



IOM Labour Migration Process Mapping Toolkit			
Employer Management Interview Tool			
Sheet number	Tool	When to use this tool	Guidance
1	Key principles	Prior to beginning labour migration process mapping and during introductory meetings with stakeholders	<p>1.1 Use this tool to understand the key principles that should underpin all labour migration process mapping activities.</p> <p>1.2 Communicate these principles to site management during the introductory meeting and opening meeting of the assessment. See the Labour Migration Process Mapping Guide for more detail on the principles.</p>
2	Document request list	Before and during the assessment	<p>2.1 Review the template document request list and add or remove relevant documents as needed based on research and preparation activities carried out under phases 1–3 of labour migration process mapping, as described in the Labour Migration Process Mapping Guide.</p> <p>2.2 Share this document request list with the business enterprise during the opening meeting, and ask them to bring the documents to the document review meeting.</p> <p>2.3 Use this sheet to document which records have been provided and any relevant notes.</p>
3	Management interview questionnaire	Before, during and after the assessment	<p>3.1 Before the assessment, review this questionnaire and adapt the questions as needed based on research and preparation activities carried out under Phase 3 of labour migration process mapping, as described in the Labour Migration Process Mapping Guide.</p> <p>3.2 Use the questions to guide interviews with management staff and capture notes during the assessment. The list of questions is not exhaustive, but indicates what key areas related to the recruitment, employment and return of migrant workers should be covered in the management interviews.</p> <p>3.3 After the assessment, use the interview notes to complete analysis of the information provided.</p>
<p><b>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:</b></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 support, or for any reason feel at risk, follow steps 1–3.		



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.



### Document Request List Template: Employer Assessments

The below template lists a range of documents related to recruitment, employment and return practices that could be reviewed as part of the business enterprise assessment. Please review the list and adapt it as may be appropriate for the particular scope of the assessment to be carried out. Share the list with the employer at the beginning of the assessment (during the introductory meeting) and ask them to bring the requested documents to the designated document review slot in the agenda.

*Note: For business enterprises with limited capacity (for example, small business enterprises that do not have dedicated resources to support assessments), it may be challenging to gather all of the requested documents on the assessment day. The assessment team should propose a reasonable amount of time for the employer to provide the requested documents based on the context of the assessment, providing the document request list a couple of days in advance, if considered necessary.*

#### Employer Assessment Document Request List

No.	Documents	Provided (Y/N)	Details
<b>Business overview</b>			
1	Business overview, including list of business enterprise offices and sites where migrant workers are employed		
<b>Recruitment policy</b>			
2	Business enterprise recruitment policy [note: if there is no stand-alone recruitment policy, the business enterprise may refer to other policies that include recruitment-related points]		
<b>Recruitment due diligence</b>			
3	Overview of pre-contract labour recruiter evaluation process		
4	Evaluation forms or other risk assessment documents (if applicable)		
5	Evidence of any due diligence checks carried out on the three most recently appointed labour recruiters (such as completed evaluation or risk-assessment forms)		
6	Any materials used to communicate business enterprise requirements and standards with labour recruiters (such as emails, briefings, trainings)		
7	Evidence of follow-up actions taken by labour recruiters after due diligence checks		
<b>Recruitment practices</b>			
8	List of all labour recruiters used (including subagents and employment agencies)		
9	Contracts with all labour recruiters		
10	Proof of labour recruiters' registration		
11	Demand letters issued to labour recruiters		
12	Details of any action taken against labour recruiters for non-compliance with business enterprise standards (if applicable)		
13	Documentation of any recruitment fees and related costs paid by the employer (if any)		



