Quote Matrix

	Document group=Interpreters (N=4)	Document group=MOL Taiwan & Country Attaches (N=5)	Document group=NGO/Unions/CBO (N=6)	Document group=Workers (N=46)
Complaint Mechanisms & Worker Organizing	There were not so many Filipino workers who tried to flee. Most of which were Vietnamese. Very few amounts of Thais and Indonesians try to flee. You can see at the detention center where there is an overflow of Vietnamese workers who got arrested. Thai workers like to hang out having fun at the major problem that I had to deal with is Thais people getting drunk. There are Thai workers with good degrees coming to work in Taiwan but I think that they are not diligent and they expect to work in AC rooms. However, Taiwan mostly hires Thai workers to work in the factories in order to replace for the positions that the locals do not want to do anymore. If workers do not want to do the OTs as they are assigned to do sometimes, they would call the labor office via the hotline 1955. The Hotline would then ask them information about their agent and whether they have called the interpreter	Regarding the sufficiency of the department personnel, I'm responsible to take care of 2/3 of the 60,000 workers or approximately over 40,000 workers. I take care of the Northern and Mid regions but the works in these regions are much more intense than the Southern part. For employment promotion we tried to improve and expand employment quality. Another part that we are responsible focuses on workers protection as you can see on the statistic that we have to do along others. Everyday, we have at least four workers lodging complaints or inquiries. The southern parts have maybe two per week. We use the funding for Worker's Assistance Fund received to take care of these workers. We use the funding of 500NT which the worker paid to the Taiwan employment office, to hire one of our staff persons, due to workload in the northern and middle districts. I have submitted a brief response to your interview questions in writing. We have a some two staff, renewable contracts. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 26 - 26 (0)	Q1 To do the complaint mechanism. We're interested in xxxx sea fisherman if they have a labor dispute, can you help them to file a labor dispute? Q2 He said that if there are labor disputes, if any fishermen have labor disputes, here will help him to..... A Yes, we will. Q1 Do you have an attorney here, to help them? Q2: Is the lawyer from here, or is an external lawyer hired? A: It should be put this way. Generally, for this kind of labor dispute, it's not really necessary... In most cases, that is, for eighty to ninety percent of the cases, there is no need to involve a lawyer. Because this falls under the administrative law system, we can actually resolve it by simply communicating with our public sector.	I was also not threated to be deported but in my previous employer, I experienced everything such as being threatened of being deported, cursed, threatened of going to prison if I will not go home, I also almost got mauled by my co-workers because they were brainwashed by our Taiwanese co-workers when we were filing a complaint against our company. They wanted to divide us so that our complaint will not prosper. They used my fellow Filipino workers as a weapon against me. Workers\F10-Factory_4Aug2019: 23 - 23 (0) I also experienced filing a complaint against my old company. Workers\F10-Factory_4Aug2019: 26 - 26 (0) They also asked me to sign several papers when I arrived and told me that I borrowed money from someone but there's really none.

prior to calling the hotline. The requests should be referred to the interpreters prior to the hotline. This is the standard protocol for them. These group of workers called the hotline straight as they could speak English. When the hotline received the cases, they would then call back the employer and the employer or supervisor argued in contrast to what the workers acclaimed. The labor office would then suggest the workers to be patient with work and get in contacted with the interpreters before contacting the labor office.

Interpreters\TI2 Thai Interpreter_3Aug2019: 22 - 22 (0)

Some workers were also asking about OTs but I had to inform them that currently the economy is not going well, it is not that the employers did not want them to work. Large problems occurred from complaints made from workers who did not comply with the regulations but in actuality the companies provide quite substantial amounts of training recommendations. 54:31-

The workers might think that the interpreters and us are taking the employers' sides but in actuality we try hard to help them out the best we could. Our staff work with heavy loaded as we work like a jigsaw puzzle with different sectors, different functions such as two staff in the protection sector and two in the research sectors with interpreters as the key correspondents. Previously in Thailand, everyone worked in similar fields of operation but as we arrived to work here, we tasked interpreters to help out with protection and we deal with the academic part. However, we could provide consultancy as interpreters may be more practical with the operational experience but lacking the information. Sometimes there were different of information given to the workers via phone calls and social media causing the workers confusions and misinformation therefore we divided the different tasks for different roles; one staff dealing with calls, one staff dealing with protection and the rest act as consultants instead of dealing with protection.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 6 - 6 (0)

Workers also complained that sometimes they ought to pay fees of 1800, 1,700 and 1,500 respectively to the agents but they felt that they did not received the

Q2 So it should be reported to the public sector.

A Yes, let's work together to resolve this. Actually, I'm going to tell Dada later that some parts of the overall research framework might not be very clear, and there is a gap between his research and the actual situation. I will discuss it with him later. Because sometimes, when we research a topic, we can't be too singular or think too linearly. Also, it's not "maybe" finding this—I strongly suggest it is a "must."
NGO/Unions/CBO\NGOT03Stella_3Aug2019: 51 - 58 (0)

Q2Funding for Legal Aid.So he said that because 80 to 90% of labor dispute doesn't need attorney.

Q1 They do it outside the court, it is quite expensive.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 70 - 71 (0)

Q2 Maybe we'll get it up later, because he said that usually what they do is that they report to the authority and then because it's its violation of regulation. So the only

That's why I reported them at CLA. My broker informed me that if I will not pay the amount, they will not renew my contract. Since I want everything to end and that I could renew for a new contract, I just paid the 65,000nt.

Workers\F12-Inshore Fisherman_3Aug2019: 10 - 10 (0)

E: do you know that in Taiwan we have 1995. This is like a emergency phone, ifyou have a problem, you can contact or make a call. Problem with the boss, if we get violence, there is a call that we can report.

A: no, i never

Workers\ IW1 Fisherman Longshore_3Aug2019: 238 - 239 (0)

A: I work in the oven factory.

Q: Did you know that you will work in this specific factory when you were in Indonesia?

A: No, I don't. First, I was given a picture of assembling something and there was a picture about bread also.

54:48 I guarantee that If the workers come under my agency, you could ask from the workers, I can tell you to ask from the workers.

Regarding treatments of workers from different companies, I do not know how other companies treat their employees. You have to ask them about their agency and interpreter details to know how they are treated by the agency interpreters. Company interpreters are different from the agency interpreters as company interpreters are only working on a specific factory, they are assigned to but the agency interpreters have to go everywhere if there are incidents occurred to the workers. The advantages of having interpreters are first of all, mediation between the workers and the employers to see what was the problems occurred, dissatisfaction, problems back at home or enforcement by the supervisors or arguments with the co-workers. I had to ask them nicely and asked him why he did not go to work. I would tell him to tidy up first before talking with me then I

assistances from the agencies as they were supposed to. Some of the workers have complained to the office but I think that most of them are afraid of for intervention.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 14 - 14 (0)

Interviewer: Like you said it is really useful until now which start in 2011 and then the overcharged they refund?

LABA4 : Yeah, you mentioned overcharging, the most common complaint is an excessive placement fee. In the event that the broker has not informed the worker about the exact amount of the loan to be paid which is written in black and white. An agency in the Philippines and the broker will both settle the problem. When the complaint has come to our attention we make sure that we are always on the side of the labor standard the welfare of the worker. Immediately these two, the broker and agency will arrange their discrepancy and fix the problem

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 49 - 50 (0)

when the authority, government doesn't take care of this and then they'll upgrade toto another level

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 76 - 76 (0)

Q1 Because it is different, is on the sea, so the resources has to rely on the government for enforcement.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 112 - 112 (0)

Q2 So, he said that... This belongs to the government, right? So for the government agencies, they have these three different types of we have observer and inspector, and one of this is visit, I'm not sure if we should call them "visiter", but they visit those...

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 129 - 129 (0)

Q2 It is specifically about fishery, like ocean resources, like some types of fish that you should not catch and about pollution if this ship is causing pollution, so, and they will not do anything on the ship, they just like keep the record and write everything down. And for its inspector they will

So, I just learn by myself from the start to the end.

Q: The agency did not tell you the factory you work in Taiwan?

A: They said at that time to make bread not to create oven.

Q: Did you complain to the agency?

A: Yes, I complained the agency in Indonesia not in Taiwan.

Q: And what happen?

A: The agency said that they did not know anything about it.

Q: Did you complain to the agency in Taiwan?

A: No because I did not know the language when I first come here.

Q: Does the agency in Taiwan have Bahasa Indonesia interpreter?

A: Yes.

Q: Why didn’t you complain to the interpreter?

would ask him why did he stop working, why he missed work, is there problem back at home or you did not get the correct compensation by the employer. I would need the salary slip to ensure that he was paid accordingly and made him feel comfortable so that he could release his stress over why he felt dissatisfaction with the employer. I would have to tell him that if he got stressed then it would make the interpreter stressed as well. Therefore, this makes the workers feel comfortable to explain and release their dissatisfaction and hardship to the interpreters who could talk the same language with them. Most of the workers are male and not many females as most of the employments I look after are intense work such as steel factories, construction, screw-manufacturing factories, fiber-optic chemical factories and plastic making factories producing furniture.

Interpreters\TI2 Thai Interpreter_3Aug2019: 33 - 34 (0)

Interviewer: Do you have any statistical data about the complaint especially a placement fee that has overcharged?

LABA4 : Most of the cases that we have here is overcharging. I think OWWA has the data. We have reported that to POEA and OWWA.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 53 - 55 (0)

Interviewer: Do you provide to facilitate like uh graduation, labor dispute complaint education, do you have a different kind of language for them to provide the service in Tagalog?

LABA4 : Uh! You mean.

Interviewer: Like a translator or you have a different language of the form so they can understand and they can submit to Bureau of Labor like this. So what do you facilitate to do service for these workers?

LABA4 : Well, if the worker has encountered a problem. He is requested to fill out a form, we use a standard form and then they will make a statement, a

be at the port, so when a ship comes in and then they check the amount if you catch too much. It's somewhat like the ocean police.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 133 - 133 (0)

Q2 They go to Japan and Russia, sometimes long xxxx.

A May and June are the time to go squid fishing in Argentina.
Q2 From Argentina for this kind of...

Q1 Squid.

Q2 This one for like the fish, not tuna, Japanese xxxx...

A Saury. S-A-U-R-Y.

Q2 And each ship usually with 60 to 70 people.

A So there will be more people at that time.

Q2 Sixty or seventy boats, sixty or seventy people, so...

Q1 and most of the violation you see is long xxxx or shore xxxx.

A: No. I just do it. Later, if I complain to the interpreter it would become more complicated. The important thing is just doing my work. And the boss also is good and kind.

Workers\IW9 factory_ July2019: 53 - 67 (0)

Interviewer

So, in your opinion, are there some problems with your work? Or do you think where should be improved?
None.

Interviewer
Really?
Now I just want to end it and go home.

Interviewer
You said it last time. Well, thanks, Reni.

Workers\IW11 careworker_ Nov2019: 1238 - 1245 (0)

Q: Do you have experience contacting the employment department in Indonesia?

A: Never.

Q: Do you know if you have any problem related to work in Taiwan

narrated statement. From the given statement we address the concerns if there is a need to call the attention of a broker we summon the broker. If the problem pertains to the broker or employer. We mediate to settle the problem arouse. Most of the time the problem has settled. If it is not settled and the worker has a fault we advise the worker not to demand the moon and the sun to put in the pocket, ok. So, we have to be realistic, Ok. If the problem is caused by the broker or employer. We encouraged the broker to solve the problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the employer. Because he is held accountable for the problem as well. And in spite of the broker is suspended or blacklisted and did not act to resolve

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 154 - 163 (0)

A Of course. I answered his fourteenth question very seriously. I thought it was very helpful to them, so I looked for a lot of information. I answered the thirteenth question first, which means that the thirteenth question should be like this, We need to tell Dada first, that is to say, don't misunderstand him, that is, fishery, and the block of foreign migrant workers is different from the block of foreign fishermen, so our answer is foreign fishermen, this block does not mean foreign immigrants In the area of foreign fishery workers, my idea is this. That is to say, we have to go back and think about whether the scale of China's fishery and shipowners is large enough to directly deal with the issue of direct recruitment. This is a big question. Oh, the cumbersome application procedures, recruitment of personnel, response to various emergencies, disputes and insurance coverage must be handled by the employer himself. I don't think Taiwan's fishing companies are capable of doing this, intermediary system It has been around for a long time, and then it has its historical origins. Why does it exist? Supply and

what kind of channel you can contact?

A: No. But here, if we have any problem here we can contact KDEI (Indonesia Economic and Trade Office) in Taipei.

Q: How about the side of Taiwanese government? I know that so far you don't have large issue with your employer, but if you know any official number you can call or the labor department that you can call?

A: I know someone who I can call in Indonesia, named Pak Yadi.

Q: Who is Mr. Yadi?

A: I don't know but I have his telephone number while given after finished the training.

Q: What's the number?

A: I forgot. Every worker who work in Taiwan must have his number. I don't know everything because I never have any problem.

the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 76 - 80 (0)

Interviewer: In the past ten years, what changes did you notice in regards to the migrant workers?

LABA4 : I have no idea, as a matter of fact, it is my second year of service so far. Previously I was with a prosecution service in the Philippines.

Interviewer: So what kind of specific violation has reported every year?

LABA4 : As I was saying, the first is the placement fee. Ok. Secondly, is a stingy dormitory or substandard dormitory. Aha! Now, the third is a complaint about the illegal collection of fees by the broker. The moment the brokers are called on the matter they are you know, they swiftly addressed the problem. (Chuckle) Hahaha! They are very much afraid of it. But the problem is when no one is complaining there is no violation

demand. So the problem is that it does have its necessity, so the intermediary system exists. So I think, Sometimes we have to use another way of thinking to look at the whole thing. We don't want to be hostile, and then stigmatize or preconceptions that agents are bad, agents are vampires, it's wrong, very wrong, BIG wrong. Don't think this way, our focus should be on how to make the current mid-term system healthier and more complete, and how to improve these bugs and loopholes. (NGOT03, Pos. 285)]

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 285 - 285 (0)

Q2 There is a... already there is a fisher, a fisherman union in Yilan. So he said...

Q1 Is this one join that one? or?

Q2 He said that if Yilan is possible, then Kaohsiung is possible, but an union needs a leader to help with all the... because this leader needs to know about regulations, about paperwork and how to work...

Q1 Do you have leader?

Q: Do you have his number?

A: Yes, I have it in Line.

Workers\IW13 carework_ July2019: 192 - 203 (0)

R: Then... what will he do if he gets injured while working? Do you take medicine yourself or something?

I: He has that... medical... medicine box on the ship, so he just takes care of it by himself, and then goes to see a doctor when he gets ashore.

R: Then...if he has a quarrel with the agent or the boss, or has a problem, who can he ask for help? They are friends, but they also use volunteers like us outside?

I: They don't. I will find friends.

R: I will find friends.

I: Yeah.

R: Did he ever go to agencies in Indonesia or Taiwan for help? Maybe he was looking for a job?

I: No.

perse. What if the complainant did not file a complain? They are reminded that once the same complaint arises they will be apprehended and suspended for a certain period of time. So they are very much aware of it. It is a matter of courage on the part of the worker to report whatever you know illegal acts committed against them by employer or broker. It is about the courage to assert their rights to file a complaint.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 84 - 87 (0)

Q2 So has there been any consideration here about helping them establish a labor union or something similar? Will the center consider this point?

A This question should be answered by the director, not by the social worker.

Q2 So that's like if the center would like to help forming union, he said that it's not... he cannot answer and you need to answer director because he's just a social worker.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 314 - 320 (0)

We have one Thai, one Filipino and one Indonesian, uh, actually two Indonesian caseworkers. And of course we have, uh, Taiwan workers in the organization. We do not have any Vietnamese caseworkers. We do not have any Vietnamese caseworkers.

Can you tell me more about your work?
We provide some education. We also take on cases where workers are

R: None. Does Indonesia have such a...department that specifically handles Indonesians working abroad?

I: He knew it but he forgot the name. He asked his friend. (During conversation) Yes, he knows, it is, uh... similar to... Indonesia's... uh, Labor Department, which is the office in Indonesia.

Workers\IW15 fisheries w/ IW16_July2019: 136 - 145 (0)

Slept there for 3-4 days. Pre-departure training was one day, laws about Taiwan, if we do anything wrong cannot protest, cannot file complaint.—no cost- 100-200Baht for documents

78,000 placement fee (signed DOE documents that said different lower amount)

three year contract, but my contract 1 year 10 months.

The agency in Thailand said that there would be a renewal if there are no problems, with no renewal. But about four or five months ago, Taiwan agency said 4,000-5,000NT contract renewal fee. Everyone got this.

insured or might lose their life, uh, changes in their, uh, changing. There are employers, um, cases where employers haven't paid them Cases where they've been cheated by their brokers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 12 - 14 (0)

Big One Co. Came to construction site and employer finance said to wait to figure.

Workers\TW3 Construction Worker_10May2020: 14 - 14 (0)

Do you see a general pattern in some of the problems experienced by Thai workers?

Mostly it's the workers that come into the center and ask for advice.

And when we accept these cases, we have to listen to many sites including that of the agency or the employer to try to help, um, negotiate for a solution. For example, there's a lot of cheating. Most of the cases are all about cheating. For example, the placement fee. I usually see the extraction of placement fees that are taken from workers in Thailand and a second extraction happening in Taiwan. So Thai workers typically go to Bangkok, to the broker company in Bangkok and pay for their placement fee, their passport, their health. And sometimes the details of those costs are not necessarily documented or clear. But we have to follow up and

The passport and other related documents are kept by the employers in general. I only hold the copy the passport, Kama and the actual health insurance documents. The passport is kept and stored by the office personnel at the factory.

I did not try to take it back from them as I realized that I emigrated here legally. However, I was just aware that I could keep the passport with me as well. According to the Taiwanese law, the agents provided the trainings in Thailand that we could keep our passports but when we arrived our passports are withheld. There are some similarities of the advantages and prohibitions during the training in Thailand with actuality here but there are also vast differences when we have arrived. For instance, what we faced

try to find out if there are any documents, what happens or workers go to the Bangkok offices and sign contract six con sign the contracts without reading or without knowing what they are signing. This is typical for a lot of migrant workers. They're a huge amount of documents, so they sign without reading. So we typically find that they are signing these documents that are in Thai

NGO/Unions/CBO\NGOT04Stella_30July2019: 17 - 19 (0)

Since I've been here, I've never had a case where we had to fight a discrepancy or differences between the Thai contract and the Mandarin Chinese contract. The issue of signing blank pieces of papers might have happened, but I have not personally dealt with any cases like that. In one year I have approximately 90 cases or so this year we haven't had any domestic or healthcare workers or elder care workers. Mostly all of my cases are manufacturing construction.

