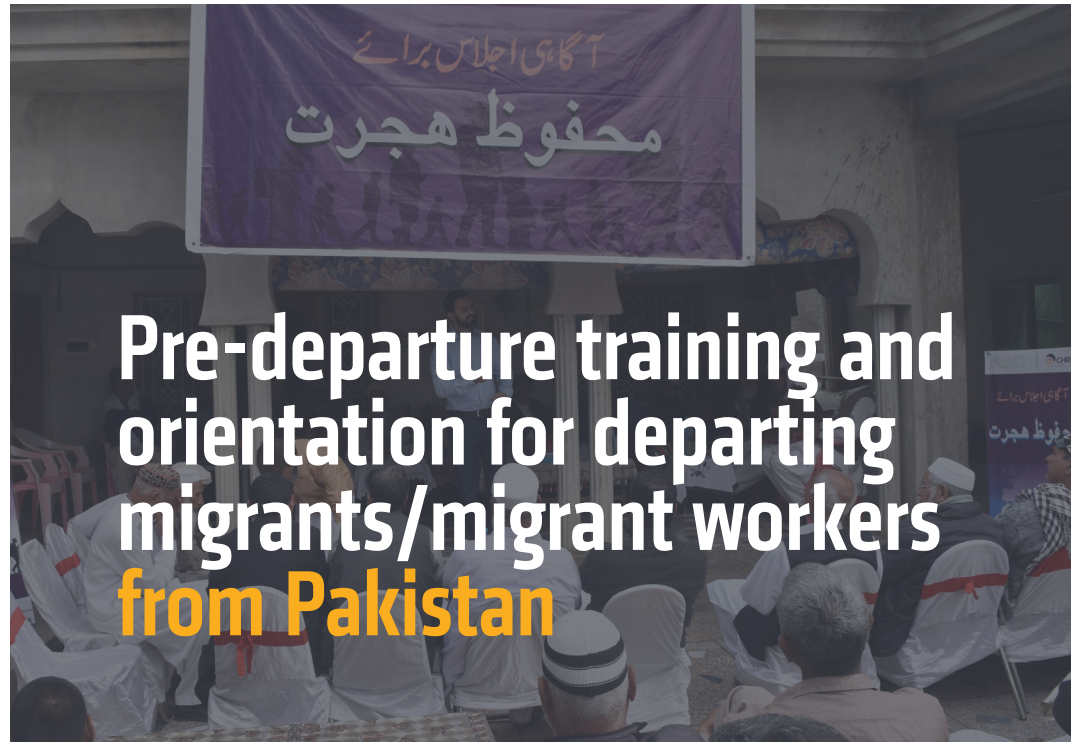
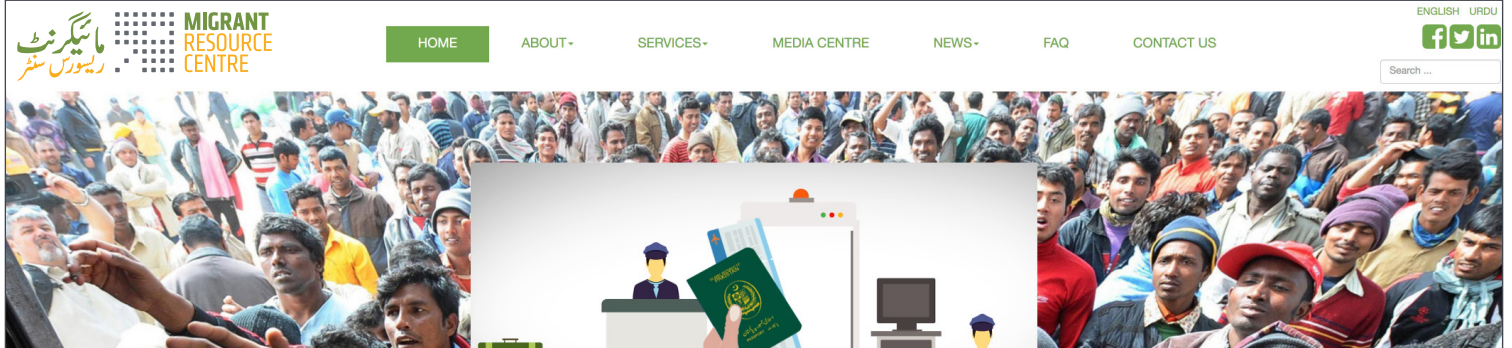


IMPROVING MIGRATION MANAGEMENT IN THE SILK ROUTES



Funded by the European Union



Implemented by



**Pre-departure training and orientation
for departing migrants/migrant workers
from Pakistan**



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This module is an evolving document that will be expanded when new information, policy, programmes or services are available as relevant for Pakistan.

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INTRODUCTION



What is pre-departure orientation seminar (PDOS)?



Pre-departure orientation seminar or PDOS are provided to hired migrant workers who are in the process of completing or have finalised their work contracts, visas, and other requirements, and are about to depart their origin country for work overseas. To prepare them for work and life overseas, and facilitate their settlement in destination countries, region/country and work-specific PDOS are provided wherein the details of the work contracts are discussed along with the rights and responsibilities of the workers, support network, redress mechanisms, culture and language of COD, financial literacy, etc.

In most countries, PDOS is a requirement prior to allowing the migrant worker to leave the origin country. For this purpose, an ID or certificate is issued, either stamped in the passport or issued in a separate paper, to prove compliance with the PDOS. The ID or certificate is presented to the immigration officials during departure as proof of compliance in order that he or she is allowed to depart.



There are topics in the PDOS that are also discussed during pre-migration and post-arrival orientation seminars (PMOS and PAOS). In both PDOS and PMOS, the topics on avoiding illegal recruitment, trafficking and smuggling as well as standard employment contracts may be discussed. In both PDOS and PAOS, adjusting in new working and living conditions will be discussed. Such repetition will be beneficial in order to impress and emphasise to the attendees/ departing migrants the importance of knowing, understanding and imbibing these information for their protection, safety and well-being.

What is the objective of PDOS and expected output?

The PDOS aims to:

1. Provide adequate information to departing migrants on the living and working conditions overseas, their rights, duties and responsibilities, and coping mechanisms in living and working abroad
2. Advise migrants on essential matters needed before departure including completion of travel itineraries and requirements, documents to bring abroad such as training and medical certificates, airport, baggage and immigration procedures, and
3. Make departing migrants fully aware and understand the details of the employment contracts





The expected output is to have departing migrants who have sufficient knowledge and understanding on the living and working conditions abroad as well as on their rights, duties and responsibilities as migrant workers; and are able to adjust and cope up with different environment, culture, language, people and laws.

Who can provide or implement PDOS?

Depending on the country, the providers of PDOS are:

1. Migration-related agencies, especially the division for managing recruitment or facilitating employment. In Pakistan, these includes the Ministry of Overseas Pakistanis and Human Resource Development, Bureau of Emigration and Overseas Employment, Overseas Employment Corporation, Department of Labour and Human Resource Development in Punjab, and Protectorate of Emigrants.
2. Migrant Resource Centres – They are currently located in Islamabad and Lahore, Pakistan.
3. CSOs, migrant organisations and training institutions also conduct PDOS in the form of community education and information campaigns.
4. Accredited recruitment and employment agencies, especially the legitimate and ethical recruiters.

The modules can be done in two days at best, one day at the least/minimum

Are there modules or materials available for use in the PDOS?

Under the project Improving Migration Management in Silk Routes Countries, the International Centre for Migration Policy Development have developed modules for PDOS in coordination with relevant stakeholders. ICMPD also provides the PDOS through the MRCs, in partnership with the BEOE and PoEs. The MRCs published various country-specific pre-departure information materials for Pakistani migrant workers, which can be downloaded in the MRC website <https://www.mrc.org.pk/en/>. ICMPD provides training to other PDOS providers regularly to enable them to appropriately, timely and responsibly conduct the PDOS.



Who are the targeted participants in PDOS?

Target participants will include:

- TVET graduates who already have job offers
- Prospective migrants who are in process of applying for jobs abroad or completing the recruitment processes
- Prospective migrants who have completed the recruitment process and awaiting deployment for work abroad

How and where is PDOS conducted?

PDOS can be conducted through:

1. **Face to face** (akin to a classroom style) where newly-arrived migrants will personally appear at the PDOS venue and have face-to-face discussions with the PDOS trainer. The venue can be the MRC premise, the offices of the government ministries or agencies, CSO's office or other public places which are accessible, secure and convenient for the migrant workers.

A schedule is pre-determined and disseminated for the compliance of departing migrant workers. Depending on the number of migrant workers departing from the country and the capacity of the provider, PDOS can be conducted daily. The schedule can be country or region-specific. Below is an example for purposes of illustrating a schedule:

	Pakistan	
	Islamabad	Lahore
Sunday	--	--
Monday	Middle East	Americas
Tuesday	Europe	Middle East
Wednesday	Middle East	Europe
Thursday	Asia	Middle East
Friday	Americas	Asia
Sunday	--	--

2. **Online** where the departing migrants are given access to the PDOS portal. How to create an account and take the online PDOS is described in the introductory part of the modules below. In online platform, the migrant worker can take the PDOS at a time and place that is most convenient for him/her prior to his/her departure, provided that internet connection is available. However, the online version has a series of examinations that the migrant worker has to pass in order to get the certificate. The certificate is also issued online.



What is the duration of PDOS?

The duration for the face-to-face version is for 3-5 days depending on the need of the prospective migrants and agreement with partner agencies. The draft outline below is for 3 days. This can be reduced to one or two days by prioritising the topics covered, or it can also be extended to five days for more detailed discussions.

The various options in terms of topics to be covered depending on the time allocation are seen in the matrix in the last page.

For the online version, the PDOS can be taken in two hours minimum, depending on the result of the examinations. For purposes of managing the PDOS, however, the period in which the PDOS can be completed is maximum of 10 days. If not completed within 10 days, the migrant worker has to start from the beginning.

What are the conditions in conducting PDOS?

The PDOS should be provided to the migrant workers free of charge; i.e. the actual participation, information materials provided and other activities conducted in line with the PDOS is provided for free. The costs of going to the venue and back is, however, borne by the migrant worker.

An ID or certificate will be issued by the relevant Ministries together with the MRC and other service providers. It is either stamped in the passport or issued in a separate paper, to prove compliance with the PDOS. The ID or certificate is presented to the immigration officials during departure as proof of compliance in order that he or she is allowed to depart.

What are the training requirements?

For the **face-to-face version**, the following facilities and equipment is needed, separate from the additional information materials such as handbook or info-sheet that will be provided to the migrant workers/PDOS attendees:

1. Venue: The size will depend on the availability and expected attendees. In order to ensure a qualitative PDOS where the participants can still engage with one another and where the resource person/facilitator can still manage the discussion, the maximum number of attendees should be 50 persons. If there are more than 50 participants, the alternative is to split the group or schedule the PDOS as presented in the above table.
2. Trainings kits (notebooks, pens, meta-cards, flipcharts, whiteboards, pentel pens, eraser, post-it, etc.)
3. Laptop and LCD projector
4. Good sound/audio system
5. Interpretation or translation if required

For the online version, the following are needed:

1. Computer or laptop with good internet connection
2. Speaker or earphone
3. Printer for the certificate



Outline:

This outline is based on the assumption that the participants/attendees/departing migrant workers already have the technical knowledge and skills to be employed abroad, are now in the process of applying for jobs overseas either through government-to-government hiring or private recruitment agencies, or are about to complete the requirements for the pre-departure such as payment of welfare fund, registration for the SMART Card, etc. and are about to depart for work abroad.