Document Request List Template: Employer Assessments			
Employer Assessment Document Request List			
No.	Documents	Provided (Y/N)	Details
Recruitment practices			
14	Itemized breakdown of recruitment fees and costs to be paid by each party		
15	Documentation of deducted recruitment fees and costs (such as deduction agreement letters and payslips)		
16	Sample worker declaration forms (confirmation of payment of recruitment fees and related costs)		
17	Any other forms related to recruitment fees and related costs		
18	Any materials used to share information on terms and conditions with labour recruiters and migrant workers (such as job advertisements, offer letters, briefing documents)		
19	Pre-departure training records		
20	Signed job offer letters for employees in sample		
21	Standard contract(s) with terms and conditions for employees in sample		
22	Sample contract(s) signed prior to departure for employees in sample.		
23	Sample contract(s) signed upon arrival for employees in sample		
24	Evidence of any protocols to check whether workers have paid recruitment fees and related costs on arrival or post-arrival in the country of destination		
25	Evidence of any recruitment-related monitoring activities		
26	Evidence of other support provided to workers by labour recruiters during employment		
Employment			
27	Human resources policy		
28	Minimum age and young worker policy		
29	Equal opportunities or anti-discrimination policy		
30	Policies on gender equality and diversity		
31	Policies on respectful treatment (covering harassment, bullying and threats)		
32	Disciplinary records and procedures		
33	Grievance records, policy and investigation procedures		
34	Specific mechanisms for reporting, investigating and providing remedy for sexual exploitation and abuse cases		
35	Records related to the collection and return of workers' personal documents		



Document Request List Template: Employer Assessments			
Employer Assessment Document Request List			
No.	Documents	Provided (Y/N)	Details
Employment			
36	Forced labour policy		
37	Policies relating to freedom of movement, document retention and freedom of association		
38	Employee handbook		
39	Induction training curriculum		
40	Personnel files for selected workers		
41	Working hour and overtime records (including timesheets) for selected workers over selected three months		
42	Payroll (including payslips) for selected workers over selected three months		
43	Overview of any deductions made		
44	Loan agreements		
45	Findings from monitoring of working hours (if applicable)		
46	Overtime payment policy		
47	Annual leave policy and overview of leave entitlements		
48	Sick pay policy		
49	Overview of medical and social security entitlements		
50	Any collective bargaining agreements in place		
51	Union or worker committee election details and meeting minutes		
52	Record of strikes (if any)		
53	Record of workplace dialogue (if any)		
54	Results from worker satisfaction survey(s)		
55	Relevant and required permits related to health, safety and security (including fire protection, sanitation and structural safety)		
56	Records of regular inspection and maintenance of accommodation		
57	Records of any renovations done (including the required permits)		



Document Request List Template: Employer Assessments			
Employer Assessment Document Request List			
No.	Documents	Provided (Y/N)	Details
Employment			
58	Overview of accommodation provided, including: <ul style="list-style-type: none"> <li>– Location</li> <li>– Whether separated by gender and nationality</li> <li>– List of occupants (disaggregated by gender and nationality)</li> <li>– Number of beds</li> <li>– Rental charges (if any)</li> <li>– Number of toilets and bathrooms</li> <li>– Details on amenities provided (such as cupboards and lockers)</li> <li>– Notice to vacate policy</li> <li>– Transportation and access</li> <li>– Utility bills (including who is required to pay these)</li> </ul>		
59	Records of any accommodation-related complaints		
60	Photos of accommodation (if consent is provided)		
61	Health and safety policy		
62	Records of health checks for migrant workers		
63	Records of regular health and safety inspection at the workplace		
64	Relevant certification, if any (for example, OHSAS 18001, ISO 45001, or equivalent local certificates)		
65	Employee liability insurance		
66	Minutes from health and safety committee meetings		
67	Documentation of health and safety hazard identification, risk assessment, and control measures put in place		
68	Safety data sheets (SDS) and labels (in languages that migrant workers can understand)		
69	Documentation of personal protective equipment program (provision, control, and maintenance)		
70	Fire marshal training, list and certificates		
71	Fire drill log or fire drill report (for the past two fire drills conducted)		
72	List of first aid certificate holders, and their certificates		
73	Emergency response plan		
74	Fatality report and lost time incident frequency (LTIF) for the past 3–5 years, incident reporting and investigation procedures		



