

**MEETING with Saudi Recruitment Agencies**  
**November 02, 2022**  
**Venue: WA hotel**

**Start---1:08**

The host of the program Mr. Gerry Nicolas greet and acknowledge all the participants of the meeting.

The meeting is regarding the Resumption of Hiring of Domestic and Construction Workers in the Kingdom of Saudi Arabia. This group is only for the Western Region.

Recognize the Official Consul General Edgar Thomas Auxilian, who was in Tabuk attended business meeting. In behalf of him Represent Atty.Kristal Mary Y. Padon Rabanal – Vice Consul General and the Head of POLO Mr. Roel Martin Labor Attaché

**1:09- 1:52** - prayer lead by Amar Baba

**1:53 – 2:18** Host mentioning the POLO staff office attended as well, Assistant Labor Attaché Soliman Mutya and other staff to formally open the undertaking meeting our Labor Attaché will give his opening Remarks

**2:18 to 18:13** Labor Attaché Roel Martin greet and acknowledge the presence of all agency owners whom he met already through visit in his office and other previous meetings, representative from Consulate General Jeddah, Atty.Kristal Mary Y. Padon Rabanal – Vice Consul General, Assistant Labor Attaché Soliman Mutya staff, POLO welfare officers as well as administrative staff particularly in the verification unit of POLO and Liaison Officer/Welfare Officer of Recruitment Agencies.

With Regard to the opening or the resumption of deployment for our domestic Workers Actually, we have 3 categories that will be opening

We can start processing of Job Orders as Early as November not only Domestic Workers but through the negotiations we had last September, even construction workers who has been also suspended regarding deployment will now be open.

We will be also talking with construction companies; we will deploy construction workers here in the kingdom

and last but not the least would be the opening of Mega Recruitment Companies

In the Western Region in Jeddah, we only have 5 Duly Registered Mega Recruitment Companies compared to Riyadh have 25 companies and 5 Mega Recruitment companies also in the Eastern Region based in Al khobar

We have 3 Philippine Overseas Labor Office (POLO) here in the Kingdom.

Officially we have 2; Jeddah and Riyadh, satellite office or consular mobile service being implemented in the city of Al Khobar –Separate Office

It's been 11 months the domestic Workers deployment was suspended last November 25  
Our staff are really can handle definitely the job of processing thousands of Job Orders  
including Accreditation as well as verification of Contracts of our Workers.

Familiar with the negotiations between the Philippine side and the Saudi side last  
September, which we will discuss later.

Prior to the negotiations, select recruitment Agencies we were able to meet select  
recruitment agencies last August in preparation for the discussion about opening the  
deployment in this similar hotel with the help of Mr. Aljabarti last August meeting.  
This is the first time that we will be meeting owners of recruitment Agencies as well as  
group of liaison officers for us to collaborate on how we can be able to address pressing  
concerns of our workers and at the same time to enhance the deployment of our domestic  
workers.

I know your hands are full with regards to the request of visas of prospective employers  
We have mentioned, we are ready to process it and facilitate the deployment of our  
domestic workers

Perhaps I just a rundown of what to expect during the meeting I prepared simple  
presentation so allow me to discuss this around 5 slides.

showing Al ola as background

It's a beautiful place here in the western part of the kingdom and I hope we will have a  
productive collaborations and coordination so that not only us, but our workers will  
likewise enjoy the beauty of the kingdom of Saudi Arabia like in Al Ola.

Recap of the meeting we had attended last August and of course a brief introduction of the  
DMW

You are familiar with the POEA but now it's called the department of Migrant Workers,  
it's a new office/ new department/ new ministry

Little background of the agreement and discussing we had during the bilateral meeting with  
the Saudi side and the ways forward that we can implement or consider

POEA you are familiar with the agency in Manila, right?

Starting this year or early next year POEA or Philippine Overseas Employment  
Administration will now be called officially the department of Migrant Workers being  
headed by an OFW advocate Secretary SUSAN "TOTS" OPLE, Secretary Tots has been at  
the forefront of protecting the welfare of our domestic workers in general our Migrants  
workers or (working abroad) for the past 20 years or more than 20 years of involving in  
migration of our workers.

