



# SAUDI RECRUITMENT AGENCIES MEETING

NOVEMBER 2, 2022

WA HOTEL – JEDDAH  
KINGDOM OF SAUDI ARABIA



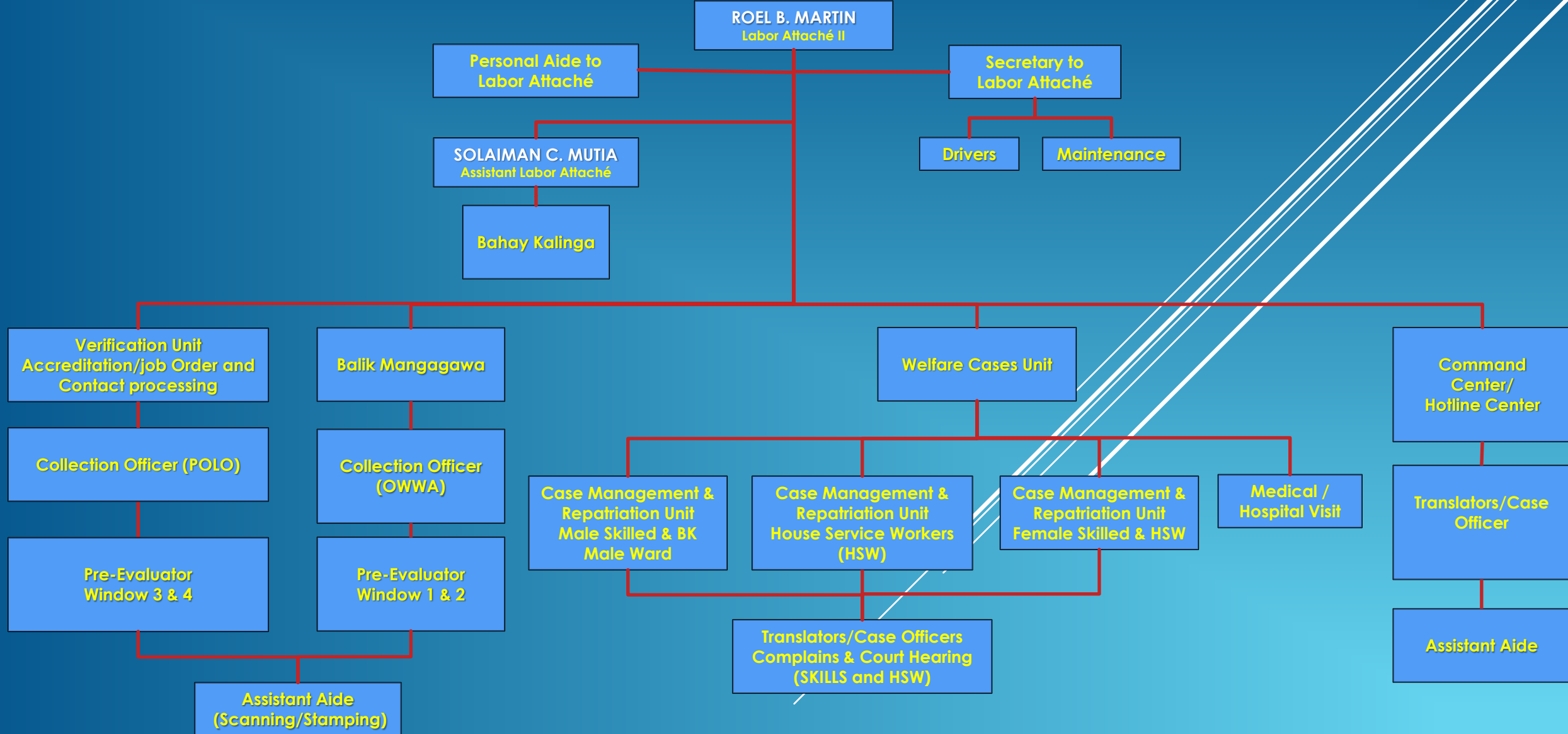
# Philippine Overseas Labor Office – Jeddah