Document Request List Template: Employer Assessments			
Employer Assessment Document Request List			
No.	Documents	Provided (Y/N)	Details
Employment			
75	Annual training plan or evidence that workers have competence and appropriate training to work safely (such as certificates, training records, attendance, outline of training modules)		
76	Health and safety performance monitoring procedures, latest health and safety performance measurements, internal audit records		
Recruitment practices			
77	List of migrant workers who have resigned or whose contract has been terminated in the past year		
78	Process for resignation and termination of employment		
79	Process for repatriation of migrant workers		
80	Evidence that end-of-service benefits and gratuities were paid out		
81	Evidence that workers can seek employment and change business enterprises in [insert country of destination]		
82	Exit interview template		
83	Evidence that the employer covers the cost of migrant workers' return travel to the workers' country of origin		



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 1. Introduction			
1.1	Please can you provide a brief overview of the business enterprise?		
1.2	What are your office and factory or site locations, including local offices and branches?		
1.3	How many direct and indirect employees do you have in total, including local and migrant workers?		
1.4	How many migrant workers do you employ, including direct and indirect employees?		
1.5	What nationalities are the migrant workers?		
1.6	What is the gender composition of migrant workers?		
Part 2. Recruitment process			
Recruitment policy			
2.1	Do you have a recruitment policy?	Yes/No/Unsure	
2.2	If so, what does it cover?		
2.3	Is the business enterprise committed to the Employer Pays Principle?	Yes/No/Unsure	
2.4	What actions are taken to implement the recruitment policy in practice?		
2.5	How is this policy communicated to business partners, including labour recruiters, subagents or service providers?		
2.6	Can you provide an itemized list of recruitment fees and related costs, including allowable fees and who is responsible for paying them?		
Recruitment process			
3.1	Who manages recruitment for the business enterprise?		
3.2	From which countries and which labour recruiters do you recruit?		
3.3	Does the business enterprise recruit directly (such as direct from labour recruiters in the country of origin) or indirectly (such as via labour recruiters in the country of destination)?		
3.4	How do you manage recruitment, from start to finish? Please explain the process from beginning to end.		
3.5	What is the average lead time given to labour recruiters to manage recruitment quotas?		
Recruitment due diligence			
4.1	How do you select labour recruiters and subagents to work with?		
4.2	Do you have set selection criteria? If yes, what are they? If not, why not?	Yes/No/Unsure	





Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Recruitment due diligence			
4.3	What do you know about the recruitment process in the country of origin?		
4.4	How do you know that?		
4.5	What level of visibility do you have of the overall supply chain, including labour recruiters and subagents involved?		
4.6	What type of due diligence is done to check labour recruiters and subagents have ethical practices?		
4.7	Is there is a risk-assessment approach in place? If yes, how does it work and is it effective?	Yes/No/Unsure	
4.8	Is the issue of worker-paid recruitment fees an area of focus during customer audits?	Yes/No/Unsure	
4.9	If yes, what have audits found to date?		
4.10	Do you carry out any monitoring activities to check if migrant workers have paid any recruitment fees or related costs? If so, when and how?	Yes/No/Unsure	
4.11	If the business enterprise has a zero recruitment fee policy: Do you ask migrant workers to declare that they haven't paid any recruitment fees or related costs at any point?	Yes/No/Unsure	
4.12	Does the business enterprise provide migrant workers with any loans to cover recruitment fees and related costs?	Yes/No/Unsure	
4.13	If so, are migrant workers required to sign any loan agreements?	Yes/No/Unsure	
4.14	What is the arrangement for migrant workers to pay the loan back?		
4.15	Are there any channels for migrant workers to raise grievances related to the recruitment and return process?	Yes/No/Unsure	
4.16	Are these channels provided to migrant workers during recruitment and return? If so, how?	Yes/No/Unsure	
4.17	Does the business enterprise have a remediation process in place for providing remedy to migrant workers adversely impacted during the recruitment process?	Yes/No/Unsure	
4.18	Are migrant workers reimbursed for recruitment fees and costs (where applicable) if they fail the medical exam or if their employment does not go ahead for another reason?	Yes/No/Unsure	
4.19	How is this payment made and what is agreed?		
Contracts and service-level agreements with labour recruiters or subagents			
5.1	Are contracts with labour recruiters or subagents in place?	Yes/No/Unsure	
5.2	Do you have any requirements related to labour recruiters use and management of subagents?	Yes/No/Unsure	