If they already have specific employment offers upon graduation, some topics below need not be included in the pre-departure training such as those in items B and C in the outline below.

Main topic	Specific topics covered	Time allocation	Resource person, facilitator
A. Getting to know the pre-departure training	1. Why am I attending the pre-departure training? 2. What will I learn from this training? 3. What can I contribute to this training? 4. What is expected of me in this training?	1 hour	MRC Islamabad and MRC Lahore officers
B. Understanding the general concepts on migration, particularly labour migration	1. What are the data and statistics related to migration flows, patterns and trends (international and regional) that are useful to me as a prospective migrant? 2. How do I distinguish migration-related terminologies such as migration, labour migrants, irregular migrants, diaspora groups, etc.? 3. Are there different categories and profiles of migrants that I should be familiar with? 4. What are the different cycles or phases of migration that I will go through (pre-migration, pre-departure, onsite, return and reintegration)? 5. Are there push and pull factors that affect me and will have impact on me as a prospective migrant? 6. As prospective migrant, why do I need to understand the relationship between migration and human rights, migration and gender, migration and decent work, etc.?	2 hours	MRC Islamabad and MRC Lahore officers MOPHRD, BEOE, OEC and Department of Labour and Human Resource Development Punjab representatives

C. Getting ready for work abroad	1. What are the requirements if I need to work overseas? 2. How do I process and comply with these documents and requirements? 3. How much is the costs related to these documents and requirements? Who are responsible in paying these costs? 4. How much should I prepare financially in order to ensure legal processing of documents? Are there opportunities for me to reduce the costs or mitigate my expenses? 5. How do I check on legitimate recruitment agencies or employment opportunities? How do I approach them? 6. How can I avoid unauthorised agents or middlemen? 7. What are the dos and donts in applying for work overseas? 8. How can I ensure a safe, orderly and legal migration process? 9. What are tips and advice in order for me to avoid being trafficked, smuggled or victimised by illegal recruiters?	4 hours	MRC Islamabad and MRC Lahore officers Representatives from MOPHRD, BEOE, OEC and Department of Labour and Human Resource Development Punjab representatives
D. Getting ready to depart for work abroad	1. What travel and settlement documents do I need to bring abroad? 2. Do I have a copy of the signed employment contract or recruitment documents? 3. Did I fully understand the contents of the employment contract, especially items related to the following: a. Details of my employers and job site b. My roles, duties and responsibilities c. Duration and validity of my contract, including items on renewal or termination d. My salaries and other benefits e. Items related to accommodation, transportation, health and other insurance, etc. f. Leaves and rest days g. Other important items 4. Do I have duplicate or back-up copies of these documents? Who has copies of these? 5. How will I attend pre-departure orientation seminars, if required?	4 hours	MRC Islamabad and MRC Lahore officers Representatives from MOPHRD, BEOE, OEC and Department of Labour and Human Resource Development Punjab representatives

6. Have I paid my welfare fund, insurance fee and other fees?
7. Do I have the complete name, address and contact information of my employers?
8. Do I have a valid airline, train or bus tickets for my travel?
9. What are the baggage allowance and restrictions?
10. What items are permitted or prohibited in my luggage?
11. What airport procedures should I be familiar with?
12. Am I familiar with the travel from the airport abroad to my place of residence or work?
13. What is the current weather condition in my destination country?
14. How can I check the roaming facility of my mobile phone, validity of my driver's license, etc.?
15. Do I have a working bank account for my salary and remittances?
16. Do I need to leave behind an authorisation or special power of attorney in case it is need by my family?

E. Working conditions abroad

1. What are the initial things that I have to do upon arrival? How do I register with or contact my Embassy or Consulate?
2. How do I check the location of grocery stores, shops, hospitals, clinics, banks, remittance centers, etc. and the transportation to and from places of residence and work?
3. What are the applicable labour laws and rules in my destination country that I should be familiar with?
4. What are the company regulations, HR procedures and guidelines of my employer that I should understand fully?
5. Are there taxes, insurance and other fees that I have to pay while working abroad?
6. Are there some work-related tips, ethics, etiquette, code of discipline, etc. that I should know about?
7. How do I fit in into new work environment?
8. How do I engage in office or company events, or with my office colleagues?

4 hours

MRC Islamabad and
MRC Lahore officers

Representatives
from MOPHRD,
BEOE, OEC and De-
partment of Labour
and Human Resource
Development Punjab
representatives

Representatives
from host country or
Embassy officials

Representatives
from the recruitment
agency

9. Are there some opportunities to enhance my competitiveness and qualifications, such as training or seminar?

10. Are there some projects and services for labour migrants from the government or CSOs that I can avail or participate in?

Other matters to be discussed in vulnerable work conditions such as domestic work:

11. How do I fit it into a work environment in a household with different culture, norms, practices, etc.?

12. How do I deal with children of my employers? Or with elderly or physically challenged employers?

13. How can I avoid physical, sexual, mental or verbal abuse?

14. How do I maintain close relations with my employers and his/her family while at the same time, securing and protecting my privacy?

15. How do I manage stress, schedule, conflicts, etc.?

F. Living conditions abroad

1. How do I manage my finances? How do I save? How can I properly use my remittances? How can I establish or maintain a good credit history?
2. Are there free languages courses that I can avail of?
3. How about other courses or training that I can enroll to upgrade my skills?
4. How do I keep myself physically, mentally and emotionally healthy and fit?
5. How can I manage schedules and challenges? How do I cope up with loneliness, depression, exhaustion, discrimination, stress, conflict, etc.?
6. What are particular cultural practices, norms, etiquette and behavior that I should be aware of?
7. What are cultural events that I can participate in? Can I engage with civic work or organisation?
8. Are there migrant organisations in the destination country that I can engage with?
9. How do I expand my social and work contacts?

3 hours

MRC Islamabad and
MRC Lahore officers

Representatives
from CSO or migrant
organisation or
service provider or
support network

	10. How can I explore interesting, historical and cultural places in the country? 11. Are there support networks that I can contact in case of need? 12. What are the emergency numbers for police, hospital, etc.? 13. What do I need to know and do in times of crisis or emergencies?		
G. Maintaining, engaging and strengthening ties with the origin country	1. How can I support my family? How can my family engage in other employment and livelihood opportunities? 2. How can I support some development efforts in my country? 3. What programs and services of the government can I avail while I am working abroad? What about services that my family can avail; e.g. scholarships from the Welfare Fund? 4. Can I vote or participate in other political rights in my origin country?	1 hour	MRC Islamabad and MRC Lahore officers
H. Return and reintegration	1. How can I have earlier preparation for my return and reintegration?	1 hour	MRC Islamabad and MRC Lahore officers
I. Other matters	2. Basic language course	2 hours	Representatives from host country or Embassy officials
	3. Basic cultural orientation or workshop (food, customs, etiquettes, etc.)	2 hours	Representatives from host country or Embassy officials
TOTAL		24 hours	

Various timelines for PDOS¹

Main topic	Specific topics covered	Time allocation (1 days) ³	Time allocation (3 days)	Time allocation (5 days)
A. Getting to know the pre-departure training	1. Why am I attending the pre-departure training? 2. What will I learn from this training? 3. What can I contribute to this training? 4. What is expected of me in this training?	0.5 hour	1 hour	1 hour
B. Understanding the general concepts on migration, particularly labour migration	5. What are the data and statistics related to migration flows, patterns and trends (international and regional) that are useful to me as a prospective migrant? 6. How do I distinguish migration-related terminologies such as migration, labour migrants, irregular migrants, diaspora groups, etc.? 7. Are there different categories and profiles of migrants that I should be familiar with? 8. What are the different cycles or phases of migration that I will go through (pre-migration, pre-departure, onsite, return and reintegration)? 9. Are there push and pull factors that affect me and will have impact on me as a prospective migrant? 10. As prospective migrant, why do I need to understand the relationship between migration and human rights, migration and gender, migration and decent work, etc.?	0.5 hour (emphasising on items marked in yellow or in bold)	2 hours	3 hours

¹ Items that are highlighted in yellow or in bold will be prioritised if the PDOS is conducted for a shorter period.

² A one-day pre-departure training may only be conducted if other requirements for overseas work or residency have already been complied with such as going through with recruitment processes and requirements, etc. In short, this can best apply if the migrant already has an employment or with work contract or residency permit, and about to leave the country for work or residency abroad.

C. Getting ready for work abroad	11. What are the requirements if I need to work overseas?	1 hour	4 hours	6 hours
	12. How do I process and comply with these documents and requirements?	(emphasising on items marked in yellow or in bold)		
	13. How much is the costs related to these documents and requirements? Who are responsible in paying these costs?			
	14. How much should I prepare financially in order to ensure legal processing of documents? Are there opportunities for me to reduce the costs or mitigate my expenses?			
	15. How do I check on legitimate recruitment agencies or employment opportunities? How do I approach them?			
	16. How can I avoid unauthorised agents or middlemen?			
	17. What are the dos and donts in applying for work overseas?			
	18. How can I ensure a safe, orderly and legal migration process?			
	19. What are tips and advice in order for me to avoid being trafficked, smuggled or victimised by illegal recruiters?			
D. Getting ready to depart for work abroad	20. What travel and settlement documents do I need to bring abroad?	2 hours	4 hours	6 hours
	21. Do I have a copy of the signed employment contract or recruitment documents?	(emphasising on items marked in yellow or in bold)		
	22. Did I fully understand the contents of the employment contract, especially items related to the following:			
	a. Details of my employers and job site			
	b. My roles, duties and responsibilities			
	c. Duration and validity of my contract, including items on renewal or termination			
	d. My salaries and other benefits			
	e. Items related to accommodation, transportation, health and other insurance, etc.			
	f. Leaves and rest days			
	g. Other important items			

23. Do I have duplicate or back-up copies of these documents? Who has copies of these?
24. How will I attend pre-departure orientation seminars, if required?
- 25. Have I paid my welfare fund, insurance fee and other fees?**
26. Do I have the complete name, address and contact information of my employers?
27. Do I have a valid airline, train or bus tickets for my travel?
- 28. What are the baggage allowance and restrictions?**
- 29. What items are permitted or prohibited in my luggage?**
- 30. What airport procedures should I be familiar with?**
31. Am I familiar with the travel from the airport abroad to my place of residence or work?
32. What is the current weather condition in my destination country?
33. How can I check the roaming facility of my mobile phone, validity of my driver's license, etc.?
34. Do I have a working bank account for my salary and remittances?
- 35. Do I need to leave behind an authorisation or special power of attorney in case it is need by my family?**

E. Working conditions abroad	36. What are the initial things that I have to do upon arrival? How do I register with or contact my Embassy or Consulate?	2 hours	4 hours	6 hours
	37. How do I check the location of grocery stores, shops, hospitals, clinics, banks, remittance centers, etc. and the transportation to and from places of residence and work?	(emphasizing on items marked in yellow or in bold)		
	38. What are the applicable labour laws and rules in my destination country that I should be familiar with?			
	39. What are the company regulations, HR procedures and guidelines of my employer that I should understand fully?			
	40. Are there taxes, insurance and other fees that I have to pay while working abroad?			

