



IOM Labour Migration Process Mapping Toolkit			
Migrant Worker Interview Tool <i>Covering recruitment, employment and return</i>			
Sheet number	Tool	When to use this tool	Guidance
1	Key principles	Prior to beginning labour migration process mapping	Use this tool to understand the key principles that should underpin all labour migration process mapping activities.
2	Guidance note on migrant worker safety and well-being and note-taking during interviews	When training migrant worker interviewers and preparing for migrant worker interviews	Use this guidance to train migrant worker interviewers on how to ensure migrant worker safety and well-being during labour migration process mapping activities, including through effective interview techniques.
3	Consent form	At the start of the interview	Use this form at the start of all interviews to document workers' consent to (a) participate in the interview, (b) provide permission for assessors to review their personnel files, and (c) provide permission for assessors to contact them in follow-up if needed after the assessment.
4	Worker interview questionnaire	During the interview	Before the assessment, review this questionnaire and adapt the questions as needed based on research and preparation activities carried out under Phase 3 of the Labour Migration Process Mapping Guide. Use the questions to guide interviews with migrant workers and capture notes during the assessment. The list of questions is not exhaustive, but indicates the key areas related to the recruitment, employment and return of migrant workers that should be covered. The questionnaire is designed for individual interviews but can be amended for group interviews.



Key Principles For Interviews	
1	Meaningful engagement with and protection of migrant workers. Consult, engage and include migrant workers from all demographic groups, where possible. Enable migrant workers to participate in activities voluntarily, and take all necessary action to protect them from harm and retaliation.
2	Access to effective grievance mechanisms and remediation. Provide access to effective grievance mechanisms and remediation.
3	Confidentiality and data protection. Ensure confidentiality and data protection of all information.
4	Non-discrimination. Act in an inclusive and sensitive manner towards migrant workers of all demographic groups.
5	Transparency and integrity. Act with transparency and integrity throughout the interviews: disclose relevant information and allow management to present their point of view.
6	Accountability. Establish and communicate clear lines of accountability and responsibility.



Migrant Worker Interview Questionnaire

This guidance note provides information on how to prevent harm and retaliation against migrant workers who participate in labour migration process mapping activities. It outlines the main steps that should be taken before, during and after migrant worker interviews. The assessment team can mark off each step as it is completed.

Step	Guidance	Completed (yes/no)
Pre-interview stage		
1. Conduct an impact assessment to ensure that the risk of retaliation against migrant workers is minimal	1.1 Identify any security, emotional, social, economic and other risks that the interview might impose on migrant workers and take steps to mitigate these risks.	
	1.2 Carry out background research on geographic, demographic, political and social factors that may impact the assessment and how to mitigate these.	
2. Adequately select, train and prepare migrant worker interviewers and interpreters	2.1 Select worker interviewers and interpreters (if applicable) who have the following background and skills: <ul style="list-style-type: none"> – Experience working with migrant workers. – Experience in human resources, or background in psychology and the social sciences. – Experience in identifying and dealing with issues related to gender equality, gender-based violence and sexual harassment. – Strong organizational and time management skills. – Excellent communication skills, including proficiency in languages understood by individuals they are interviewing. <p><i>Note: Team members should be representative of the management and workforce to ensure an inclusive approach (e.g., including team members of relevant genders, ethnicities, disabilities, castes etc.).</i></p>	
	2.2 Ensure team members do not have any conflicts of interest (as would be the case for ex-labour recruiter staff or ex-government officials, for instance).	
	2.3 Brief interviewers and any interpreters on the scope and process of interviews as well as on any potential risks for migrant workers and a protocol for escalation of any sensitive findings. See Guide: Phase 3 Step 6 for detail on how to select, train and prepare the assessment team.	
	2.4 Ensure that the interpreters agree to and sign the following, prior to starting the migrant worker interviews: <ul style="list-style-type: none"> – Non-disclosure agreement. – Anti-bribery policy. – Child protection policy. 	
	2.5 When worker interviewers with native language skills are not available, select a credible interpreter/agency to support the interviews. Any interpreters used must be external to the business enterprise being assessed. <ul style="list-style-type: none"> – Select interpreters who are the same gender as the migrant worker interviewees. – Brief the interpreter on the purpose of the assessments, scope of interviews and potential risk areas for migrant workers. 	