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
<b>Contracts and service-level agreements with labour recruiters or subagents</b>			
5.3	Are there contract clauses or policies on document retention and charging of deposits or other collateral?	Yes/No/Unsure	
5.4	Is a transparent and itemized list of recruitment fees and costs and who pays them included in agreements with labour recruiters?	Yes/No/Unsure	
5.5	Does the business enterprise pay any service fees to labour recruiters or subagents?	Yes/No/Unsure	
5.6	If so how much is paid, and is this sufficient to cover labour recruiters' costs?		
5.7	Are you able to share with us your breakdown of costs of recruitment per worker?	Yes/No/Unsure	
5.8	How did you calculate these costs?		
5.9	Do the contracts with labour recruiters specify that recruitment fees must not be charged to migrant workers?	Yes/No/Unsure	
5.10	Do labour recruiters clearly understand this requirement?	Yes/No/Unsure	
5.11	Is there anything you'd like to change about these contracts? Why?	Yes/No/Unsure	
5.12	Are you able to ensure that labour recruiters operate legally or have the required license granted by the relevant public authority? How?	Yes/No/Unsure	
<b>Verification of worker age (child labour)</b>			
6.1	How do you verify the age of candidates and workers?		
<b>Communication of employment terms and conditions</b>			
7.1	What type of information is provided to migrant workers during the recruitment process?		
7.2	What checks are in place to monitor whether the information provided to migrant workers is communicated correctly?		
7.3	How and when are workers briefed on the terms and conditions of their employment during the recruitment process?		
7.4	Who briefs them? In which language?		
7.5	Is the information provided verbally, in writing, or both?		
7.6	When are workers given details on what site they work at and in what position?		
7.7	What methods do you and labour recruiters use for advertising job roles?		



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Employment contracts			
8.1	Are migrant workers provided with an offer letter and a contract in their native language? When?	Yes/No/Unsure	
8.2	What information, terms and conditions are included in migrant worker contracts? Are you required to use standard employment contracts?		
8.3	Do workers have to sign a new contract upon arrival in the destination country? If so, why?	Yes/No/Unsure	
8.4	Are new provisions added to the contract at any point? If so, how is the migrant worker consulted on this?	Yes/No/Unsure	
8.5	How is migrant worker contract signing managed? Are workers provided with time to review contracts? How much time?		
8.6	Are subcontracted workers provided with an employment contract? If so, by whom, and how is this monitored?	Yes/No/Unsure	
8.7	What due diligence is carried out on subcontractors? Please describe the process or processes.		
Part 3. Employment			
Freedom and restriction of movement			
9.1	Do migrant workers require special permission to leave the workplace during the day or at night? For example, is an exit pass required? If so, when?	Yes/No/Unsure	
9.2	Can migrant workers leave their accommodation at any time? If not, what are the restrictions?	Yes/No/Unsure	
9.3	If applicable, what are the rules and restrictions during government-imposed COVID-19 curfews?		
9.4	Does the business enterprise require migrant workers to pay any kind of deposit to go on holiday?	Yes/No/Unsure	
9.5	Do you take any precautionary measures to ensure that migrant workers will come back after annual leave or contract breaks? If so, what measures?	Yes/No/Unsure	
Retention of identity documents			
10.1	Where are migrant workers' passports and identity documents kept?		
10.2	Do migrant workers always have access to their passports and identity documents? If not, what are the restrictions? When and how can migrant workers access their documents?	Yes/No/Unsure	