DMW, New department, lot of officers there are also new and old as well

The home of our OFW, its being transformed to address the issues and concerns of our  
OFW (Overseas Filipino Workers) particularly here in middle east

**They have already established the one repat or one repatriation command center 24/7 hotline that can accommodate any issues with regard to repatriation of our migrant workers in particular our domestic workers who are in distress**

– the agency is focused addressing the Immediate concerns of our migrant workers particular the welfare concerns of our OFW.

These are the agreements that we have reached Fortunately I was able to be part of the negotiating representatives of the Philippines.

We had almost 2 weeks of negotiations, backdoor negotiations included together with the representatives from the Kingdom of Saudi Arabia, and this was published already so you are familiar with this.

Technical working group has been established to address the implementation of relevant provisions of the agreements concerning how to resolve our welfare cases here in the Kingdom.

We are being guided by existing labor laws being implemented in the Kingdom

**There was also an agreement for the BLACKLISTING and WHITELISTING of AGENCIES not only here in the Kingdom, included the agencies in the Philippines.**

We received some issues from our Saudi Recruitment Agencies Regarding Philippine Agencies who are not very cooperative, and they are included

If you have any concerns just let us know so that we will be able to forward it to our Manila Office and will evaluate and perhaps they can also be suspended or put in the BLACKLIST

If you are an agency who will be able to address the concerns of our migrant workers in particular the domestic workers, then you can be included in the same month of the

Whitelist

**WHITELIST** meaning the lesser welfare cases, fewer concerns with the labor office, you will be able to determine perspective issues that can be encountered by all domestic workers then you have an advantage.

In fact, right now in Manila they are devising (plan or invent) a way in which there are incentives that can be given to Saudi Recruitment Agencies who can be included in the Whitelist

Related to the resumption of the deployment, there is a need to update the STANDARD EMPLOYMENT CONTRACT. This is being implemented

We had a meeting last week with MHRSD- we will be publishing before the resumption on November 7 a revised standard employment contract in particular with our Domestic Workers

This is based on the labor reform initiatives being implemented by the ministry of labor here in the kingdom

**Ensure implementation of fully automated recruitment process**

This is the concern of Saudi Recruitment Agencies during the initial meeting that we had

We are familiar that you are processing through **MUSANED AND ONLINE PLATFORM**

We have also an opportunity to view and assess the Musaned platform

We are on the way likewise making **online the deployment process**

it would be easier, and it will be faster that is the guarantee that told us our IT expert in Musaned

we are looking forward also of implementing **the Digital Deployment of our workers.**

**SIGNING of MEMORANDUM of UNDERTAKING** as regards combating trafficking in persons. Our secretary is very much aware of what is happening not just in Saudi Arabia but other countries as well

**We have been coordinating with the HUMAN RIGHTS COMMISSION in the KINGDOM.**

We had a meeting during the negotiations

Both parties have agreed to collaborate to address in persons concerns and we are forwarding relative relevant issues we have been encountering here in the Western Region.

**CONVENING REGULAR JOINT COMMITTEE MEETING**

For the past 3 weeks we have been meeting with the ministry of labor representatives and as well of the representatives coming from Manila

Discussing what are the issues and concerns what are the pressing services that we can really implement before or after Nov. 07 opening of our deployment.

These are the essentially the agreements that we have reached where we will be issuing implementing rules and memorandum to respective Saudi representative, Saudi Owners Saudi Recruitment Agency Owners as well as Liaison Officers for us to better determine the programs as well as the process flow of recruitment process as regards Filipino Domestic Workers.

we have to meet regularly as we have agreed so that will be able to have a WIN-WIN environment in terms of deploying domestic workers as well as constructions workers here in the kingdom

Essentially, we need to focus on the **DIGNITY OF OUR WORKPLACE, PROTECTION OF WORKERS, and HAPPY WORKFORCE**

If we have happy workers, we will be having also happy employers' Saudi citizens and with that both parties are happy.

both parties are happy, the working environment will improve, there is no suspension, there will no longer be suspension of deployment of domestic workers

We need to collaborate on identifying the battling needs as well as pressing issues and concerns in particular the welfare concerns of our workers. focus to address the workers concerns

In bahay kalinga or shelter at the Consulate we have more or less 200 workers being cared by the consulate around 50 male workers as well as 150 female distress workers  
We need to limit welfare cases so that we can concentrate on developmental programs  
We need to concentrate on meeting you on how to improve the development process  
In the later part of the program during the actual presentation, PROCESS FLOW will be presented so that will be able to what needs to be done, what improvement to be done for us to have a better and happy working relationship.