The typical cases are where the company, the small company might be in bankruptcy and foreclosure, and aren't able or refuse to pay their wages. I have dealt with cases where

regarding our rights with the employers. During the training we heard one thing but it's different once gotten here. During the training, we could call 1955 hot line to report if there is a problem. After clicking on the number for Thai language a Thai staff picked up the phone. Once all details were reported and received, I had to follow up with them how the case was referred. I called them only once recently that I was dismissed from the contract that they did not notify me in advance. They also asked me to work from May to about June 10th without telling the workers in advance. Initially they have told us that they were not able to give us the wages but they did not inform us of the time they would dismiss us. Thus, I made a report to the labor office and they told me to follow up with my case on the 1955 hot line to know how my case was being proceeded.

40:06

After four to five days Thai personnel called me to ask if I had

people have died and typically what happens is the relatives in Thailand have to, um, make a claim and requests for body or the ashes to, um, be sent back to Thailand. So the relatives in Thailand, uh, need to submit documents, um, notifying that they have a relative in Taiwan, uh, to the ministry of labor of Thailand, to liaison, and also with the Thai, uh, consulate, the consulate in Taiwan to help.

NGO/Unions/CBO\NGOT04Stella_30July2019: 27 - 28 (0)

What about the consultate and the Thai government? Can they help her?

I don't know this kind of difficult case. Sometimes the government tries to help, but sometimes they can't help do these kinds of cases need to be reported to the Taiwan police.

If the worker makes a claim themselves to the Taiwan, police or Taiwan government about these kinds of cases, they can. But the problem is the language. They have to submit their claim in Chinese, to the police. How are they going to do this? Or even the problem is the workers themselves. They have a mentality of being afraid because,

received the compensation so I told them that they still did not give me the compensation. The second time they called me to ask if I acquire new position. How could I seek a new job as I also relied on the agency to find a new job for me. Isn't it supposed to be the responsibility of the hotline personnel to find a new job for me and not another way around? The day I was dismissed the employer, the interpreter agency and I went to the labor department in which the employer claimed that they did not have the money to pay for the compensation therefore they told me to terminate the contract with the employer as well as the contract with the interpreter agency as well. All the insurance fees to the employers were also not compensated as I am not familiar with how much I would receive for this. All I am aware about is the social security fees. Now I do not have the agent or the employer but I think that I'm still legitimate to stay here according to the law which I could still find work in the remaining

you know, she was gambling. She was doing something illegal and she felt probably a lot of pressure. She would never go to the police. And on top of that, she was raped or she allowed herself to have sex with this loan shark. Was she allowing really wasn't it rape? If she was pressured, it's a gray area.

NGO/Unions/CBO\NGOT04Stella_30July2019: 47 - 49 (0)

Are there things that are particular to this nationality question?

Oftentimes Thai workers call the hotline 1955, and ask for help. But they find that on the other line, the person who is the caseworker or the person who answers the phone, doesn't really provide helpful advice on how to solve their problem. So typically 1955, they are Thai people who are hired by the Taiwan government. So it's really random. Sometimes you get someone who gives good advice. Other times you get people who give horrible advice or the interpreters on 1955 really are uninformed. They don't know what they're doing. They don't educate themselves about the particular cases of Thai migrant workers. Even I have worked here for four years and I still don't know how did you, my job,

two months. After two months if I want to continue to stay in here, I could also extend my work permit but I'm not certain which job I could do. Regarding the safetie

Workers\TW4 Factory Worker_28July2019: 19 - 23 (0)

The agents here knew that I paid 20,000 fees to the agents in Thailand but I did not make a complaint to them because fear of the inability to come to Taiwan to work. Neither me nor other workers dare to file a complaint due to fear of not being able to work here anymore. There are some of my juniors who came to work for only 15 days or one month as they were not prepared to work here. The workers then had to be responsible for all the fees but they complained that the work was too intense for them.

Workers\TW5 Factory Worker_4Aug2019: 19 - 19 (0)

Interviewer: Can translate, can you explain? Do we pay for the service? Or that we can go to a clinic that can use our insurance card

100% well to make sure that everything goes well, it's hard. There's so many things where you have one problem, but the thing is, there are several different problems within one case it's complicated.

NGO/Unions/CBO\NGOT04Stella_30July2019: 52 - 53 (0)

Thai people are the ones taking advantage of themselves sometimes, especially having to do with illegal loans outside the system.

[inaudible],

You know, if employers are taking advantage of the workers like human trafficking or those kinds of things, it's easier to crack down. It's harder to crack down on the violations, committed by the brokers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 72 - 74 (0)

I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than,

Khun Nam: I have a card, I have a card, I have a hospital card.
Interviewer: Yes, I have a card, we use that card.
Nam: Yes
Interviewer: Take the card and go in.
Khun Nam: Sometimes a hundred and two hundred.
Interviewer: Yes, one hundred service, right? Maybe it's a hundred and fifty
Khun Nam: Hundred Fifty is an injection clinic.
Interviewer: Oh, this one.
Khun Nam: If you don't inject one hundred.
Interviewer: If taking this normal medicine
Khun Nam: At least one hundred and fifty.
Interviewer: Yes.
Khun Nam: Most of the time, it's not that much.
Interviewer: Yes.
Khun Nam: What is your fever?
Interviewer: Yes.
Khun Nam: Go to the clinic.
Interviewer: And then does he complain? Does the matter of interpreters when sick and sick can help us a lot? Call it late like this?
Khun Nam: Yes, there is. I see him talking about each other.
Interviewer: Yes.
Khun Nam: But you haven't met.
Interviewer: Yes.
Khun Nam: Because I rarely call it.

	um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case. And this case was something that they should out. Everybody who wasn't directly involved in the case, migrant worker advocates, our social service center. So it's only the broker, the employer and the Thai government involved. In this case, we, we were going to make a big issue and we record to stage a protest. And, you know, that's it. Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And then after a while, when they really	Interviewer: Yes, and sometimes he'll say that when people are sick and sick. Contact an interpreter than an interpreter will come. We were almost dead until we arrived. Sometimes my friends come to the hospital before they arrive. Have you ever heard of this at work? Khun Nam: Most of them have heard of it, but it comes late. Interviewer: Yes. Khun Nam: Come late, get busy and have an interpreter for Vietnamese. Interviewer: Yes. Khun Nam: Take something like this. Interviewer: And the Vietnamese interpreter, can he listen to Thai? Ms. Nam: No Interviewer: (laughs) Khun Nam: But here they talk to a lot of people. Interviewer: Yes. Khun Nam: That the Thai interpreter provided Interviewer: Yes. Khun Nam: Indo interpreter for delivery Workers\TW10 Factory Worker_4Aug2019: 949 - 986 (0) For P, his daughter found an agency for him. The total amounts that we both had to pay the agents was over 100,000 in total but the figure they initially claimed that we had to report

start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated. But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

We have more time to know and research policy because we do not have pastoral responsibilities. T main staff are Chinese speaking people.

1. When we have a press conference for corona and legalize undocumented, T was the name we used, because MENT meeting is only once a month.

about 30-40,000 if asked by the labor office. This amount includes the commissions, documentation-related errands, photo-taking, health checks, etc. I paid in cash all at once but P paid half in cash and loaned the remaining with a 10-month installment but I have only worked here for 8 months.

I still have about 5 months left to pay them at 5,700 per month. As the company is closing down, the agency is willing to allow us to go back and we would not have to pay the remaining debts as they should held accountable for leaving us astray. The company blocked us off Line and fled without informing us. We called them but they told us to return back. We realized the company was closing down during the third months but they had us work anyway claiming that we would have some money to use. Then suddenly, they closed down the company and told us to find new jobs by ourselves and claimed that if we were unable to find a new job then we would have to return back home. The employer claimed that they were not able to pay the compensations for all of the workers. Most of the workers received roughly about 20,000-23,000 but then the company was unable to provide us with the payments and the employers did not want to continue the contract

2. Work together with SPA or Yilan--- we support each other;
3. Labor union- yes, Ipit and Kasabi are not labor union, Kasabi tried but not succeed. Ipit has discussion, but not decide because we had a discussion whether we have legalized labor union is it important, but if we have a good power to organize people.
4.
5. NGO/Unions/CBO\NGOT01TIWA_23March2020: 9 - 12 (0)
6.
7.
1. We work with government through the shelter:
2. Working with government--- When the MOL wants to have new regulations and will have a meeting with NGO; MENT

with us any longer. We did not want to continue working for him anymore therefore we came here to see Ajarn Ken.

Workers\TW11 Factory Worker w/ TW12_21July2019: 14 - 15 (0)

For P, during the first few months the compensations were on time but it started to delay after the first two months. They gave us once every two months but the compensations did not cover all the days for the two months as they would give us a month and a half for two months of work. It was not a full month compensation for two months work. Every 5th of the month and 20th or 15th they would pay us. We asked the employer if we could get the payments on time every month but they claimed they would not be able to do so. It was like this since the beginning of the contract. They often gave us instead with a sum of 3-4,000, deducted from the monthly compensation if we had insufficiently but this was also not sufficient for us to spend. Generally, they transferred to our bank accounts but they lent us the small sums every now and then in cash when we asked them. The local Taiwanese workers are also facing similar problems and even worse in my opinion and they were not

and T will hold meetings

3.

4. NGO/Unions/CBO\NGOT01TIWA_23March2020: 19 - 20 (0)

5.

6. 2: What kind of problem do you face in receiving countries and Indonesia?

I1: Like problems in Taiwan, for example
R3: They face exploitation. They cannot their right and salary, trafficking, and sometimes they face penalty, criminalization
I2: What kind of problems do you have in Indonesia?
R3: They face intimidation from broker, intimidation from company, why you do not work full time in two years, why you should report to ministry. They face intimidation.
I2: You also mention about shelter for returning workers, right? What kinds of problems do you have for returning migrant?
R3: For shelter, this is a safe place to them. How to make them feel like home, friendly. So, we provide them basic needs. Sometimes we cook and eat together. That is to feel like at home.

provided with the monthly compensations at all. There were about over 20 Taiwanese workers who did not receive the payments but the employer told them that they could file court cases if they wanted.

This illustrates that perhaps the company was going through bankrupcy. From what I knew the company could have sold the products off for approximately 100 million but they did not want to do this as they wanted to sell it for higher this amount. There are also loads of lands that could be sold off to cover the cost. If the curtains are colored, they must be sold off as if they were to be disposed then the collectors would have to be paid for all the kilograms of curtains to be disposed. Someone asked if they could buy all these but the employer did not want to sell off. We think that the local workers receive similar to us, approximately 20,000-23,000. The monthly salaries are to be deducted with the living fees, taxes (2,6--baht), labor insurance (4--baht), health insurance (3--baht). If the company was not closing down, this amounts of salary including the OTs were quite adequate. The employer treated us similar to how they treated the locals. Most of the Taiwanese workers act as our supervisors in which we had to sign the work hours and OTs with

40:16
I2: For returning migrant who lives in the shelter, is it because of legal issue so they just live here? Was there employer of the brokers?
R3: Because of intimidation of broker, we still need to report to ministry and mediate.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 138 - 147 (0)

I2: You mentioned problems about brokers, right? By recruiting agencies in Indonesia. So, what is the problem? I mean calo is different from recruiting agency? According to law in Indonesia that government starts the system. Could you describe how the system works? And what are major problems regarding the system in Indonesia?

R3: Migrant Care do assessment by a survey, survey of migrant worker condition before they go abroad, when they are overseas, and when they come back. From that survey, we get a few facts that it may answer your question. One of them is about rights information. We did the survey to 1,300 migrant workers in their village, 80% of them have information about working overseas from a calo. Information that they get from calo,

their signatures each day. If we made errors then my payment would be deducted however P never had his payment deducted. Most of the errors I made were using the incorrect color used with the curtains and I was deducted about 1,000 each time. I raised this issue with the employer that I only received about 5-600 per day of work so I asked them of the reason he wanted to deduct 1,000 each time for a mistake. I argued with him but he claimed that each meter of curtain was worth 400 already and how much would it cost for 1,000 meters of cloth, and if I repeatedly made errors to it then it would mean more losses to the company. This was the reason why I was held accountable for the errors made.

Workers\TW11 Factory Worker w/ TW12_21July2019: 17 - 18 (0)

There were no problems between the Thai and other foreign workers. Foreign workers we have got our supervisor who bought us alcohol to drink. As the factory is closing down, the issues of seeking new jobs that we are facing now are that the interpreters and agents want us to go back home and return back later. If we go to Taichung or Yangmee then they would ask us for the agent fees

of course not about real situation. It usually about the good time, money. They do not talk about collateral, obstacle. They do not talk about modern things that they have to use when they work. Why we take a role to advocate migrant workers to escalate migrant workers' skill before they work overseas because brokers do not provide that. For shelter, the place is not big size and they usually do not get appropriate education. They are forced to work there. That's why mechanism in new Law Number 18/2017, we forced government to provide facilities. Usually they get from broker. There is no mechanism of evaluation and monitoring for what the brokers do. In new law, we also force the implementation of monitoring and evaluation system to all services for migrant workers.
I2: Now the government has regulation of workers. The brokers may need the same thing
R3: Law Number 18/2017 and some other implementations laws, one of them is Ministry Law Number 9/2019. We and many labor union, and civil society decline it because the ministry looks like giving a space to brokers to have that business process. We really monitor that and keep our eyes so there is no space anymore to the migrant workers.

of 15,000 or 20,000 up to 90,000. There was another worker who paid 5,000 but he did not get the job and turned out he had to go back without a job. There were also other workers at the noodle shops in Chulee who paid over 10,000 to the agents without receiving any jobs in return. Starting from the origin up until working here, we did not receive according to the contract. I felt like the agents are not really helpful. When we asked if we could change employment, they were unable to switch new employment for us. This was not in compliant to the contract. In the beginning in Thailand we were trying to exchange currency but we were unable to do so at the bank and when we tried to exchange it with the agents, they charged us fees for the exchange. The ministry of labor claimed that the fees were only 40,000 but in actuality we paid over 100,000 to the agents. The contract states that the fee was only between 30-40,000 but if any workers raised a concern with them that they had to pay over 100,000 then nobody would be able to fly here to work as the agents would require all of the workers to redo the contracts again.

Workers\TW11 Factory Worker w/ TW12_21July2019: 29 - 29 (0)

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 148 - 151 (0)

I2: Could you please tell me a little bit about how your organization works with other organization either in Indonesia or overseas?

R2: There are many networks in the legal aid and we join in advocacy with many organizations in Indonesia and Malaysia for long to join the advocacy. In different network, we also provide and involve in many issues like preventing human trafficking, preventing violence of sexualism, and SDGs. It also happens in our regional networks, and we become part of Asian network for preventing human trafficking task force.
I2: Have you worked with Taiwan organization?
R2: No, we don't have

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 179 - 182 (0)

For our Center here there are

9 staff people, and specifically 3 case workers who help Filipino, Indonesia, and Thai, but we only have one legal case worker…

Q: The first time I met you was at the Vietnam Economic and Cultural Office in Taipei (VECO). Did you ever protest there in the past? Like, when you were in trouble with the factory, have ever you thought of reporting your issue with VECO?

A: No, I have not.

Q: Why? They should help you.

A: I already knew about their problems in Vietnam. I do not like the government. I do not believe them. In Vietnam, we had to go through many formalities, but they did not help anything.

Q: It is the viewpoint of many workers like you, right?

A: No one went there to seek help.

Workers\VW1 undocumendted worker_28July2019: 461 - 466 (0)

For the other center, we help Vietnamese, Filipino, Indonesian workers. We have a few more staff--- 12. But we also do pastoral work. There we also have 1 legal staff person, who is my direct supervisor.

The attorneys we work with are Legal Aid Foundation, which there is one in every district.

The Taiwan government only help provide funding with the shelter, nothing else. It covers only 70% of cost--- the rest we need to fund ourselves 30%. We cannot receive more funding from the government even if we ask.

NGO/Unions/CBO\NGOT02HWC31July2019: 8 - 12 (0)

We do help if migrant workers come to us and ask for help. Sometimes we go to the police station for disputes and we do not reject the worker even if they are not our members. Even I have been there at the police station several times, but the difficulty is language… they do not speak mandarin and especially the newest of migrant workers who just came to Taiwan…Last year, I personally worked on two cases of migrant workers. But most of these cases are

settled out of court, no attorney is necessary even for labor disputes. The process in Taiwan is that labor court will bring all parties to mediation-resolution-dispute. If you get an attorney, even our labor attorney, you still need to pay, settling out of court does not have the attorney cost.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Are there any sectors that have migrant workers as members?

No, very few. In Kaoshiung it is more special, these government owned companies in construction. They are now privatized. They do not have migrant workers. In the past, we did not and still not. They may have sub-contracted workers, but they are still Taiwanese.

Yes as mentioned few, Export Processing Zone- we have some migrant worker union members and they are company unions.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

2) According to Ministry of Labor statistics, in 2018 there were 706,269 migrant workers were recruited to work in Taiwan in the 4 allowed sectors---- have Taiwan unions tried to organize migrant workers? How so? Why or why not?

I think many trade union try to do this, but NGO try to organize the migrants more than us. Because the organization rate is low, because not many workers join unions… nationally, we are only 7% of all workers. Sometimes only big companies. Sometimes in big company Taiwan workers do not even have union, first we have to help Taiwan workers have their union, then we can reach out to others better.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

3) What kind of unions are allowed by Taiwanese law? What is required to form a migrant trade union?

So there is limitation, according to law there are only three types of unions. So if you are in company, you can form company union. And if you are within the same industry, form industrial union or craft union if you

are specific work sector. So nationality does not matter, even if you are migrant worker within the steel industry--- you cannot form a migrant worker union. Because according to regulations, cannot form according to your specific nationality.

There is no related regulation that allows for nationality to form unions, so you need to form their industry, craft, or company. Government workers cannot form unions.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Yes, of course they can be part of our union… but according to our rules, we are federation of industrial unions, so our group members, we have steel union, but we do not have craft unions. So if migrant workers they have a union. Depending on what kind of union. If they form a craft union they have to go to the other craft union.

In Taiwan we do not have caretaker unions. They have craft union, this kind of worker they need to form a craft union and 30 need to join caretaker union. I have to check what is the name of the union of the caretaker unions, if there is one. But

of course, but it depends what kind of union they form. So it is possible to join craft union or industrial union.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

4) What is your union's relationship with those that organize migrant workers? TIWA or SPA?

Not so much of a formal relation. If they have demonstration we help them, December 18 or December 8 for Migrant's Day or May 1st. It is not officially between our organization. Not so much between our union and SPA. If some migrant worker in this city/area need help, then NGO person I know will call me and ask for help. It is personal relationships and then we join demonstrations and bring our demonstration flags.