Migrant Worker Interview Questionnaire		
Step	Guidance	Completed (yes/no)
Pre-interview stage		
3. Provide migrant workers with comprehensive information about the labour migration process mapping and assessment (in a language they understand) and how they will be able to access the results in advance (especially if no union is present)	3.1 Request trade union, worker representative or business enterprise partners to inform migrant workers about the purpose and scope of the labour migration process mapping and assessment in advance, including how to access the results and further information on the mapping, once completed.	
	3.2 Brief relevant civil society organizations, trade unions and other community or worker-based organisations about the labour migration process mapping exercise. Request their support in briefing migrant workers.	
	3.3 Manage the expectations of migrant workers. Be clear about the purpose of the labour migration process mapping and what it may mean for migrant workers.	
	3.4 Do not make promises to fix issues. Manage migrant workers expectations, and ensure migrant workers do not believe you will be providing them with something that you will not. The purpose of the interview must be clear.	
Interview stage		
4. Ensure confidentiality and anonymity	4.1 At the beginning of the interview, reassure migrant workers that any information they provide will not be linked back to them.	
	4.2 Assure migrant workers that the interview notes will not contain any information that could reveal their identity. <ul style="list-style-type: none"> – Keep a separate sheet with the identifying information (see Tab 4) and only use codes or nicknames on the data entry sheet (see Tab 5). – Keep the sheet for the duration of the investigation while strictly necessary and subsequently destroy it. 	
5. Obtain migrant workers' (or their representatives') verbal informed consent to be interviewed and to have their personal data collected by labour recruiters, employers and any other relevant parties	5.1 Obtain migrant workers' verbal informed consent at the start of every interview. This should cover consent to: <ul style="list-style-type: none"> – Participate in the interview. – Have the interviewer take notes. – Have the interviewer review personnel files. – Share their contact details and be contacted for follow-up purposes. <p>See Tab 3 (consent form); translate this form into workers' native languages.</p>	
	5.2 Do not request any personal data that is not required for carrying out labour migration process mapping. If any such information is provided to you, inform the migrant worker about it and delete it instantly.	



Migrant Worker Interview Questionnaire		
Step	Guidance	Completed (yes/no)
Interview stage		
6. Conduct the on-site interview in private with no witnesses	<p>6.1 Conduct the interviews in a private room or space:</p> <ul style="list-style-type: none"> – With doors closed and windows covered where necessary (for example, if the workers are in a position from which colleagues or supervisors could observe the interview). – Always without the presence of management. – With no security cameras in the space where interviews are taking place. Make sure to check for the presence of security cameras. 	
	6.2 Prior to the interview, inform site management that there should be no disruptions during the interview.	
	6.3 If, in special circumstances (such as the Covid-19 pandemic), there is a need to conduct the interview outdoors, do so in an open space where no one can hear the conversation.	
	<p>6.4 In some situations, off-site interviews may be advisable to enable migrant workers to talk freely, except when:</p> <ul style="list-style-type: none"> – There is a security risk. – Workers are easily identifiable or unlikely to talk (for instance, if they live in on-site dormitories or have been coached). 	
	6.5 Reschedule the interview if the conditions listed – such as no witnesses or no cameras – cannot be fulfilled.	
	6.6 Ensure a focal point – preferably a migrant worker representative or trade union member – is present on site to bring migrant workers to the interview, and take them back to their work station.	
7. If interviews are carried out outside of work hours, the business enterprise should compensate migrant workers for their time and arrange any travel to and from the interview location	7.1 Schedule the interview at a time and place chosen by the migrant worker.	
	7.2 Ensure the employer compensates any in-person and remote interviews carried out on their behalf outside of working hours at migrant workers' standard overtime rate. Travel costs should also be covered. Migrant workers should be fully compensated for the time spent on interviews, that is, there should be no deductions from their pay. They should not be required to advance or cover any costs.	
	7.3 Where interviews are carried out as part of an independent third-party assessment, a meal or similar goodwill voucher or token can be provided after the interview by the assessment implementor.	