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Retention of identity documents			
10.3	What is the process for renewal of migrant workers' work permits?		
10.4	Is there a difference in process for migrant workers and subcontracted workers? If yes, how is it different?	Yes/No/Unsure	
10.5	How often do you check the validity of work permits?		
10.6	Are you aware of any directly employed or subcontracted migrant workers on site who do not have valid work permits? If so, how is this being addressed?	Yes/No/Unsure	
Working hours and wages			
11.1	What method do you use to pay migrant workers?		
11.2	When and how often do you pay migrant workers?		
11.3	How much are migrant workers paid, monthly?		
11.4	What is the rate for overtime?		
11.5	Are there any pay deductions?	Yes/No/Unsure	
11.6	What are these deductions for?		
11.7	Are there any disciplinary deductions?	Yes/No/Unsure	
11.8	How and when are migrant workers made aware of these deductions?		
11.9	Are payslips provided in migrant workers' native language?	Yes/No/Unsure	
11.10	How are workers made aware of the exact breakdown of their earnings, including amounts of wages, overtime premiums, deductions, and so forth?		
11.11	What do migrant workers do if they have questions or concerns about their payment?		
11.12	What are the business enterprise's policies and procedures with regards to overtime?		
11.13	How is overtime allocation determined and monitored?		
11.14	What happens when permitted overtime hours are exceeded?		
11.15	What happens if people choose not to work overtime?		
11.16	How many rest days do migrant workers have per month? Can migrant workers choose to work on a rest day?		
11.17	Are there any differences in pay between different demographic groups (such as between genders or nationalities)? If so, why is this the case?	Yes/No/Unsure	



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Working hours and wages			
For subcontracted workers			
11.18	What method do you use to pay subcontracted workers?		
11.19	When and how often are subcontracted workers paid?		
11.20	How much are subcontracted workers paid and how are these payments monitored?		
11.21	How are subcontracted workers working hours monitored and controlled? Who does this?		
11.22	Are there any differences in how many hours or days subcontracted workers are permitted to work, compared with directly employed workers? If so, what is different?	Yes/No/Unsure	
Living conditions (for business enterprises that provide migrant worker accommodation)			
12.1	Is tenancy in business enterprise–operated accommodations compulsory as a condition of employment?	Yes/No/Unsure	
12.2	Describe the number of people per room and the facilities available?		
12.3	How much do migrant workers pay for their accommodation?		
12.4	Who do they pay?		
12.5	How do you ensure fees for accommodation are in line with market rates?		
12.6	Are dormitories gender-segregated?	Yes/No/Unsure	
12.7	Do security personnel have the right to enter migrant workers' accommodations? If so, under what circumstances?	Yes/No/Unsure	
12.8	Can migrant workers leave their accommodation at any time? If not, what are the restrictions? What happens if workers violate those restrictions?	Yes/No/Unsure	
12.9	If applicable, what are the rules and restrictions during government-imposed COVID-19 curfews?		
12.10	Do migrant workers have a key to their rooms or dormitories?	Yes/No/Unsure	
12.11	Can they come and go freely at any time?	Yes/No/Unsure	
12.12	Do migrant workers have access to medical facilities with free treatment? If not, how do they access health care?	Yes/No/Unsure	
12.13	Do you carry out regular inspection and maintenance of accommodation?	Yes/No/Unsure	
12.14	Do you provide transportation between workplace and accommodation? If so, what kind, and how do you ensure this is safe?	Yes/No/Unsure	