## KEY OFFICES



# Philippine Overseas Labor Office – Jeddah, KSA

## KEY OFFICES



# Building Location Map Building No. 5

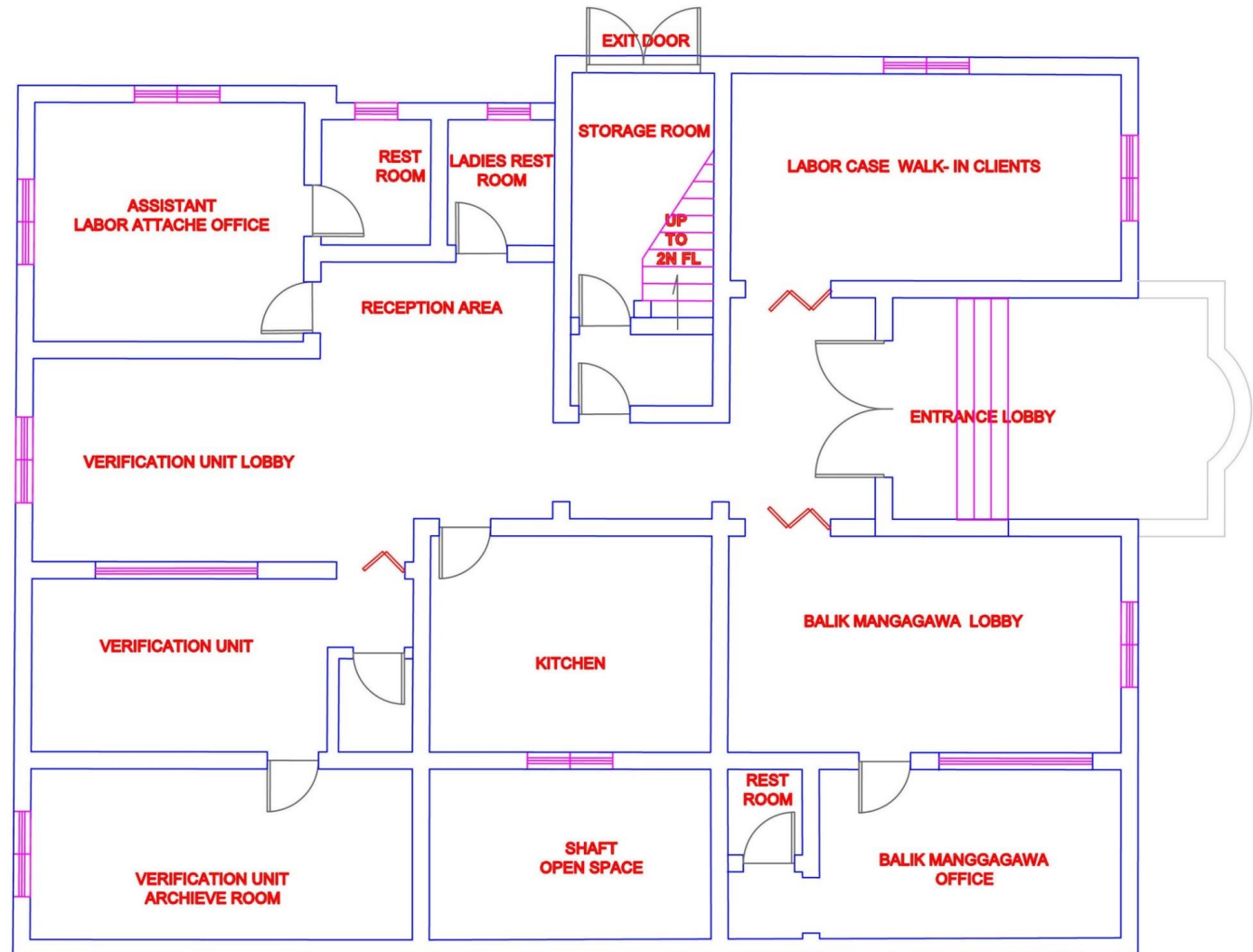


# Ground Floor Offices:

## POLO Building No 5

### OFFICES

1. Assistant Labor Attaché Office
2. Walk in Labor Case
3. Balik Mangagawa (BK) Verification
4. Verification Unit Office
5. Reception



**GROUND FLOOR PLAN**  
**POLO Building No. 5**

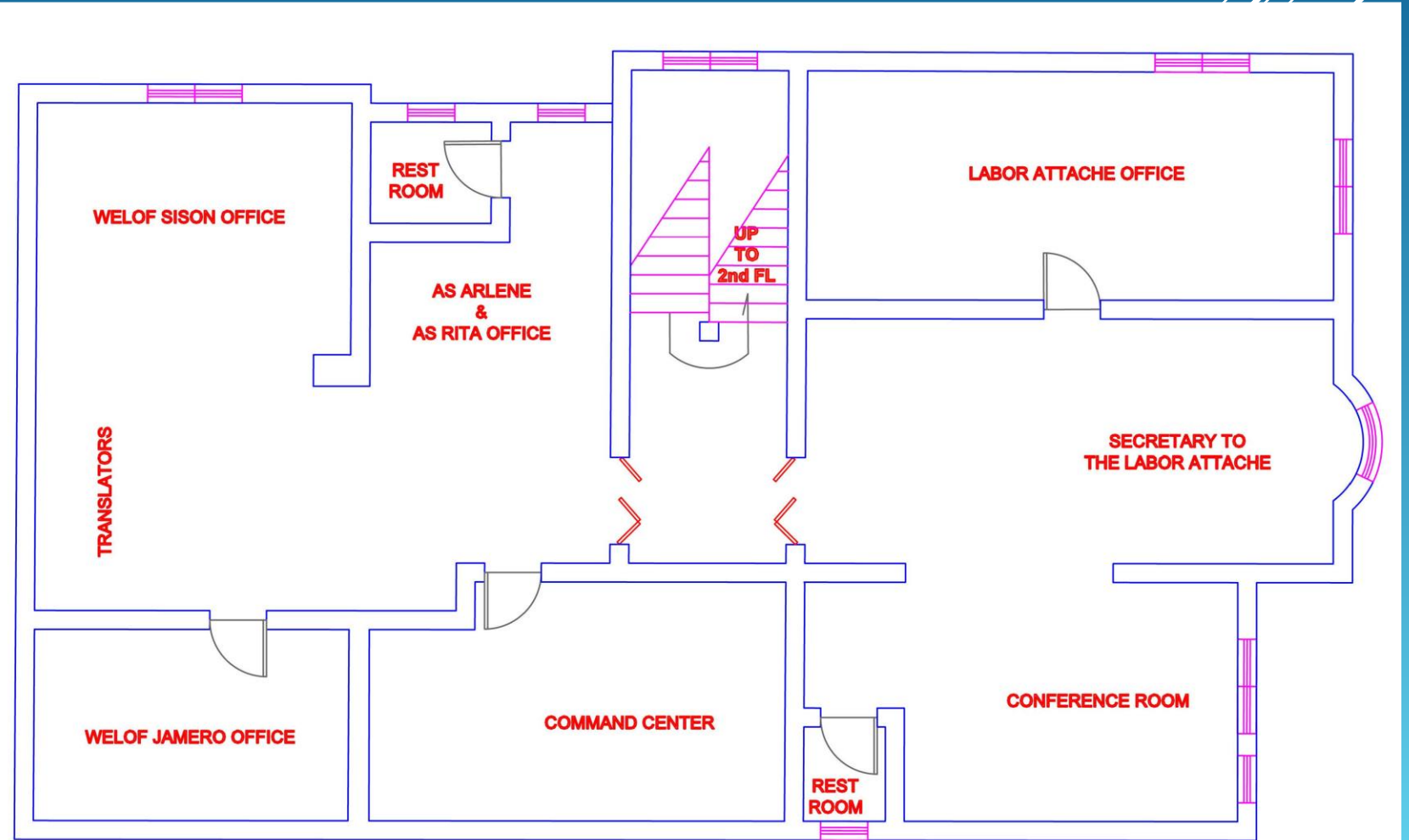


# First Floor Offices:

## POLO Building No 5

### OFFICES

1. Labor Attaché Office
2. Conference Room
3. Command Center
4. Bahay Kalinga (BK)
5. Welfare Officers
6. Translators
7. E-CARES