Migrant Worker Interview Questionnaire		
Step	Guidance	Completed (yes/no)
Interview stage		
8. Enable migrant workers to participate voluntarily and speak openly and truthfully without fear of retaliation	8.1 At the start of the interview, check that migrant workers have been accurately informed about the interview.	
	8.2 Confirm that migrant workers are comfortable with the interviewers and interpreters they speak to. At the start of the interview: <ul style="list-style-type: none"> – Start with a friendly introduction. Introduce yourself and explain the purpose of the interview. – Put migrant workers at ease by having a short chat about their family, and any commonalities (where appropriate). – Take a supportive style and approach. – Inform the migrant workers they can refuse to answer any or all of the questions and may ask questions of their own at any point. 	
	8.3 Create a safe and comfortable environment throughout the interview by: <ul style="list-style-type: none"> – Being neutral. – Asking open ended – not leading – questions. Questions should not give clues to the "right" response. – Framing questions in a way that does not lead to retraumatisation. – Keeping a relaxed and conversational tone. Keep it simple; explain unfamiliar words and concepts. – Watching for non-verbal clues such as looking away or nervous laughs. – Asking migrant workers to explain situations that have happened to others. – Being gender sensitive, that is, making sure you don't make assumptions about migrant workers' gender. 	
	8.4 Ensure you do not have any prejudged assumptions about migrant workers that could affect your demeanour.	
	8.5 Amend the questions where necessary to ask the information sensitively and in a culturally appropriate way.	
	8.6 Be mindful of how your status may create a sense of obligation to answer questions, especially in socioeconomic and political contexts where people are not aware of their rights or are not used to being able to say "no".	
	8.7 If group interviews are conducted, ensure that there are no supervisors in the group.	



Migrant Worker Interview Questionnaire		
Step	Guidance	Completed (yes/no)
Interview stage		
9. Abide by the “safety in numbers” principle	<p>9.1 Speak to sufficient numbers of migrant workers to mitigate the risk of site managers being able to trace information to an individual migrant worker. There is no concrete number of migrant workers that constitutes a “sufficient” number, as this will vary depending on the site that is being assessed. Make sure to fulfil the sampling requirements in line with SMETA guidance. In addition, assess the risk to migrant worker safety based on the context of the site you are assessing. For example, if the site is very small, with only 5 migrant workers, the “safety in numbers” principle will be difficult to apply. In such cases, the lead assessor should take extra precautions to ensure that management is committed to implementing remediation in line with the labour migration process mapping principles, particularly the principle requiring that implementors protect migrant workers, their family members and representatives from harm and retaliation. Ensure non-retaliation commitment letters are signed by employers and labour recruiters in such cases.</p>	
	<p>9.2 Try to keep the length of interviews broadly similar, if possible, to prevent any particular migrant worker being perceived by management to have “spoken out” too much.</p>	
10. Ensure the safety of migrant workers with precarious immigration status	<p>10.1 Assure the migrant worker that it is not the purpose of the interview to determine their immigration status.</p>	
	<p>10.2 Where migrant workers’ immigration status may be in doubt, only share with human resources personnel where specifically required by law, or by the contractual obligations of the mapping exercise. Ensure the migrant workers are informed of any such sharing and have a channel to report any concerns and to access support related to any follow-up actions that may be necessary.</p>	
	<p>10.3 Where possible, explain to migrant workers (in a language they understand) the associated risks of continuing to work without a permit.</p>	
	<p>10.4 If the migrant worker wishes, provide referral to trusted civil society organizations that can provide legal advice, including in relation to immigration status.</p>	
11. Mitigate the risk of reprisal; provide migrant workers with a dedicated anonymous and independently provided helpline, if available	<p>11.1 At the end of the interview:</p> <ul style="list-style-type: none"> – Ask interviewees if they have any questions or other concerns that have not been mentioned. – Explain the next steps. – Provide the designated helpline number to the migrant worker(s) at the end of the interview, so that they can reach out if needed (that is, if they experience retaliation). If providing your own contact details, ensure you provide a work phone number, not a personal one. – Thank them for participating in the interview. 	