### **Ways forward of GOING DIGITAL**

increase efficiency in the development of our workers

Your concern is there are workers who will only work for 5 days, and they want to go out (Run away) We need also to determine those workers, so they will no longer come in the Kingdom

We do not want workers to work 3 days, we want them to finish their contracts

As per the data census- 35% of every 100 deployed workers only 35 workers will stay and will finish their contract so 65 percent does not will reach 2 years contract

Our focus right now is we deploy the workers who will be able to finish the contract for 2 years but to do that we need your collaboration on this because we know that 90 percent of those who are not finishing their contract have qualified cases. they have welfare officer cases a small person would be the only to work for one month or 2 months that a lot of our workers can finish their contracts so they can take care of and we guarantee that

The RESPONSIVE SRA – help will be needed in having an improved working environment  
**MONITOR OUR WORKERS we will be implementing monitoring mechanism for us to be able to reach out to our workers in the homes of our employers.**

better coordination, we need to have meeting

I have already instructed our verification unit head to schedule a meeting

If you cannot visit me in my office, then perhaps can even meet just like this one or perhaps we can meet online if we are really busy.

to put emphasis on the dignity of the workplace protect of our workers and to have a happy working environment

**if we able to address the welfare concerns, the percent of concerns welfare will be resolve**

The deployment of migrant workers from the Philippines will no longer be suspended, this is the ideal set up to have continuous deployment

-To have better working relationship with our Saudi Recruitment Companies and the POLO will be able to facilitate those ideas

We just have to collaborate and coordinate strictly on this  
We need to know your concerns, your issues and perhaps your recommendations on how to give the better protection to our workers

**18:28 to 20:18** Vice Consul General express her greetings, and acknowledge Labor Attaché Roel Martin, Assistant labor Attaché Soliman Mutya, Welfare Officer, Member of POLO OWWA and to the OWNERS, Representative of FRA's/SRA  
Nov. 2021 our Department of Labor and Employment (DOLE) where the POEA now DMW, was previously attached imposed a temporary ban on NEW deployment of household workers and construction workers in Saudi Arabia.  
As the head of the legal unit of the assistance to National Section of the Philippine Consulate General I have personally seen problems of workers arising from their contracts, various cases. Sometimes actually most of the time.  
We cannot pinpoint where the real cause of the problem lies  
is it in the part of the employer? is it on the worker? is it on the recruitment agencies? Is it in the interpretation of the contracts or the contracts itself? Is it the differences between our cultures? Is it in the differences in our laws?

**21:00 to 23:18** I believe that is what we are here for, after almost a year of serving here in Saudi Arabia, I can't say that I have already a comprehensive understanding of the root causes of the problems of our compatriots who seek our assistance on daily basis Every day, our team/colleagues with the very best of our knowledge with our resources to give our assistances needed to our kababayans,  
I know POLO and Owwa had similar experiences maybe even worse but still we are planning ahead preparing for what us yet to come.  
Rest Assured that our Philippine Consulate General and Department of Foreign Affairs and ANS are here to perform our mandate with the same fervor in light of the one country team approach that governs our relations to our partners in pursuit of protecting and promoting the welfare of our compatriots here in Jeddah in the Western Region of the KSA.

**23:24 to 23:42** I hope that we continue to carry the torch for thousands who are here and will be here because of the lifting of the ban  
May we all conduits the reasons why they will succeed in their journey here in kingdom of Saudi Arabia

24:02 to 24:22

Congratulate all participants who are here today for taking this initial step with us. This shows your commitment to the Filipino people and the Philippine government that you are partner in ensuring the welfare of our people in the kingdom.

24:23 to 24:36 Announcement by Mr. Gerry Nicolas about having coffee-break.