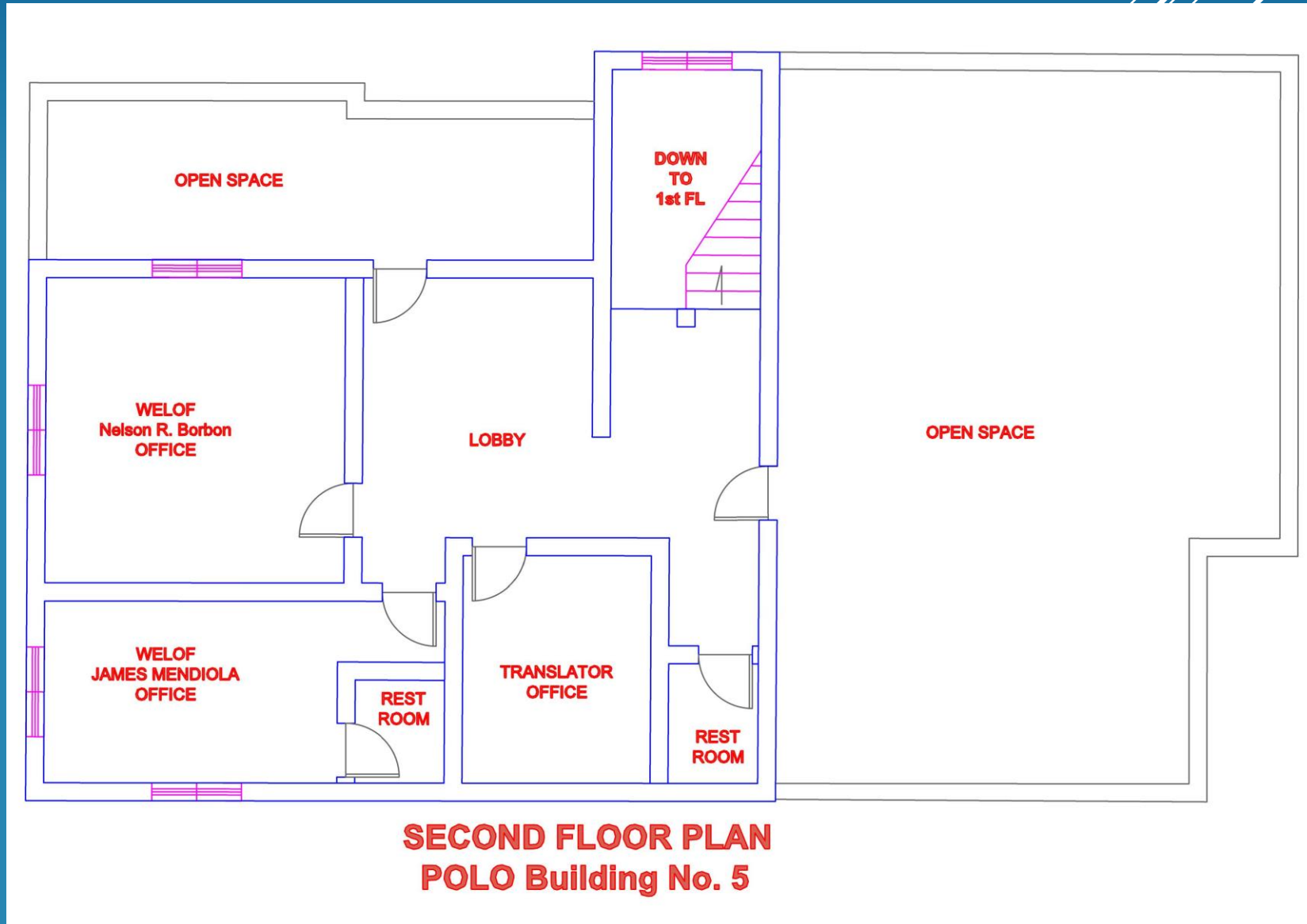
**FIRST FLOOR PLAN**  
**POLO Building No. 5**

