



Executive Summary

Migrants in Countries in Crisis Initiative Private Sector Consultation

2-3 December 2015

Protecting Migrants in Countries in Crisis: Guidelines for the Private Sector

For the purposes of this summary, “migrant” means non-nationals of a country in which they are employed, who may have been recruited and deployed abroad or hired locally, for short and long-term assignments and at all skills levels.

1. Follow ethical recruitment processes to hire migrants and expand duty of care to include them.

- **Employers:** Adopt an ethical model for the recruitment of migrant workers, e.g. job-seekers are not charged fees, and prefer recruiters with accreditation of labour recruitment integrity certification schemes. Require companies through your supply chain to do the same. Inscribe duty of care in contracts for internationally and locally hired migrant employees. Promote the development of internal policy to activate companies’ legal responsibility and moral imperative to protect their migrant workforce during a crisis. Ensure protection of migrants across the supply chain by adding duty of care clauses in contracts with contractors and suppliers.
- **Recruiters:** seek accreditation of labour recruitment integrity schemes.

2. Know who your migrant employees are.

- Identify non-national employees, and record contact details (including of family members in the home country), copies of passport/identity documents, visa information, accompanying family contacts, health information (including required prescriptions), contact information and social media profiles. Ask companies in your supply chains to do the same.
- Keep contact information up to date, including on evacuation, to contact migrant workers to return after the crisis is over, or for employment in other locations.

3. Plan with migrant workers in mind and test your plans.

- Incorporate into contingency plans specific procedures and services for migrant workers and their families.
- Ensure plans are flexible, simple and translated into languages appropriate for your migrant workforce.
- Identify procedures for helping migrants replace missing or inadequate identity documents.
- Identify best tools for communicating with migrants, including social media. Build redundancy around communication systems and opt for flexible solutions in order to reach out to different sectors of the migrant population.
- Test contingency plans including through exercises involving migrant workers and service providers.
- Consider relocation before evacuation, including to retain migrant workers who may not be able to return post-evacuation.

4. Prepare migrants to help themselves and eliminate barriers to their doing so.

- Provide pre-departure and/or on-arrival training that includes information and instructions on contingency plans, alert systems, relocation and evacuation procedures, applicable insurance schemes (see below) and how to access life-saving assistance like health care.

- Provide information on procedures in case of conflict or natural disaster freely in the workplace including emergency contacts/websites/other media.
 - Ensure migrant employees have valid travel documents, including by: providing a reminder in advance of expiration dates; creating a cloud space to store scanned copies that can be easily accessed; refraining from withholding employee identity documents; in countries where employers are responsible for providing consent or exit permits, establishing a mechanism to ensure permits are automatically available if employees wish to leave.
 - Encourage migrants to buy, or purchase for them, repatriation and medical micro-insurance. Inform migrants on digital financial services such as digital accounts, which are accessible simultaneously to migrants and to their families in the country of origin. Inform migrants of other relevant financial products like savings, remittances and fast-cash loans.
 - Establish flexible payroll and cash assistance systems. Foresee needing to pay migrants' salaries in a different currency from the one normally used. Be prepared to provide cash in crisis situations.
 - Translate warnings and alerts into languages appropriate for your migrant workforce.
- 5. Collaborate with states, other employers and service providers to pre-arrange assistance, share resources, and share information and intelligence.**
- Sign agreements with service providers in advance for: transportation (air, land and sea), safe accommodation (in situ, in transit and at destination), security services, health care (in situ, in transit and at destination), communication (radios, telephones, internet, back-up systems), banks and financial services (cash, various currencies, payrolls in transit and destination), local services including translation and local legal advice.
 - Contact states or embassies of significant migrant groups and determine their capacity to assist during a crisis with document issuance and repatriation, if necessary.
 - Work with other employers or local business associations to develop joint contingency plans, common risk assessments and warning systems, and share resources for communications, relocations and evacuations.
 - Collect intelligence locally. Connect with governments' security advisory agencies, where available.
- 6. Adapt your services to support migrants caught in countries in crisis.**
- If you provide services relevant generally to crisis response (transportation, financial services, insurance, health care, evacuation, telecommunications, etc.), consider applying fair charges during emergencies, as well as offering fee waivers or discounts when possible. Collaborate with employers, states and migrants to determine what services migrants may need either through employers/states or by accessing individually. Customize existing products or create scalable tools or services for the latter.