25:08 to 26:40 Mr. Wayne introduce himself and quick tour of Polo Building 5 and offices

26:58 to 34:13 Presenting the process flow for submission of Documents at verification Unit window 3 and 4

34:14 to 34:24 Announcement by Mr. Gerry Nicolas about providing the softcopy of meeting materials.

34:25 to 42:50 continuation of presentation of Mr. Wayne.

42:55 to 44:25

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

Introduction to Welfare Officer Mam Marlyn Romero and she greets everyone and give thanks for the cooperation giving to the POLO Office for resolving of the cases of our distress workers.

Hoping that Everyone will be proactive and doing their best to solve the cases to monitor their workers.

**This is in regards to the securing of the clearances for the suspension issued in your office**

**First need to have a Written statement from the worker or your office as to current status** (regards to the suspension for those workers are not in the bahay kalinga shelter) We will issue a suspension when the agency is not acting on the case, we are sending you messages to act on the cases. If no action is given or provided to us, we issue suspension.  
\*We hope you to understand that we need to help our workers.

## **TO LIFT THE SUSPENSION.**

First SRA must submit a written statement regarding the status of the worker to the Welfare officer. The welfare office will give a call to the domestic workers regarding the present status.

### **•workers with Police Case (Case update and undertaking from SRA)**

Employers usually report the workers to the police for theft cases but most of them are false accusations. SRA will help to convince the employers to cancel the cases so it will be dismissed and the worker will be sent to the Philippines.

### **44:53 to 44:40 •workers with Labor Case and/or Hurob case (Case update and undertaking from SRA)**

Asking cooperation from Agency to talk to the sponsor, convince them to cooperate to cancel the cases so that our workers will be free from the cases, and they will be sent to the Philippines.

Usually, the employer files a hurob even though the workers did not run away from them, in filing a hurob you were given 15 days to cancel the hurob and exit visa may issue to the workers, in case that Hurob cannot be cancel, Polo will provide assistance to the workers and facilitate their exit visa through shumaysi., Agency will cooperate and provide the ticket.

**45:58 to 46:19 •workers who are staying at BK ward with Police Case or Labor Cases Financial Assistance or Subsidy Allowance 100 us dollar per month maximum 6 months from agency provide workers in order for them help them in their financial problems.**

### **46:21 to 47:31 •worker who Run Away/Missing**

the Department of Migrant Workers are looking after workers who ran away from their sponsors houses and doesn't report to the consulate/POLO. Agency must know the whereabouts of the workers. Usually, agency submitted incident report to POLO that the worker ran away. Must undertake some actions to find the workers in order to send them back to the Philippines. Polo will inform the ANS consular departments so that they are aware that the person is missing to avoid future problems.

▪ Best effort by SRA in locating the whereabouts of the Runaway worker and his/her current Employer. ▪ 3 months' period required to locate OFW and communicate with family, relatives' friends, and Philippine agency.

**47:46 to 48:12 Make** a report and convince the worker to go to the POLO so we can have the statement to determine from them if they are okay, or if they are willing to be send to the Philippines.

Agency is responsible to all the workers they hire and deploy from Philippines. POLO will help and support.

**48:23 to 50:30 REMARKS FROM Mr. Gerry IN CHARGE OF THE COMMAND CENTER**

The command center is very regularly accepting request for assistance through emails and through hotlines. This request assistance being conveyed to the recruitment Agency either through calls your agency or send notice for request for assistance through mail. No actions from agency to resolve the problem of the worker in considerable time will issue suspension until the time agency present a concrete action.

If the request for assistance is repatriation because of maltreatment, mistreatment in general contract violation and it is being validated or verified then the concrete action should be exit visa and ticket because the claim want to go home.

**Reports reaching in our office that there are workers run away from their employer.** The concrete action, inform our office the location of worker and who is the current employer she is working with. Update the Office/Command Center. If you cannot communicate with your worker, then communicate with your counterpart in the Philippine because they have contact with the relatives of that workers.