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- 41. Are there some work-related tips, ethics, etiquette, code of discipline, etc. that I should know about?**
 - 42. How do I fit in into new work environment?**
 - 43. How do I engage in office or company events, or with my office colleagues?**
 - 44. Are there some opportunities to enhance my competitiveness and qualifications, such as training or seminar?
 - 45. Are there some projects and services for labour migrants from the government or CSOs that I can avail or participate in?

Other matters to be discussed in vulnerable work conditions such as domestic work:

- 46. How do I fit it into a work environment in a household with different culture, norms, practices, etc.?
- 47. How do I deal with children of my employers? Or with elderly or physically challenged employers?
- 48. How can I avoid physical, sexual, mental or verbal abuse?
- 49. How do I maintain close relations with my employers and his/her family while at the same time, securing and protecting my privacy?
- 50. How do I manage stress, schedule, conflicts, etc.?

F. Living conditions abroad	51. How do I manage my finances? How do I save? How can I properly use my remittances? How can I establish or maintain a good credit history? 52. Are there free languages courses that I can avail of? 53. How about other courses or training that I can enroll to upgrade my skills? 54. How do I keep myself physically, mentally and emotionally healthy and fit? 55. How can I manage schedules and challenges? How do I cope up with loneliness, depression, exhaustion, discrimination, stress, conflict, etc.? 56. What are particular cultural practices, norms, etiquette and behavior that I should be aware of?	1.5 hours (emphasising on items marked in yellow or in bold)	3 hours	6 hours
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	57. What are cultural events that I can participate in? Can I engage with civic work or organisation? 58. Are there migrant organisations in the destination country that I can engage with? 59. How do I expand my social and work contacts? 60. How can I explore interesting, historical and cultural places in the country? 61. Are there support networks that I can contact in case of need? 62. What are the emergency numbers for police, hospital, etc.? 63. What do I need to know and do in times of crisis or emergencies?			
G. Maintaining, engaging and strengthening ties with the origin country	64. How can I support my family? How can my family engage in other employment and livelihood opportunities? 65. How can I support some development efforts in my country? 66. What programs and services of the government can I avail while I am working abroad? What about services that my family can avail; e.g. scholarships from the Welfare Fund? 67. Can I vote and participate in other political rights in my origin country?	0.5 hour (emphasising on items marked in yellow or in bold)	1 hour	3 hours
H. Return and reintegration	68. How can I have earlier preparation for my return and reintegration?	15 minutes	1 hour	1 hour
I. Other matters	69. Basic language course 70. Basic cultural orientation or workshop (food, customs, etiquettes, etc.)		2 hours	4 hours
TOTAL		8 hours	24 hours	40 hours

5-day schedule for PDOS

Time	Day 1	Day 2	Day 3	Day 4	Day 5
9:00-9:15	Registration	Wrap-up of previous day discussion	Wrap-up of previous day discussion	Wrap-up of previous day discussion	Wrap-up of previous day discussion
9:15-11:00	Opening ceremony: Getting to know the pre-departure training	Getting ready for work abroad	Working conditions abroad	Living conditions abroad	Language course
11:00-13:00	Understanding the general concepts on migration	Getting ready to depart for work abroad	Working conditions abroad	Living conditions abroad Maintaining, engaging and strengthening ties with the origin country	Basic cultural orientation or workshop (food, customs, etiquettes, etc.)
13:00-14:00	Lunch break	Lunch break	Lunch break	Lunch break	Lunch break
14:00-16:00	Understanding the general concepts on migration Getting ready for work abroad	Getting ready to depart for work abroad	Working conditions abroad	Maintaining, engaging and strengthening ties with the origin country Return and reintegration	Basic cultural orientation or workshop (food, customs, etiquettes, etc.)
16:00-18:00	Getting ready for work abroad	Getting ready to depart for work abroad	Living conditions abroad	Language course	Closing ceremony

MODULE FOR THE PDOS

PART I.

REGISTRATION PROCESS AND CREATING YOUR ACCOUNT

(the registration will only be applicable for online module; for the face-to-face/classroom style, you can proceed directly to the Module 1 after the introduction)

1. Registration (please fill up the following accurately)

- First, middle, last name
- Birthdate
- Place of residency
- Nationality
- Email address (where all notifications will be sent such as password verification, certificates, etc. It will also serve as the log-in name.)
- Password
- Repeat password

[Once done, you will be prompted to check the email sent to the email address that was indicated in the registration. Click the link in the email. The link will lead you to the log-in page. Please log-in using your email address and password.]

2. How to go through the modules – ONLINE

Step 1:

The outline of the modules are indicated below. Go through the modules one by one and one step at a time. You have to complete one module and pass the exercises in each module before you can proceed to the next module. Complete the exercises as available and pass the mini-examinations at the last part before going to the next step. There are two modules in this Step 1.

Step 2:

Upon completion of Step 1, choose the country where you are going. Go through the modules in the same as how you did it in Step 1, complete the exercises as available, pass the mini-examinations at the last part before going to the next step. There are three modules in this Step 2.

Step 3:

Once both Steps 1 and 2 are completed, you will be asked if you prefer to get a certificate and will be prompted to a page where you will fill up the form. Once finished, you will be issued a certificate which will also be emailed to you. You can print the certificate for your file which you may use in the future.

3. How to go through the modules – FACE-TO-FACE

The PDOS officer will present the following prior to the formal modules presented in Part II:

- a. Introduce himself/herself (and the other resource persons) and the organisation he/she belong to
- b. Present the outline of the PDOS
- c. Discuss the time allowed for the PDOS
- d. Discuss the expectations from the participants
- e. Present administrative matters (e.g. issuance of information materials and certificate upon completion, emergency exits and routes, contact information and other reference materials)

PART II.

GOING THROUGH THE MODULE

The following topics are priority and specific to PDOS. However, some topics below are presented, similar to PMOS, for emphasis or to recall earlier discussion during the PMOS.

Module 1 – Completing requirements

- a. Completing and validating all requirements (available checklist): passport, visa, work contracts, employment permits, training and language certification, medical examinations, migrant worker's ID, driver's license, pre-departure seminars, travel clearances, membership in welfare fund, enrolment in insurance or provident savings program, getting health card, payment of taxes, etc.

Module 2 – Are the migrant workers ready?

- b. Pouring through employment contracts: sample tips and advice
 - i. Understanding each provision of the contract; should be written in language/s easily understood by signing parties
 - ii. Verifying accuracy and completeness of contracts: knowing from whom to seek legal advice (refer to document on standard employment contracts)
 - iii. Providing contracts in advance and not at the airport or during day of departure
 - iv. Keeping duplicates of all documents; provide copies to family or trusted friend or colleague
- c. Knowing the rights and responsibilities of migrant workers
 - i. Knowing the various international standards, national policies and company regulations in relation to work/job
 - ii. Knowing code of discipline and ethical standards
 - iii. Accepting rewards and sanctions

- d. Getting ready for the travel: sample tips and advice
 - i. Confirming plane tickets/flights, knowing routes from airport to jobsite, etc.
 - ii. Paying travel taxes, custom duties and other dues, as applicable
 - iii. Knowing airport and immigration procedures, filling up embarkation cards
 - iv. Understanding allowable baggage allowances and content (emphasis on the caution for prohibited items for air travel, for entry in host countries, etc.)
 - v. Checking roaming facilities of cellular phone
 - vi. Checking validity of driver's license
 - vii. Checking bank accounts and allowable amount of cash for hand-carry
 - viii. Managing bank accounts: paying debts, settling unpaid bills and services, supporting families, saving for the future, etc.
 - ix. Preparing a migration plan with family (including return and reintegration strategies)
 - x. Leaving behind "special power of attorney" or authorisation document
- e. Getting ready for the job: sample tips and advice
 - i. Securing copies of education, language and training certificates and documents
 - ii. Knowing the employer's (individual or company) profile, goals, corporate mantra, etc.
 - iii. Understanding and preparing for duties and responsibilities
 - iv. Checking office rules, protocols, procedures and code of conduct
 - v. Understanding the redress mechanisms, dispute settlement and access to justice, government service and support networks at the job site
 - vi. Staying healthy and keeping fit
 - vii. Ensuring safety and security of self, personal elements and other properties
 - viii. Memorising emergency and hotline numbers
 - ix. Familiarising with the location of accommodation, job site, diplomatic and consular mission, and other important places
 - x. Keeping copies of list of support networks, contact persons and information (hand-book for migrant workers, if available)

f. Getting to know the country of destination: sample tips and advice

- i. Knowing and observing laws and regulations
- ii. Respecting people, culture, tradition, practices and views
- iii. Learning the language
- iv. Engaging with colleagues, neighbors and community
- v. Paying dues

g. Preparing for return and reintegration

- i. Plans and timelines
- ii. Financial management
- iii. Involving the family

MODULE 1.

COMPLETING THE REQUIREMENTS

1. *Since you are attending the PDOS, it means that you have or about to complete the other pre-departure requirements for your work abroad. Before you travel overseas, please check the processes below and ensure that you have complied with these documents and requirements?*



The questions and answers below will guide you towards the various general requirements, processes and documents. Take note of the flow chart or table below (which uses Pakistan as an example). Other countries will have different processes or requirements. If you have any question, do not hesitate to contact the MRC.

Check out which stage/steps are you in now and see whether you have completed and went through the processes correctly.

Steps (country specific)	Requirements	Where to avail or who can provide information
1. Secure documents: passport, certificates for skills, language courses, fill out forms.	Birth certificate, etc.	Passport Office at the Ministry of Interior, TVET Institute, Protectorate Of Emigrants (PoEs)
2. Look out for vacancies, coordinate with legitimate recruitment agency, check validity, seek advice from MRCs/government	Certificates- Job offers	MRC, BEOE, Overseas Employment Promoters (OEPs)
3. Apply for work, verify advertisements, submit requirements, negotiate for salaries and benefits, get receipts/invoice of fees paid, etc.	Fees	OEPs
4. Have medical examinations, complete other requirements, get invoice of fees paid, etc.	Fees	Accredited health facility
5. When recruited, review terms and conditions of employment/ contract and job description, get signed copies, seek advice from MRCs/government	Foreign Service Agreement	MRC, OEPs

6. Apply for visa or work permit, verify authenticity of documents, keep invoice	Foreign Service Agreement	Embassy, through recruiter or employer
7. Prepare travel requirements: know routes, airport and immigration requirements, what and what not to bring, seek advice		Recruitment agency, MRC
8. Attend pre-departure orientation seminars, register, get ID or migrant workers card, pay insurance or welfare fund, keep invoice	Foreign Service Agreement	POE, MRC
9. Ensure complete documents, keep photocopies, seek advice from MRC/government, get info materials		MRC
10. Get a bank account for remittance, know other financial benefits, secure family needs	Forms, IDs, work contract	Banks, financial institutions
11. Know airport procedures both in origin and destination countries, comply with other exit requirements	Passport, visa, work permits, ID, OEC	MRC, OEP
12. Memorise important phone numbers, job site, location of Embassies or consulates		MRC, POE
13. Upon arrival, report to or inform the Embassy or consulate		Embassies or consulates

2. What travel and settlement documents do I need to bring abroad?

The following are example of documents that you should bring with you:

- Valid passport, work permit or work visa, overseas employment certificate, residency card
- Standard employment contract
- Certificates of your skills, diploma, license
- Medical certificates, doctor's prescription, list of medicines
- Driver's license, if available or if required by your employment
- Handbook for migrant workers, list of important contact persons/agencies/numbers, if available
- Other relevant documents that will help you adjust to work and life overseas



Again, check out which documents do you already possess or which ones you do not yet have. Also, make sure that the documents have their red ribbon/ certification, authentication or verification in order that they will be recognised as valid document in the destination country. The red ribbon is usually processed with the Ministry of Foreign Affairs.



