT ALL THAT APPLY)

<input type="checkbox"/> Wages withheld	<input type="checkbox"/> Physical abuse or violence
<input type="checkbox"/> Underpayment of wages	<input type="checkbox"/> Retention of identification documents
<input type="checkbox"/> Wages below legal minimum	<input type="checkbox"/> Termination of employment
<input type="checkbox"/> Poor living conditions	<input type="checkbox"/> Delay in deployment
<input type="checkbox"/> Occupational safety and health concerns	<input type="checkbox"/> Documents paid for not provided
<input type="checkbox"/> Excessive work hours	<input type="checkbox"/> Overcharging on fees
<input type="checkbox"/> Unable to take leave	<input type="checkbox"/> Unlawful wage deductions
<input type="checkbox"/> No rest day	<input type="checkbox"/> Contract substitution
<input type="checkbox"/> Health or social benefits not provided	<input type="checkbox"/> Missing persons
<input type="checkbox"/> Work place accident	<input type="checkbox"/> Stranded/detained in receiving country
<input type="checkbox"/> Sexual harassment or violence	<input type="checkbox"/> Forced labour
<input type="checkbox"/> Other (specify): _____	

4. DURATION OF THE CASE (MONTHS)?

5. CASE RESOLVED THROUGH?

<input type="checkbox"/> Court hearing	<input type="checkbox"/> Informal mediation
<input type="checkbox"/> Administrative process	<input type="checkbox"/> Case dropped (specify why): _____

6. REMEDY OBTAINED FOR COMPLAINANT? (SELECT ALL THAT APPLY)

- | | |
|--|--|
| <input type="checkbox"/> Monetary compensation | <input type="checkbox"/> Missing person located |
| <input type="checkbox"/> Higher wages | <input type="checkbox"/> Return of identification documents |
| <input type="checkbox"/> Better working conditions | <input type="checkbox"/> Provision of identification documents |
| <input type="checkbox"/> Better living conditions | <input type="checkbox"/> Return to country of origin |
| <input type="checkbox"/> Reinstatement to work | <input type="checkbox"/> None |
| <input type="checkbox"/> Deployment to destination country | <input type="checkbox"/> Unknown |
| <input type="checkbox"/> Other (specify): _____ | |

7. TOTAL AMOUNT OF FINANCIAL COMPENSATION REQUESTED?

8. TOTAL AMOUNT OF FINANCIAL COMPENSATION AWARDED?

9. SANCTION APPLIED TO OFFENDER?

- | | | |
|---|--|----------------------------------|
| <input type="checkbox"/> Prison sentence | <input type="checkbox"/> Monetary fine | <input type="checkbox"/> None |
| <input type="checkbox"/> Administrative penalty | <input type="checkbox"/> Warning | <input type="checkbox"/> Unknown |

10. REMARKS?