# Second Floor Offices:

## POLO Building No 5

### OFFICES

1. Supervising Welfare Officer
2. Welfare Officer Office
3. Translator Office
4. Case Officer Office





# POLO-Jeddah Walk Through





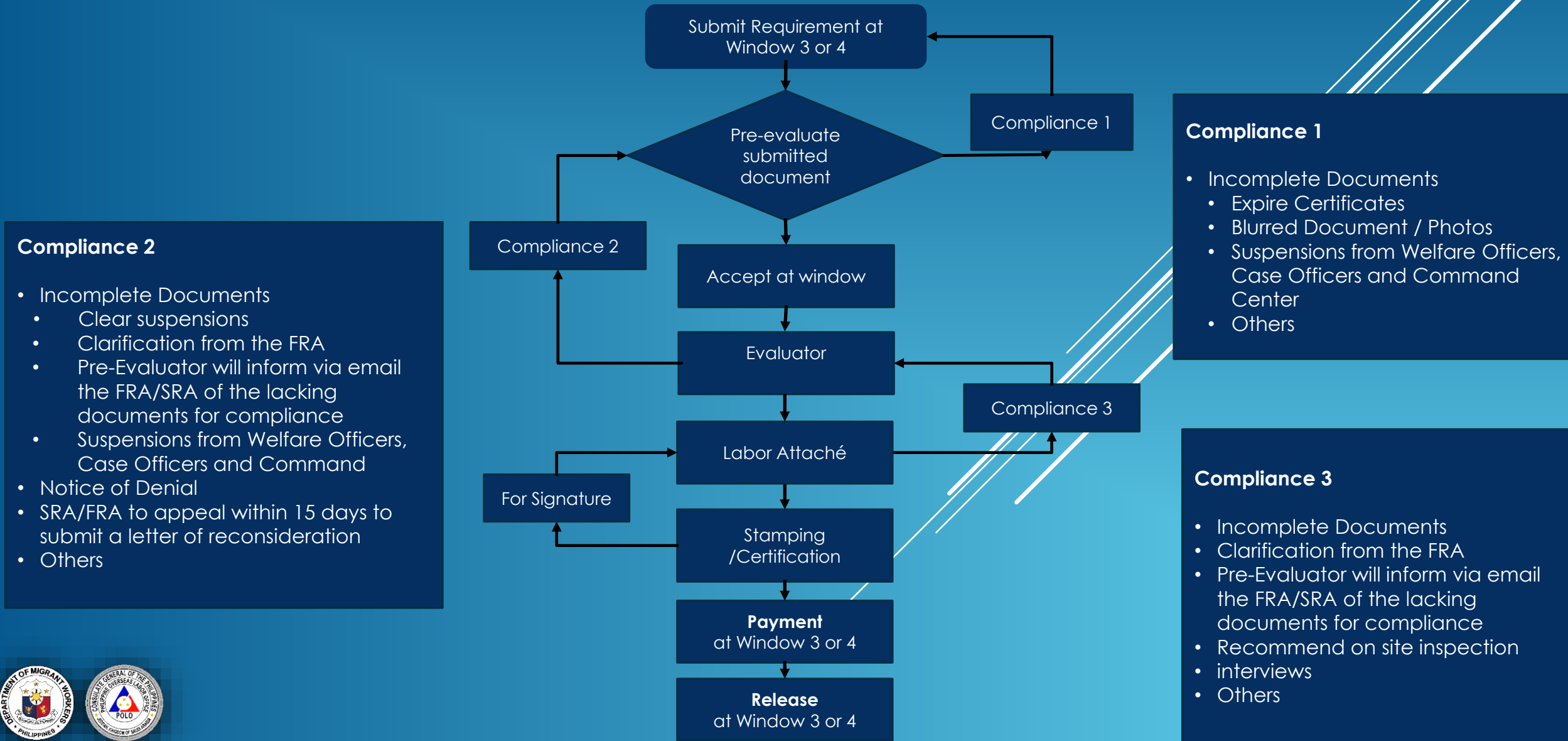
# Verification Unit

## Document Requirements and Process Flow Chart



# Verification Unit

## Process Flow for the submission of SRA Accreditation / House Service Worker (HSW)



# Verification Unit

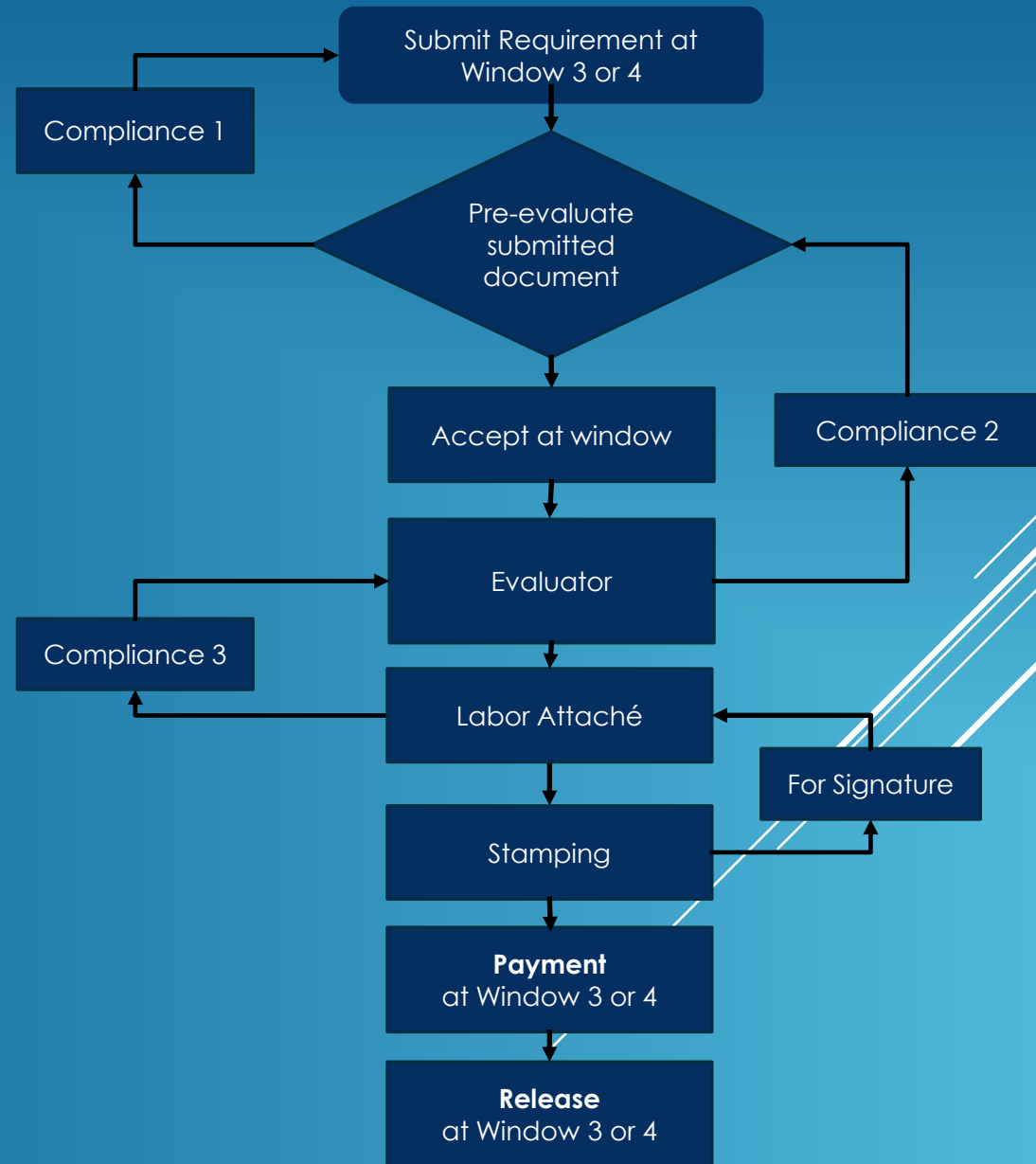
## Process Flow of Job Order / Skilled Workers