Leave an authorisation letter or special power of attorney (SPA) to your trusted friend or family member. The letter or SPA will authorise them to do specific activities on your behalf as may be required or appropriate later while you are abroad. Examples of these are when you pay real estate taxes for the properties you left behind, process claims from your insurance, or receive documents from social services agencies.

3. *What is a passport? Do I need one? Where can I get it?*

A passport is a travel document, issued by a country in which the holder is a citizen, that proves the holder's identity, including his/her citizenship, primarily for the purpose of international travel. Your name, birth date, place of birth and citizenship are indicated in the passport.

Its validity ranges from 5 to 10 years and is renewable. In most travel advisories, the passport should still be valid for at least 6 months before its expiration date in order for one to allow to travel across borders. Watch out for the expiration date of your passport. Do not wait until the last validity date before you renew. It is always more useful to renew your passport in advance.

As an intending migrant worker, you will need a passport for international travel. In some countries, you have to have a valid passport even before applying for work.

Country specific rules vary as to where you can apply – either with the Ministry of Home Affairs or with the Ministry of Foreign Affairs. As a general rule, you will need a birth or registration certificate or national identity card in order to apply for a passport.

Below is a copy of the Pakistan passport, which is taken from the Passport Office under the Ministry of Interior.

4. *What is visa? Do I need one? Where can I get it?*

A visa is a document which is either stamped on your passport or issued in a separate paper by another country to allow you to travel to, enter or transit in such country. Kindly note that there are countries which issue visa to allow them to travel to the country but the final decision to allow the traveller to enter the country lies with the immigration officer. There are some incidents of “airport-to-airport”, where the traveller is required to return immediately to his/her country of origin through the next available flight because of some reasons such as wrong visa or lack of travel documents.

Visas are applied in the Embassies or Consulates of the country where you are going. If it does not have such office, check out which Embassy processes the application on its behalf. In some countries, the application is done through an accredited private entity such as VFS Global Visa Application Centre. In most cases, if you apply for work through a recruitment agency, the agency will process the visa application on your behalf.

The general documents required in the work visa application is the filled-up form (which the Embassy provides), the work contract or confirmation letter from the employer or the certification from the government agency.

If you are a migrant worker, be cautious of accepting a tourist visa for purposes of work even if the recruiter promises to convert the visa later on to a working visa. There might be some visa exemptions for you going to some countries, and this means that you can enter the country for a specific number of days for limited purposes, such as attendance to meetings or conferences or for tourism, but this does not mean that you can work or earn income while there. A tourist visa will not permit you to legally work in another country.

Know the details of your visa such as the number of entries and days allowed, expiration period and category or purpose. This will have impact on your stay in the destination country. Watch out for the expiration date of your visa. Do not wait until the last validity date before you renew, if this is allowed. It is always more useful to renew your visa in advance.

Below is a copy of a visa.

STATE OF QATAR MINISTRY OF INTERIOR General Directorate of Border Passports and Expatriates affairs				دولة قطر وزارة الداخلية المديرية العامة للحدود جوازات السفر والوافدين	
					
Visa Number :	502018005505	Application Number :	QT2018003202		
Date of Issue :	2018-08-30	Visa Validity :	2018-09-29		
Description of Visa Owner :	Passport Holder	VISA Type :	WORK		
Purpose of VISA :	WORK	Duration of Residence :	01 MONTH		
Name :	ALI KHAN	Gender :	MALE		
Nationality :	PAKISTAN	Passport Validity :	2021-04-10		
Passport Number / Type :	EC7365908 / Normal	Profession :	NONE		
Date of Birth :	1974-05-24				
Sponsor Name :	GENRAL TURISM AUTHORITY				

5. What is a work permit? Do I need one? Where can I get it?

A work permit is an authorisation to work in the country of destination. It is your permission to work. This is important because some visas allow the individual to enter the country but not the right to work. In the Middle East, this is the equivalent of an Iqama issued in the form of an ID card that you have to carry with you at all times. It can also be called residency permit in other countries.

Just like the other documents, there is a fee in applying for work permit. Check with the recruiter how much is the cost and whether it is you or the employer/recruiter who will pay for it. To verify, the MRC or the government will be able to help you. Generally, the recruiter is also responsible in applying for your work permit and the cost is included in the placement fee that you paid to the recruiter.

There are conditions attached to a work permit, one of which is because of the kafala system where you cannot change employer. Otherwise, your work permit will be cancelled. Watch out for the expiration date of your work permit. Do not wait until the last validity date before you renew. It is always more useful to renew your work permit in advance.

Below is a copy of a work permit.



6. What is a recruitment, placement or manning agency?

You may already have passed through the recruitment stage for employment abroad but it is always helpful to check whether, indeed, your recruitment agency is authorised or legal. This is to ensure that you will not encounter problems while abroad and if you do, you can seek assistance or relief from your recruitment agency.

Recruitment agencies are authorised individuals or corporations to recruit, hire or pool human resources for employment in other countries. In Pakistan, they are called overseas employment promoter. To be authorised, they should have a valid license granted by a specific govern-

ment agency. In some countries, only joint ventures or corporations are allowed to recruit and not sole proprietors or individuals.

Make sure that you apply only through registered and licensed recruitment agencies by the government. It is also important for you to check the current status of the agency whether they are valid, cancelled, suspended or delisted. It is possible that the agency is registered or licensed but is currently suspended or delisted. You may check the current status also through the authorised government entity which is the Bureau of Emigration and Overseas Employment <https://beoe.gov.pk/>.



Remember that only the government can provide registration, accreditation or license to recruitment agencies. The status and role of your recruitment agency is critical in ensuring your protection and compliance with your work contract. Once you apply to an illegal recruiter, there are negative consequences and dangers corresponding to it. It is possible that the job they offer does not exist at all, or that the work is too difficult, dirty and dangerous.

7. How do I check on legitimate recruitment agencies or employment opportunities? How do I approach them?

The best strategy is to check this with the BEOE either by calling them or through their website. They usually publish online the current status of recruitment agencies, or whether they are suspended and with pending case or complaint.



The most common indicators or signs of an illegal recruitment are the following:

- Does not have job order (which is the equivalent of “foreign demand” in Pakistan)
- Immediately asks for fee or payments
- Does not issue any receipt or invoice; if it issues, it is generic and does not contain details such as address, tax identification number, license number, etc.
- Promises to fast track the process for employment application using tourist, azad or visit visa
- Advises you not to go through authorised government agency and deal with them exclusively
- Requires you to have medical examinations even without contract or job assurance
- Recruits in malls, parks, restaurants, houses and in other places which are not its official or registered address
- Poses as connected to a high-ranking official or persons with authority
- Does not disclose or explain in details; they are evasive or secretive in their answers or information
- Does not also ask more questions from the prospective migrant, does not check their background or their skills/knowledge/competencies; they just accept all types of applicants so long as they pay; this is often called “pooling”
- Offers jobs online and requests for bank transfers without personal meeting
- Other modus operandi?

The screenshot shows the 'List of Overseas Employment Promoters (OEPs)' page. At the top, there is a navigation bar with links like Home, About Us, Emigrants, Overseas Employment Promoters, OEP Portal, Foreign Jobs, Reports & Statistics, and Media Center. Below the navigation bar, there are news updates and complaints. The main content area has a search bar with a text input 'Type search keywords here...', a dropdown for 'Search by Licence No.', and buttons for 'Search OEP' and 'Clear Search'. Below the search bar, there are tabs for 'Valid Licences', 'Invalid Licences', 'Expired Licences', 'Cancelled Licences', 'Surrendered Licences', 'Suspended Licences', and 'All Licences'. Under these tabs, there are filters for 'Show Licences of:' with options like 'All PEs', 'PE Karachi', 'PE Lahore', 'PE Multan', 'PE Rawalpindi', 'PE Malakand', 'PE Peshawar', and 'PE Quetta'. A pagination bar shows 'Showing 1 - 50 licences of the total 2260 licences.' Below this is a table with columns: Licence No., Proprietor Name, Licence Title, Status, Expiry Date, OEP Head Office, and Branch Office(s).

8. How can I avoid illegal recruitment?

Deal only with licensed or registered recruitment agencies

Regularly check if such agencies are with current or valid job orders

Transact business in the official or registered office address of the agencies or recruiters

Avoid dealing with agents or middlemen. Check their profile if the agents or middlemen reach out to you.

Do not immediately pay the placement fee. Check if you are required to pay it. Pay only when the job is assured or when there is already a contract.

Ask for official receipt or invoice

Be cautious about agencies who immediately ask for payments for visa, flights, etc.

Do not apply to agencies whose published address is only PO Box. Do not send the documents only in PO Box.

Do not accept tourist or visit visas for purposes of work or employment abroad. Ensure that you have a work visa.

9. What are the different forms of illegal recruitment or schemes and modus operandi used by illegal recruiters?



The list below are forms of illegal recruitment in select countries which may not be applicable in the Silk Routes countries at all times. Please check country specific rules and regulations for accuracy.

- Tourist visa
- Escort service
- Backdoor exit
- Assumed identity
- Student-Worker or Trainee-Worker scheme [unless authorised by host countries]
- Immigration consultancy
- Reprocessing through tie-ups [where a non-licensed agency conspires/ties up with a licensed agency to process the recruitment on its behalf]
- Mail-order spouse
- Blind ads

- Correspondence: email or internet scam
- Camouflage through attendance in conferences, religious events, sports competition, educational tour, pilgrimage and related events
- Detached visa (could be related to visa trading)
- Open market in airports for denied labour migrants
- Boyfriend/girlfriend system
- Domestic workers method

10. How can I avoid unauthorised agents or middlemen?

- Deal only within the licensed recruitment agency's official address; in some countries, the law provides specific places or addresses where they can recruit and this usually refers to their official address
- Check the identity of the agent or middleman; in some countries where agents or middlemen are allowed, they usually have a special power, authority or license to recruit
- Ask for official receipt or invoice for every fee paid

11. What is visa trading? Why would sponsors trade visas?

Visa trading refers to a situation where a migrant is sponsored for a specific work or position and upon arrival in the destination country, the migrant worker performs a substantially different job. This is because the sponsor has unofficially “traded” or “sold” the worker's visa to another sponsor, whom the worker now answers to informally. In some instances, this happens because the sponsor actually has no intention at all to really provide the intended and rightful job to the migrant worker as intended in the visa. Rather, the migrant worker is “released” into the black market to earn a living in exchange for financially compensating the sponsor.