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
<b>Workplace health and safety</b>			
13.1	Do you have a health and safety policy and procedures in place covering all workplaces?	Yes/No/Unsure	
13.2	Do you provide health checks for migrant workers?	Yes/No/Unsure	
13.3	Are these health checks free of charge?	Yes/No/Unsure	
13.4	Are migrant workers entitled to sick leave? If so, what are the allowances?	Yes/No/Unsure	
13.5	How often do you do health and safety inspections or risk assessments?		
13.6	Do you provide insurance for all workers (both local and migrant)?	Yes/No/Unsure	
13.7	Is there a health and safety committee in place?	Yes/No/Unsure	
13.8	Does the health and safety committee include migrant workers representing all demographic groups?	Yes/No/Unsure	
13.9	Is all health and safety information displayed and available in languages that migrant workers speak?	Yes/No/Unsure	
<b>Physical and sexual violence</b>			
14.1	Have there been any reported instances of physical or sexual violence? If so, please explain.	Yes/No/Unsure	
14.2	What actions were taken to address these?		
14.3	Are specialized protocols for reporting, investigating and providing remedy to victims in place to cover cases of physical or sexual violence? If so, please describe.	Yes/No/Unsure	
<b>Disciplinary</b>			
15.1	Do you have a disciplinary policy and procedure in place?	Yes/No/Unsure	
15.2	Do you have a policy on respectful treatment (covering harassment, bullying and threats)?	Yes/No/Unsure	
15.3	Please share some examples of recent disciplinary issues and how these were resolved.		
15.4	Can workers appeal against disciplinary action? If so, how, and what support is provided to them to do so?	Yes/No/Unsure	
<b>Grievance mechanisms</b>			
16.1	What grievance mechanisms does the business enterprise provide to migrant workers?		
16.2	Are they available in migrant workers' native languages?	Yes/No/Unsure	
16.3	Who manages these mechanisms?		
16.4	How do migrant workers raise complaints or grievances?		
16.5	What is the process for resolving a complaint?		
16.6	Do anonymous or independent mechanisms exist?	Yes/No/Unsure	



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
<b>Grievance mechanisms</b>			
16.7	Are there any other grievance mechanisms and support services that migrant workers can access?	Yes/No/Unsure	
16.8	How and when does the business enterprise communicate these mechanisms to migrant workers?		
16.9	What steps are taken to remove any potential barriers to access faced by migrant workers?		
<b>For subcontracted workers</b>			
16.10	Do subcontracted workers have access to these grievance mechanisms?	Yes/No/Unsure	
16.11	Are there any differences in how complaints from subcontracted workers are managed and followed up on?	Yes/No/Unsure	
<b>Freedom of association</b>			
17.1	Do you allow your workers to join a union?	Yes/No/Unsure	
17.2	Is there any trade union or worker representation structure or committee present on site?	Yes/No/Unsure	
17.3	What is the election or appointment process? Describe.		
17.4	Are there any collective bargaining agreement(s) in place? If so, describe.	Yes/No/Unsure	
<b>Discrimination</b>			
18.1	Do you have a non-discrimination policy in place? If yes, what actions do you take to implement it in practice?	Yes/No/Unsure	
18.2	How are managers and workers informed about it?		
<b>Part 4. Return</b>			
19.1	Do employment contracts include provisions for early termination?	Yes/No/Unsure	
19.2	What is the business enterprise's policy regarding terminations and resignations? How are these managed?		
19.3	What is the notice period and process workers should follow?		
19.4	Is there an appeal process for terminations?	Yes/No/Unsure	
19.5	Can migrant workers resign before the end of their contract?	Yes/No/Unsure	
19.6	If not, why not?		
19.7	Are migrant workers required to pay any fees or penalties if they terminate their contract early?	Yes/No/Unsure	
19.8	How is migrant workers' return to their home country managed?		



Management Interview Questionnaire: Employers			
Section A. Interview			
No.	Question	Conclusion (if yes/no/unsure)	Notes
Part 4. Return			
19.9	Who covers the costs of airfare or other travel?		
19.10	If the business enterprise covers the cost of the airfare, do they do so even if the migrant worker has not completed the contract term?	Yes/No/Unsure	
19.11	What steps are completed as part of the end of service protocol?		
19.12	Are there any conditions whereby workers lose their entitlement to end-of-service pay or benefits (such as annual leave pay or gratuity)? For example, if migrant workers are terminated or face disciplinary issues?	Yes/No/Unsure	