Because the mass media in Taiwan are negative to migrant worker issues. And the media reports are not positive, it is difficult. The staff members and union members are Taiwanese. They are among the majority with no personal relationships or interactions with migrant workers. They belong to big companies which do not have

migrant worker members. So they have opinion that are no different from the mass media's negative opinion. Of course we try to change this by working with TIWA. We reach out to TIWA to come to our union for exchange projects. Labor education involving TIWA, they give presentations and speeches. In the past TIWA try to promote citizen rights to have political participation. When TIWA was doing the campaign we invited them to talk to our union members and staff. It was great because some of the union and staff members realized that information from the media was not true--- like the fee for meals at the workplace. They used to think it was ok, it never occur that it is a way that employers deduct money from the salary. But during event, TIWA talked to them and after that they realized that there may be something that they did not notice in the past. So when they heard this from TIWA they started empathy toward the migrants and we are all workers. They only work through this kind of event. And

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

When company A wants find someone to work during a temporary time, usually company A talks to

dispatch center and they send worker over. But now, they do not do this anymore. When company A wants workers, they do interviews themselves and puts up ad and does interview themselves. When company A is sure, then they go to the dispatch center with the intention to hire directly, but to “de-route” the worker responsibility. Dispatch company signs company contract with the worker.

The second part of law changes and if worker finds out that they are working with Company A, but actually working for the dispatch center without knowing--- the worker can now file suit against Company A. This is the kind of law changes we want to happen for dispatch subcontracted temporary workers.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

8) From your experience, what kind of challenges have you seen when Taiwadn unions try to organize migrant workers? Please explain?

Negative stereotypes and so staff do not want them to be members. The first challenge is how to talk to other Taiwan members and they are also

discriminating against these foreigners. The first challenge is how to change their thinking. Sometimes they think that the migrant workers are taking their jobs.. because there are over 700,000 migrant workers. The unemployment maybe low, so the migrant workers are not taking their jobs, but brining the wages down. Taiwanese workers blame the employers, government and migrant workers not knowing why their wages are so low.

39:34

Language is another barrier. We use both Taiwanese and mandarin to organize both Chinese languages.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

10) Has there been any examination into how other countries like South Korea organize KCTU's Migrant Trade Union? Why or why not?

45:00

not know…. In Taiwan we do not have a MTU, we when they start a new union need to check the regulation. We cannot really think about starting

a union just for migrants because the law does not allow it.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Maybe it is easier to require the supply chain responsibility from outside of this country. Like from Apple, we can get Apple to get the subcontractors to be more responsibility.

HTC people protest against sweatshop smart phone. Taiwanese protest the protest against HTC because it is disgraceful to protest against a Taiwanese brand. Many people do not care about the consumer responsibility. Sweatshop is ok, as long as I do not personally work there. Taiwanese are nationalists… As long as the product is cheap too, it is ok. Maybe children workers is what they cannot accept.

For EVA airline strike--- “if you do not like the company, just quit.” This is the common thinking among most Taiwanese people. This kind of thinking is all over PTT (Taiwanese readitt) and everyone thinks this way.

		We need to work on education and campaign on worker rights. In K-12, we have no labor history teaching. We have to explain why workers go on strike. Even union members they do not understand why the flight attendants go on strike… even out union members think that these flight attendants get more money than the blue collar--- why would they go on strike. NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)	
Workers' Assistant Program-home country	There is an insurance deposit involved in the contract conditions, but I'm not certain how many millions it was. so if there are any problems in pay due to bankruptcy or other problems, we can use this.Before leaving Thailand, the workers' employment agencies in Thailand have to be members of the Workers' Assistance Fund initiated by the DOE department in Thailand. The fees for different country destinations are different. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 11 - 11 (0) Regarding the sufficiency of the department personnel, I'm responsible to take care of 2/3 of the 60,000 workers or approximately over 40,000 workers. I	I1: How many staffs are there in migrant care? R1: Principally, we have law protection division where Ms. Ika and Ms. Fifi are there. There is data and information division, then there is policy division. That is in Jakarta, but we also have representative office in Malaysia. We also have branch office in Central Java, West Java, and East Java. In total, there are 25 persons. I1&I2: Chinese Speaking (08:23) I1: Are there any other representative offices abroad besides in Malaysia? R1: In abroad, there is only in Malaysia. In other places, they are in Central Java, West Java, and East Java. I1&I2: Chinese Speaking (09:00)	If I have a problem, I always go to my broker. Apart from my broker, I can also call 1955. I already went to MECO but just to renew my passport and not to file a complaint. I asked my friend to accompany me. Workers\F03- Construction Worker_28July2019: 17 - 17 (0) The dorm is inside the company and there is a curfew. If we exceeded the curfew time of 10:00 pm, we will have to pay the penalty of 3000nt. There were those who already paid the penalty that's why they did not violate the curfew anymore. The dorm is very dirty and very hot insider. Our dorm is like a container van. There's no privacy, there are

take care of the Northern and Mid regions but the works in these regions are much more intense than the Southern part. For employment promotion we tried to improve and expand employment quality. Another part that we are responsible focuses on workers protection as you can see on the statistic that we have to do along others. Everyday, we have at least four workers lodging complaints or inquiries. The southern parts have maybe two per week. We use the funding for Worker's Assistance Fund received to take care of these workers. We use the funding of 500NT which the worker paid to the Taiwan employment office, to hire one of our staff persons, due to workload in the northern and middle districts. I have submitted a brief response to your interview questions in writing. We have a some two staff, renewable contracts.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 26 - 26 (0)

You know, the only country that has a very unique and effective procedure in order to protect workers is the Philippines. The most effective regulations for deploying foreign workers in other countries is the Philippines. Why? Because the Philippines has been a labor-sending country for so long. It started in the '70s. Gradually they have discovered

I1: She saw on website and flyers that there was an intervention of Australia ……

R1: Not intervention. It is part of bilateral cooperation between Indonesia and Australia regarding gender equality and including migrant workers. It's not intervention.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 38 - 45 (0)

R2: There is a partnership between Indonesia and Australia leading by Bappenas (Badan Perencanaan dan Pembangunan Nasional/National Planning and Development Board), Indonesian Institution for Development and Planning. It is a mandate program.

R1: Nowadays, cooperation between Indonesia and Australia as well as Indonesia and other countries is comprehensive. That is not only government cooperation but also civil society involvement.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 48 - 49 (0)

R1: Actually, that mechanism has not existed in Indonesia. There is no trust fund provided by government for NGOs. Existing scheme is bilateral or

only blankets that separates us from each other. If there will be fire, for sure all of us will be burned alive. We are overcrowded and it's not safe inside. We complained about it to our broker and what they want is that we transfer above the office. We did not agree because the wall there has a crack already. If there will be an earthquake, for sure we will all die, it's really not safe there. For these reasons, we suggested that we rent outside but they did not approve because they will spend money. Our employer should be the one to fix our dorm because it is his responsibility for us as his workers. Our broker did not help us when we were having problems regarding our dorm because whatever the company says, that would be his decision too. Nothing really happens with all the complaints that we raise. Our dorm is like a pigeon house. I know an NGO where we can ask for help. I haven't been at MECO even if to just renew my passport or to file a complaint.

Workers\F08- Factory_4Aug2019: 20 - 20 (0)

dilemmas that are needed to be addressed. They issued regulations and laws from the legislative branch in the Philippines government enable to protect migrant workers in other countries. This is why even other countries like Southeast Asia that are sending labor in other countries are adapted from the Philippine's policy and its regulations.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 23 - 23 (0)

Ok. Besides, we don't promote caretaker in the Philippines. As far as I concerned I discourage the deployment of any caretakers and domestic helpers. However, we can't prevent our people from getting this kind of job so we concur provided that the so-called "Salus Populi Suprema Lex" is observed. It means the voice of the people is the supreme law, if they want to get this kind of job. The Philippine government has nothing to do for as long as it does not violate the law of Human trafficking. Ok. For as long as the work is decent the Philippines government would allow it to carry on. Nevertheless, if they will be exposed to human trafficking, hard labor etc. Then the Philippine government will definitely refuse to send workers. This is why our government has agencies like POEA our office has Philippine Labor Offices to ensure that Filipino workers are strictly

multilateral cooperation, but not from APBN (Anggaran Pendapatan dan Belanja Negara/ Budget of Revenues and Expenditures).

I1: So, it is out of the APBN?
R1: Yes

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 57 - 59 (0)

R1: I think relationship between CSO (Civil Society Organization) and the government depends on political situation. In Orde Baru (New Orde) regime in the past, the relationship was oppositional. Nowadays, the relationship is more equal because in development scheme, the government must involve civil society. In repressive era, NGOs are treated as opponents. In current era, sometime they are opponent but sometimes cooperative. I name the relationship is critical engagement. It means the relationship is equal, we can give critiques freely. We also can cooperate at certain stages, but not in be cooptated position.

I1: Not limit?
R1: No. Not being cooptated means that country does not supervise us.
I1&I2: Chinese Speaking (17:45)
I1: Why were NGOs treated as oppositions in Orde Baru era?

complying with that is the mandate of our law.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 30 - 30 (0)

Although in Taoyuan there is around 35,000 [Filipino workers]. If for instance, 100 workers out of 35,000. Some of them encountered trouble like an accident, being hospitalized, abused, runaway. from the employer, These few personnel are not able to immediately assist them. The broker plays an important part somehow to immediately address the problem and report what has happened to anyone of them. These are the advantages that the brokers can do with the workers. Given a certain problem arises during employment. Period. In case that any workers need an assistant to go to the hospital or head to the police station if there is a threat in their lives. The staff are not easy to move and aid help, but with brokers, they can freely assist right away whoever is in trouble. They can also get in touch with the members of the family, directly head to the office and inform the representative of the Philippines, it eases all the processing of the documents and the like. In addition, they do the task of coordinating to the Philippine agencies about the documents, any progress during the process of documentation. On the contrary, if the brokers fail to attend

R1: Because the government was repressive and did not want to accept critiques. Task of NGOs is to deliver critiques regarding the issue.
I1&I2: Chinese Speaking (19:03)
I1: Did migrant care not involve much in migrant workers issue in Orde Baru era?
R1: The question is not clear
I1: It was treated as oppositions.
R1: I am talking in framework of NGOs not only migrant workers. Everybody talking about labors was suspected as a communist.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 63 - 73 (0)

I1: In that condition, could NGOs give critiques regarding policies in that era?

R1: They could do that but space in the past was not as wide as nowadays.
I1&I2: Chinese Speaking (20:31)
I1: Are there any examples showing that migrant care involves in policy making process so that the results are in line with migrant care's purpose.
R1: May be Yovi, Fifi, and Safina can answer with examples.
R2: The most global example is when migrant care and its network involved in revision of Law Number 39/2004 to Law Number 18/2017. It was also

their responsibilities then, they are held liable since they have undertakings with the office to take care of the welfare of the workers. As a penalty, their eligibility will be suspended to process other workers hiring documentation. They can't hire workers from the Philippines. In the event of an infraction of the said brokers the Ministry of Labor may impose a sanction on his infringement, In addition to this, the CLA office is open to hear complains of the workers and mediate with the problems encounter, this agency aid any irregularities occur during employment. Therefore, brokers are significant in terms of easing the hiring process and solving problems.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 39 - 39 (0)

If there is enough number of manpower, definitely brokers can be dispensed and there will be no need of brokers. In South Korea, brokers are phase out, employers directly transacting with workers through our agency. Mostly they interact in terms of G to G means government to government. This not only applies in South Korea but also in Taiwan. Employers can directly request a worker with complete requirements on hand. Once the necessary documents are completed they will hand it over to POEA. Once the POEA is certain that documents are verified and authentic because of enforcement from civil society.
I1&I2: Chinese Speaking (21:57)
I1: What do Law Number 39/2004 and Law Number 18/2017 cope with?
R1: Oh, it can be explained in one day.
I1&I2: Chinese Speaking (23:21)
R1: The main thing is many changes.
I1: What is Law Number 39/2004 about?
R2: It was about placement of Indonesian labor forces. PTKLN? (Penempatan Tenaga Kerja Luar Negeri/Placement of Labor Forces in Foreign Country)
R1: Some materials will be sent.
I1&I2: Chinese Speaking (24:28)
I1: Was Law Number 39/2004 the first regulation coping this issue?
R1: As I mentioned, that was the first law in this Republic of Indonesia
I1&I2: Chinese Speaking (25:09)
I1: Before 2004, there was not that kind of regulation?
R: No.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 75 - 94 (0)

I2: So, it is worker union, not trade union?

R2: No
I2: I see

they will process them. After that, the office will issue an OEC to the eligible worker that will be presented to the Immigration upon exiting the country. An OEC serves as a secondary passport for Filipinos and it is required to carry along with them.

This is why OEC is very essential so the worker can freely fly to whatever country he or she is applying to. Despite the Direct hire process, many employers refuse to avail it. Direct hiring process most likely avails by caretakers and domestic helpers. Factory workers can enjoy a direct hiring process too. However, there is a limit of 5 people. per one company, managing a massive number of workers won't be possible. So, they will be needing brokers again to observe the same procedure. In the event that a Direct hired worker encounters a problem, it would be hard for the office to address the concerns since there are hundreds or thousands of workers who will be needing help. In Central Taiwan, we communicate with PAOS. A broker receives 1,800 monthly broker's fee not

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 40 - 41 (0)

R2: The union that we mean is migrant workers union.
R3: Migrant worker union in Indonesia has unique part because the union is also outside of Indonesia. In Thailand, in Hong Kong, they also have community of Indonesia. Mostly, members of union in Indonesia are ex-migrants.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 154 - 158 (0)

I2: Do you have to work with broker?

R3: We still avoid the brokers. I mean except in a few forums that there are multi stakeholders, and in the forum they talk about bad things, you know …… we want to push human right perspective, gender mainstreaming, that business industry really does not want to look at.
I2: Early you talk about process that migrants need to pay to broker. Does the government regulate the process?
R3: It is like agreement between companies and calo.
R2: There is no government regulation about that, but it depends on agreement between agencies and their broker.

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Interviewer: Like you said it is really useful until now which start in 2011 and then the overcharged they refund?

LABA4 : Yeah, you mentioned overcharging, the most common complaint is an excessive placement fee. In the event that the broker has not informed the worker about the exact amount of the loan to be paid which is written in black and white. An agency in the Philippines and the broker will both settle the problem. When the complaint has come to our attention we make sure that we are always on the side of the labor standard the welfare of the worker. Immediately these two, the broker and agency will arrange their discrepancy and fix the problem

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 49 - 50 (0)

Interviewer: Do you have any statistical data about the complaint especially a placement fee that has overcharged?

LABA4 : Most of the cases that we have here is overcharging. I think OWWA has the data. We have reported that to POEA and OWWA.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 53 - 55 (0)

I2: I think dominant migrant workers in Taiwan are Indonesia.

R3: Because there are many Indonesian migrant workers working in Taiwan, how they can get their right when they are facing the problem.

I2: Now, Taiwan government provides hotline, 1955. I interview migrant workers who live in Taiwan, and many of them know about the number of the hotline. There were a few numbers of hotline before, because now the government provides different language services. They can choose Indonesia or Tagalog. In addition to service, government provide list of migrant workers NGO in Taiwan. Many workers know NGOs from friends. In the airport, we also provide the front desk to migrant workers. Several workers that I interviewed before, like they never become flyers but they arrive in Taiwan. I think compare to two decades ago, according to my friend NGO working in Taiwan, they told me that the situation is improving.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 183 - 185 (0)

LABA4 : I have no idea how much manpower do they have. All of the workers were able to go to South Korea without the aid of brokers. Mostly they are direct hire. In Taiwan they request directly to the agency. They have agency in the Philippines and they have done directly transactions with them, same with Taiwan. So when they fly to South Korea they head directly to their employers, even here in Taiwan.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 59 - 59 (0)

Interviewer: Ok, First of all, What is the protection for labor regulation, with regards to recruitment, when they send to the workplace and how is their working condition?

LABA4 : Well in our case, we have a very effective regulations in order to protect the rights and promote the welfare of our workers. Uhh, let me narrate how the processing is done. This is how we protect our workers if an employer is recruiting and referring to factory companies. If the factory is recruiting for the first time, a few workers like 1,2 3, or 4.They have to

R3: Actually, Migrant Care has published a little bit since 9 years ago about children of migrant worker that are left behind at the border. Maybe you are also interested in our publication. We translate it in English.

I2: That is great because that is the question I want to ask. You just mentioned about DESBUMI provided to migrant workers. So, I am just interested in knowing if you provide any services to their family left.
R2: The program to intervene family left behind. Actually, we focus on returning migrants especially women to educate them, empower them, empower each other, to socialize to potential migrants in their village. Other involvement of the program is also the program which have intervention to family life community parenting. They also develop library at their village that can be accessed to family of migrant workers.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 195 - 197 (0)

DESBUMI committed to child's migrant worker, the left behind, and that really works. They have affection to them. They say that children of the migrant workers are their children

submit to us their documents and what are those that are very important? An authority from the Ministry of Labor here allowing companies to employ 100 Filipino workers. or even 1. They have to secure a job order from broker to a worker and send it to the recruitment agency in the Philippines.

Employer's license to engage with the business of employing people that will be submitted in our office. Lastly, the contract which is signed by both employer and worker. Prior to the arrival of the contract, it has already signed by the employer from Taiwan. The worker will sign there through the representative agent in the Philippines. In the contract, all the labor rules stipulated in the contract has read and verified by the agency or POEA. The contract in Taiwan and the Philippines are almost the same they are actually being downloaded on our labor website. If all the benefits are written in a contract Then, the office will conduct an ocular and onsite verification of the office or factory. Ok. With that, we speak to the company representative or manager. Then we affirmed the contents of the

too. And a few of DESBUMI growing children are children of migrant worker too. They really know how they situation becoming children of migrant worker, so they have concern to protect children of migrant workers in their community.

I2: I see..I think it's important work. According to my interview with migrant workers, many female migrant workers work overseas for long long time. It's difficult because I think receiving countries in Asia, they have not privilege to brig children so they have separation form their child.

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R3: I think it's interesting if we talk about era of digital, the disruption of technology. Access of communication in some countries are really good. They can call in spare time.