The key distinction between the visa trading and typical irregular migration is that under visa trading, the migrant worker enters the destination country with an appropriate paper work with the correct visa but then subsequently enters the black market. In irregular migration, the entry is illegal because it was done without the appropriate visa or travel document, or done for a non-work related purpose.

By now, you may already have a visa. Again, there is no harm in checking its validity and ensure that nobody else will take this away from so that others can use it for illegitimate purpose.

12. Do I have a copy of the signed employment contract or recruitment documents?

Please ensure that you have a copy of your standard terms of employment (STOE) or the Foreign Service Agreement as it is called in Pakistan, and that they are signed or approved,

as much as possible before your departure. It is the agreement between the employer and employee (migrant workers) on the terms and conditions of the employment, what are the duties, responsibilities and rights of both the employer and employee, and other related matters that govern the employment of migrant worker abroad.



They are standard contracts because they set the minimum requirements for overseas employment in order to ensure the protection of migrants while in their work place and to also make them responsible and compliant with their duties and responsibilities. Same goes with the employer.

Any provision or inclusion that undermines the minimum standards are not allowed. The employer, however, may provide other benefits and remuneration above and beyond the minimum salary and incentives provided under international or national laws.

Ensure that you get a copy of your employment contract (or employment offer) at least 5 days before departure, and not at the airport when you are about to depart. Depending on the country, immigration officials will check if you possess a copy of the employment contract before they allow you to leave the country.

13. Did I fully understand the contents of the employment contract?

Know and understand fully your work contract specially items related to the following:

- Details of your employers and job site
- Your roles, duties and responsibilities
- Duration and validity of your contract, including items on renewal or termination
- Your salaries and other benefits
- Items related to accommodation, transportation, health and other insurance, etc.
- Leaves and rest days
- Other important items

The contracts are mostly written in two languages: yours and that of your employer (e.g. Urdu for Pakistan and Arabic for UAE) so that both of you fully understood its content. If there are items not clear to you or you do not agree with, always get in touch with the government authority or the MRC.



14. Do I have duplicate or back-up copies of these documents? Who has copies of these?

Ensure that there are at least 3 copies of the documents mentioned above: one for you, one for your trusted friend or family member, and one with the appropriate government agency.

15. I heard a lot about Kafala. What is the Kafala system used in most Middle East or GCC? How will I be affected by it?

Applicable in most Middle East countries, the Kafala system is a practice whereby a migrant worker's immigration status is legally bound to an individual employer or sponsor (kafeel) for their contract period. The migrant worker cannot enter the country, transfer employment nor leave the country for any reason without first obtaining explicit written permission from the kafeel. The worker must be sponsored by a kafeel in order to enter the destination country and remains tied to this kafeel throughout their stay. The kafeel must report to the immigration authorities if the migrant worker leaves their employment and must ensure the worker leaves the country after the contract ends, including paying for the flight home. Often the kafeel exerts further control over the migrant worker by confiscating their passport and travel documents, despite legislation in some destination countries that declares this practice illegal.

As such, if you are a migrant worker under the Kafala system, you are completely dependent upon your kafeel for your travel, livelihood and residency. Take this into consideration when you decide whether to apply for work overseas. Should at any point you encounter any problem or difficulty with your employer, please report immediately to your Embassy or Consulate or to the recruitment agency.

16. If I am working in Dubai and have to switch employer, is it necessary to exit from the country?

Not in all cases. There is a new policy in UAE where updating of visa status can be done online. This would require, however, that you comply with the requirements in switching employers such as getting a No Objection Certification or that you finish your contract and you are able to find a new employer or sponsor.

17. Why does the Kafeel keep the original passport of migrant?

The rule is that the Kafeel cannot confiscate or keep the original passport of the migrant. This is against international law and the standard employment contract. Most often than not, however, the Kafeel keeps it to secure that the migrant will not escape, run away or cease the contract because he or she does not have his or her travel documents. This would limit his or her movements and options.

In some countries, Kafeel keeps the passport to ensure that the migrant continues to work and be able to pay for his/her loan with the employer or the expenses incurred during the recruitment.

18. What are the steps I can take when Kafeel is not ready to handover my passport?

First option is to discuss this in more details with the Kafeel or the employer and let him/her understand further the regulation that your passport should be with you. If after several discussions or pleas and he/she continues to hold on to your passport, you may report this to the Embassy or the CWA who in turn will either negotiate with the Kafeel or employer or report it to the local authorities.

19. Have I paid my welfare fund, insurance fee and other fees?

In Pakistan, there are other mandatory fees such as the welfare fund and insurance. There are benefits from these funds so make sure that you or your employer have paid for it. You pay them during the process of application for overseas employment, usually when you apply for the overseas employment certificate. This is one of the requirements for you to complete the application process and ready to be deployed.

The Welfare fund is:

- Membership based, paid prior to departure by migrant worker, valid through duration of employment contract or within a period of five years
- Amount ranges from USD 25-50, depending on the country (In Pakistan, fee is 2000 PKR paid to the Overseas Pakistanis Foundation)
- Benefits include welfare assistance, loans, repatriation, injury and death benefits, family support, scholarships, housing loan, etc.
- Only paying members can avail of benefits; mandatory in most countries



The Insurance is:

- In most countries, paid by the employer/recruiter
- Depending on the type of insurance, most benefits are for physical injuries, medical needs, death, etc.
- Amount ranges from USD 25-50, depending on the country (In Pakistan, the insurance fee is 2500 PKR)
- Mandatory in most countries

20. Do I have the complete name, address and contact information of my employers?

Your contract will indicate the complete name, address and contact information of your employer/s. Verify if this is the same place for your work or residence. If not, check with your recruitment agency or with your co-worker especially if you are hired in batches.

21. Do I have a valid airline, train or bus tickets for my travel? How do I get to the destination country?

Before you leave, check if you have a valid airline, train or bus ticket. If you are not sure, call the company or the travel agency. The ticket is usually with a reference or booking number as well as the contact information of the issuing agency. This number will be used in checking the validity of the tickets.

Take note if there are multiple flights or train rides – that is, the travel is not direct from your country to the country where you will work. Take note of the time differences as well as the lay-over time of each step in the travel. Arrive early so that you will not rush.

Electronic Ticket - Passenger Itinerary/Receipt										
Traveller:						Booking Reference: RM33AL				
Ticket number:		157-3641128127				Date of issue:		15. Jul. 2019		
Issued by airline:		Qatar Airways				Place of issue:		Wien		
Issuing agency:		BCD Travel				Agent IATA number: 06210245				
Flight	Class	Date	Time	From/To	Terminal	Status	Fare basis	Not valid before	Not valid after	Baggage
QR833	N	21Jul	0305	Islamabad, Pakistan Islamabad International Airport		OK	NLR4R1RW		21Jul	30Kilo
		21Jul	0445	Doha, Qatar Doha International Airport		Seat:				
Operated By Qatar Airways								CPN 1 Airline Confirmation RM33AL		
QR444	N	21Jul	0810	Doha, Qatar Doha International Airport		OK	NLR4R1RW		21Jul	30Kilo
		21Jul	1015	Baghdad, Iraq Baghdad International Airport		Seat:				

22. What are the baggage allowance and restrictions?

Your ticket will also show how much baggage allowance you are entitled to. In most cases, this is 30 kilos, which could be one or two bags/luggage, for check-in. This is in addition to your hand carry which should not be more than 8 kilos. If the ticket indicates “one piece concept”, this means that you are only allowed one luggage and should not exceed 23 kilos. If going to the US, there are airlines that have specific dimensions or sizes for the luggage.

Check also with the airlines as to the requirements in locking your luggage as there are rules applicable; e.g. in US, it has to be TSA (or Travel Sentry Approved) lock while some countries



do not encourage the locking of luggage. Put an easily seen or identifiable mark in your luggage so that you can easily locate them; e.g. put a lace or ribbon in the handle. You can put your name and contact information in the luggage but do not make it so big that can easily be visible and traceable to you. Emerging modus operandi for drug trafficking use identifiable or marked luggage in transporting drugs.

23. What items are permitted or prohibited in my luggage?

Dangerous goods are articles or substances which are capable of posing a risk to health, safety, property or the environment, thus are prohibited either in your hand carry or check-in baggage. Special regulations are applicable for the transport of these goods. For safety reasons, do not carry dangerous goods, such as those listed below, on you or in your baggage:

- corrosive material, e.g. acid, wet batteries, mercury (except 1 medical or clinical thermometer per person)
- disabling devices, e.g. mace, pepper sprays or similar containing irritant or incapacitating substances
- explosives, e.g. dynamite, fireworks, pyrotechnic material, ammunition with explosive or incendiary projectiles
- flammable liquids, e.g. windproof lighters, fuel, paint, alcohol > 70 vol %
- flammable solids, e.g. strike anywhere matches, solid fuel

- fuel containers filled with gas, e.g. camping stoves, gas lighters with blue flame, liquid oxygen systems (O₂)
- infectious substances, e.g. diagnostic specimens, live virus material
- oxidising material, e.g. stain, bleaches
- radioactive material
- toxic substances, e.g. pesticides, insecticides
- miscellaneous dangerous goods or articles, e.g. magnetised material, combustion engines, electroshock weapons, pepper spray, security-type attaché cases, e-bikes and other lithium battery powered personal transportation devices, regardless of the watt-hour rating like hoverboard, mini-segway, airwheel, balance wheel or baggage scooter.



In your hand carry, do not carry items that are:

- Liquid and more than 100ml; pack liquid items in containers or plastic that are visible or clear
- Sharp objects such as Swiss knife or ice pick
- Guns and self-defense items
- Sports equipment
- Lighters, matches and other flammable items
- Meat, fruit, vegetables and other agricultural products

To get more accurate information, check with your airline as they may have specific rules and regulations, depending also on the country of destination. There are also limitations on the amount or quantity of cigarettes, liquor, food items and medicines.

24. I heard a lot about drug trafficking. How will this affect me?

Migrant workers are often used as mules/couriers/carrier of prohibited drugs to other countries and this is prohibited in almost all countries. The penalty is severe, at times leading to death penalty. Be careful. Do not just allow anybody to help you carry your bag or accept items that they wish you to carry abroad. Even if you know these other people, make sure to check the contents and to know the purpose. If they are prohibited items, do not accept them even if they offer you huge amount of money in return.

25. What airport procedures should I be familiar with?

Upon arrival at the airport:

- Go to the counter for check-in with the airline; if you are not familiar with the counter, go to the TV or LCD screens showing flight details to check the counters and gates.
- At the counter, present your passport, ticket and other travel documents.
- Bring your luggage bags in the conveyor for checking, especially in compliance with the baggage allowance.
- Once approved, you will be issued a boarding pass which will indicate your name, seat number, flights details and the gate where you will board the plane.
- After check-in, go to the immigration counter where the officer will check again your travel documents such as passport and boarding pass. Other documents such as the working permit or overseas employment certificate will be checked by the immigration.