**Just give us latest update, Not the update taken a month ago or 2 months pass because that is no longer an update and in those case, issue suspension.**

**For lifting of Suspension, recommendation from the command center to the Labor Attaché**

The Liaison officer should report to the center and present the proof of concrete action and then we will recommend for the lifting of suspension. Provide promptly because our client demanding for urgent action

**50:30 to 50:46 Mr. Wayne explains.**

**In accreditation,** The Liaison officer will submit the documents then during evaluation there is **2 things to check; there is suspension** because there is ward in bahay kalinga shelter or Runaway.

**If runaway**, don't just submit the letter the worker run away without further explanation and action because that is not accepted especially to the Labor Attaché. Please explain to us what the best effort of SRA, did you communicate to the relatives or try to locate the worker?

**If the report is the worker was repatriated**, follow up question by labor attaché, who bought the ticket then if the worker was repatriated through the repatriation flight of POLO then it will be questionable because this is **agency responsibility to produce the ticket**.

### **50:46 to 53:00 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

### **53:00 to 53:20 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. License to Recruit	40 SAR
<b>TOTAL</b>	<b>320 SAR</b>

### **SAR 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. Commercial Registration	40 SAR
<b>TOTAL</b>	<b>280 SAR</b>

### **OTHER PAYMENTS**

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

### **53:21 to 54:12**

Saudi Recruitment Agency Status Information  
(Western Region, KSA)

#### **POLO Database:**

340 Recruitment Offices

214 SRA Updated Authorization of Liaison Officers Since 7 August 2022 (Considered Active)

126 SRA did not update its Authorization Letter and information re: Liaison Officer (Considered inactive)

- To date 333 suspensions at Verification Unit

5 Mega Recruitment Office (Only I submitted Updated Authorization Liaison Officer)

- To date, all five (5) existing Mega Recruitment Companies are with suspension based on record

### As of 25 Oct. 2022

- ∞ 19 Watch listed SRA from the POEA Intra (Database)
  - 1 Blacklisted from POEA Intra (Database)

54:15 to 54:35 LIAISON OFFICERS STATUS AUTHORIZED BY SOME SRA's  
-in chart shows some Liaison officer handling 17, 16,10 handling by mother and son,  
7 and 7 handling wife and husband and so on... and this will not anymore because  
only 4 are allowed and strict for that

**54:39 to 54:47** Thank you so much Mr. Wayne for the informative presentation, **we will now proceed to open Forum. May I just want to make an announcement.**

**54:49 to 55:03** we will not be entertaining too much question so that to give way to the other 2 parts of the program announcement from Mr. Aljabarti and lastly the closing of our Assistant Labor Attaché.

### **55:08 to 56:02**

Please do not talk about the problem of the worker that came from a problem which arises from the situation of employer employee relationship. The agency has responsibility with what happen with that worker in particular. Please remember, if there is no problem from the worker that she encounters from the employer nothing will happen as the day goes on with that sponsor. So very frequently, there are cases from the Agencies claiming that the fault came from the worker but if we analyze deeper where that problem came from there is that employer-employee relationship that bothers the worker. Let us always consider the situation, what causes the problem.

### **56:08 to 56:24**

**QUESTION: is there any chance the number of ACCRE of SRA increase? As the mandate of Labor Attaché and Increase of 10 contracts per week**

**Labat Answer:**

**56:28 Reviewing** if you can send us specific evidence based on the visa approved request coming from the employers. Then we can increase the existing 10 job orders.

**56:44 to 56:54 Accreditation**; we approving 10 and a lot of you approved and ongoing to processing in DMW POEA now

**56:55 to 57:00 Waiting** recommendation from verification Unit

**57:01 to 57:15** we have been asking MHRSD in regards of the number of prospective employers so we can anticipate on how many we can process will be allowing

**57:17 to 57:30** related to the blacklisting and whitelisting

If you are part of **whitelist**, then definite we will give you more number compared to those who cannot settle their labor concerns

**57:46** we need to have basis for increase

Because of expiring visa?

-we don't want visa to expire and our OFW in the accommodation of local agency in Philippines waiting.