I2: It's interesting right know how they contact their family because of innovation of internet so that they can use video call, messenger, social media.
R3: I think about separation of family, it's not vulnerable for children, but also for the women because they haven't seen for children and family. Last year, we collect the voice from DESBUMI and the most significant

contract whenever it is true and verified, all the benefits and wages mustbe stated there.. Sometimes the owner or the president of the company speaks to us. And we ought to have a bargain they are allowed to do that, as much as 5,000NTD to answer for the food and accommodation it is quite a big amount of money. They bargain about the affordable accommodation and comfort of the workers to live and work with ease in Taiwan. Getting a competent worker helps to motivate their worker do their job well in the company. If the amount stated in the contact is amounting to 4,000NTD we try to bid to make it 2,500 to 2,000 so it will entice worker to get a job and save up good money. Another thing is the Affidavit of Wage which is signed in the Philippines which all the expenses are visibly broken down. In case, the contract has conflicted with the downloadable contract online it is subject to be corrected. Sometimes, there are generous employers who shoulder the board and lodging of workers and the whole day meals. Nevertheless, if the broker tends to change the agreed benefits without the knowledge of the office. These poor change, so we write a story about their journey. From what they write and their picture, we see what really main issue for them. Mostly is about their children, they work overseas for the medicine of their children.
I2: Could you send me…
R3: The policy brief? I will send it to you. I've already told you about ……We have already translated it. We can send some selected stories.
I2: Did you interview returning migrant to have their stories? I mean you told about vote of voice. So, it's about returning migrant workers.
R3: Yes, we have returning migrant that we organize in DESBUMI
I2: We want to Jatimalang.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 206 - 213 (0)

workers will believe them if they will not disclose an extra allotment for them. So it is an advantage once the President or owner of the company has a personal talk with Philippine authority representative in Taiwan. However, the broker will contradict about the extra benefits, they tend to interfere too. After the worksite is inspected if it passed the safety measure, the workplace is free from any hazardous events and we are satisfied then, it is verified by the office. The onsite visit is certainly important to make sure that the workers can comfortably work. Next, the dormitory will be inspected as well. The dormitory rooms should be standard on the number of workers, the comfortable room having an air-conditioner, washing machine etc. If there is lacking in the needs of the workers we will tell them to provide like a refrigerator which is the basic necessity. After having known that the dormitory has everything they need then we will return to the office and approved it. After that, the broker will send it to the agency in the Philippines. Once the agency received it, they advertised and indicated the qualifications to fit in the job. Benefits

and other remuneration stated there are visible to applicants to see. The applicants filled out forms and submitted the pertinent papers and send thru to the POEA.. The POEA will check if we have verified, but if we have not verified then the POEA will refuse to process it. The documents must be verified and checked by Labor Office and the host country which is the POLO.

At the time that the documents are securely verified and have substantial compliance from us. The POEA will then place the name of the worker on their website. It will be recorded there and they will issue an OEC.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 60 - 63 (0)

LABA4 : Uh! In our office, we conduct a post-arrival orientation seminar every 3rd Sunday of the month in the afternoon. Ok, that is the regular PAOS. Now this regular PAOS aims to accommodate caretakers, with respect to factory workers since they have massive numbers we usually ask the broker or the employer to give us schedule and to sponsor a venue where we can conduct PAOS so most of the time we go to the dormitory or sometimes in the factory.

The sponsor of this orientation is the broker or the employer that is very very effective in educating our workers. Because you know these workers are not even reading their contract. I think I have to say 90 percent of them did not read the contents of their contract so the most effective way of educating them is conducting this orientation. In Taiwan, we have an orientation of newly arrived foreign workers at the airport. But it is not exhaustive only some basic rules, the rights of the workers are not tackled in detail since it was briefly explained and time constraint. When they arrived at the airport they are feeling exhausted so it is not possible to thoroughly absorb the seminar.

Interviewer: How long is the orientation?

LABA4 : Well, here it is about 3 hours. It starts at 2 o'clock to 5 o'clock in the afternoon. The orientation time schedule is the same in the dormitory or worksite. Then we gave certification to those who attended. We request that these workers will attend at least once thus if they want to attend the second time is no problem.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 73 - 75 (0)

Interviewer: Do you provide to facilitate like uh graduation, labor dispute

complaint education, do you have a different kind of language for them to provide the service in Tagalog?

LABA4 : Uh! You mean.

Interviewer: Like a translator or you have a different language of the form so they can understand and they can submit to Bureau of Labor like this. So what do you facilitate to do service for these workers?

LABA4 : Well, if the worker has encountered a problem. He is requested to fill out a form, we use a standard form and then they will make a statement, a narrated statement. From the given statement we address the concerns if there is a need to call the attention of a broker we summon the broker. If the problem pertains to the broker or employer. We mediate to settle the problem arouse. Most of the time the problem has settled. If it is not settled and the worker has a fault we advise the worker not to demand the moon and the sun to put in the pocket, ok. So, we have to be realistic, Ok. If the problem is caused by the broker or employer. We encouraged the broker to solve the

problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the employer. Because he is held accountable for the problem as well. And in spite of the broker is suspended or blacklisted and did not act to resolve the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 76 - 80 (0)

Interviewer: In the past ten years, what changes did you notice in regards to the migrant workers?

LABA4 : I have no idea, as a matter of fact, it is my second year of service so far. Previously I was with a prosecution service in the Philippines.

Interviewer: So what kind of specific violation has reported every year?

LABA4 : As I was saying, the first is the placement fee. Ok. Secondly, is a stingy dormitory or substandard dormitory. Aha! Now, the third is a complaint about the illegal collection of fees by the broker. The moment the brokers are called on the matter they are you know, they swiftly addressed the problem. (Chuckle) Hahaha! They are very much afraid of it. But the problem is when no one is complaining there is no violation perse. What if the complainant did not file a complain? They are reminded that once the same complaint arises they will be apprehended and suspended for a certain period of time. So they are very much aware of it. It is a matter of courage on the part of the worker to report whatever you know illegal acts committed against them by employer or broker. It is about the courage to assert their rights to file a complaint.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 84 - 87 (0)

	They can also get in touch with the members of the family, directly head to the office and inform the representative of the Philippines, it eases all the processing of the documents and the like. In addition, they do the task of coordinating to the Philippine agencies about the documents, any progress during the process of documentation. On the contrary, if the brokers fail to attend their responsibilities then, they are held liable since they have undertakings with the office to take care of the welfare of the workers. As a penalty, their eligibility will be suspended to process other workers hiring documentation. They can't hire workers from the Philippines. In the event of an infraction of the said brokers, the Ministry of Labor may impose a sanction on his infringement, In addition to this, the CLA office is open to hear complaints of the workers and mediate with the problems encounter, this agency aid any irregularities occur during employment. MOL Taiwan & Country Attaches\MOLPhil1_7AUG2019: 38 - 38 (0)		
Demonstrations, Campaigns, workplace changes from		I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than,	A: Because at that time, Taiwan law was changed. We could not work more than 36 or maybe 48 hours' overtime per month. That factory

worker action		um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case. And this case was something that they should out. Everybody who wasn't directly involved in the case, migrant worker advocates, our social service center. So it's only the broker, the employer and the Thai government involved. In this case, we, we were going to make a big issue and we record to stage a protest. And, you know, that's it. Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And	forced us to work more than 36 hours' overtime. However, we did not receive the overtime paying for those hours working. More than 10 of my colleagues and I talked to our supervisor that we did not want to work overtime. He started hating us. A week later, he called me and some colleagues to hold a meeting. We had two choices. The first one was that we would have a specific workload per day, but actually we could not finish it. The second one was that we would continue working overtime, but the overtime hours would not be calculated as overtime paying. I did not agree with either choice. We argued. He asked if we wanted to work. However, my colleagues had been there for three years; they did not bother at all. We said that all of us did not want to work overtime anymore.

then after a while, when they really start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated. But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

We have more time to know and research policy because we do not have pastoral responsibilities. T main staff are Chinese speaking people.

1. When we have a press conference for corona and legalize undocumented, T was the name we used, because MENT meeting is only once a month.

Q: Like a strike.

A: Yes, like a strike. We all did not want to work overtime. The situation had lasted for a week. There were many tasks left. After one week, other workers were exhausted; they did not finish the workload. The supervisor talked to us once again. A few days later, the factory fired my two friends. 4 pm that day, they told these two colleagues to come back our dormitory, pack their packages, and come back to Vietnam immediately.

Workers\VW1 undocumendted worker_28July2019: 240 - 242 (0)

A: At first, I went to the train station. I called my friends to ask where I could stay for a while.

Q: The friends you contacted were the ones you knew after arriving in Taiwan or the ones you already knew in Vietnam?

A: I knew some of them after arriving in Taiwan; some of them were my friends before coming here.

2. Work together with SPA or Yilan--- we support each other;
3. Labor union- yes, Ipit and Kasabi are not labor union, Kasabi tried but not succeed. Ipit has discussion, but not decide because we had a discussion whether we have legalized labor union is it important, but if we have a good power to organize people.
4.
5. NGO/Unions/CBO\NGOT01TIWA_23March2020: 9 - 12 (0)
6.
7. I2: Could you please tell me a little bit about how your organization works with other organization either in Indonesia or overseas?

R2: There are many networks in the legal aid and we join in advocacy with many organizations in Indonesia and Malaysia for long to join the

Q: The period from the time you arrived until the day you quitted that job was more than a year, right?

A: No, just 10 and a half months.

Q: Okay, during these 10 and a half months, you had already known a lot of Vietnamese friends. How did you know them?

A: Through churches.

Workers\VW1 undocumendted worker_28July2019: 250 - 256 (0)

Q: But you went there the last time to protest?

A: I have protested several times.

Q: Was there anyone who has ever discussed with you guys and received your petitions?

A: No one.

advocacy. In different network, we also provide and involve in many issues like preventing human trafficking, preventing violence of sexualism, and SDGs. It also happens in our regional networks, and we become part of Asian network for preventing human trafficking task force.
I2: Have you worked with Taiwan organization?
R2: No, we don't have

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 179 - 182 (0)

In addition to labor cases, we also do advocacy work.

We do so many rallies about the issue of safety, espcially after the Thai worker deaths and injuries from the factory and dormitory fire that happened last year:

8. last year we campaigned MOL to legally change the regulation to separate the factory and dormitory. But because the employer has to pay to contribute to other building, they often have migrant

Q: So you guys just protested in front of the office. They ignored you.

A: Yes.

Q: Will you continue protesting.

A: We will continue. We do not care if they would come and negotiate or not. We just want everybody to know their ignorance.

Q: Your goal is to seek publicity's attention?

A: Yes.

Workers\VW1 undocumendted worker_28July2019: 467 - 476 (0)

Q: Did you ever have experience contacting your country's labour attaché or offices for any support?

A: No, I did not.

Q: You are going to protest at the office of the Ministry of Labour. Did you have any experience working with them?

	workers sleep inside the factory or in the same building as the factory. 9. Unfortunately, the MOL to change the law that now allows for the employer to pass workplace safety check more easily--- in law if employer has a dormitory, they also need to have safety. For example, the dormitory must have a toilet per 10 persons; but now it s common for us to see 20-30 persons use one toilet… The dormitory must have window.. Workers often get sick from lack of sanitation and overcrowding, but they also experience workplace and dormitory accidents. Fire accidents…. 10. Clean water access is a fisherman issue. I think that should	A: We are going to protest at the office of the Ministry of Labour tomorrow. If our requirements were not satisfactorily resolved, we would strike at the company. Workers\VW2 Factory Worker_30July2019: 245 - 248 (0)

not be in law--- to stipulate access to clean water should really be a given condition of the dormitory and workplace.

11. Last year, 20 Thai person live in dormitory with one door. The Thai workers lived on the 2nd floor, the first floor is the factory. There are a lot of flamable materials in this factory. So when fire broke out and there was only one exit, several died and were injured…. It happen at night. No window. Employer took responsibility…because they could not deny it. It was covered as news in the newspaper. Last year, we held 10 rallies, demonstrations, and press converences in one year. Because

employers are large interest group, the government cannot change the law.

12. Our campaign about the broker system it to— abolish the broker system. The private broker system is no good… We advocate that the Taiwan government take more responsibility to provide direct hiring service through the Taiwan government Employment Service Centers.
13. Why did the broker change their behavior in increasing fees this past 3 years?
14.
15. NGO/Unions/CBO\NGOT02HWC31July2019: 24 - 31 (0)
16.
17. 4) What is your union’s relationship with those that organize migrant

		workers? TIWA or SPA?
		Not so much of a formal relation. If they have demonstration we help them, December 18 or December 8 for Migrant's Day or May 1st. It is not officially between our organization. Not so much between our union and SPA. If some migrant worker in this city/area need help, then NGO person I know will call me and ask for help. It is personal relationships and then we join demonstrations and bring our demonstration flags.
		Because the mass media in Taiwan are negative to migrant worker issues. And the media reports are not positive, it is difficult. The staff members and union members are Taiwanese. They are among the majority with no personal relationships or interactions with migrant workers. They belong to big companies which do not have migrant worker members. So they have opinion that are no different from the mass media's negative opinion. Of course we try to change this by working with TIWA. We reach out to TIWA to come to our union for exchange projects. Labor education involving TIWA, they give presentations and speeches. In the

past TIWA try to promote citizen rights to have political participation. When TIWA was doing the campaign we invited them to talk to our union members and staff. It was great because some of the union and staff members realized that information from the media was not true--- like the fee for meals at the workplace. They used to think it was ok, it never occur that it is a way that employers deduct money from the salary. But during event, TIWA talked to them and after that they realized that there may be something that they did not notice in the past. So when they heard this from TIWA they started empathy toward the migrants and we are all workers. They only work through this kind of event. And

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Maybe it is easier to require the supply chain responsibility from outside of this country. Like from Apple, we can get Apple to get the subcontractors to be more responsibility.

HTC people protest against sweatshop smart phone. Taiwanese protest the protest against HTC because it is disgraceful to protest

			against a Taiwanese brand. Many people do not care about the consumer responsibility. Sweatshop is ok, as long as I do not personally work there. Taiwanese are nationalists… As long as the product is cheap too, it is ok. Maybe children workers is what they cannot accept. For EVA airline strike--- "if you do not like the company, just quit." This is the common thinking among most Taiwanese people. This kind of thinking is all over PTT (Taiwanese readitt) and everyone thinks this way. We need to work on education and campaign on worker rights. In K-12, we have no labor history teaching. We have to explain why workers go on strike. Even union members they do not understand why the flight attendants go on strike… even out union members think that these flight attendants get more money than the blue collar--- why would they go on strike. NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)	
Workplace Organizing of Workers	TI1: The head of the department will call and call us to help translate.		Q2 There is a... already there is a fisher, a fisherman union in Yilan. So he said...	It would be nice if there are lessons about drugs and alcohol because of the increasing number of violators. It

Interviewer: Yes, when do you want to communicate?
TI1: Yes.
Interviewer: They will call us to translate.
TI1: Yes.
Interviewer: Please translate.
TI1: Yes.
Interviewer: On the way to the boss too.
TI1: Yes.
Interviewer: Please translate for the workers.
TI1: Yes, sometimes workers put pressure on him, he can't talk.
Interviewer: Yes.
TI1: And in the matter of working, there must be some mistakes.
Interviewer: It's normal at work.
TI1: Yes, and some people. The boss doesn't like it.
Interviewer: Yes.
TI1: And he couldn't speak, couldn't respond, couldn't argue.
Interviewer: Yes.
TI1: Sometimes he asks us to go. We went and told the boss

Q1 Is this one join that one? or?

Q2 He said that if Yilan is possible, then Kaohsiung is possible, but an union needs a leader to help with all the... because this leader needs to know about regulations, about paperwork and how to work...

Q1 Do you have leader?

Q2 So has there been any consideration here to help them establish a labor union or something similar? Will the center consider this point?

A This question should be answered by the director, not by the social worker..

Q2 So that's like if the center would like to help forming union, he said that it's not... he cannot answer and you need to answer director because he's just a social worker.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 314 - 320 (0)

would be nice if there's an APP where all the laws are written for easier access. Multiculturalism is nice so that we can easily adapt to the culture of other nationalities. It would be nice to have the right to form groups or organizations especially for fighting for the rights of all. It would be nice if the government can provide free space to be used for gatherings. If given the chance, I really want to stay here in Taiwan. I can have a lot of benefits if I become a resident here. I can pay my income tax if I become a resident here. If possible I want to be a Taiwanese because Taiwan is better that the Philippines. If I decide to go home, maybe if will just return to the Philippines to be with my family. I still do not know if I will go abroad because I still want to be with my family in the Philippines.

Workers\F01- Caretaker_9July2019: 77 - 77 (0)

Q: Did you ever have experience contacting your country's labour attaché or offices for any support?

A: No, I did not.

Q: You are going to protest at the office of the Ministry of Labour. Did

what we wanted to say (04.23).

Interpreters\TI1 Thai Interpreter_29July2019: 148 - 167 (0)

Q2 Harder for a longhaul fishing xxxx industry workers to form a union, because they are everywhere, but it's easier for shore xxxx or on-shore fishermen, because they can also stay here for 12 years, so it's easier for them to organize themselves.

Q1 A long xxxx it's like they come and then they go...

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 325 - 326 (0)

I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than, um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case.

And this case was something that they should out. Everybody who wasn't directly involved in the case, migrant worker advocates, our social

you have any experience working with them?

A: We are going to protest at the office of the Ministry of Labour tomorrow. If our requirements were not satisfactorily resolved, we would strike at the company.

Workers\VW2 Factory Worker_30July2019: 245 - 248 (0)

service center. So it's only the broker, the employer and the Thai government involved. In this case, we, we were going to make a big issue and we record to stage a protest. And, you know, that's it. Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And then after a while, when they really start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated. But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

We have more time to know and research policy because we do not have pastoral responsibilities. T main staff are Chinese speaking people.

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2. Work together with SPA or Yilan--- we support each other;
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have a good power to organize people.

4.

5. NGO/Unions/CBO\NGOT01TIWA_23March2020: 9 - 12 (0)

6.

7. I2: So, it is worker union, not trade union?

R2: No
I2: I see
R2: The union that we mean is migrant workers union.
R3: Migrant worker union in Indonesia has unique part because the union is also outside of Indonesia. In Thailand, in Hong Kong, they also have community of Indonesia. Mostly, members of union in Indonesia are ex-migrants.

NGO/Unions/CBO\NGOI01MigrantCare31Jan2020: 154 - 158 (0)

How many group members does your confederation have?

Our union has 84 group members. In the news report it was 70, but then we have more and now 84. And then we only have group members, no individual members.

No, I am not sure how many migrant members we have… usually they work in the EPZ/SEZ and are company union members. In XXX, we have many big trade unions. And we are not the biggest one it is another one, bigger than our trade union. But we are also different kind of trade union so depends on how you see. We have three different kind of unions: industrial, company, and craft unions. In Taiwan there is more craft union, but we have more industrial and company union. In Taiwan trade unions- craft union, industrial, and company. In Taiwan they join craft unions, they have labor insurance for craft unions. Some workers in order to have insurance must join. They just care about their insurance. They do not fight for their labor rights, sometimes they will but they do not fight for their rights and raise their labor conditions. Craft union is like drivers union, regardless of industry--- bus or taxi… they just join, in Taiwan it is easier to organize and they can get labor social insurance. If some workers, if your employer hire more than 5, this employer have to help with labor insurance, but below five they do not have to, but these workers need labor insurance and need protections--- so they join craft union.