- In some countries, you will have to fill-up an immigration embarkation card, which you will also present to the immigration counter. In Pakistan, there is no need to fill-up an embarkation or disembarkation card.
- Once approved, the immigration officer will stamp on your passport which means that you are allowed to leave; if not, they will advise you on the reason behind it and what you are supposed to do.
- After immigration, proceed to the gate indicated in your boarding pass. Wait there until the boarding is ready.
- If there are problems, go to information desks for advice and help

Please make sure that you are at the airport at least 3 hours before departure time to allow sufficient time for all the procedures mentioned above.

When asked by the immigration officer, please respond clearly, kindly, respectfully and honestly. Do not pay an immigration officer or give any item to him/her that might be construed as bribery or corruption.

Should any problem arise during the immigration departure process, contact your recruiter. If you cannot reach him or her, contact the authorised government agencies. In most cases, these government agencies are with their respective desks or offices at the international airports.



26. Am I familiar with the travel from the airport abroad to my place of residence or work?

If you go through a recruitment agency, generally, part of the travel package is to bring you to the place of residence or work from the airport upon arrival and this means that somebody will pick you up at the airport. If you are recruited in batches or by group, you can travel together to minimise expense and to also help ensure that you are going to the correct place together. Be familiar with this in advance.

One tip to ensure that the person picking you up is legitimate is to ask him/her upon arrival where will he/she bring you. The response should be in line with the information that the recruitment agency has provided or in line with your contract. Be cautious of people who pick-up at the airport.

If the transfer from airport to your place of residence or work will be on your own, know in advance what are the options, how much is the cost, what are the legitimate taxis, etc. Be sure to have local currencies and various denominations sufficient for taxis or local transportation because some of these do not return change.

If you have a friend or family in this place, it will also be helpful if they can assist you or pick you up or give you some tips or advice.

27. Where will I live if I work abroad?

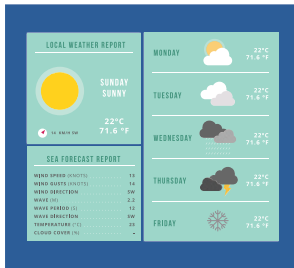
Your place of residence may be the same or different from your place of work. If not and if provided, check this in advance with the recruiter. This should also be clearly specified in your work contract.

If accommodation is not included in the contract, you should check this in advance and already look for accommodation before you leave. You can check online or through friends, colleagues and family, especially those who are there already or who have been there as they might have some recommendations.

If you are hired by group and will travelling in batches, it might be good to initially share same accommodation to reduce on the costs. You may opt to have a separate accommodation later on. On your first months of stay, it is also advisable to reside in a place closer or accessible to your place of work. This will reduce the costs of and time for travel. It is also advisable to rent spaces that are already with some essential equipment or appliances.

Be prepared for the costs that you have to pay. In most cases, renting an apartment or room demands advance payments of rent for at least 3 months. Understand the terms and conditions of your contract, including the payment of amenities and city services such as electricity, heating, water and internet connection, and whether these are included in your monthly payments or you have to pay them personally. You may also wish to negotiate with your employer as it might be possible to get an advance payment in order to pay for your rent.

28. What is the current weather condition in my destination country?



Check the weather online or through news reports, friends, relatives and colleagues. This will help you prepare what type of clothing should you bring with you. This will also help you condition your mind and body to adjust to your new environment.

Be prepared for a temperature ranging from 40-55 degrees if you are going to the GCC during summer or a temperature as low as minus 10 in Europe, South Korea and Japan.

Bring with you medicines and vitamins that you regularly take or are accustomed to, which are at least good for three months, as these might not be available over-the-counter in your country of destination. Bring also any medical records or prescriptions for medicines for you.

Possible sources of weather updates are:

www.weather.com

www.bbc.com/weather

29. How can I check the roaming facility of my mobile phone, validity of my driver's license, etc.?

It is advised that you have a roaming phone number before you leave the country so that you can be immediately reached upon arrival or should there be some problems. You can choose to discontinue later with your roaming phone number once you already have a local phone number.

There are several options for roaming provided by telecommunication companies in your country. Check which one offers the best and arrange for this prior to leaving.

If you have an international driver's license, check whether this is recognised in the destination country. Some countries still require you to take exams or pass some requirements before your international driver's license can be validated overseas. At times, you have to get a new one in the destination country.

30. Do I have a working bank account for my salary and remittances?

In most cases, the employer is responsible in opening a bank account for you in the destination country especially if the salaries will only be provided through banks (i.e. no salary in cash). Get to know the terms, conditions and benefits of the bank account. Check if they have remittance facilities. If not, get more information or seek tips and guidance from friends and colleagues on which money transfer company is the most reliable, cost-friendly and convenient.

Advise your family on this remittance facility. If you or the head of your family do not yet have a bank account in the origin country, it is advised to open one before you leave so that you and your family already have the details.

If you have a bank account already and you wish to also use this while abroad, check whether it has international features; i.e. that you can transact (deposit or withdraw or others) while abroad either through partner banks or through ATM.

Please avoid the informal transfer modes such as the hundi or hawala system whereby the remittances are sent by hand or informal money changer or agent. They may be fast or convenient but they are costly and often not reliable.

31. Can I still send money back to my family even if I do not have a bank account?

It is still possible to send money back to your family even if you do not have a bank account. You can send through authorised money changer or money transfer agent but they are costly and not at all times reliable.

It is advised to still get a bank account, if allowable, in order to secure your salary, help you save, reduce your costs and help you build your credit history.



32. How do I manage my finances? How do I save? How can I properly use my income? How can I establish or maintain a good credit history?



The following are some tips and advice:

- Make a financial plan. This includes information on what is your goal, how much you should earn in order to achieve this goal, how much do you actually earn, how much you should save and spend, etc. The plan should be for you as a migrant worker and for your family, either jointly or separately. MRC can provide you with a sample of a financial plan if you need it.
- Your financial plan should include not only a computation of what you earn and spend, but also on the need to secure your future such as payment of insurance, provident fund, savings, and other forms of social protection. These should be factored in first before you plan on how and where to spend your income on other needs.
- The plan will also include how long you intend to stay abroad and work. This will help determine your spending patterns. Please note that you cannot be a migrant worker forever because of several reasons, foremost of which is that your contract is usually for a limited period of time. As such, prepare for your eventual return and reintegration in advance.
- Prioritise spending on your needs rather than wants and other non-essential items.
- Pay your debts and loans on time. Do not borrow money in order to pay another debt.
- Invest some of your income in business either through you directly (passive investment) or your family members who can be more actively engaged if do not have other jobs.

There are online courses on financial literacy and inclusion that offers information on:

- Better management of remittances
- Effective savings techniques
- How to get out of debt
- Where to invest your money
- How to become a business owner

33. Before you leave, try to make a migration-related financial plan together with your family.

Migrants are always advised to have an early preparation for their return and reintegration to their origin country. General, migrant workers are not allowed to stay forever in their host country for various reasons, foremost of which is that their stay abroad is dependent on work contracts, which on the average could be one or two years. This can be renewed subject to your performance, availability of jobs, and political and economic conditions in your host country.

Eventually, you will return to your hometown. It would be good that when you return, you will be in a better living condition compared to when you left. This means that, ideally, you were able to save from your income abroad, you were able to support your family, and you will have options for other source of income or employment.

Some tips and advice to prepare for a sensible and proper return and reintegration:

- Implement your financial plan as mentioned above
- Pay on time and regularly the fees that support your social protection such as insurance, savings, provident fund, retirement fund, etc.
- Save for emergencies, save for the future
- When possible, have other source of income while working abroad, either through your family or you yourself such as investing some of your income in bonds or treasury bills
- Continue to upgrade your skills and competencies

34. Do I need to leave behind an authorisation or special power of attorney in case it is needed by my family?

It is advised that you leave an authorisation letter or special power of attorney (SPA) to your trusted friend or family member. The letter or SPA will authorise them to do specific activities on your behalf as may be required or appropriate later while you are abroad. Examples of these are when you pay real estate taxes for the properties you left behind, process claims from your insurance, or receive documents from social services agencies. The SPA is important in times of emergency. Issuing it in advance will also reduce your expenses because issuing an SPA while already in the destination country will cost more. The MRC can provide you with a sample authorisation letter or SPA if you need them.





MODULE 2.

GETTING READY FOR WORK AND LIFE ABROAD



1. *What are the initial things that I have to do upon arrival? How do I register with or contact my Embassy or Consulate?*

One of the important things to do upon arrival, in addition to informing your family and recruitment agency and settling in your new house or accommodation, is to register with or contact your Embassy or Consulate to inform them of your arrival and provide details of your work. Some Embassies or Consulates require personal registration especially if you are within the city or vicinity of their offices; other may accept phone calls or email. Sometimes, you are requested to provide them a copy of your work contract, especially if there is a Community Welfare Attaché posted in the Embassy.

This is important so that the Embassy is aware of your presence in the country and that in times of crisis, emergency or distress situation, you can call them for help and they can assist you.

The handbook or information materials provided to you during the PDOS will include the contact details of the Embassy. Some Embassies have hotline or 24/7 numbers.

2. *What are the mandate, role and responsibilities of the Embassy or consulate as well as the labour or community welfare attaché?*

One of the priority mandate and responsibilities of Embassies and Consulates is to provide assistance and services to their nationals, whether in times of distress or emergencies or during ordinary times. Some countries have Labour or Community Welfare Attachés who are specifically assigned to deal with employment-related matters for their nationals, to negotiate with host countries for labour, employment and social security agreements, to vet foreign employers and monitor compliance of work contracts, to help address any employer-employee related matters, and to provide protection and consular assistance such as renewal of passport or work permits.

In the absence of a labour or community welfare attaché, a consul or assistance-to-nationals officer is assigned within the Embassy specifically for consular and protection services to the migrants and migrant workers.

Other Embassies have their own Migrant Resource Centres or shelters/halfway houses for their nationals. As such, get to know well the location of the Embassy, its contact information and the officials working there as you might need them at some point while abroad.



3. How do I check the location of grocery stores, shops, hospitals, clinics, banks, remittance centers, etc. and the transportation to and from places of residence and work?

The handbook or information materials provided to you during the PDOS will include some information and contact details of these services. Search online. Explore your neighbourhood. Get tips and advice from friends, colleagues and neighbours. There are also group sites or chats in Facebook and other social media that can give insights. Attend and participate regularly with the activities of the Embassy and the community to get updates.

If you have smart phones, install applicable mobile application to help you such as google maps (also waze), city services (mycity, dubainow) and transport options (Uber, Gett, Grab, Careem).

4. What are the business/official hours?

Business and official days and hours vary from one country to another depending factors and criteria. Examples are:

- a. Depending on the faith/religion practiced in other countries:
 - Muslim countries: Sunday to Thursday
 - Other countries: Monday to Friday

b. Depending on the work:

- Regular offices: 8:00 am to 6:00 pm
- Bars and restaurants: 12 noon to 12 midnight
- 24/7 offices: at least 3 shifts such as 6:00 am to 2:00 pm, 2:00 pm to 10 pm, 10 pm to 6:00 am
- Domestic work: with at least uninterrupted 8 hours of rest within a day
- Construction sites in Middle East: 6:00 to 10:00 am and 4:00 to 8:00 pm (especially during summer)

c. Depending on the employer:

- Ships (cargo or cruise): at least 3 shifts as above
- IT or business process outsourcing: at least 3 shifts as above

The usual practice is that governments, offices, business, banking hours, etc. are open from 8:00 am to 6:00 pm.