**58:36 to 58:50** targeting at least 21 days better faster for domestic worker to come as long as all the documents are complete, **we can increase that subject for justification submit then we can consider.**

**59:00 QUESTION: How many SRA for liaison officer**

**Labat Answer:**

**59:08 to 59:35 it** was raised by Saudi Recruitment Agency owners during our first meeting

- Difficulty of providing welfare addressing welfare issues of our Domestic Workers; we see how 1 liaison Officer for too many workers to handle by 1 single liaison Officer and the agency is suffering also so we need to balance

-

**59:37 to 59:40 we** have decided al khobar and Riyadh to limit to maximum of 4

**59:49** Liaison Officer you need to drop, if you have 17 you need to drop 13.

**59:54 to 1:00:06** you have to inform the agency owner

If Liaison Officer decide to drop your agency, need to submit new L.O to transact to us

**1:00:16 to 1:00:22** We will give you enough time to comply a welfare officer for every agency.

**1:00:28**

**Can Saudi Recruitment Agency hire female or male welfare officer?**

**Labat Answer:**

**1:00:33 to 1:01:18** Yes as long he/she is a Philippine national. It does not matter whether male or female. In addition, we are also negotiating with the Ministry of Labor so that agency owners can provide **iqama** for welfare officers. **Not as domestic Helper visa, (Not Translator as now Saudization its not available for Filipino)** but as a **LABOR visa**.

we are still negotiating for specific visa that can be provide so **that we can achieve that a welfare officer is employee of the Agency** he/ She can act as Liaison Office for the Agency as well as the Agency having full control of the officer.

**1:01:20** We would want also for the owner of the Agencies to visit the offices once in a while. Usually only the liaison officers that do come to the offices. They are the one also submitting,

**1:01:31 to 1:02:22** we have specific requirements, if documents are complete no need for you to wait. You don't need to do background negotiations.

eventually if it will be fully digitalized approval will be faster and no need to submit to Manila by courier or LBC because we will implement merely by clicking computer for approval. automatic **DMW** will accept after a minute in the system in 1 click.

**QUESTION: 1:02:23 to 1:04:06** Please elaborate more about the job order accreditation, previously as you know we could submit 100 visas for domestic workers but recently we have been hearing something different. That it will take time from processing and send to DMW for approval, so we are talking about decreasing the duration of the recruitment

**Labat Answer:** Increase 10, we are still negotiating for the maximum

Still coordinating to other POLO to be able to implement uniform and not yet agreed on specific number

10 will definitely increase

We do acknowledge the time for processing approval, and it will be more tasking part for POLO

We are determining workers that will come  
We need to know the supply of local agency in the Philippines  
Rest Assured we can increase the existing 10 for Job Order Accreditation.

**QUESTION: 1:04:08 to 1:05:33** if the employer is in Riyadh and the Agency is based in Jeddah, does the agency still process the contract in Jeddah?  
Or special case when employer transfer to other City

**Labat Answer** As an agency, you need to inform POLO for impending transfer, employer submit the necessary documents because of jurisdiction issue. If there will be no welfare case along the two years then there is no problem. But if issues between employer and worker will arise then how to provide welfare to address welfare case in Riyadh, are separate jurisdictions  
Inform POLO so POLO Jeddah will coordinate to POLO al Khobar or Riyadh

**1:05:33 to 1:05:55**

Conduct post arrival seminar for domestic Helper and the same time employer so they know their duties and obligations  
Last negotiations we had there is Annex A to add in standard employment contract indicating specific conditions employee employer relationship

**QUESTION: 1:05:56** if the runaway worker refuse to inform the SRA of her whereabouts, and SRA did the best effort, what the SRA should do?

**1:06:45-1:07:46 Labat Answer**

for liaison Officer, there is one page paper or document to fill out information: call the worker, friends relatives' family to get information, communicate to the worker, what kind

of effort you have done, how many times you call? Sometimes according to Labor Attaché Roel Martin, L.O doing it just for compliance and he knows if you did the best effort or not.

POLO need the worker to come to visit the POLO either in Jeddah or in Al khobar or Riyadh **requiring her to execute undertaking that she run away, she is working, she want to work she doesn't want to go home yet**, so that POLO can spare existing agencies because based on existing documents agency still liable to know the whereabouts and specific issue of our worker.