But our labor union is more industry and company. Steel workers,

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Are there any sectors that have migrant workers as members?

No, very few. In Kaoshiung it is more special, these government owned companies in construction. They are now privatized. They do not have migrant workers. In the past, we did not and still not. They may have sub-contracted workers, but they are still Taiwanese.

Yes as mentioned few, Export Processing Zone- we have some migrant worker union members and they are company unions.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

2) According to Ministry of Labor statistics, in 2018 there were 706,269 migrant workers were recruited to work in Taiwan in the 4 allowed sectors---- have Taiwan unions tried

to organize migrant workers? How so? Why or why not?

I think many trade union try to do this, but NGO try to organize the migrants more than us. Because the organization rate is low, because not many workers join unions… nationally, we are only 7% of all workers. Sometimes only big companies. Sometimes in big company Taiwan workers do not even have union, first we have to help Taiwan workers have their union, then we can reach out to others better.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

3) What kind of unions are allowed by Taiwanese law? What is required to form a migrant trade union?

So there is limitation, according to law there are only three types of unions. So if you are in company, you can form company union. And if you are within the same industry, form industrial union or craft union if you are specific work sector. So nationality does not matter, even if you are migrant worker within the steel industry--- you cannot form a migrant worker union. Because

according to regulations, cannot form according to your specific nationality.

There is no related regulation that allows for nationality to form unions, so you need to form their industry, craft, or company. Government workers cannot form unions.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Yes, of course they can be part of our union… but according to our rules, we are federation of industrial unions, so our group members, we have steel union, but we do not have craft unions. So if migrant workers they have a union. Depending on what kind of union. If they form a craft union they have to go to the other craft union.

In Taiwan we do not have caretaker unions. They have craft union, this kind of worker they need to form a craft union and 30 need to join caretaker union. I have to check what is the name of the union of the caretaker unions, if there is one. But of course, but it depends what kind of union they form. So it is possible to join craft union or industrial union.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

4) What is your union's relationship with those that organize migrant workers? TIWA or SPA?

Not so much of a formal relation. If they have demonstration we help them, December 18 or December 8 for Migrant's Day or May 1st. It is not officially between our organization. Not so much between our union and SPA. If some migrant worker in this city/area need help, then NGO person I know will call me and ask for help. It is personal relationships and then we join demonstrations and bring our demonstration flags.

Because the mass media in Taiwan are negative to migrant worker issues. And the media reports are not positive, it is difficult. The staff members and union members are Taiwanese. They are among the majority with no personal relationships or interactions with migrant workers. They belong to big companies which do not have migrant worker members. So they have opinion that are no different from the mass media's negative opinion. Of course we try to change

this by working with TIWA. We reach out to TIWA to come to our union for exchange projects. Labor education involving TIWA, they give presentations and speeches. In the past TIWA try to promote citizen rights to have political participation. When TIWA was doing the campaign we invited them to talk to our union members and staff. It was great because some of the union and staff members realized that information from the media was not true--- like the fee for meals at the workplace. They used to think it was ok, it never occur that it is a way that employers deduct money from the salary. But during event, TIWA talked to them and after that they realized that there may be something that they did not notice in the past. So when they heard this from TIWA they started empathy toward the migrants and we are all workers. They only work through this kind of event. And

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

10) Has there been any examination into how other countries like South Korea organize KCTU's Migrant Trade Union? Why or why not?

45:00

		not know…. In Taiwan we do not have a MTU, we when they start a new union need to check the regulation. We cannot really think about starting a union just for migrants because the law does not allow it. NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)	
Trade Union organizing	28:40 Well, at that time the union was not so strong. Sometime they will just say so, but they do not do anything. They do protest, but you know when I tried to bring in construction workers, a small union came to me and threatened me---"If you want to bring the foreigners to work in the construction sector, then we will bring in all the equipment---bulldozers to your office and in front of the square in front of your train station office." They showed up in front of the office. I said, "I said ok. Don't say that to me, if I want 50,000 construction workers, then you provide me with the workers. Then I can work with them. If you can't, then just shut-up." They cannot. 29:48-35:20 [translated from Chinese]	Q1 No. 14 is supposed to be about the possibility of forming a fisherman union and industrial union. A translated: A Of course. I answered his fourteenth question very seriously. I thought it was very helpful to them, so I looked for a lot of information. I answered the thirteenth question first, which means that the thirteenth question should be like this, We need to tell Dada first, that is to say, don't misunderstand him, that is, fishery, and the block of foreign migrant workers is different from the block of foreign fishermen, so our answer is foreign fishermen, this block does not mean foreign immigrants In the area of foreign fishery workers, my idea is this. That is to say, we have to go back and think about whether the	Q: When did you know these unions? A: Which unions. Q: I mean, when you arrived in Taiwan, you did not know that many unions and organisations were supporting migrant workers? A: I did not know any of them. Q: When did you know about them? A: Later, I went to the church and recognised priest Nguyen and the brother who talked about these organisations. They suggested that if we wanted to establish a labour union. We just talked about it, but

The union threatened me if I would bring foreign workers. And the were bring in excavator to the presidential offices. I replied to the union that you do not have to say this. And you can't find me proper Taiwanese workers anyway, It was late 1980s, 1999-2000. We were under the control of the KMT party, no elections or democracy. And in the 1990s we had our political revolution. Before the political revolution, there were Southeast Asian workers imported.

MOL Taiwan & Country Attaches\MOLTaiwan1_19FEB2020: 54 - 57 (0)

Interviewer: How to give them an act of courage? For example, you have mentioned the right to check the union if they have to check the union?

LABA4 : Labor standard Law of Taiwan allows even foreign workers to join with any foreign unions, Philippine law is also allowing and encouraging them to join with a labor union if in Taiwan even a foreign worker can be a director of a legal union. So it is a matter of proper dissemination of information if they are properly educated about their rights. I think there will be no problem. Moreover, if you are aware of your rights yet you have not asserted your rights it does not make sense, Because you are

scale of China's fishery and shipowners is large enough to directly deal with the issue of direct recruitment. This is a big question. Oh, the cumbersome application procedures, recruitment of personnel, response to various emergencies, disputes and insurance coverage must be handled by the employer himself. I don't think Taiwan's fishing companies are capable of doing this, intermediary system It has been around for a long time, and then it has its historical origins. Why does it exist? Supply and demand. So the problem is that it does have its necessity, so the intermediary system exists. So I think, Sometimes we have to use another way of thinking to look at the whole thing. We don't want to be hostile, and then stigmatize or preconceptions that agents are bad, agents are vampires, it's wrong, very wrong, BIG wrong. Don't think this way, our focus should be on how to make the current mid-term system healthier and more complete, and how to improve these bugs and loopholes. (NGOT03, Pos. 285)]

then that brother was arrested and deported. Priest Nguyen asked the people in the church who could join the union. Then, the other five people and I participated and founded the labour union.

Q: How long did it take you to know about priest Nguyen after going to the church?

A: I already knew him since the first time I went to the church. However, I did not know about his activities.

Q: How long did it take you to acknowledge his activities?

A: Roughly one year.

Q: Priest Nguyen was the first one you recognised whose work related to migrant workers?

A: Yes. After participating, priest Nguyen taught me a lot. I also knew about TIWA (Taiwan International Workers' Association) through him.

afraid that the broker might keep an eye on you.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 88 - 89 (0)

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 282 - 285 (0)

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4.
5. NGO/Unions/CBO\NGOT01TIWA_23March2020: 9 - 12 (0)
6.
7. I2: You mentioned problems about brokers, right? By recruiting agencies in Indonesia. So, what is the problem? I mean calo is different from recruiting agency?

Workers\VW1 undocumendted worker_28July2019: 449 - 460 (0)

Q: But you went there the last time to protest?

A: I have protested several times.

Q: Was there anyone who has ever discussed with you guys and received your petitions?

A: No one.

Q: So you guys just protested in front of the office. They ignored you.

A: Yes.

Q: Will you continue protesting.

A: We will continue. We do not care if they would come and negotiate or not. We just want everybody to know their ignorance.

According to law in Indonesia that government starts the system. Could you describe how the system works? And what are major problems regarding the system in Indonesia?

R3: Migrant Care do assessment by a survey, survey of migrant worker condition before they go abroad, when they are overseas, and when they come back. From that survey, we get a few facts that it may answer your question. One of them is about rights information. We did the survey to 1,300 migrant workers in their village, 80% of them have information about working overseas from a calo. Information that they get from calo, of course not about real situation. It usually about the good time, money. They do not talk about collateral, obstacle. They do not talk about modern things that they have to use when they work. Why we take a role to advocate migrant workers to escalate migrant workers' skill before they work overseas because brokers do not provide that. For shelter, the place is not big size and they usually do not get appropriate education. They are forced to work there. That's why mechanism in new Law Number 18/2017, we forced government to provide facilities. Usually they get from broker. There is no mechanism of evaluation and monitoring for

Q: Your goal is to seek publicity's attention?

A: Yes.

Q: It seems that you are satisfied with your current job. However, if your friends are in trouble with their employers or want to change their jobs, what do you suggest?

A: If they do not understand anything, our union can explain the problems clearly and suggest what they should do. We can introduce them to priest Nguyen for helps. If they need interpreters, we are also able to help.

Workers\VW1 undocumendted worker_28July2019: 467 - 478 (0)

Q: Priest Nguyen and TIWA are your most frequent co-operators?

A: Yes, they are.

what the brokers do. In new law, we also force the implementation of monitoring and evaluation system to all services for migrant workers.
I2: Now the government has regulation of workers. The brokers may need the same thing
R3: Law Number 18/2017 and some other implementations laws, one of them is Ministry Law Number 9/2019. We and many labor union, and civil society decline it because the ministry looks like giving a space to brokers to have that business process. We really monitor that and keep our eyes so there is no space anymore to the migrant workers.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 148 - 151 (0)

Q: Yet, it seems that your union has no connection with the Taiwanese government.

A: We still do not have enough power.

Q: Do you guys still have to operate with these organisations, and relies on their connections to solve the problem.

A: Yes.

Workers\VW1 undocumendted worker_28July2019: 479 - 484 (0)

I2: So, it is worker union, not trade union?

R2: No
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R2: The union that we mean is migrant workers union.
R3: Migrant worker union in Indonesia has unique part because the union is also outside of Indonesia. In Thailand, in Hong Kong, they also have community of Indonesia. Mostly, members of union in Indonesia are ex-migrants.

Q: How many female workers in your union?

A: Almost a half.

Q: Are they caretakers or factory workers?

A: Factory workers. There are just a few Vietnamese caretakers.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 154 - 158 (0)

Workers\VW1 undocumendted worker_28July2019: 569 - 572 (0)

We do help if migrant workers come to us and ask for help. Sometimes we go to the police station for disputes and we do not reject the worker even if they are not our members. Even I have been there at the police station several times, but the difficulty is language… they do not speak mandarin and especially the newest of migrant workers who just came to Taiwan…Last year, I personally worked on two cases of migrant workers. But most of these cases are settled out of court, no attorney is necessary even for labor disputes. The process in Taiwan is that labor court will bring all parties to mediation-resolution-dispute. If you get an attorney, even our labor attorney, you still need to pay, settling out of court does not have the attorney cost.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

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NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

sometimes they[Taiwan trade union members] think from the employers' point of view because they are also employers of migrant workers. This is their only personal interaction, like when they need a caretaker. So for us what we need to do is, about the

minimum wage. The mainstream opinion that migrant workers should be paid less than Taiwanese. This kind of opinion we cannot accept, but some of the trade union members and staff they feel tempted because when they are employers they want to pay less salary. We tell them it is the government responsibility to take care of elder care, not personal responsibility. Government should work harder on the welfare issue, but for them the issue is too far--- because they are paying right now for elder care. If we can pay less, I can save money. We have to have a lot of meetings about the changes in minimum wage… because this is the kind of meeting we have with staff and members about the migrant workers' wages. End of 2017, TIWA campaign on civil rights to enjoy partial political participation at the municipal level, maybe the union staff could not understand and they misunderstood as becoming citizens…they were against this. But the TIWA campaigned for migrant worker civil rights, so there was some misunderstanding that had to be clarified.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

5) What do you think about how employers have high demand temporary workers who are paid so little---- for example, the Legislative Yuan passing the bill for dispatch worker centers?

We think that the dispatch center has little to do with migrant workers. Because now the dispatch center does not dispatch migrant workers. This time we lobby for the change of the laws, it does not apply to dispatching for migrant workers because the migrant workers are not part of this labor sourcing technique.

This time the Legislative Yuan changed the law and the inclusion of migrant workers is not part of change. What TIWA fight against dispatch center, but this is different change--- For us in the union, we pushed to bring dispatch workers into National Labor Standards Law. It is not like this, because migrant workers are protected by the National Labor Standards Act… This dispatch center is not for migrant workers.

But the general issue about dispatch workers is not only about migrant workers, but all temporary subcontracted workers. This change

of law that we are pushing is about two things: 1) if accidents happen, or if workers get laid off--- if there is a company that hires dispatch worker, they hire the dispatch company. The dispatch company sends the worker to work. If the employer fails to pay or accidents happen, in the past, workers could not ask for compensation--- now labor law makes dispatch center is the employer. 2) They call it “chuan kuao,” de-routing

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

When company A wants find someone to work during a temporary time, usually company A talks to dispatch center and they send worker over. But now, they do not do this anymore. When company A wants workers, they do interviews themselves and puts up ad and does interview themselves. When company A is sure, then they go to the dispatch center with the intention to hire directly, but to “de-route” the worker responsibility. Dispatch company signs company contract with the worker.

The second part of law changes and if worker finds out that they are

working with Company A, but actually working for the dispatch center without knowing--- the worker can now file suit against Company A. This is the kind of law changes we want to happen for dispatch subcontracted temporary workers.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

8) From your experience, what kind of challenges have you seen when Taiwadn unions try to organize migrant workers? Please explain?

Negative stereotypes and so staff do not want them to be members. The first challenge is how to talk to other Taiwan members and they are also discriminating against these foreigners. The first challenge is how to change their thinking. Sometimes they think that the migrant workers are taking their jobs.. because there are over 700,000 migrant workers. The unemployment maybe low, so the migrant workers are not taking their jobs, but brining the wages down. Taiwanese workers blame the employers, government and migrant workers not knowing why their wages are so low.

39:34

Language is another barrier. We use both Taiwanese and mandarin to organize both Chinese languages.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

9) In construction, many migrant workers who are both registered and undocumented work. Can you tell me more about the level of union organization in the construction sector?

For the construction sector there are more craft union members. But few companies unions even for Taiwanese, not to mention migrants. So in construction, it is rare to be unionized. No migrant workers in steel worker union. The strongest is the teachers union. The come from teachers organization and then become the union. Security union (security guard) is next biggest for us. The working conditions are very bad and so we need to try to help them..

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

11) Taiwan changed its law to allow workers to stay for 12 years! So now migrant workers are a more semi-

permanent workforce. What is the best labor vs. immigration reform policy for the future for trade unions? (ie. Allow migrant worker to have permanent residency status)

All of them agree that we should change the employment without charge, but issues of residency is still a lot of disagreement about it… as unions, we are yet to discuss this issue. This is not in the agenda because this is not a focus. Usually we act as individual union and go alone on being more pro-migrant worker, but it is not a focus because we do not have a lot of migrant worker members so we serve the needs of our existing members---- this is a more important priority for me.

12) Since the policy also changed to allow direct hiring, aren't migrant workers-employer relations becoming structurally more similar to Taiwanese workers-employer relations? Why or why not?

Direct hires is a minority, not general practice. Most migrant workers still go through brokers.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

14) Is there any exclusion of migrant worker union membership--- Under what conditions would there be discrimination against migrant workers becoming union members?

We do not hear of any cases where our Taiwanese workers call immigration against the illegal migrant workers, but we hear cases where Taiwanese companies who hire registered workers who call immigration police to raid a competitor who hires undocumented workers.

15) Do you happen to have any suggestions on how to contact unions who organize migrant workers?

I do not know, but I can help ask for you. No fisheries union, even historically never. It is more easier to hire migrant foreigners. You can check in the Labor affairs web site what are the registered unions and what areas of work.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

	6) To what extent would it be possible to build supply chain responsibility codes of conduct for fair labor practices to encourage migrant union membership? How would your union participate in supply chain responsibility or if not, why not? Workers do not want to join, they are not aware. They do not understand why I have to join and pay monthly union fees. Even if you change law, if workers do not want to join, they do not join. The new union members is very low. Usually we do not even get new union members to join, not even 50%. We need a minimum of 30 workers to start and union, but we cannot even get that many. If you are long haul seafarer, you do not need to be from one company but can be an industrial union. In the past it was very difficult to start a seafaring union because a minimum was 30 according to union law, but the fishermen do not stay in one place. It is difficult to get even 30 people together. Now you can choose to start an industrial union for fishermen's… ie. Long Haul industrial union and can bypass the requirement of being in same company. It is not a bad idea… should

start Long Haul Industrial Union…. But we do not have yet. In XXX there are many fishermen… I know the PCT/SFSC, but we have not had the conversation.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Maybe it is easier to require the supply chain responsibility from outside of this country. Like from Apple, we can get Apple to get the subcontractors to be more responsibility.

HTC people protest against sweatshop smart phone. Taiwanese protest the protest against HTC because it is disgraceful to protest against a Taiwanese brand. Many people do not care about the consumer responsibility. Sweatshop is ok, as long as I do not personally work there. Taiwanese are nationalists… As long as the product is cheap too, it is ok. Maybe children workers is what they cannot accept.

For EVA airline strike--- “if you do not like the company, just quit.” This is the common thinking among most Taiwanese people. This kind of

thinking is all over PTT (Taiwanese readitt) and everyone thinks this way.

We need to work on education and campaign on worker rights. In K-12, we have no labor history teaching. We have to explain why workers go on strike. Even union members they do not understand why the flight attendants go on strike… even out union members think that these flight attendants get more money than the blue collar--- why would they go on strike.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Post time: 2014-07-16 08:54:24
Clicks: 1495

Immediately remove the foreign labor preferential terms to protect the employment rights of the labor

In recent years, the unemployment problem in Taiwan has worsened. As a result, the Ministry of Labor has not only failed to review the foreign labor policy, but has also used administrative orders to help the consortium open its doors! Taiwan's foreign workers have long since become a substitute from the

supplementary manpower that began planning.