### Compliance 1

- Incomplete Documents
- Suspensions from Welfare Officers, Case Officers and Command Center
- Unauthorized Signatories
- Wrong Translation of Documents
- Fake Photos of Accommodation facilities
- Expire Certificates
- Blurred Document / Photos
- Others

### Compliance 3

- Incomplete Documents
- Clarification from the FRA/ SRA
- Others



### Compliance 2

- Incomplete Documents
- Clarification from the FRA/SRA
- Unauthorized Signatories
- Verification/Calling Existing Worker
  - Management
  - Salary
  - Accommodation
- Wrong Translation of Documents
- Fake Photos of Accommodation facilities
- Suspensions from Welfare Officers, Case Officers and Command Center
- Notice of Denial via email if incomplete
- SRA/FRA to appeal within 15 days to submit a letter of reconsideration
- Others

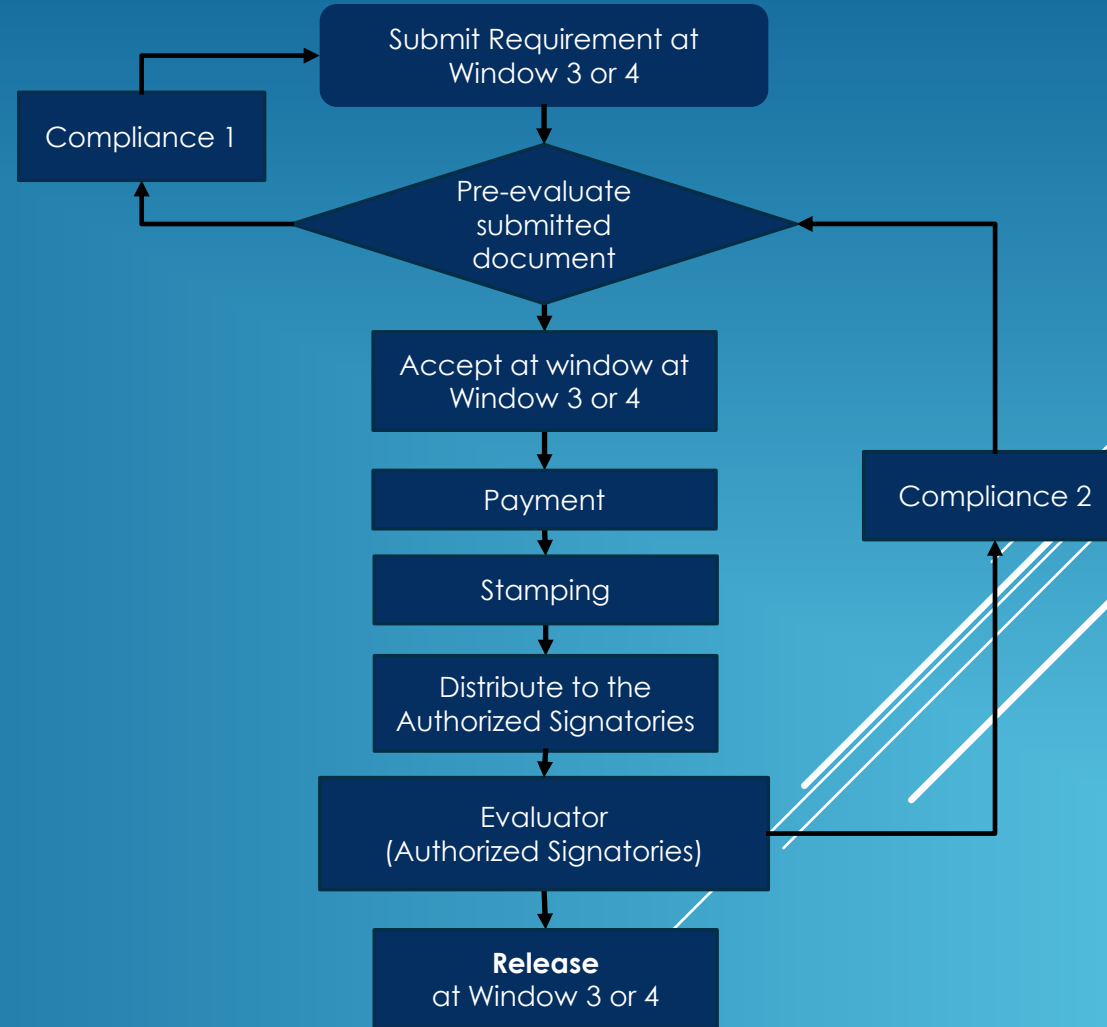


# Verification Unit

## Process Flow for the Submission of New Hose Hold Workers (HSW) Contract November 7, 2022 (Open)

### Compliance 1

- Suspensions from Welfare Officers, Case Officers and Command Center
- Others



### Compliance 2

- Counter-check Lists/individual contract
- Wrong Employer Name
- Wrong Philippine Recruitment Agency
- Wrong spelling of Workers Name (Counter-check Contract /Passport)
- Counter-check Visa (Wrong visa attached/Used visa attached)
- Others