The general rule on the hours of work, following international law and standards, is not to have more than 8 hours of work in a day with a break of at least one hour after every four hours of work. Any hours of work beyond the allowable is considered an overtime, which entitles the migrant worker to an overtime pay. There are exemptions to this rule such as the domestic workers, seafarers, and those in managerial position.

5. What are the applicable labour laws and rules in my destination country that I should be familiar with?

The handbook or information materials provided to you during the PDOS will include some information on applicable labour laws. Some of these are country or region specific such as the regulations on iqama and sponsorship or kafala, exit clearance, and non-transferability to other employers.

For more information, you may check these websites and regularly contact the MRC if there are questions or additional information needed:

<https://mlsd.gov.sa/en/procedures> (Kingdom of Saudi Arabia)

<https://government.ae/en/information-and-services#/> (United Arab Emirates)

<https://www.onlineqatar.com/living/laws-and-regulations/labour-laws-in-qatar> (Qatar)

<https://qatarlaborlaw.com/> (Qatar)

<http://www.mylabourlaw.net/> (Malaysia)

<http://www.koreanlaborlaw.com/> (South Korea)

<http://www.mybahrain.net/info/visit-visa-information.aspx> (Bahrain)

<https://www.labour.gov.hk/eng/legislat/content2.htm> (Hong Kong)

6. What are the company regulations, HR procedures and guidelines of my employer that I should understand fully?

The usual order of business in companies or employment for newly-arrived workers is to have a thorough induction and orientation. Some of the topics discussed are the profile of the company/employer, its work and operations, different units/divisions/offices, financial and HR procedures and guidelines, etc. Make sure that you attend this and understand the presentation carefully.

If there is no formal induction or orientation, meet with the finance and HR divisions to know more about the guidelines. Sometimes, companies have their own handbook for this purpose. Have specific sessions with your employer, boss or supervisor to discuss your duties and responsibilities and what are their expectations of you. Do not hesitate to inquire and meet with relevant people in your company if this would help you perform your job properly and responsively.

- As general rule and practice, every company or employer expects his/her employees of the following:
 - Report to office or work regularly and on time
 - Perform your tasks diligently and properly
 - Use office premises and resources properly
- If there are problems, consult with your supervisor immediately, or talk to HR, a colleague or your family, or to the Embassy or Attaché
- Learn new skills or things that will help you perform better at work
- Respect your employers, supervisors, colleagues, officemates regardless of their status or background
- Be mindful of their needs and situation
- Respect country's culture and the company's ethics and practices
- Do no harm to any person or property
- Never involve in any illegal activity such as gambling, drinking, dealing prohibited drugs, etc.
- Be cautious of the expiry dates of your documents such as the visa and work permits; if nearing their expiration, be sure to renew them immediately to avoid problems

7. What are my rights and privileges as migrant worker?

- You have the right to keep the original of your personal documents such as your passport, visa, employment contract, and residence or working permits.
- Your working hours are regulated; there are only specific times of the day or number of hours where you are required to work and any overtime work demands for overtime pay
- You have the right to have at least one hour of rest for every four straight hours of work and at least one full day rest within a week
- You have the right to receive your salary within the time indicated in your contract
- You have the right to take a medical leave and annual leave
- After your probationary period (if it is indicated in the contract), you cannot just be dismissed by the employer; in case of dismissal, you have the right to know the reason and contest it through proper proceedings



8. Are there taxes, insurance and other fees that I have to pay while working abroad?

Generally, migrant workers, especially those who are hired through recruitment agencies, are exempted from paying taxes in the host countries. If your income is taxable, this should be clearly indicated in the contract. The usual practice is also for the employer to deduct the taxes from your salary so that you will receive the net amount and you do not need to pay the taxes personally or by yourself directly as these may have already been paid by the employer on your behalf after the deduction.

Your income as a migrant worker is also generally exempted from taxes in your origin country. The remittances you sent to your family is also exempted from taxes. In other countries, there is a documentary stamp tax imposed on remittances. Check with the MRCs for additional information on this matter.

On the insurance, check with your employer if the monthly dues will be paid by him/her (which is the general case). There are some instances where the employee or migrant worker also shares or pays a certain percentage of the insurance costs, provident fund or other fees. These should be clearly indicated in your work contract.

9. Are there some work-related tips, ethics, etiquette, code of discipline, etc. that I should know about? How do I fit in into new work environment?

- Get to know your employers, supervisors and co-workers and these include both other nationals as well as your fellow nationals
- Learn their basic language and respect their culture and norms
- Be honest and kind with them
- Try not to align your self with any specific group especially if you discover that there are factions or group dynamics; however, do not isolate yourself either
- Engage with company events or activities
- If allowed and if it will not compromise your work and status, join a union or employees' association

10. How can I take care of myself and my family while working abroad? Why is it important?

A worker who is not physically, psychologically and emotionally fit will not be able to perform his or her duties and responsibilities well. If you incur frequent absences and tardiness, you will not be able to complete your work and this may irritate or anger the employer. If persistent, it may cause your dismissal or non-renewal of your contract.

Exercise regularly. Sleep well. Drink lots of water. Eat healthy food. Take vitamins. Avoid unhealthy habits such as smoking and drinking frequently or heavily. Visit the doctor regularly. Rest well. Practice some hobbies.



Taking care of your self physically is not enough, you also have to address emotional and mental health and cope up with homesickness, boredom, discrimination or xenophobia, or depression, which are the potential consequences of being in a new environment and workplace and being away from your family.

At times, you will also worry too much of the situation of your family back home. You are worried if they are safe, healthy, etc. Advise your family members to also exercise their duties of care and not rely on you at all times for their needs and emergencies. The family members should also be empowered to be able to take care of themselves in the absence of the migrant worker. This way, the migrant worker can also focus on his/her work and be at peace while abroad.

11. *Are there some opportunities to enhance my competitiveness and qualifications, such as training or seminar?*

Participating in training or seminar not only expands your knowledge and enhances your skills and qualifications, it will also help you know better your colleagues and co-workers, and expand your social networks. Take all the possible opportunities to participate in trainings, workshops or seminars so long as it will not affect your work or schedule. Your company or the Embassy, host government or private sector may offer these. Some are offered online, which you can take at your own time and pace.



Try to look for courses or trainings that are free or with minimal costs. If you believe the training is related to your work, submit a proposal and discuss this with your employer or supervisor as they might pay for the costs or they might allow you to do the training while on official or working time.

For vocational courses, check these:

http://www.tevta.gov.pk/vocational_edu.php

<http://www.academicinfo.net/online-courses/career-vocational-training>

<https://digiskills.pk/>

For language courses, check these:

<https://www.duolingo.com/>

<https://www.rosettastone.com/>

<https://www.coursera.org/browse/language-learning>



12. What are labour rights abuses? How do they relate to migrant worker?

Labour rights abuses include any form of unfair or unjust treatment at work. The following are examples of labour rights abuses:

- Contract substitution
- Long working hours
- Delayed payments of salaries and other remuneration, as well as non-payment
- Unauthorised deduction from salaries

- Dangerous working conditions without proper occupational safety measures
- Physical, financial, mental abuse, psychological abuse or exploitation, and sexual harassment

Several studies show that migrant workers are more vulnerable in other countries compared to national workers and the irregular migrants, especially the trafficking victims, are the most vulnerable.

As migrant worker, you should be mindful and cautious about these abuses and exploitations so that it will not affect you or any of your colleague or co-worker. If there are early signs of these abuses and exploitation, discuss immediately with your supervisor, employer or recruiter. If it is not addressed immediately, report to your Embassy or Labour Attaché or CSOs who might be of help.

13. What is exploitation? How do I know if I am being exploited?

Exploitation refers to the act in which the employers abuse their power or authority and harmfully uses and maximises the labour of the migrant worker to their benefits. Based on ILO's standards, the following are some of the indicators of labour exploitation:

Strong indicators:

- Excessive working days or hours
- Bad living conditions
- Hazardous work
- Low or no salary



Medium indicators:

- No respect of labour laws or contracts signed
- No social protection (health care insurance, etc.)
- Very bad working conditions
- Wage manipulation

Exploitation becomes forced labour when an exploitative situation becomes regular occurrence, and any agreement originally made is void by imposing a penalty or threat. The indicators for forced labour are:

- Abuse of vulnerability
- Deception

- Restriction of movement
- Isolation
- Physical or sexual violence
- Intimidation and threats or confiscation of identity documents
- Withholding of wages or debt bondage
- Abusive working or living conditions
- Excessive and unpaid overtime

14. *Even though it is exploitative, does it make a difference if I initially agreed to the working situation?*

Your consent – verbally or not, implied or not – does not excuse the employer or justify his/her actions. You can still file a complaint, demand for reparation or payment of damages, and seek full enforcement of the contract that you signed with the employer.

Kindly note, however, that in filing formal criminal or civil charges against the employer, there might be a prescriptive period which means that you can only file a complaint within a given period. This could be within 2 or 5 or 10 years from the time the abuse, exploitation or violation has occurred, depending on the penalties.

15. *How can I protect myself from abuses, exploitation, bondage, etc.?*

- Make sure that you migrate regularly with the correct and complete documentation
- Have an open, honest and regular communication with your supervisor or employer
- Be responsible in your job and do not tolerate any form of abuse, exploitation or discrimination
- Observe the laws and regulations accordingly
- Be updated with current laws, issuances, news, etc. from the government or employer; check with the employees' association or trade union regularly
- Join or build up a support network among migrants or colleagues in your work site (or a union or employees' association if this is allowed); you can support one another or advocate for the welfare and protection of one another
- Establish regular contacts and dialogue with your Embassy or Consulate as well as with other migrant organisations and civil society groups



16. What will I do if I suffer from these abuses or exploitation?

- Report immediately to your Embassy or Consulate as well as with other migrant organisations and civil society groups or to the police; seek guidance from them on the best approach against the employer or recruiter
- Have a medical or physical examination; the medical report will be useful in claiming damages from your employer
- File formal criminal or civil charges against the employer or the abuser/exploiter
- Secure all documents that will support your claim; have duplicate copies of these
- If need, seek counseling or psycho-social assistance from CSOs or migrant organisations

Kindly note that despite being in an irregular status in other countries, you have the right to seek assistance and protection from local authorities such as the police or with other support networks such as legal groups. Your being an irregular migrant does not exempt you from seeking remedies and redress of grievances with the host country. You are entitled to legal and other forms of support and protection.

If you are a victim of trafficking of human beings, whether you are in a regular or irregular status abroad, you are also entitled to protection and legal assistance. You cannot be accused of any other crimes directly related to the trafficking act.

17. If my friend, co-worker, colleague or family members have encountered these problems, what can they do? What can I do?

Any person who is affected by or has witnessed or knowledge of any forms of abuses, exploitation or contract violation can report such incidents to the authorities, Embassy, employer or other support network. The immediate the reporting is, the better in order not to aggravate or prolong the situation. There are emergency hotline numbers especially if the situation demands immediate response from the police or hospital or for rescue. As such, memorise these emergency or hotline numbers, or keep a copy of these numbers which you can easily access.