The proportion of foreign workers gradually relaxed In the past, the highest proportion of foreign workers employed in enterprises was maintained at 15% for non-production and 10% for non-metamination. In 2010, the Ministry of Labor announced the three-k-5 system (10%, 15%, 20%, 25%, and 35%), and relaxed the proportion of foreign workers in manufacturing. In 2013, in order to cooperate with the Executive Yuan to promote the process of self-governing areas, the Ministry of Labor revised the “Eligibility for Foreigners to Work in the Employment Service Law, Articles 8 to 11 of the Articles of Work, and the Examination Standards” to further relax the enterprise. Use the threshold of foreign workers. Among them, if you attach an additional fee, you can over-employ foreign workers." The general industry can use the additional employment security fee to hire up to 15% of foreign workers, but still use 40% as the upper limit. The new foreign labor pre-nuclear system is in violation of the spirit of the law of giving priority to the employment of the labor, so that the company has

not hired any labor, and pre-issued foreign workers. For example, a Taiwanese returning company is expected to employ 200 people. After the government has approved 80 foreign workers, it will first pre-approve 40 foreign workers. If the company recruits 60 local laborers within half a year, it will be in the nuclear. Give 40 foreign workers. At this time, the company had only 60 local laborers, and there were still 60 local laborers, but it had already employed 80 foreign workers, forming a ridiculous situation of 80 (foreign labor): 60 (the labor). http://kcctu.org.tw/indexvisit/indexnews.php?number=377&Page=1 (NGOT05 Trade Union, Pos. 3)

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 6 - 9 (0)

Please take the self-management area off the drug list. Jiang Jianxing said that when the government promoted the self-governing zone, it claimed that it would not be necessary to promote it first. This is basically paving the way for the blue-collar workers to relax! Kaohsiung currently has a large number of processing export zones and software technology parks. Once these parks are applied for change to the self-management zone, we are worried

			that the government will relax the regulations on foreign workers by administrative orders to 40%, which will cause greater employment for the labor. Shock. http://kcctu.org.tw/indexvisit/indexnews.php?number=377&Page=1 (NGOT05 Trade Union, Pos. 3) Post time: 2014-07-16 08:54:24 (NGOT05 Trade Union, Pos. 6) NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 11 - 11 (0)	
Labor Standard Law		The workers might think that the interpreters and us are taking the employers' sides but in actuality we try hard to help them out the best we could. Our staff work with heavy loaded as we work like a jigsaw puzzle with different sectors, different functions such as two staff in the protection sector and two in the research sectors with interpreters as the key correspondents. Previously in Thailand, everyone worked in similar fields of operation but as we arrived to work here, we tasked interpreters to help out with protection and we deal with the academic part. However, we could provide consultancy as interpreters may be more practical with the operational experience but lacking the information. Sometimes there were different of information given to the workers via phone calls and social media causing the workers confusions and	Q1 From Kaohsiung, ok, just Kaohsiung. Q2 Migrant fishermen that run away. Q1 Are they long xxxx or shore xxxx? Q2 Usually ocean-going or? A Ocean-going. Q1 Because long xxxx is worse pay. A Because their salary is relatively low, they only get 450 dollars. Q2 Ok only 450 USD per month.	A caretaker works 24/7 that's why there is no overtime pay. You need to wake up even in the middle of the night since a caretaker is 24 hours on call. Just this morning, around 3:00 am to 5:00 am, I had to wake up because my female ward fell. Workers\F01- Caretaker_9July2019: 45 - 45 (0)

misinformation therefore we divided the different tasks for different roles; one staff dealing with calls, one staff dealing with protection and the rest act as consultants instead of dealing with protection.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 6 - 6 (0)

There is quite a substantial of work load for the protection sector. The research sector' work is also intense as the department head has to be responsible for the tasks. If there is no Chinese translator then we have got to use google translation in English and translate them ourselves. For coordination with the Taiwanese we ought to use only Chinese. For coordination on the academic parts involved with the Taiwanese, we need to send them information regarding statuses of the workers which include the monthly reports, resent old but reformatted information and any other additional information in the presence of executives. The information sent included monthly statuses about the economy, politics and labor. The staff ought to summarize and send as report the overall generalization of the current status. Some of the reports were fetched from the Taiwanese local departments, then gathered, summarized and sent to the ministry. Recently there was AI and

Q1 So that's why they went undoc, they run away.

A Yes, for those along the coastal areas, they don't need to run because they are already covered by the Labor Standards Act.
Q2 On-shore or shore xxxx is covered by Labor Standard Act, so there...

A Did he run away or take the money?

Q2 Even if they run away, they get the same pay, so they don't run for a long xxxx because they're not covered by...

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 356 - 368 (0)

1. We work with government through the shelter:
2. Working with government--- When the MOL wants to have new regulations and will have a meeting with NGO; MENT

policy-related information involved which we had to summarize without Taipei involvement and sent it to an ambassador.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 8 - 8 (0)

What motivates them to work here? Admittedly Taiwan is a good labor market. Ok. Compare to other countries in Taiwan, employers are more compliant than other countries like the Middle East. Even in some countries particularly in Europe. Taiwan has lagged behind then, thus it is now catching up. Besides, it has good labor regulations and the salary is attractive to Filipino workers. Right now the minimum wage is 23,100NTD. And I think every year it has increment reasons why Filipino workers are enticed to land a job here. Therefore, it is very encouraging for the workers since the wage is higher than in other countries. Secondly, there are benefits included like health insurance, labor insurance, and compulsory health insurance. They are also covered by labor standard law. In the case of hospitalization or occupational accident, they are entitled to certain benefits. This particular law in Taiwan that grants benefits to our people enticed the Philippine government to allow them to get a job in Taiwan. These two agencies such as Philippine Overseas Labor Office and T will hold meetings

3.

4. NGO/Unions/CBO\NGOT01TIWA_23March2020: 19 - 20 (0)

5.

6.

1. MENT will request a meeting; DDP and KMT is similar because Taiwan DDP Tsai seems more progressive, abolish one day exit--- employers now will not have empty period and is employers benefit, 12 year stay; Long-term care system allow to have day off; We do not agree the term they use “chun qi fu oo” 24 hour home care; this term means that they need home care 8 hours and 8 hours must

(POLO) in Taipei and POEA that care about the welfare of the migrant workers see to it that there are health insurance, accident insurance, and the minimum wage, should be higher than they receive in our homeland or equivalent to the minimum wage of the host country. Those are mandated factors to observe in order to deploy manpower from the Philippines. So that is it.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 32 - 32 (0)

A broker receives 1,800 monthly broker's fee not exceeding to that amount from the worker. Employers are paying broker's fee like JABIL Agency, I came to visit the site and verify if the worksite is safe to work at, dormitories are safe to stay in, and the job is suitable for the worker. Once a company meets the Standard Labor Requirements of Taiwan then, I will verify it. Nevertheless, if the work is too heavy to carry on then I will not verify it.

Consequently, when I did my inspection. The employer stated that there was no placement fee, medical fee, and broker's fee is being paid by the employer. The brokers was being reminded that they can't collect a broker's fee anymore.

be done by the family. Before there was not this system, this government is doing away with this system--- government allow to have limited use of the 8:8 hour system Chun-qi fu oo; if this system was not established, workers would not have any day off at all, so the way the policy has been implemented, decreased the number of workers who get time off; employers have to ask for this, but the issue should be one-day off per week. Agencies do not apply for the employer.

2. Govt. predict 28,000 households can use

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 41 - 42 (0)

You know, the only country that has a very unique and effective procedure in order to protect workers is the Philippines. The most effective regulations for deploying foreign workers in other countries is the Philippines. Why? Because the Philippines has been a labor-sending country for so long. It started in the '70s. Gradually they have discovered dilemmas that are needed to be addressed. They issued regulations and laws from the legislative branch in the Philippines government enable to protect migrant workers in other countries. This is why even other countries like Southeast Asia that are sending labor in other countries are adapting to the Philippine's policy and its regulations.

MOL Taiwan & Country Attaches\MOLPhil1_7AUG2019: 21 - 21 (0)

"chun qi foo oo," but in 6months 2019 Jan- June: 519households apply

3. Tsai DDP promised to give day off for homecare workers.
4. Last day success: 1 day exit abolish; We protest more than 10 years and when it was discussed in legislative yuan and many opposed opinion and many from broker companies;
5.
6. NGO/Unions/CBO\NGOT01TIWA_23March2020: 21 - 24 (0)
7.
8. I2: You mentioned problems about brokers, right? By recruiting agencies in Indonesia. So, what is the problem? I mean calo is different from recruiting agency? According to law in Indonesia

	that government starts the system. Could you describe how the system works? And what are major problems regarding the system in Indonesia?	
	R3: Migrant Care do assessment by a survey, survey of migrant worker condition before they go abroad, when they are overseas, and when they come back. From that survey, we get a few facts that it may answer your question. One of them is about rights information. We did the survey to 1,300 migrant workers in their village, 80% of them have information about working overseas from a calo. Information that they get from calo, of course not about real situation. It usually about the good time, money. They do not talk about collateral, obstacle. They do not talk about modern things that they have to use when they work. Why we take a role to advocate migrant workers to escalate migrant workers' skill before they work overseas because brokers do not provide that. For shelter, the place is not big size and they usually do not get appropriate education. They are forced to work there. That's why mechanism in new Law Number 18/2017, we forced government to	

provide facilities. Usually they get from broker. There is no mechanism of evaluation and monitoring for what the brokers do. In new law, we also force the implementation of monitoring and evaluation system to all services for migrant workers.
I2: Now the government has regulation of workers. The brokers may need the same thing
R3: Law Number 18/2017 and some other implementations laws, one of them is Ministry Law Number 9/2019. We and many labor union, and civil society decline it because the ministry looks like giving a space to brokers to have that business process. We really monitor that and keep our eyes so there is no space anymore to the migrant workers.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 148 - 151 (0)

5) What do you think about how employers have high demand temporary workers who are paid so little---- for example, the Legislative Yuan passing the bill for dispatch worker centers?

We think that the dispatch center has little to do with migrant workers. Because now the dispatch center does not dispatch migrant workers.

This time we lobby for the change of the laws, it does not apply to dispatching for migrant workers because the migrant workers are not part of this labor sourcing technique.

This time the Legislative Yuan changed the law and the inclusion of migrant workers is not part of change. What TIWA fight against dispatch center, but this is different change--- For us in the union, we pushed to bring dispatch workers into National Labor Standards Law. It is not like this, because migrant workers are protected by the National Labor Standards Act… This dispatch center is not for migrant workers.

But the general issue about dispatch workers is not only about migrant workers, but all temporary subcontracted workers. This change of law that we are pushing is about two things: 1) if accidents happen, or if workers get laid off--- if there is a company that hires dispatch worker, they hire the dispatch company. The dispatch company sends the worker to work. If the employer fails to pay or accidents happen, in the past, workers could not ask for compensation--- now labor law makes dispatch center is the

employer. 2) They call it “chuan kuao,” de-routing

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

When company A wants find someone to work during a temporary time, usually company A talks to dispatch center and they send worker over. But now, they do not do this anymore. When company A wants workers, they do interviews themselves and puts up ad and does interview themselves. When company A is sure, then they go to the dispatch center with the intention to hire directly, but to “de-route” the worker responsibility. Dispatch company signs company contract with the worker.

The second part of law changes and if worker finds out that they are working with Company A, but actually working for the dispatch center without knowing--- the worker can now file suit against Company A. This is the kind of law changes we want to happen for dispatch subcontracted temporary workers.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

10) Has there been any examination into how other countries like South Korea organize KCTU's Migrant Trade Union? Why or why not?

45:00

not know…. In Taiwan we do not have a MTU, we when they start a new union need to check the regulation. We cannot really think about starting a union just for migrants because the law does not allow it.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Post time: 2014-07-16 08:54:24
Clicks: 1495

Immediately remove the foreign labor preferential terms to protect the employment rights of the labor

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supplementary manpower that began planning.

The proportion of foreign workers gradually relaxed In the past, the highest proportion of foreign workers employed in enterprises was maintained at 15% for non-production and 10% for non-metamination. In 2010, the Ministry of Labor announced the three-k-5 system (10%, 15%, 20%, 25%, and 35%), and relaxed the proportion of foreign workers in manufacturing. In 2013, in order to cooperate with the Executive Yuan to promote the process of self-governing areas, the Ministry of Labor revised the “Eligibility for Foreigners to Work in the Employment Service Law, Articles 8 to 11 of the Articles of Work, and the Examination Standards” to further relax the enterprise. Use the threshold of foreign workers. Among them, if you attach an additional fee, you can over-employ foreign workers." The general industry can use the additional employment security fee to hire up to 15% of foreign workers, but still use 40% as the upper limit. The new foreign labor pre-nuclear system is in violation of the spirit of the law of giving priority to the employment of the labor, so that the company has

		not hired any labor, and pre-issued foreign workers. For example, a Taiwanese returning company is expected to employ 200 people. After the government has approved 80 foreign workers, it will first pre-approve 40 foreign workers. If the company recruits 60 local laborers within half a year, it will be in the nuclear. Give 40 foreign workers. At this time, the company had only 60 local laborers, and there were still 60 local laborers, but it had already employed 80 foreign workers, forming a ridiculous situation of 80 (foreign labor): 60 (the labor). http://kcctu.org.tw/indexvisit/indexnews.php?number=377&Page=1 (NGOT05 Trade Union, Pos. 3) NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 6 - 9 (0)	
Broker Agency Suspended Lisc or Black-listed by Govt.	The closing down of employment centers did not affect the workforce in Taiwan as they have different agents sending them the workers. The reasons the employment centers closed down was that they did not extend the contracts for the workers, displeasing tears to the workers while the employers did not feel emphatic toward the workers. These workers claimed that their supervisors wanted them to continue but how come the		

employers did not want their contracts to be extended. The agents were also not paying attention and told them that the workers had to deal with this by themselves. This is the reason why some of the agencies were closed down and blacklisted. Later they would like lift the blacklist and continue by requesting us that they have improved. The conditions for blacklist of agencies include law breach, no improvement and adjustments to the certifications that the workers receive what they paid for by the contracts. The agencies or employers would be heavily fined if they do not abide by the contracts. The employer convicted were from the medium size company.

Currently we only close down one company for violation. So far, we had only closed down two employers for violations. When they improved, we asked if they have received all the amounts paid by the workers and requested that they sent us the certified documents signed by the workers to us. The reason the employers were unable to send the money was perhaps their profits were not high enough or they were trying to save the costs with the workers.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 17 - 19 (0)

Some of the interpreters reported to us of the violations conducted by the employers. Formerly, we requested that the employers listed out in a document specifying how much money they did not provide to the workers. At that time there were three cases in which the workers received 60,000-baht worth of old unpaid compensation from the previous three years. That time we handled it ourselves without corresponding to the local departments. Later there was another worker who also seek to get the unpaid compensation but because he was about to immigrate back to Thailand he was unable to receive the unpaid amounts. There are also cases of workers who do not know their rights or fear of deportation, or afraid of the agents or the employers as they have got to work with them. This is like the Thai cultural norm; the infrastructure of Thais that were instructed and being submissive subconsciously to obey authority therefore they tended to allow their rights to be breached. In some of the cases, the workers reported to us but they were afraid and reluctant to file a conviction against his employer or agent.

40:00

Sometimes we interviewed them and told the employer to improve the

condition but the employer claimed that they would send back a worker saying that they would not hire Thai workers anymore therefore we told them that steel recycling is quite an intense labor job, atop that with exploitation of the workers, we do not want our workers to work in such a field as well. Thus, we have aimed to work with employers that are willing to cooperate with us and comply correctly to our requests.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 19 - 21 (0)

Although in Taoyuan there is around 35,000 [Filipino workers]. If for instance, 100 workers out of 35,000. Some of them encountered trouble like an accident, being hospitalized, abused, runaway. from the employer, These few personnel are not able to immediately assist them. The broker plays an important part somehow to immediately address the problem and report what has happened to anyone of them. These are the advantages that the brokers can do with the workers. Given a certain problem arises during employment. Period. In case that any workers need an assistant to go to the hospital or head to the police station if there is a threat in their lives. The staff are not easy to move and aid help, but with brokers, they can freely assist right away whoever is in trouble. They can also get in touch with the

members of the family, directly head to the office and inform the representative of the Philippines, it eases all the processing of the documents and the like. In addition, they do the task of coordinating to the Philippine agencies about the documents, any progress during the process of documentation. On the contrary, if the brokers fail to attend their responsibilities then, they are held liable since they have undertakings with the office to take care of the welfare of the workers. As a penalty, their eligibility will be suspended to process other workers hiring documentation. They can't hire workers from the Philippines. In the event of an infraction of the said brokers the Ministry of Labor may impose a sanction on his infringement, In addition to this, the CLA office is open to hear complains of the workers and mediate with the problems encounter, this agency aid any irregularities occur during employment. Therefore, brokers are significant in terms of easing the hiring process and solving problems.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 39 - 39 (0)

In fact, they reiterated that the Ministry of Labor has approved it, so it is not necessary to comply with the Philippines sent its Philippine Overseas Labor Office (POLO) regulations whereas they are not under this law. The Philippines takes its

stand firmly to observe the rule otherwise the latter would not get any approval to hire Filipino workers if they refuse to adhere to. So they realized that they have to observe with the official regulations since they are dealing or transacting with them. In fact, there was once a simple requirement to submit like the enlistment of Newly Arrived Filipino workers contact numbers, the brokers are reluctant and complain to abide us, those contact numbers are very important to enable us to reach out to the workers particularly for their rights to be oriented by the PAOS, and their attendance is a must.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 69 - 69 (0)

If the problem is caused by the broker or employer. We encouraged the broker to solve the problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the

employer. Because he is held accountable for the problem as well.