# Verification Unit

## Requirement and Process Flow of Submission of New HSW Contract

### Submission of New HSW Contract @ Window 3 or 4

- Lists of HSW
- Individual Contract
  - Addendum to the contract
  - Contingency Plan
- Special Power of Attorney
- Passport copy of the worker
- Hawiya/Iqama of the employer
- National Address of the employer
- Visa of the worker

# Verification Unit

## Steps on Requirements from POEA for SRA Accreditation / Skilled Workers



The POLO shall undertake the following:

1. Upon receipt of documentary requirements, the POLO shall immediately check the completeness of the accreditation documents, subject to compliance by the principal of the deficiencies if there are any. The POLO shall verify the accreditation documents within seven (7) to ten ( 10) working days, upon determination of the completeness and correctness of the said documents.
2. If the accreditation documents are deemed incomplete and incorrect, the POLO will issue a **Notice of Denial** to the applicant principal/employer. A letter of reconsideration may be filed with the POLO within 15 days from the receipt of the Notice of Denial, stating the grounds for reconsideration.
3. If the Labor Attaché decides to conduct a jobsite visit and/or interview, the **above-mentioned process cycle time shall be suspended and will continue only after the jobsite visit and/or interview.**
4. Once verified, the POLO shall require the payment of the verification fee and shall release the verified accreditation documents

**Payment:** Pay the verification fee whether through cash or electronic payment upon approval of the POLO.

# Job Order / Accreditation Policy Requirements

- Submission of Job Order and SRA Accreditation (Monday, Tuesday and Wednesday)
- Releasing (Sunday-Wednesday)
- Cut-off time until 2:30PM No Exception
- Priority Numbering System (0-99 cycle)
- 10 Contracts per week
- 1 week releasing of Contract after submission



# Verification Unit

## **EXISTING** Requirement of Accreditation / House Hold Worker

### Check Lists:

1. Application letter addressed to the Labor Attaché ROEL B. MARTIN
2. Job Order/Demand Letter
3. Information Sheet
4. Special Power of Attorney (SPA)
5. Sample SPA for HSW Contract and Sample Standard Employment Contract (Master or Individual Contract)
  - 5.a. Addendum to the contract
  - 5.b. Contingency Plan
6. Recruitment Agreement
7. Certificate of Commercial Registration  
(with English translation from accredited translation office, 3 Month Validity)
8. License to Recruit
9. Copy of national ID / Iqama of SRA Manager
10. National Address of SRA
11. Copy of POEA License of Philippine Recruitment Agency
12. Copy of passport of the PRA Owner/Manager
13. Letter of Acceptance of the New Rules for HSWs Reform Package
14. Letter of Undertaking
15. Status of Deployed Workers ( for Required for Renewal) \*Optional
16. Pictures of SRA Office ( Inside, and Outside) Colored
17. Pictures of Accommodations (Living Room, Bedroom, Comfort Room and Kitchen)
18. Authorization Letter



# Verification Unit

## New Requirement of Accreditation / House Hold Worker

### Check Lists:

1. Application letter addressed to the Labor Attaché ROEL B. MARTIN
2. Job Order/Demand Letter
3. Recruitment Agreement or Special Power of Attorney (SPA)
4. Sample SPA for HSW Contract and Sample Standard Employment Contract (Master or Individual Contract)
  - \* Master Employment Contract, POLO is awaiting issuance revised format from POEA
  - 5.a. Addendum to the contract
5. Information Sheet
6. Certificate of Commercial Registration  
(with English translation from accredited translation office, 3 Month Validity)
8. License to Recruit
9. Copy of national ID / Iqama of SRA Manager
10. National Address of SRA
11. Copy of POEA License of Philippine Recruitment Agency
12. Copy of passport of the PRA Owner/Manager
13. Letter of Acceptance of the New Rules for HSWs Reform Package
14. Letter of Undertaking
15. Status of Deployed Workers ( for Required for Renewal)
16. Pictures of SRA Office ( Inside, and Outside) Colored
17. Pictures of Accommodations (Living Room, Bedroom, Comfort Room and Kitchen)



# Verification Unit

## **ADDITIONAL** Requirement of Accreditation / House Hold Worker

- Undertaking by the principal/FPA/FRA and the LRA to monitor the employment of OFWs and to submit a report of significant incidents concerning OFWs;
- Proof of escrow deposit for specific occupations
- For Staffing/Outsourcing Company, the following shall be attached to the JO/SRA/Mega: **This applies to recruitment Office who upgraded to company and the Mega Recruitment Company.**
  1. Manpower demand from client companies in support of JO to LRA.
  2. List of clients;
  3. Service Agreement. A Service Agreement is an agreement executed by and between the foreign employer and the FPA/FRA as may be applicable

**Job Site Visit or Interview.** For first time applicants, the Labor Attaché may require the submission of pictures and/or videos of the worksite and accommodation of the workers, or the conduct of jobsite visit or interview with the employer/principal/authorized FRA representative. The jobsite visit or interview shall be conducted within five (5) working days from receipt of complete documents for accreditation, as feasible.

The Labor Attaché may conduct on-site verification or visitation, if necessary, to establish the existence of the employer/principal, its ability to hire workers at the prescribed rates and at desirable working conditions consistent with the standards prescribed by the Administration/DMW and with the labor laws and regulations in the country of employment.