Migrant Worker Interview Questionnaire		
Step	Guidance	Completed (yes/no)
Post Interview stage		
12. Refer to legal and other external support for workers, where necessary	12.1 If migrant workers call, take note of their feedback and report this to the lead assessor. The lead assessor will then discuss with you how best to take the case forward, and how it can be referred to relevant stakeholders. This may require the lead assessor to liaise with employers, labour recruiters, buyers, local non-governmental organizations, authorities, or the police, depending on the issue. Listen to the concerns of migrant workers, and then refer to and get guidance from the lead assessor on what can be done next. You are not expected to provide a direct solution or response to migrant workers' queries on the call.	
	12.2 To protect them from retaliation, do not share the names of migrant workers who report issues with employers or labour recruiters under any circumstances.	
	12.3 Involve trade unions and migrant worker committees in labour migration process mapping, and provide migrant workers with their contact details, in case there are any reprisals or workers want to raise other issues.	
	12.4 Incidences of human trafficking and other crimes should be discussed with trusted civil society organizations and reported to relevant authorities. Civil society organizations should be able to provide advice about the legal ramifications for the migrant workers involved, including in relation to their immigration status.	
	12.5 Ensure that the employer makes legal and other external support available in the workers' native languages.	
13. Provide migrant workers with information about anonymous and independent grievance mechanisms and support systems available to them in a language they understand, including business and State-led mechanisms and civil society organizations	13.1 In line with the second principle of the Labour Migration Process Mapping Guide, ensure that business grievance mechanisms align with the effectiveness criteria established by the United Nations Guiding Principles, and that they are set up to receive and address complaints from migrant workers.	
	13.2 Ensure that steps are taken to remove any barriers to access – and that migrant workers are empowered to access – business mechanisms, as well as State-led mechanisms and other support services, including those run by civil society organizations.	
	13.3 Inform migrant workers that they can make complaints about: <ul style="list-style-type: none"> – The assessment team and interview process. – Reprisals following the interviews. – Violation of data protection. – Lack of access to external support (including legal support). – Any recruitment or employment-related grievances. 	
	13.4 Ensure grievance mechanisms are gender responsive and available in the native languages of the migrant workers.	



Migrant Worker Interview Questionnaire		
Step	Guidance	Completed (yes/no)
Post Interview stage		
14. Share labour migration process mapping results with migrant workers	<p>14.1 Share labour migration process mapping results with migrant workers. Channels for communicating results with migrant workers can include:</p> <ul style="list-style-type: none"> – Organising a communications session with a trusted trade union or other worker representatives to share an overview of key findings and next steps within the process, answer any questions, and ask the representatives to cascade the messages to the wider workforce. – Holding townhall sessions that all migrant workers are invited to join, to share key findings and next steps, and to provide migrant workers with an opportunity to raise questions and share feedback. Depending on migrant workforce size and the range of nationalities present on site, separate sessions may need to be held to accommodate the different languages spoken by the migrant workers and to ensure that all migrant workers have an opportunity to participate. – Developing communications materials (such as 1–2 page summaries) written in languages of the migrant workers, which can be posted on site notice-boards and in dormitories. 	
15. Delete all confidential data after an agreed period of time	15.1 If no specific timeframe for deleting the confidential data was agreed, delete it as soon as labour migration process mapping is complete.	
	15.2 Explain to the migrant workers that they can request to have any data of theirs that is held by the interviewers (whether on company computers, or in written notes, or otherwise) deleted at any point during the process.	
	15.3 Ensure all migrant workers' personal data is stored in a safe and secure way.	
<p>In some cases, workers may undertake collective action or voice collective grievances outside of the interview room during the assessment. Examples could include refusal to work, leaving production lines, returning uninvited to the interviewer, asking for an audience with management, or calling for the assessor's involvement. In these cases, the lead assessor should:</p>		
1	Stop all interviews immediately.	
2	Ensure the safety of assessment team members. Ensure team members are not drawn into difficult situations.	
3	Approach site managers to communicate that the assessor cannot play an intermediary role in this situation.	
4	Based on the assessment team's experience level, judge whether you are in a position to provide support, and if so, what type. Recommend that managers and migrant workers engage in dialogue to resolve such cases in accordance with applicable laws and regulations, reaching out to the embassy, local mediators, or other support organizations where necessary or possible. However, if the assessors do not feel they are in a position to offer support, or for any reason feel at risk, follow steps 1–3.	