And in spite of the broker is suspended or blacklisted and did not act to resolve the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 79 - 80 (0)

LABA4 : If you don't address the problem, you are suspended or blacklisted. We will also even inform the CLA about this problem so your other recruits' nationalities will be affected. Ah! If the broker is able to address the problem in that particular phase we warned him and this should not be repeated in anyways. Once it happened several times in the future like once or twice it will become a practice and we don't tolerate it.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 103 - 103 (0)

They can also get in touch with the members of the family, directly head to the office and inform the representative

		of the Philippines, it eases all the processing of the documents and the like. In addition, they do the task of coordinating to the Philippine agencies about the documents, any progress during the process of documentation. On the contrary, if the brokers fail to attend their responsibilities then, they are held liable since they have undertakings with the office to take care of the welfare of the workers. As a penalty, their eligibility will be suspended to process other workers hiring documentation. They can't hire workers from the Philippines. In the event of an infraction of the said brokers, the Ministry of Labor may impose a sanction on his infringement, In addition to this, the CLA office is open to hear complaints of the workers and mediate with the problems encounter, this agency aid any irregularities occur during employment. MOL Taiwan & Country Attaches\MOLPhil1_7AUG2019: 38 - 38 (0)		
access to legal services	Q: In your opinion what is the positive thing for being the translator. A: I think we can be making helping some people. If some are born in my country, I will be making them to know which one the justice in Taiwan and law is very fair and don't be like in Indonesia there	Thai workers are hard drinkers and it was found that 40% of all migrant workers were convicted of riding electric-powered bicycle under the influence of alcohol. If they were riding motorbikes they would be fined more if they do not have licenses. However, if the police see that their maneuvering skills are not steady, they would arrest them without giving the drunk test. Some of these	Since I've been here, I've never had a case where we had to fight a discrepancy or differences between the Thai contract and the Mandarin Chinese contract. The issue of signing blank pieces of papers might have happened, but I have not personally dealt with any cases like that. In one year I have approximately 90 cases or	My friend, Ate Marie recommended me to her employer who owns the company. She recommended me because I have an experience working in a leather factory. However, I did not expect that our employer will be treating us this way. 11:27 I do not have any contact with the agency in the Philippines. But during

will be punished after that there will be beat him, anything even in the prison. You know, it is very pity but in Taiwan, and I find it there will be good away for the bad man or bad people, enough, they will be doing the fair in this time, I will be sad to them. The law in Taiwan is very fair even you at the farms about that please follow the law.

Interpreters\II1 Indonesian Interpreter_3Aug2019: 42 - 43 (0)

Q: You feel that OK, at least the Taiwanese's justice is very fair when compared to your home country, maybe like in Thailand as well.

A: Because I know some of Asian people you know justice is very complicated, the operation is under the table. Even in the Fillipines or Malaysia, is very many, even they say it if you have the holly and you will be morphing anything. You are just killed you in the face but the really under the table they are very dirty. Even Vietnam, the truth, because, yes, because I just visited Vietnam, my friend in

workers are adored by their employers but in cases of drunk driving they would be fined heavily in Taiwan, of up to 70,000 baht. If they are able to pay the fines then they would not be imprisoned but if they do not have the bailing fees then their cases would be referred to the judge, then the ministry of labor would dismiss them from work and deported them back to Thailand without affecting the criminal status in Thailand. Some were arrested for three months and the employer hired him/her back and this was considered to be fortunate that their cases were not informed to the Taiwanese ministry of labor.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 5 - 5 (0)

From discussions with the workers it seemed that the drunk driving problem seems to be the major problems for Thai workers however employers love Thai workers for their hard working. The curfews were set in their accommodations at 10:00 pm or in some places 21:30 pm respectively. I have talked to some of them and tried to tell them not to stay in late at night getting drunk but I tried to be neutral as the workers might think that we are siding with the employers. The workers might think that the interpreters and us are taking the employers' sides but in

so this year we haven't had any domestic or healthcare workers or elder care workers. Mostly all of my cases are manufacturing construction.

The typical cases are where the company, the small company might be in bankruptcy and foreclosure, and aren't able or refuse to pay their wages. I have dealt with cases where people have died and typically what happens is the relatives in Thailand have to, um, make a claim and requests for body or the ashes to, um, be sent back to Thailand. So the relatives in Thailand, uh, need to submit documents, um, notifying that they have a relative in Taiwan, uh, to the ministry of labor of Thailand, to liaison, and also with the Thai, uh, consulate, the consulate in Taiwan to help.

NGO/Unions/CBO\NGOT04Stella_30July2019: 27 - 28 (0)

Thai people are the ones taking advantage of themselves sometimes, especially having to do with illegal loans outside the system.

[inaudible],

the time that I was still applying, they always contact me to give me an update. What happened was that someone from our place was to go in Taiwan first but because there were findings in her lungs, I was the one who was sent by the agency. When I arrived here, they were communicating with me regarding my situation, but when the company started to pick up on me, they did not contact me anymore. My translator wasn't able to extend help to me because he sided with the company instead of attending to the concerns of us Filipinos here. The interpreter does the translation but we are not sure if he translates it correctly. There was an incident that a problem arose in production and my employer blamed it all to me. He told me that I already have to go back home and if not, I will have to pay for all the destroyed leather worth 80,000nt. I answered back that why they would put all the blame on me well in fact there were 6 of us who were there when the incident happened. Besides I was not the operator, I am just an assistant operator of the leather company. Since my co-workers were all scared, they united all against me to the point that I do not have any ally in the company anymore. For three days, I was not able to eat because of worry since I do not have any money to pay. I told them that if

Vietnam said if you are become the staff in the airport this mean your salary you don’t care it, even a small money because the under table is more four times of 10 times than your salary, if you get the chance. I said wow my God this mean the same nation as Filipino too. Oh my God, you know but in Taiwan no way, okay

Interpreters\II1 Indonesian Interpreter_3Aug2019: 44 - 45 (0)

I will be following it with the government, you know, I really stay in, go out with the government for this or three days on Saturday but this I think I even I’m going to the justice in the midnight time I’ll have to do it, I have done, I think for service, anything I have prepared but I will be doing anything, do the best, I am learning from the Internet to be added up my knowledge about the law of Taiwan, about what case in Taiwan have solved it, from there we can know it, how we can become a good translation and the important thing if you are the good translation when you are actuality we try hard to help them out the best we could.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 6 - 6 (0)

At the moment we try to ask the workers if they had to pay additionally for the work permits to renew. One said that he had to provide 20,000 baht in addition without receiving any document as proof of evidence as he stated that he wanted to give willingly due to fear of having to go back to Thailand. We were not able to assist with this if there was no proof of document as it could not be filed with the court. The agencies are trying all possible ways to avoid documentations given to the workers. We have tried our best to assist them but the workers may worry that our much right-protection involvement may lead to their hardships in their work places.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 11 - 11 (0)

Some of the interpreters reported to us of the violations conducted by the employers. Formerly, we requested that the employers listed out in a document specifying how much money they did not provide to the workers. At that time there were three cases in which the workers received 60,000-baht worth of

You know, if employers are taking advantage of the workers like human trafficking or those kinds of things, it's easier to crack down. It's harder to crack down on the violations, committed by the brokers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 72 - 74 (0)

I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than, um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case.

And this case was something that they should out. Everybody who wasn't directly involved in the case, migrant worker advocates, our social service center. So it's only the broker, the employer and the Thai government involved. In this case,

they will force me to pay, I have to fight legally. When I said this, they suddenly informed me that they have a good offer for me. They will pay for my ticket to go home as well as the remaining 6 barcodes from the lending company that costs 6000nt plus. I did not agree with them, instead I told them that I want them to pay me the remaining salary from my contract before I go home. They did not agree.
15:40
I receive my salary in cash on a monthly basis with deductions. My salary is 21,000nt.

Workers\F08- Factory_4Aug2019: 6 - 10 (0)

18g) problems at work need a legal clinic every Sunday: YES

Workers\F12-Inshore Fisherman_3Aug2019: 60 - 60 (0)

I haven’t experienced going to POEA to look for a job even here in Taiwan. When I encountered a problem, I only sought the help of my Filipino friends to ask for the right thing to do. Then it was my friends who guided me on how I can leave my broker and the ship. My friends recommended to the NGOs that they know, I did not go to MECO because I haven’t been there yet.

doing your job you need to be not just talking because we are just in the country in different language, one said they didn't know ours if we are talking in Mandarin this mean the Indonesian people didn't know what I'm talking about that. I will be using my hand to be talking with them, that when I show it how to talking, they will be understand what I talking when I talking with Indonesian people in Indonesian language the justice the judge will be see what I'm doing with my powerful mouth with my body language, like they appreciate me. Even in the justice with judge I will be saying if they want me to be the interpreter again. But this is my time, you can be using me at this time and what nice time, if no you can be choosing other interprets on the list.

Interpreters\II1 Indonesian Interpreter_3Aug2019: 47 - 47 (0)

Q: What is the important role of the interpreter?

old unpaid compensation from the previous three years. That time we handled it ourselves without corresponding to the local departments. Later there was another worker who also seek to get the unpaid compensation but because he was about to immigrate back to Thailand he was unable to receive the unpaid amounts. There are also cases of workers who do not know their rights or fear of deportation, or afraid of the agents or the employers as they have got to work with them. This is like the Thai cultural norm; the infrastructure of Thais that were instructed and being submissive subconsciously to obey authority therefore they tended to allow their rights to be breached. In some of the cases, the workers reported to us but they were afraid and reluctant to file a conviction against his employer or agent.

40:00

Sometimes we interviewed them and told the employer to improve the condition but the employer claimed that they would send back a worker saying that they would not hire Thai workers anymore therefore we told them that steel recycling is quite an intense labor job, atop that with exploitation of the workers, we do not want our workers to work in such a field as well. Thus, we have aimed to work with employers that

we, we were going to make a big issue and we record to stage a protest. And, you know, that's it. Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And then after a while, when they really start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated. But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

Workers\F13- Inshore Fisherman_3Aug2019: 24 - 24 (0)

TW1: I am in the middle of a legal case. I do not think it is a good idea of sign anything about my case right now.

Workers\TW1 Construction Worker_10Feb2020: 8 - 8 (0)

PK said the first month he received ½ salary, but afterwards he has not received anything. When the employer stopped by last in early January he did not mention or ask about his financial situation at all… He only stopped by to get signatures and pay the hospital bill. When there was only two days left and it was clear that the employer was not going to self-report the accident to MOL for the workmen's compensation, it was the hospital staff that contacted MENT or TIWA (need to check). At that point when MENT learned it was a Thai worker case, they sent it to HWC. According to Taiwan labor law, workers should be able to receive partial or life-time disability, accident compensation depending on injury--- the employer had not paid any compensation, but had been paying the monthly hospital bills. When I asked him if he tried to contact the Taiwan agency to help him, he said

A: Say the truth and make it clear, yes, but some of them they just get money, you know, they didn't say anything after that just say is what one of quarter, say, it is not something they didn't hear the witness said that the suspected say, it needs to know, what to say it, the suspect said it didn't translate to us, but anything we need to be here to emphasize, after that make it clear and I suggest you, if you have interpreter from the police because this is the case not suddenly in the DNA, is right, this is from the police force immigration, after the foreign worker after that the air and justice, I think you use the same be interpreter because they know the rule the history of the how being of the accident, if you change the interpreter they will be have something cannot be un-talking while the story you are willing to cooperate with us and comply correctly to our requests.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 19 - 21 (0)

Interviewer: Do you provide to facilitate like uh graduation, labor dispute complaint education, do you have a different kind of language for them to provide the service in Tagalog?

LABA4 : Uh! You mean.

Interviewer: Like a translator or you have a different language of the form so they can understand and they can submit to Bureau of Labor like this. So what do you facilitate to do service for these workers?

LABA4 : Well, if the worker has encountered a problem. He is requested to fill out a form, we use a standard form and then they will make a statement, a narrated statement. From the given statement we address the concerns if there is a need to call the attention of a broker we summon the broker. If the problem pertains to the broker or employer. We mediate to settle the

1. Hospital and clinics not sure how they are involved.
2. If the worker is injured, then the worker is forced to pay back employers and agency who pay their hospital bills.
3. T: 1) will inform the worker about what is covered by law; 2) we will visit worker to see if the employer is doing their obligations for the hospital coverage; 3) will help worker demand their rights and their coverage by their wages they will go to MOL- Labor Bureau / insurance office is separate/ many times we need to go to labor court---
4. Agencies pressure workers to go back before case is completed, T will continue.
5. T attorneys are from Fa Liu Jing Jing Hue- is the lawyer organization --- individual attorneys who do pro-bono
6. 10 T staff… United Way;
7.
8. NGO/Unions/CBO\NGOT01TIWA_23March2020: 31 - 36 (0)
9.

no because they will not do anything. I asked him if the agency Thai interpreter came to visit or help, he said only in the beginning there was a visit and translation, but not after that and especially not now that he is filing charges against his employer. [Note: it may be obvious, but the Taiwan agency while continuing to extract monthly fees from his salary, does not work for the worker, but for the employer. It is unclear if the employer also pays the agency some monthly fee or not.] On Feb 18th or so, there will be a meeting with the MENT attorney with the employer side to see if a settlement can be reached in the civil and criminal case. I asked PK about his ability to understand the medical staff and doctors explanation, he said he only understands the basics. There are still things that he does not understand, but the doctor has to simplify the Chinese for him to understand. PK said he is the one to translate from Chinese to Thai for his son to understand the situation too. There is no phone interpreter service nor any volunteer hospital staff. He said there was one cleaning staff who is Thai, but this person cannot help. After the two hour visit, I asked if I could visit again and we agreed to visit again on Monday.

know about this one, the Taiwan government, the law just know it's in this time about that, when the last time, I have a meeting with the police, one police in the South Taiwan, this means Tainan, JaiYi and Pingtung. They say, if next time have the case, will be used the site law interpreter from the police until the justice because there will be story as not clear not like before, they will change the interpreter again and again,
Q: That would mean that the translator will be at the beginning of the story?
A: Yes, make it the story is always true.

Interpreters\II1 Indonesian Interpreter_3Aug2019: 58 - 61 (0)

Q: Do you have the fee rate for giving the service like this for the part time not the salary any rate for being the problem arouse. Most of the time the problem has settled. If it is not settled and the worker has a fault we advise the worker not to demand the moon and the sun to put in the pocket, ok. So, we have to be realistic, Ok. If the problem is caused by the broker or employer. We encouraged the broker to solve the problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the employer. Because he is held accountable for the problem as well. And in spite of the broker is suspended or blacklisted and did not act to resolve the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

10. I2: Do you also provide legal assistant or legal service?

R3: Yes, legal assistant
I2: Could you refer one client that you have before? And could you describe his/her situation?
R3: I assisted migrant worker that work in Taiwan. He and their friends work in a factory. They were facing boundary because they have to pay more than regular amount. So, we reported it to Ministry of Manpower because the money should be back.
I2: You do not only provide services to prospective migrant workers, but also provide services to migrant workers in receiving countries, like Taiwan. So, how do they come to you if they have a problem in receiving countries?
R3: We have social media, Facebook, Instagram. They can search or look for Migrant Care. They can contact us by Facebook and be connected. We can give them advise. If they are in overseas, their family here can report and contact us, and we also have legal assistant and shelter here.
I2: For returning migrant?
R3: Yes

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 128 - 135 (0)

Workers\TW1 Construction Worker_10Feb2020: 19 - 19 (0)

In addition, in case in which workers could not acquire OT hours from the employers or getting denied from OTs, I want the eligibility of workers to change employers prior to the contract finishes. In this case when I was not able to change employment, I have to endure with the same employer despite all the bills that were deducted and what I had to pay. Each month after all deductions I received only over 10,000. My boyfriend also has the majority of responsibility of taking care of me and my family members and some for his family. If he is not able to switch employment to a better salary then the burden would be placed upon my shoulder too.

However, if the employers pay me on time then it is not considered as a breach of contract. They also have the rights to dismiss any employees and I have to endure and be submissive to the employer as I have to endure it due to the law and the binding of this three-year contract. Taiwanese have the rights to switch employment if they feel that their rights are infringed. After the contract ends, I just realized that I could extend my contract here without having to return back and forth for an extension. I read the

translator they have the standard rate?

A: Yes, if the justice they have their own standards, this mean if you have the case of the killing and sex work, is very high but for the escaped people is very low. Yes, but at now it thanks gods, the police there will be the same rate with the broker and the agency broker the rate is the same.

Q: You get the same rate, right?

A: Before that of my rate is very low for the police or immigration, because many people don't want the service. Now they know, they will be making the same, yes, but the problem is before that they didn't pay on one case but they pay it three months later or four months not in case but now they change this case,

Interpreters\II1 Indonesian Interpreter_3Aug2019: 64 - 67 (0)

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 76 - 80 (0)

2: What kind of problem do you face in receiving countries and Indonesia?

I1: Like problems in Taiwan, for example
R3: They face exploitation. They cannot their right and salary, trafficking, and sometimes they face penalty, criminalization
I2: What kind of problems do you have in Indonesia?
R3: They face intimidation from broker, intimidation from company, why you do not work full time in two years, why you should report to ministry. They face intimidation.
I2: You also mention about shelter for returning workers, right? What kinds of problems do you have for returning migrant?
R3: For shelter, this is a safe place to them. How to make them feel like home, friendly. So, we provide them basic needs. Sometimes we cook and eat together. That is to feel like at home.

40:16
I2: For returning migrant who lives in the shelter, is it because of legal issue so they just live here? Was there employer of the brokers?
R3: Because of intimidation of broker, we still need to report to ministry and mediate.

contracts carefully and understood all conditions, both the contracts in Thailand and one in Taiwan but there was not much I could do to make it different as I had to sign it or I would not be able to fly here to work. The contract in Thailand was in Thai but the one in Taiwan was in Chinese therefore I was not able to understand all the conditions as I could not read it therefore, I have no rights to know if the contracts are similar or not as I did not understand it. All the conditions agreed upon in the Taiwanese agreement might have been different than the Thai one signed in Thailand but there is no way for me to know the details of the Taiwanese contract as there was no one helping out with the translation of the Taiwanese document. I could request for the Thai lawyer center but then I would need to pay for the fees to request their assistances. If I have the right to get permanent work permit then I would be able to enter and exit Taiwan without having to pay for the broker fees every time I reenter.

Workers\TW4 Factory Worker_28July2019: 35 - 36 (0)

For P, his daughter found an agency for him. The total amounts that we both had to pay the agents was over 100,000 in total but the figure they

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 138 - 147 (0)

R2: In Purworejo?