In filing formal complaints, however, depending on the remedial laws or procedures of the country, only the victims or the affected party/person may file a case. The others may issue an affidavit either as witness or have personal knowledge of the incidents.

18. What if my work is not in line with what is included in the contract, what can I do?

This is either a violation or substitution of contract, both of which are not allowed and are with corresponding sanctions or penalties. If you are affected by any of these, you can immediately report to the authorities or file a complaint.

If the violations are gradual or done in bits or pieces, it is advised that you document these incidents either through your personal notes in your diary or through messages you send out to friends, family or colleagues. If you report these to the employer or recruitment agencies, do not delete or destroy them. These documentation will substantiate or support your complaints and may serve as your evidence when you claim damages or payments.

Please note that even if the violation is done gradually or in bits or pieces, it does not exempt the culprit or violator from any liability or penalty.

19. What if I do not like the work, what can I do?

If you do not like your work because you are not used to it, take time to learn and adjust to it. Living and working in another country with a different environment, people and regulation is not always easy. It will take time to adjust to the new routine, learn new work, adjust to new colleagues, etc. Do not give up at once. Talk with other co-workers as they might be experiencing the same.

If you do not like the work because it is abusive, exploitative or violative of your rights and welfare, then report immediately to the authorities or to the Embassy or Labour Attaché.

If you do not like the work because it is demanding or difficult, discuss this with your employer or supervisor and recommend options to make the work environment better for you without also compromising productivity and other factors, especially your co-workers. Talk as well to other co-workers who have gone through the same experience and they might give you advice or coping mechanisms.

If this does not work, reach out to the Embassy, support networks, migrant organisations, etc. as they might help in easing the workload by encouraging you to participate in socio-cultural events.

If the problem persists or recurs, then have a self-analysis and weigh the pros and cons of staying with your work or going back to home. Some factors you might think about are:

- Can I find other jobs which may have lower salary but have less work demands?
- If yes, will I still be able to pay my loans?
- If yes, will I still be able to support my family?
- Where can I find more happiness, peace and satisfaction?
- Am I willing to risk a lot for this job?





Other matters to be discussed in vulnerable work conditions such as domestic work:

20. How do I fit it into a work environment in a household with different culture, norms, practices, etc.?

Domestic work is different compared to other forms of migrant work because the worker lives with the family for 24 hours a day. Such proximity has its own pros and cons. In some cases, the proximity results to very good relations that the domestic worker is treated as a regular member of the household. There are also some cases, however, that the proximity also results to sexual or physical abuses.

- Get to know your employers and members of the household; consider them like your own family member
- Learn their basic language and respect their culture and norms
- Be honest and kind with them
- Be mindful of their needs and situation
- Perform your tasks diligently and properly
- Learn new skills or things that will help you perform better at work
- Use the household resources properly; do no harm to any person or property
- If there are problems, consult with your employer immediately, or speak to a colleague, friend or your family, or to the Embassy or Attaché
- Never involve in any illegal activity such as gambling, drinking, dealing prohibited drugs, etc.
- Be cautious of the expiry dates of your documents such as the visa and work permits; if nearing their expiration, be sure to renew them immediately to avoid problems

How do I deal with children of my employers? Or with elderly or physically challenged employers?

Your work contract should be clear on your particular tasks and responsibilities, especially if the domestic work will involve taking care of children, elderly or other members of the household who are physically challenged or with medical conditions because this would require special skills and care. As such, you should have the necessary information, training or skills in order to do your job well and will not commit mistakes that will result to health issues or emergencies to your employers.

If you will take care of elderly or with physical challenges or medical conditions:

- Be guided by a professional medical practitioner (doctor, nurse, etc.)
- Understand well the medical prescriptions, dosage, schedule, etc.
- Know the emergency numbers of hospitals
- Take a first aid training

21. How can I avoid physical, sexual, mental, financial or verbal abuse?

The following are some tips and advice:

Maintain close relations with your employers and his/her family while at the same time, secure and protect your privacy

Ensure that you have your own private space within the house

Do not allow your employer to go to your own private space especially in unholy hour or when you are alone

Do not tolerate unnecessary physical touches or approaches

Be respectful and cautious of the cultural sensitivities associated with sex, gender, etc. in a given country; e.g. do not go out or be in public places in shorts or skimpy dresses, avoid speaking foul/sexist remarks or language

Do not borrow money or other valuables from your employer as it triggers potential financial abuse when it becomes regular; if it is unavoidable to borrow because of emergency, pay at once

Focus on your work during official time but also free yourself from work-related thoughts during your break, leave or holidays

Avoid shouting back at your employer; if he/she does this often, discuss with him/her on how to avoid this; if it happens again or if it is not addressed, report to the Embassy, migrant organisation or civil society

22. How do I manage stress, schedule, conflicts, etc.?

The following are some tips and advice:

Engage in some hobbies like exercise, gardening, learning new language, visiting historical or interesting sites, etc.

Maintain good physical and mental health

Focus when it is work time so that your rest time is also maximised for doing other things

Prepare your calendar of activities in advance; ensure that you stick to your schedule

Become a member of existing migrant groups or organisations

Participate in Embassy or Consular events

Communicate regularly with friends and family

Find new friends outside your work; meet other nationalities; do not limit your friends to your own nationality

Write your thoughts, views, etc.; make your diary

Know more about the culture, practices, laws, etc. of other nationalities working with you or you encounter regularly, especially of your employer

23. How can I use my insurance and other related benefits?

To properly use and maximise the benefits of your insurance:

- Know and understand very well its provisions, contents, benefits and coverage
- Pay the fees regularly and timely (if the insurance is paid by the employer, check regularly if it is timely paid; if not, report to the employer or recruiter)
- Secure copies of the forms that will be used if you avail of the benefits
- Know the contact information of the nearest office where you can submit your claims
- Keep duplicate copies of any medical results, doctors' prescriptions, receipts or invoice, etc.

24. What are particular cultural practices, norms, etiquette and behavior that I should be aware of?

Cultural practices, norms, etiquette and behaviour are country or region specific. Part of the discussion in the pre-departure orientation seminar is on these; as such, listen attentively to the presentation. In addition, learn by your self the cultural practices of your destination country even before you leave. Get information from friends and colleagues. Search online. It will help you adjust and adapt to your new environment easier or faster.

Examples of these are:

- a. In select Middle East countries: there are places especially reserve for males or females, and females cannot be in public places alone
- b. In Singapore: violations such as chewing a gum, stepping on grass (where prohibited), or throwing garbage improperly have severe penalties
- c. In Korea and Japan: time management is critical and being late for work is a serious offense

25. Are there migrant organisations in the destination country that I can engage with?

There are various kinds of migrant organisations in the destination countries, with members either from one nationality only or from various nationalities. They do various works such as:

- Political, social, cultural, professional, sports, geographical-related activities
- Humanitarian assistance, relief operations and emergency support
- Aid for the development of their country
- Health, educational or housing services for the migrant community in host countries
- Medical and social services to migrants
- Advocacy and lobbying (e.g. portability of Medicare, insurance, voting rights, etc.)

You can choose which ones to join that suits your needs and interests. Some may require membership fee or contribution. Some may be registered formally with the host country while others are informal organisations. There are a lot of benefits if you join these organisations; not only can they be your support network but they can also be your source of information, advice and guidance.

Be cautious, however, of some migrant organisations who do illicit activities such as money trading, illegal recruitment and unauthorised collection and misuse of funds. Make sure as well that your membership in the organisations and participation in the activities will not compromise and negatively impact on your schedule, work and focus.



These links will provide you additional information:

<http://gcmigration.org/members/>

<https://www.ituc-csi.org/about-us>

<http://mfasia.org/about-us/membersandpartners/>

<http://idwfed.org/en/affiliates>

26. Are there support networks that I can contact in case of need or emergency?

The contingency plan or the Embassy usually have this list of support network or emergency response team. For your own safety, know and memorise the emergency numbers of your Embassy or Consulate as well as the hotline numbers of police, hospital and fire station.

There are also temporary shelters, Migrant Resource Centres and community clubs or centres that offer help during emergencies such as Red Crescent or Red Cross.

Contingency plans and emergency preparedness are integrated document, plan or strategies that are made operational in times of crisis or emergencies or preferably, before they occur, in the host or destination countries of migrants. Emergencies or crisis include political conflict, public unrest, calamities or natural disasters, fire or other accidents that affect a substantive number of people, including the migrants. The importance of these contingency plans is to prepare the government, in partnership with support networks, to protect, provide for the needs, relocate or evacuate the migrants when the crisis or emergency escalates, and ensure that they are safe, secure and protected. Being a migrant, it is also important for you to be familiar with the contingency plans.

Malaysian Trades Union Congress
Wisma MTUC 10-5, Jalan USJ 9/5T
Subang Jaya, 47620, Selangor
MIGRANT RESOURCE CENTRE (MRC)
SELANGOR / KUALA LUMPUR

Bro Rudy – 016-9004051 Bro Zul Thye – 014-7322665

MTUC MRC
MIGRANT RESOURCE CENTRE
PROTECTING MIGRANT WORKERS BY
PROMOTING SAFE & FAIR LABOUR MIGRATION

PROMOTION
STANDARD
MIGRATION

MIGRANT RESOURCE CENTRE

Travel Smart - Work Smart

MTUC MIGRANT RESOURCE CENTRE
MRC-JOHOR
11-C Tingkat 1, Jalan Tun Abdul Razak,
Susur 4, 80200 Johor Baru, Johor
012-5238256 (Bro Salleh)
018-7675166 (Bro Khairuddin)

MTUC MIGRANT RESOURCE CENTRE
MRC-PENANG
No 2965, Jalan Prai, Taman
Inderawasih, 136000 Prai,
Pulau Pinang
012-4734460 (Bro Fauzi)
018-2844134 (Bro Sahul)

27. What are emergency numbers?

The handbook or information materials that may have been provided to you during the PDOS will include the contact details of the Embassy as well as the country-specific emergency numbers such as below. Some Embassies have hotline or 24/7 emergency numbers. Memorise these numbers.

The following are emergency numbers in Iraq:

Medical facilities: **122** for ambulance and **404** for medical advice

Fire department: **115**

Police department: **104**

other emergency numbers: _____

28. What do I need to know and do in times of crisis or emergencies?

The following are tips and advice in times of emergencies:

Do not panic

Ready or get your emergency bag (containing necessities such as water, food, medicines, essential documents and communication equipment, and some clothing) for eventual evacuation or relocation

Know your exit routes and ways going to the Embassy, Consulate or other support network (police, hospital, shelter, etc.)

Communicate with friends, family, other colleagues

Other tips will depend on the nature of the emergencies. As such, participate in trainings or drills, know the various evacuation procedures, get regular updates and advice from authorities, and keep calm.

CONGRATULATIONS! You completed the modules for the Pre-Departure Training and Orientation Seminar. Your certificate will be issued asap. The organisers will get in touch with you for this purpose.

We hope that you learned a lot and will be able to apply what you have learned and understood when working in other countries. If you have any question or clarification, please feel free to contact the Migrant Resource Centre in Pakistan through: info@mrc.org.pk

We wish you all the best!