# Monitoring of New HSW/ Workers

## Status Report: **Direct Monitoring of POLO to Worker / Indirect Monitoring from SRA**

- **After 1 month arrival of worker**  
(Call worker: ask if given personal hygiene, good sleeping quarter, Mobile and Contact number/Temporary)
- **After 3 Months**  
(Call worker: worker must be issued Iqama by the employer, Mobile and Contact number, salary bank account)
- **After 1 year**  
(Call worker: Status of worker with her employer)
- **No Status Report, No Acceptance/ Processing of SRA Renewal/Additional Accreditation**

# Monitoring of New HSW/ Workers

## Status Report (SRA):

CUSTOMER FOLLOW UP											
No.	Employer Name	Worker Name	Arrival Name	1st Month	The Caller	3rd month	The Caller	6th month	The Caller	After a year	The Caller
1											
2											
3											
4											
5											
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25											
26											
27											

# Verification Unit

## Existing Requirement of Job Order / Skilled Workers

### Existing Check List:

1. Application letter addressed to the Labor Attaché ROEL B. MARTIN
1. Job Order/Demand Letter
2. Special Power of Attorney (SPA)
3. Standard Employment Contract (Master or Individual Contract)
  - Addendum to the contract
  - Affidavit of Undertaking
  - Contingency Plan
  - Copy of Worker/s Passport for Individual Contract
6. Recruitment Agreement
7. Visa (Arabic and English Translation)
8. Certificate of Commercial Registration  
(with English translation from accredited translation office) 3 Month Validity
9. Certificate of Registration (For Health Sector)
10. Copy of national ID / Iqama of COE/HR Manager
11. National Address of Company
12. Letter of Commitment (For Health Sector)
13. Survey Form (With Filipino Worker)
14. Pictures of SRA Office ( Inside, and Outside) Colored / Lease Agreement for the Accommodation
15. Pictures of Accommodations (Living Room, Bedroom, Comfort Room and Kitchen)
16. Authorization Letter



# Verification Unit

## **New** Requirement of Job Order / Skilled Workers

### Check List

1. Application letter addressed to the Labor Attaché ROEL B. MARTIN
2. Job Order/Demand Letter
3. Special Power of Attorney (SPA) or Recruitment Agreement
4. Standard Employment Contract (Master or Individual Contract)
  - Addendum to the contract
  - Affidavit of Undertaking
  - Copy of Worker/s Passport for Individual Contract
6. Visa (Arabic and English Translation)
7. Certificate of Commercial Registration (with English translation from accredited translation office) 3 Month Validity
9. Certificate of Registration (For Health Sector)
10. Copy of national ID / Iqama of COE/HR Manager
11. National Address of Company
12. Letter of Commitment (For Health Sector)
13. Survey Form (With Filipino Worker)
14. Pictures of SRA Office ( Inside, and Outside) Colored
15. Pictures of Accommodations (Living Room, Bedroom, Comfort Room and Kitchen) / **Lease Agreement for the Accommodation**





# Verification Unit

## **ADDITIONAL** Requirement of Job Order / Skilled Worker

- Proof of escrow deposit for specific occupations
- Undertaking by the principal/FPA/FRA and the LRA to monitor the employment of OFWs and to submit a report of significant incidents concerning OFWs;
- For Staffing/Outsourcing Company, the following shall be attached to the JO: **This applies to recruitment Office who upgraded to company and the Mega Recruitment Company.**
  1. Manpower demand from client companies in support of JO to LRA.
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**Job Site Visit or Interview.** For first time applicants, the Labor Attaché may require the submission of pictures and/or videos of the worksite and accommodation of the workers, or the conduct of jobsite visit or interview with the employer/principal/authorized FRA representative. The jobsite visit or interview shall be conducted within five (5) working days from receipt of complete documents for accreditation, as feasible.

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# POLICY



## **Welfare Office / Case Officer / Command Center Policy:**

### **SRA with ward/s at Bahay Kalinga (BK) or Suspensions for clearance**

- **Written statement of worker as to current status**
- **Police Case (Case update and Undertaking from SRA)**
- **Labor Case and/or Huroob case (Case update and Undertaking from SRA)**
- **BK ward (Ticket/Exit Visa, Repatriation)**
- **Run Away**
  - **Best effort by SRA in locating the whereabouts of the Run-Away worker and his/her current Employer.**
  - **3 months period required to locate OFW and communicate with Next of Kin (NOK) by the Liaison Officer, SRA Welfare Officer and/or the SRA Owner/Manager.**



# Job Order / Accreditation Policy Authorized by SRAs

## ❖ **Liaison Officer**

- A Liaison Officer can only represent Four (**4**) Foreign Recruitment Agency
- Conversant in the language understood by both the employer and the domestic worker:
- A Foreign Liaison Officer of FRA/SRA can be employed as long as conversant in the language understood by both the employer and the domestic worker (English and Arabic)

## ❖ **Welfare Officer / Welfare Desk Officer**

- A Welfare Officer can only represent One (**1**) FRA/SRA
- Must be a **Filipino** National
- A Filipino Welfare Officer must be a college graduate /Secondary Graduate and has at least two (2) years experience in handling welfare cases involving OFWs.

## ❖ **Clearance**

- Clearances from the Welfare Officer, Case Officers and from Command Center before accepting/ process of the Accreditation/Job Order.
- No Clearance No Process Policy

# STANDARD PAYMENT

## SRA Accreditation:

1. Demand Letter	40 SAR
2. Special Power of Attorney	40 SAR
3. Master Employment Contract	120 SAR
4. Recruitment Agreement	40 SAR
5. Commercial of Registration	40 SAR
6. <u>License to Recruit</u>	<u>40 SAR</u>
<b>TOTAL</b>	<b>320 SAR</b>

## SRA Job Order (Skilled):

1. Demand Letter	40 SAR
2. Special Power of Attorney	40 SAR
3. Master Employment Contract	120 SAR
4. Recruitment Agreement	40 SAR
5. <u>Commercial Registration</u>	<u>40 SAR</u>
<b>TOTAL</b>	<b>280 SAR</b>

## Other Payments:

1. Termination of Recruitment Agreement	40 SAR
2. Revocation of Special Power of Attorney	40 SAR
3. Individual Contract	40 SAR
4. Vehicle Insurance	40 SAR



# STANDARD PAYMENT

## Other Payments:

- |  |        |
|--|--------|
| 1. Termination of Recruitment Agreement    | 40 SAR |
| 2. Revocation of Special Power of Attorney | 40 SAR |
| 3. Individual Contract                     | 40 SAR |
| 4. Vehicle Insurance                       | 40 SAR |