Migrant Worker Interview Questionnaire

Guidance on note-taking during interviews

The below guidance is designed to support migrant worker interviewers in recording responses and findings that are detailed, specific, time-bound and provide insight into the root causes and impact of issues faced by migrant workers. Overall, the objective is to get an understanding of important issues at a site, not to collect or record a brief answer to every question in the assessment questionnaire.

Guidance on note-taking during interviews

Understand the details of the issues (examples, stories and definitions shared by migrant workers will be helpful).

Understand:

- Whether migrant workers feel satisfied with their jobs and have dignity at work.
- The opportunities and challenges workers face on a day-to-day basis.
- Serious issues in greater depth.
- Less tangible issues such as harassment and discrimination.
- What is normal to migrant workers.

Use the “5 W and H questions” (who, what, where, when, why and how) to get as much specific information as possible, when migrant workers indicate a potential incident.

Take clear and detailed notes of the findings, in order to share with the lead assessor and inform the report. For each group, record:

- Number of migrant workers, properly disaggregated (for instance, the number of workers identifying as male, female, or other genders; the number directly and indirectly employed; the number recruited by labour recruiters; and the number in each area of work).
- The specific numbers of migrant workers who report each issue or situation (For instance, “2 of 12 migrant workers reported ...”).
- Specific details of accounts raised, in order to provide insight about root causes and impact of the issue.
- Use general terms and statistical data in your reporting (For example, “10 out of 30 interviewed migrant workers stated that...”).

Gather leads for follow-up and document review.

Cross-check and corroborate the information you gather through migrant worker interviews with the information collected by the lead assessor through interviews with management, document review, living and working area assessment, or observation. Share key findings with the lead assessor during the team debrief meetings at the end of each assessment day.



Migrant Worker Interview Questionnaire

Use this form to introduce the interview and gather migrant workers' consent. Complete this form for all migrant workers interviewed.

My name is [insert name] and I work for [insert business enterprise or organization name]. My [business enterprise or organization ... explain briefly what your business enterprise does].

We are supporting [insert name(s) of business enterprises commissioning the assessment] to map their labour migration process. As part of this process, they would like to conduct an interview with you about your experiences of recruitment and employment. We will be talking to you and some of your co-workers to learn more about how you came to work in [insert country] and what it is like working here.

I have a few questions that I will ask you. If you do not want to answer my questions we can stop at any time. You can also ask questions of your own at any point. I will write down some of the information that you give me to help me remember, but any content you share, including your personal data, will be kept confidential.

The assessment findings will be shared with [name the relevant stakeholders] in a way that doesn't reveal where a story or fact came from. All assessment findings will also be shared with you and any migrant worker representatives once they have been finalized.

All data will be kept securely and properly destroyed [insert the period of time] when it is no longer needed for the assessment.

If you have any questions about your data or you wish to access, correct or delete your data you may reach out to [share designated email and phone number of business enterprise or organization].

While we are not in a position to help you with specific problems, what you and your co-workers say will be part of a report that will have information on how to improve the recruitment and employment of migrant workers like you and your co-workers in the future.

Participating in this interview should not result in any disadvantage or reprisals. You can contact this number [share designated number] if you have any questions or concerns after the interview.

Do you understand the purpose of this interview? Do you agree to talk to me today and is it ok with you if I take notes? Do you have any questions before we begin the interview?

We are also reviewing personnel files (such as payslips and working hours records) as part of this assessment. Is it ok for us to review your personnel files?

If needed, would you be ok for us to contact you with any follow-up questions? If yes, would you be comfortable to share your phone number?

Use this form to introduce the interview and gather migrant workers' consent. Complete this form for all migrant workers interviewed.