**1:08:20 to 1:08:26** We've been experiencing Runaways and need to address during our Orientation with our workers because this is not the best option to run away

It's a criminal act, they will be banned to come in Saudi Arabia and deported

**1:08:44 to 1:09:03** need contact number of agency owner, email address of your office

**Question 1:09:29: Is it possible for liaison officers to be welfare officers?**

**Labat Answer** Welfare Officer can be Liaison Officer of agency, in provision of POEA rules there is no Liaison Officer.

**1:09:54** but of course, we need to facilitate the deployment process

**1:09:58** You are authorized to transact business and you understand

**1:10:07** we will give you time to adjust it depends on your work experience for becoming WDO or welfare Officer

**1:20:21 to 1:10:27** we will advise, you need to get specific welfare Officer and separate Liaison Officer. We will give you time to adjust if you cannot find Liaison Officer perhaps WDO welfare officer

**1:10:47** You need to submit undertaking while you are looking for best WDO for your company.

**1:10:52 TO 1:10:57 QUESTION: Can POLO/OWWA HELP US FACILITATE TRAINING SEMINARS FOR HANDLING WELFARE OFFICERS?**

**1:11:08 to 1:11:18 Labat Answer** We will have to develop modules for the training on how to handle welfare case

Like what I mentioned before, 90 % will be able to resolve welfare cases I don't think we will encounter anymore problem.

**1:11:33 to 1:11:59** the employer can be paid, hence, he will no longer file a claim or criminal case just to direct the worker to pay because of deployment cost

**1:11:52 to 1:11:58** There will be an insurance applied through Musaned all fees will be collected

**1:12:20 to 1:12:37 Question:** Why we are suspended for this long time? SRA Giving advance money to PRA office

PRA unable to give back the advance money

DAY OFF; ARE ALLOWED TO GO OUTSIDE?

**Labat Answer**

**1:12:38 to 1:12:47** We have received a lot of complains; PRA NOT GIVING BACK THE MONEY SRA given to them.

**1:12:53 to 1:13:16** DMW will direct the recruitment agencies to answer the claims for nonpayment or perhaps worker did not arrive and eventually you can revoke agreement with them and change recruitment agencies

**DAY OFF:**

**1:13:19** We need to implement the day off. This is included in the employment contract

**DAY OFF or REST DAY**

**One day of rest**

We have to inform the worker if they are not allowed to go out because of Security issues we need to consider that

**1:13:45** we need to inform the employer to provide 1 day rest every week

**1:13:49 to 1:13:58 Specific** provision in revises contract in every 5 hours of continuous work employer must provide 1 hour break for food or for rest

**1:14:03** We need to convince the employer, there's a lot of employers doing this

**1:14:18** if she will be allowed to go out it's a matter of trust and confident between employee and employer

**1:14:28 to 1:14:51 Build the trust and mandatory us to monitor every worker shall be given at least 1 day rest every week based in the survey we conducted, this is the main issue we have encounter the No rest day or day off**

**Provide them day off, may their performance improve, they will definitely finish the 2-year contracts.**

**1:15:02 to 1:15:32** May we hear now a short announcement from Mr. Aljabarti

- **Copy and Translation of this meeting will be share in our group, thank you.**
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#### **ASSISTANT LABOUR ATTACHE MR. SULAIMAN FOR CLOSING REMARKS**

**1:15:53 introduction of Assistant Labor Attaché Soliman Mutya**

**1:15:59 1:18:33 greetings...** Thanked all distinguished parties present for making the Significant undertaking productive. Despite the challenges arising in the world of work, we need convergent reports in harmonizing our approach in minimizing or neutralizing disturbances affecting the engagement of our Philippine workers.

It has a been pleasure in partnering with you as stake holders involved in realizing the dreams of our workers and longing for a better condition of life by engaging to every employment opportunity available in the Kingdom. We highly appreciate the generous contributions and commitment made by all participants aiming to continue supporting the advancement of the interest of the kingdom of Saudi Arabia and Philippines in terms of Judicious of management development of human resources is highly appreciated.

We are looking forward for continuing partnership and maintaining an excellent cooperation with you as we carry out our mission of ensuring the protection of the rights and promotion of the welfare Filipino workers in the Kingdom of Saudi Arabia.