## STANDARD PAYMENT

### New Hired House Service Worker

1. Individual Contract	40 SAR
2. <u>Visa</u>	40 SAR
<b>TOTAL</b>	<b>80 SAR</b>

## BALIK MANGGAGAWA PAYMENT

House Service Worker	80 SAR
Various Skills	40 SAR

## OWWA PAYMENT

OWWA	94 SAR
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# Saudi Recruitment Agency Status Information

(Western Region, KSA)

## POLO Database:

- 340 Recruitment Offices
- 214 SRA Updated Authorization of Liaison Officers Since 7<sup>th</sup> August 2022  
(Considered Active)
- 126 SRA did not update its Authorization Letter and information, re: Liaison Officer  
(Considered inactive)
  - ❖ To date 333 suspension at Verification Unit
- 5 Mega Recruitment Office (Only 1 submitted Updated Authorization Liaison Officer)
  - ❖ To date, All five (5) existing Mega Recruitment Companies are with suspension based on record

As of 25<sup>th</sup> Oct. 2022

- ❖ 19 Watch listed SRA from the POEA Intra (Database)
- ❖ 1 Black listed from POEA Intra (Database)



# LIAISON OFFICERS STATUS AUTHORIZED BY SOME SRAs

Liaison Officer	SRA Handled		Total	Remark
Liaison Officer	17		17	
Liaison Officer	16		16	
Liaison Officer	7	3	10	MOTHER AND SON
Liaison Officer	8		8	
Liaison Officer	8		8	
Liaison Officer	7		7	
Liaison Officer	7		7	
Liaison Officer	7		7	
Liaison Officer	7		7	
Liaison Officer	7		7	
Liaison Officer	5	2	7	WIFE AND HUSBAND
Liaison Officer	5	2	7	HUSBAND AND WIFE
Liaison Officer	6		6	
Liaison Officer	6		6	
Liaison Officer	5		5	
Liaison Officer	4		4	





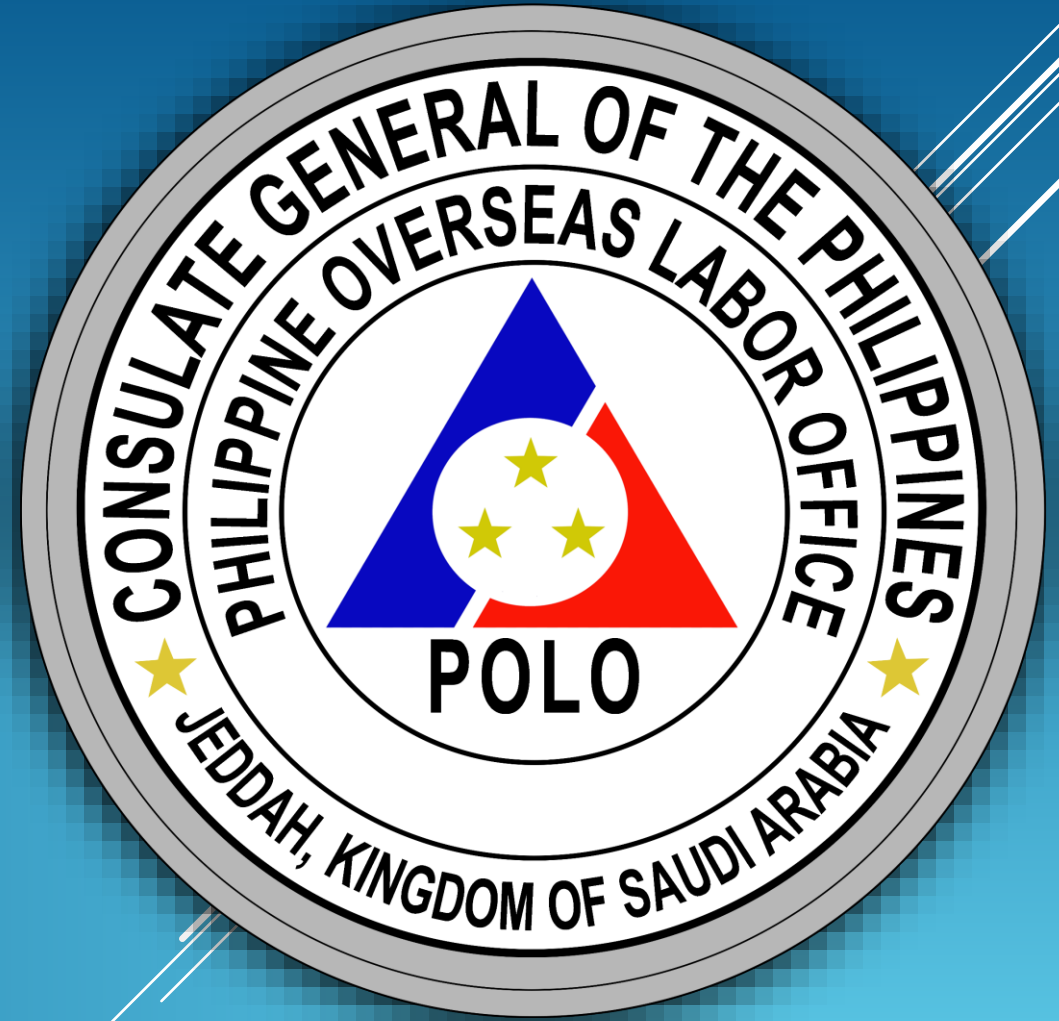
Projected Processing and  
Verification of New HSW Contract,  
Construction Companies and Mega  
Recruitment Offices will start on

**7<sup>th</sup> of Nov. 2022**



# OPEN FORUM

- **Process Flow**
- **SRA Accreditation**
- **Job Order (Skilled)**
- **Welfare Cases**
- **Others**



**THANK YOU!**