Migrant worker name	Understood the content and purpose	Consent to interview and notetaking	Consent to share data	Consent to be contacted for follow up	Telephone number	Signature of interviewer confirming consent provided	Date
	YES / NO	YES / NO	YES / NO	YES / NO			
	YES / NO	YES / NO	YES / NO	YES / NO			
	YES / NO	YES / NO	YES / NO	YES / NO			
	YES / NO	YES / NO	YES / NO	YES / NO			
	YES / NO	YES / NO	YES / NO	YES / NO			
	YES / NO	YES / NO	YES / NO	YES / NO			
	YES / NO	YES / NO	YES / NO	YES / NO			



Migrant Worker interview Questionnaire

Tailor the contents to suit the specific focus of the planned assessment.

Print out the questionnaire to take written notes. After the interview, enter all information on the data entry sheet.

Keep information recorded for Section A (identifying information) separate from Section B (interview responses) to ensure worker confidentiality. Code names such as “Worker X” can be used for note-taking purposes if considered necessary.

To tailor this tool to group interviews, add an additional column for each additional worker included in the group. Reduce the number of questions asked during the interview and focus on the main risk areas.

Section A. Interview

No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 1. Introduction			
1.1	Have you received any information about this interview? If so was it clear?	Yes/No	
Part 2. Recruitment process			
2.1	How did you first hear about this job?		
2.2	What was the name, location and any contact details of the labour recruiter and any subagents involved?		
2.3	Can you describe the recruitment process? What was involved? What were the key steps or stages?		
2.4	Did you pay any recruitment fees or costs? [Example: Recruitment fee (recruitment, referral and placement services; Medical costs (exams, tests, vaccination/ immunization, quarantine); Insurance costs (mandatory government insurance, health and safety of workers, migrant welfare funds); Skills and qualifications (language, skills testing, certification or licensing); Training and orientation (pre-departure orientation, post-arrival orientation, onboarding); Equipment (tools, uniforms, safety gear); Travel and lodging (airfares, accommodation); Administration (application fees, employment contracts, passport, visa, notary services, background checks)]	Yes/No	
	[Insert the item, amount and currency]		
2.5	Did you receive receipts for fees and costs paid?	Yes/No	
2.6	How did you finance your recruitment fees or costs (amount in local currency)?		
	<ul style="list-style-type: none"> – Personal savings – Sponsored by family or relative – Loan – Selling of land or livestock – Selling of other assets (jewellery or gold or the like) – Other 		



Migrant Worker interview Questionnaire			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 2. Recruitment process			
2.7	If a loan was taken out, who provided the loan? – Labour recruiter – Employer – Bank or third party – Other		
2.8	If a loan was taken out:		
	a. How much do you need to pay back in total (including interest)?		
	b. How many TOTAL months are needed to pay this back?		
	c. If not yet paid in full, how much debt is still remaining?		
	d. Did you sign any agreement related to salary deductions by the employer or labour recruiter representative in [insert country of destination]?	Yes/No/Unsure	
2.9	Has your labour recruiter or subagent warned you not to speak about recruitment fees?	Yes/No/Unsure	
2.10	If yes, how did they warn you? Did they say what the consequences would be if you reported that you paid recruitment fees?		
Part 3. Employment terms and conditions			
3.1	When did you first receive an offer letter and an employment contract?		
3.2	Were your offer letter and your employment contract in your language?	Yes/No/Unsure	
3.3	Was your contract explained to you before signing?	Yes/No/Unsure	
3.4	Did you have time to review your contract before signing?	Yes/No/Unsure	
3.5	Did you receive a copy of your signed contract?	Yes/No/Unsure	
3.6	If yes, did you received it upon signature of the contract?	Yes/No/Unsure	
3.7	Did you receive any pre-departure orientation training?	Yes/No/Unsure	
3.8	If so, what did it cover?		
3.9	How does your job compare to what you were told during the recruitment process? Is it what you expected? Is it consistent with your job offer and contract?	Yes/No/Unsure	
3.10	Did you sign a new contract after arrival?	Yes/No/Unsure	
3.11	If yes, what terms were different from the contract you signed at home? [For instance, salary, working hours, benefits]	Yes/No/Unsure	
3.12	Did you receive any on-arrival or induction training?	Yes/No/Unsure	



Migrant Worker interview Questionnaire			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 3. Employment terms and conditions			
3.13	If yes, what did it cover?		
3.14	Do you have a work permit?	Yes/No/Unsure	
3.15	If yes, is your work permit registered to the business enterprise and location where you are working now?	Yes/No/Unsure	
3.16	If no, please provide details		
Part 4. Identity documents			
4.1	Did your labour recruiter hold your passport at any point during the recruitment process?	Yes/No/Unsure	
4.2	If yes, why? When did you receive it back?		
4.3	Does your labour recruiter have any of your personal documents [such as original academic certificate, birth certificate, national identity document, education certificate, or marriage certificate]?	Yes/No/Unsure	
4.4	If yes, please list and explain why		
4.5	Where is your passport now?		
4.6	Are you provided with safe and secure lockers in your dormitory or workplace?	Yes/No/Unsure	
4.7	Are you able to access your passport at any time?	Yes/No/Unsure	
4.8	If not, why not?		
Part 5. Working environment			
5.1	Do you feel safe in your workplace?	Yes/No/Unsure	
5.2	If no, why not?		
5.3	How would you describe your relationship with your supervisors?		
5.4	How would you describe your relationship with your colleagues?		
5.5	Have you witnessed any major or serious accidents at your workplace?	Yes/No/Unsure	
5.6	If yes, when, and what happened?		
5.7	Have you ever experienced any threatening, hostile or offensive verbal or physical conduct at the workplace?	Yes/No/Unsure	
5.8	If yes, describe		
5.9	Do you ever feel you are being treated differently to local workers or workers of other nationalities, genders, or [insert any other relevant demographic criteria]?	Yes/No/Unsure	
5.10	If yes, can you explain and give an example?		



Migrant Worker interview Questionnaire			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 5. Working environment			
5.11	Have you encountered any problems in the workplace because of your gender [for instance, being given domestic responsibilities, having access to toilet facilities, sexual harassment, gender-based violence]?	Yes/No/Unsure	
5.12	Please explain		
5.13	"What are your biggest concerns with the workplace? Congested Risk of catching COVID-19 Fans or temperature Fire safety Few toilets Few sanitary facilities Inadequate potable water Quality of food Other"		
5.14	Do you have access to medical facilities with free treatment?	Yes/No/Unsure	
5.15	Are you happy with special COVID-19 health and safety measures?	Yes/No/Unsure	
For migrant workers employed by employment agencies only			
5.16	Do you work anywhere else?	Yes/No/Unsure	
5.17	If so, how does that work compare to [insert business enterprise covered in assessment]. How do you split your time?		
Part 6. Working hours			
6.1	How many hours per day, on average, including overtime, have you worked, during the last three months?		
6.2	How often did you work more than [12] hours per day? [Lead assessor should adapt this number to reflect the legal maximum in country of operation]		
6.3	How many rest days per week have you had, on average, over the last three months?		
6.4	What is the longest number of continuous days you have worked without a rest day, in the last three months?		
6.5	Can you refuse overtime?	Yes/No/Unsure	
6.6	If not, what are consequences?		
6.7	Are you able to take shift breaks and lunch breaks?	Yes/No/Unsure	
6.8	Are you able to take leave freely and without payment of a deposit?	Yes/No/Unsure	
6.9	If no, please provide details		



Migrant Worker interview Questionnaire			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 7. Wages and deductions			
7.1	Are you paid on time?	Yes/No/Unsure	
7.2	Are you always paid in full?	Yes/No/Unsure	
7.3	Are there any unexpected deductions made by the employer from your salary?	Yes/No/Unsure	
7.4	If yes, what kind?		
7.5	Are you ever paid in cash?	Yes/No/Unsure	
7.6	Please detail why and when you were paid in cash		
7.7	Are you paid for overtime?	Yes/No/Unsure	
7.8	Are you provided with pay slips that detail your wages, all deductions made, benefits and all other payments you have received?	Yes/No/Unsure	
7.9	Are your pay slips easy to understand?	Yes/No/Unsure	
7.10	Are you provided with a way to verify your working hours record?	Yes/No/Unsure	
7.11	Are you able to access your bank account independently?	Yes/No/Unsure	
7.12	Does the employer provide you with any wage advances, loans, or saving schemes? If yes, did you request such wage advances, loans, or saving schemes?	Yes/No/Unsure	
7.13	Have you been paid back any recruitment fee reimbursement by your employer or labour recruiter?	Yes/No/Unsure	
7.14	If yes, how much and what was it for?		
7.15	Did the employer or labour recruiter reimburse the full amount you paid?	Yes/No/Unsure	
Part 8. Migrant worker accomodation			
8.1	Do you live in accomodation provided by your employer or labour recruiter?	Yes/No/Unsure	
8.2	Do you feel safe at your accommodation?	Yes/No/Unsure	
8.3	If no, why not?		
8.4	How far is your accommodation from local facilities such as shops, banks, or medical clinics?		
8.5	If you want to access these amenities, can you reach them easily?	Yes/No/Unsure	
8.6	Are you able to move freely at all times [for instance, are there no curfews or locked doors]?	Yes/No/Unsure	
8.7	If no, please provide details		
8.8	Can you freely access a phone or the Internet to contact your family at all times?	Yes/No/Unsure	



Migrant Worker interview Questionnaire			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 8. Migrant worker accomodation			
8.9	If no, what are the restrictions?		
8.10	What are your biggest concerns with the accommodation? <ul style="list-style-type: none"> – Congested – Risk of catching COVID-19 – Fans or temperature – Fire safety – Few toilets – Few sanitary facilities – Inadequate potable water – Few charging points – Privacy – Recreational facilities – Kitchen – Quality of food – Other 		
8.11	Are there any issues with travel to or from the workplace?	Yes/No/Unsure	
Part 9. Grievance mechanisms			
9.1	What types of issues or complaints can you raise about your recruitment or employment experience? Does this include sexual harrasment and gender-based violence?		
9.2	How and where can your raise an issue or complaint?		
9.3	Are there ways for you to raise issues anonymously?	Yes/No/Unsure	
9.4	Are there ways for you to raise issues in your language?	Yes/No/Unsure	
9.5	Have you or your friends or colleagues ever raised any issues?	Yes/No/Unsure	
9.6	Were they resolved?	Yes/No/Unsure	
9.7	If yes, how?		
9.8	Were you informed about outcomes in your own language?	Yes/No/Unsure	
9.9	Were you satisfied with the outcomes?	Yes/No/Unsure	
9.10	Can you describe what support services and grievance mechanisms are available to you here? For instance, do you know of any civil society organizations or government-run mechanisms you can access?		
9.11	Is there a trade union or worker committee on site?	Yes/No/Unsure	
9.12	Are you a union or committee member?	Yes/No/Unsure	



Migrant Worker interview Questionnaire			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 9. Grievance mechanisms			
9.13	How did you find out about it? For instance, were you told about it during induction, were you told about it by other workers?		
9.14	Can you join it without any reprisals? Can you leave it without any reprisals?	Yes/No/Unsure	
9.15	Please explain		
9.16	Do you feel comfortable raising any issues with the union?	Yes/No/Unsure	
9.17	Please explain		
Part 10. Termination and return			
10.1	Can you can end your employment early (before contract completion)?	Yes/No/Unsure	
10.2	If not, why not [for example, have you been informed that early contract termination will lead to negative consequences for you or your family]?		
Only for workers who ended their employment, for instance, migrant workers who have returned to their country of origin or taken a new job elsewhere			
10.3	Did you receive all of your outstanding wages, benefits and other amounts you were owed before leaving?	Yes/No/Unsure	
10.4	Did your former employer cover the costs of your return to your home country?	Yes/No/Unsure	
10.5	Were you able to seek alternative employment and change employers in [insert country of destination]?	Yes/No/Unsure	
10.6	Did you hear of any migrant workers experiencing troubles with changing their job to a new employer?	Yes/No/Unsure	
10.7	Please explain		
Part 11. Wrap up			
11.1	What do you like about working here?		
11.2	What don't you like about working here?		
11.3	Are there any other issues or concerns you would like to share related to your recruitment, employment or return?		