I2: It's a small village, there are some women having experience working overseas, especially in Taiwan. Because of their social network. They were introduced by their friends, relatives, siblings. So, I have opportunity to meet a few returning migrants. My last question is about human trafficking. Dou have experience in human trafficking case?
R2: In Taiwan case?
I2: Yes, in Taiwan
R2: Mostly fishermen
I2: You know, in Taiwan we have migrant fishermen union. I think they includes all nationalities.
R3: Maybe I have ever heard. I met the ombudsman of Taiwan coming here, and discussed
I2: We also provide union of migrant domestic workers in Taiwan. That's second union of migrant workers.
I1: How about experience of human trafficking in other countries?
R3: Migrant workers working in Middle East. Even through in seven countries, those working in Syriah, it's a conflict area, she didn't get the salary so she reported to embassy of Indonesia in Syriah. But, staff of embassy told to go back. If you go

initially claimed that we had to report about 30-40,000 if asked by the labor office. This amount includes the commissions, documentation-related errands, photo-taking, health checks, etc. I paid in cash all at once but P paid half in cash and loaned the remaining with a 10-month installment but I have only worked here for 8 months.
I still have about 5 months left to pay them at 5,700 per month. As the company is closing down, the agency is willing to allow us to go back and we would not have to pay the remaining debts as they should held accountable for leaving us astray. The company blocked us off Line and fled without informing us. We called them but they told us to return back. We realized the company was closing down during the third months but they had us work anyway claiming that we would have some money to use. Then suddenly, they closed down the company and told us to find new jobs by ourselves and claimed that if we were unable to find a new job then we would have to return back home. The employer claimed that they were not able to pay the compensations for all of the workers. Most of the workers received roughly about 20,000-23,000 but then the company was unable to provide us with the payments and the employers did not want to continue the contract

back to Indonesia, you should pay more. Actually, some persons accept the cooperation with agency. Then, she was moved by agency to Arab states, Iraq. Then, she's facing with sexual harassments. Even though she was criminalized by employer, she was detained may be for one month. Here, she reported that case to police. As legal assistant, we assist her in the court. The judge age final punishment for the broker for 11 years in prison, fine, and restitution.
I2: Now, you stop sending workers to Middle East countries?
R2: There are still many modus for placement in Middle East through another way. Like using miles at transit area
I2: But, according to new regulation, we know that migrant workers need to do registration at Ministry of Labor Force, right? But, you still in the way ….
R2: yes, private to private scheme. Not G to G

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 214 - 227 (0)

For our Center here there are

9 staff people, and specifically 3 case workers who help Filipino, Indonesia, and Thai, but we only have one legal case worker…

with us any longer. We did not want to continue working for him anymore therefore we came here to see Ajarn Ken.

Workers\TW11 Factory Worker w/ TW12_21July2019: 14 - 15 (0)

For P, during the first few months the compensations were on time but it started to delay after the first two months. They gave us once every two months but the compensations did not cover all the days for the two months as they would give us a month and a half for two months of work. It was not a full month compensation for two months work. Every 5th of the month and 20th or 15th they would pay us. We asked the employer if we could get the payments on time every month but they claimed they would not be able to do so. It was like this since the beginning of the contract. They often gave us instead with a sum of 3-4,000, deducted from the monthly compensation if we had insufficiently but this was also not sufficient for us to spend. Generally, they transferred to our bank accounts but they lent us the small sums every now and then in cash when we asked them. The local Taiwanese workers are also facing similar problems and even worse in my opinion and they were not provided with the monthly

For the other center, we help Vietnamese, Filipino, Indonesian workers. We have a few more staff---12. But we also do pastoral work. There we also have 1 legal staff person, who is my direct supervisor.

The attorneys we work with are Legal Aid Foundation, which there is one in every district.

The Taiwan government only help provide funding with the shelter, nothing else. It covers only 70% of cost--- the rest we need to fund ourselves 30%. We cannot receive more funding from the government even if we ask.

NGO/Unions/CBO\NGOT02HWC31July2019: 8 - 12 (0)

compensations at all. There were about over 20 Taiwanese workers who did not receive the payments but the employer told them that they could file court cases if they wanted.

This illustrates that perhaps the company was going through bankrupcy. From what I knew the company could have sold the products off for approximately 100 million but they did not want to do this as they wanted to sell it for higher this amount. There are also loads of lands that could be sold off to cover the cost. If the curtains are colored, they must be sold off as if they were to be disposed then the collectors would have to be paid for all the kilograms of curtains to be disposed. Someone asked if they could buy all these but the employer did not want to sell off. We think that the local workers receive similar to us, approximately 20,000-23,000. The monthly salaries are to be deducted with the living fees, taxes (2,6--baht), labor insurance (4--baht), health insurance (3--baht). If the company was not closing down, this amounts of salary including the OTs were quite adequate. The employer treated us similar to how they treated the locals. Most of the Taiwanese workers act as our supervisors in which we had to sign the work hours and OTs with their signatures each day. If we made errors then my payment would be

deducted however P never had his payment deducted. Most of the errors I made were using the incorrect color used with the curtains and I was deducted about 1,000 each time. I raised this issue with the employer that I only received about 5-600 per day of work so I asked them of the reason he wanted to deduct 1,000 each time for a mistake. I argued with him but he claimed that each meter of curtain was worth 400 already and how much would it cost for 1,000 meters of cloth, and if I repeatedly made errors to it then it would mean more losses to the company. This was the reason why I was held accountable for the errors made.

Workers\TW11 Factory Worker w/ TW12_21July2019: 17 - 18 (0)

Q: How about providing a legal clinic with every Sunday?
A: It is necessary.

Workers\VW1 undocumendted worker_28July2019: 545 - 546 (0)

Labor Attache	Even for small family based employers, many agree to this as a voluntary measure of charging just 2,500 for rent and food. There were not many conflicts as employers would not be able to keep the workers' mouths closed if they were treated unfairly as they could share it on social media such as Facebook, in which we would speculate the incidents and tried to find solutions. Even this morning, there was a case of a Thai worker posting complaints about the employer having high deductions. Our offices had to investigate, is that true, what was the real issue? Currently, there are many ways in which the workers could request for assistances via social media such as Facebook. We also accept complaints via our facebook site. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 21 - 21 (0) But we try not to take sides and Taiwan employers trust us to not take a side. We investigate before we call the employer and at times we even repremand our own workers. Sometimes we were given false information from the workers complaining on Facebook as well therefore we ought to investigate statements from the Taiwanese employment office.	Since I've been here, I've never had a case where we had to fight a discrepancy or differences between the Thai contract and the Mandarin Chinese contract. The issue of signing blank pieces of papers might have happened, but I have not personally dealt with any cases like that. In one year I have approximately 90 cases or so this year we haven't had any domestic or healthcare workers or elder care workers. Mostly all of my cases are manufacturing construction. The typical cases are where the company, the small company might be in bankruptcy and foreclosure, and aren't able or refuse to pay their wages. I have dealt with cases where people have died and typically what happens is the relatives in Thailand have to, um, make a claim and requests for body or the ashes to, um, be sent back to Thailand. So the relatives in Thailand, uh, need to submit documents, um, notifying that they have a relative in Taiwan, uh, to the ministry of labor of Thailand, to liaison, and also with the Thai, uh, consulate, the consulate in Taiwan to help.	I do not have any experience of going to Employment Centers to look for work. I only go from one agency to another since the start. I called up MECO one time to ask for their help because my broker wants me to go back to the Philippines. There was still no 1955 that time, I think 1955 was only created in 2006 or 2008. Before I was not also being deducted the amount of 1800-1500 but I remembered that I was being deducted the payment for the placement fee. The broker's fee was established monthly so that you can pay it little by little because it will be too huge to pay for one time. However, I think the payment now becomes double because aside from the placement fee, there's also the broker's fee now. Workers\F01- Caretaker_9July2019: 75 - 75 (0) It is also nice to have learning centers, just like in MECO, they provide learning centers for the OFWs. Workers\F01- Caretaker_9July2019: 77 - 77 (0) I did not have any contract with my first employer, but with my second, I

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 22 - 22 (0)

I will give you an example, most recently we had a worker post on facebook extreme criticisms against an employer. We will read it, but will not comment, then investigate. We found that other workers at the same place said that the particular worker had some other problems and issues that made their situation difficult and posted untrue information. Sometimes we cannot tell if the post is authentic. Officially, we can only consider the information from the agencies to counter against workers' complaints. So we found out from the agency that the worker received two meals a day, but also was cooking on their own.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 23 - 23 (0)

Regarding the sufficiency of the department personnel, I'm responsible to take care of 2/3 of the 60,000 workers or approximately over 40,000 workers. I take care of the Northern and Mid regions but the works in these regions are much more intense than the Southern part. For employment promotion we tried to improve and expand employment quality. Another part that we are responsible focuses on

NGO/Unions/CBO\NGOT04Stella_30July2019: 27 - 28 (0)

So the other thing is they call it ouh kai pai tai ne. This is the loan shark system where she had to use her own body to pay off the loan shark.

Who could help this kind of worker problem?
Nobody. She even believed that nobody could help char because this Thai loan shark in Taiwan forced himself on her in order to, um, compensate for some money that she owed the loan shark himself. This is scary. She said that, you know, the worker said that she felt like she didn't have a choice. It is a pity, but she knows that this is something that she, she didn't, you know, do. That was, it was a bad thing.

She didn't know how to solve her situation. She left for Thailand to avoid her, her debt, this kind of mafia loan shark that force her to have sex with him. And, you know, funnily, I was being threatened by this loan shark. And I also was a little naive and

was able to have a photocopy of the contract and the salary that I am receiving is based from what was written in the contract. I do not have overtime. If it's based from my contract there's no OT but my salary stipulated in the contract is 17,000nt and my employer adds 3,000nt to my salary. Since my contract has been verified at MECO, I think it is okay.

Workers\F02- Caretaker_30July2019: 8 - 8 (0)

It's better to seek help from an NGO instead of MECO. I was able to transfer work from my first employer with the help of 1955. There are times that if you're really depressed and would want to leave, but when I think of new adjustments to be done with a new employer, I just endure it.

Workers\F02- Caretaker_30July2019: 19 - 19 (0)

If I have a problem, I always go to my broker. Apart from my broker, I can also call 1955. I already went to MECO but just to renew my passport and not to file a complaint. I asked my friend to accompany me.

workers protection as you can see on the statistic that we have to do along others. Everyday, we have at least four workers lodging complaints or inquiries. The southern parts have maybe two per week. We use the funding for Worker's Assistance Fund received to take care of these workers. We use the funding of 500NT which the worker paid to the Taiwan employment office, to hire one of our staff persons, due to workload in the northern and middle districts. I have submitted a brief response to your interview questions in writing. We have a some two staff, renewable contracts.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 26 - 26 (0)

In total, we have 10 staff operating therefore as long as we are not cut, it is sufficient and proficient enough to assist the workers without having to request for more staff. In the north here we also have the observer committee who come for conferences and observation therefore we also have to take care of them as well. We also need to work on the academic side on top of the welfare and protection of the workers. Please see the document given for additional ideas of the reasons Thais want to work in Taiwan. Some of the numbers in this may need to be updated.

I wasn't aware that he was threatening me [laughing].

What about the consultate and the Thai government? Can they help her? I don't know this kind of difficult case. Sometimes the government tries to help, but sometimes they can't help do these kinds of cases need to be reported to the Taiwan police.

If the worker makes a claim themselves to the Taiwan, police or Taiwan government about these kinds of cases, they can. But the problem is the language. They have to submit their claim in Chinese, to the police. How are they going to do this? Or even the problem is the workers themselves. They have a mentality of being afraid because, you know, she was gambling. She was doing something illegal and she felt probably a lot of pressure. She would never go to the police. And on top of that, she was raped or she allowed herself to have sex with this loan shark. Was she allowing really wasn't it rape? If she was pressured, it's a gray area.

NGO/Unions/CBO\NGOT04Stella_30July2019: 43 - 49 (0)

Workers\F03- Construction Worker_28July2019: 17 - 17 (0)

I haven’t tried going to POEA to look for work, I went directly to the agency. I also did not go to the employment center to look for a job on the construction since my friend was the one who referred this to me.

Workers\F03- Construction Worker_28July2019: 20 - 20 (0)

I don't know because my employer is really a good person. Yes, I have been to MECO to renew my passport and not to file a complaint.

Workers\F05- Factory_3Aug2019: 25 - 25 (0)

As for the company, I filed a complaint because of their inhuman treatment and they would require us to perform jobs which are not related to the contract that we signed as operators. The first thing that we did was to call 1955 then we sought the help of the NGO, but my other co-worker first went to MECO to seek assistance regarding our complaint, but it was to no avail because for me, the one who assisted us at MECO named Sir Roldan, he took the side of

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 28 - 28 (0)

There are also large amounts of cases referred to us to assist as intermediaries from the Taiwanese employment agencies or employers, which they could not solve cases by themselves. They said please help us, even though the workers pay the agencies to solve their problems. Some of the cases were also difficult. Employers are not allowed to withhold the workers passports due to the harshness of the law however in some places hold workers passport because they are afraid that workers will leave to go home. One worker fled back to Thailand after getting a loan from a Thai market and return back to Thailand when they were unable to repay those loans. They just get a plane ticket home.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 29 - 29 (0)

The press reports were saying the compensation for loss of life in the fire were about 35,000 USD, I worked personally on this case and we even received different donations in the millions of Baht made from businesses in Taiwan as well as from different bonds. If you want the specifics, I would have to get this information for you later. This case was prompted by the Minister of

It's about money. You know, they're all of these horrible cases. The agency is the one who's in charge of a dormitory. Dormitory is substandard. If there's a fire, People die. These kinds of issues are crazy horrible. Initially, the Thai workers who are injured in the fire wanted to, you know, tried to negotiate.

So this is the thing. Initially, the Thai government, the liaison in labor was going to work with us about this case later on, they changed their mind and they just took over the case about the Thai workers that died in the dormitory fire. Why is this? You know, even though we have a good relationship with, uh, Thai labor attached, we still have conflict. Because if you think about it, the Thai labor attached She has a relationship with various agencies and employers. Look, you can see at the Thai Song Kran new year, at the festivals, the sponsors are, these big agencies are big employers. So, you know, the government, the Thai government tries to keep a good with agencies

the company and not to us as complainants.

Workers\F10-Factory_4Aug2019: 26 - 26 (0)

I was able to go to MECO when I accompanied someone and not to file a complaint

Workers\F11-Restaurant_28July2019: 15 - 15 (0)

I do not have any experience of filing a complaint to the government, only at 1955 previously.

Workers\F11-Restaurant_28July2019: 24 - 24 (0)

I do not know any NGO except 1955. I was able to go to MECO only to renew my passport and not to file a complaint.

Workers\F12-Inshore Fisherman_3Aug2019: 46 - 46 (0)

I do not know any NGOs or any groups here in Taiwan. I also do not know about MECO and I have not visited it yet. I really do not have any idea. For this reason, I am only

Labor as well visiting here in Taiwan. This is where it is difficult in the case of deaths. When it is an established employment agency they can help and are experienced for the documentation processes, aside from the fees processed from what the workers have to pay such as 1600, 1700, 1800 or 1500 to the agencies each month, these kind of situations are difficult. Good agencies would assist with the health welfare of the workers, but the case aforementioned was an accident occurred outside of the work place [in the dormitory] therefore by law, they do not need to provide compensation. This is something that the company employer decided to help [the workers who died]. We understand it as something that employers and agencies have to be involved with because it is an extreme case in which the workers died in the dormitory property of the factory on-site, but other cases it depends. This case was a cooperation between different stakeholders involved such as the company, employment agency, as well as the Thai government side to accommodate the process of bringing the familes from Thailand to Taiwan to identify and take back their deceased family members. I even personally accompanied the surviving factory workers from the airport to Thailand's Mochit Bus Terminal.

and employers. Hence the case about the fire.

We at the service center, we're supposed to talk to the relatives in Thailand and help manage the case. But then later on the labor attached just took over and they turn the relatives against us. They were coached to not talk to us. And then soon the workers, you know, that survived, the fire coached not to talk to us. I don't know how they're handling the case.

NGO/Unions/CBO\NGOT04Stella_30July2019: 98 - 100 (0)

I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than, um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case.

depending on my friends. I ask them for advice on what to do about my situation. I do not know where to ask for help because my broker will not be able to help me. I am very thankful that I haven't been seriously sick and that I have not been sent to the hospital. If I am sick, even low grade fever, I just drink medicine. I take care of myself and do not depend on others.

Workers\F13- Inshore Fisherman_3Aug2019: 22 - 22 (0)

I did not go to MECO because I haven't been there yet.

Workers\F13- Inshore Fisherman_3Aug2019: 24 - 24 (0)

Interviewer

Have you connected with the Indonesian office in Taiwan (INDONESIAN ECONOMIC AND TRADE OFFICE TO TAIPEI) before?

Interpreter
No.

Workers\IW10_ July2019: 181 - 184 (0)

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 36 - 36 (0)

Regarding the renewing of contracts in country for 12 years, the advantage is workers do not need to pay the placement fee and it is good for the employers to decide to use the existed workers have the experience and the work quality, they seek then they might allow the workers to go back to Thailand for vacation, but then they might have to pay the expenses to go home for vacation or the employer might decide to pay- it depends. But in our system at MOL, we only count the first contract, without the ability to return. Hence on our side, we have to provide documentation because workers would be stopped at immigration(in Thailand and Taiwan) on their departure out and arrival in Taiwan, and not allowed to return to Taiwan. So I have to certify that they are allowed to go and return.

11:00

There is no automatic system of renewal. The letters certification is the initiation policy of this office from my experience with my previous post in Singapore, when workers would be stopped at the borders on our side. The ARC system is only connected to the Taiwanese side that allow renewed work, but not with the Thai side of our MOL. On our side, we

And this case was something that they should out. Everybody who wasn't directly involved in the case, migrant worker advocates, our social service center. So it's only the broker, the employer and the Thai government involved. In this case, we, we were going to make a big issue and we record to stage a protest. And, you know, that's it. Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And then after a while, when they really start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated.

Interviewer

Didn’t you need the government? Or didn’t you need to connect with it?
Interpreter
A: We didn’t have to in Taiwan, but it’s needed in other countries.
Interviewer
How about in Indonesia? When you’re going to work abroad, which departments you’ll approach?
Interpreter
A: If you want to work in Taiwan, you just find the Indonesian agency. If you want to work in Japan or others like it, maybe approaching the Indonesian government is needed.
Interviewer
You don’t need it if you come to Taiwan?
Interpreter
A: It is because they need to have an exam.
Interviewer
A: Yeah.
Interpreter
A: It doesn’t need an exam if you go to Taiwan.
Interviewer
Have you heard your friends work in Japan?
A: Ha, Men.
Interpreter
A: Most of them are men.
Interviewer
Does it need an exam if you want to work in Japan?

are only concerned with are the workers being tricked to work abroad and if there is no documentation, they are flying back to Taiwan. But the problem is that their documents for renewal are not new contracts in Thai, they only have English and Chinese documents that show that their contract is renewed. And there is no certification from our Department of Employment in Thailand certifying that contracts are renewed. This is a hole within the administrative system, in which we are trying to assist them with. We also corresponded with Kaohsiung to provide them with this kind of letter certifcation for their cases.

The renewal of contract every three years also saved the cost for the workers and employers. If they return via the brokers then they have to pay an additional placement fee of on average 60,000NT, however if they renew over here, they do not have to pay for the placement fees again.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 45 - 48 (0)

The employers are also trying correspond with us, as it has become difficult for them to acquire the workers needed. When they seek alternatives workforces from Vietnam, Indonesia or the Philippines--- they do not really want

But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

Interpreter
A: Yes, it’s also needed if you want to work in South Korea.
Interviewer
What is in the exam?
Interpreter
A: They have to understand the characters, speaking as well. That means they have to have an ability to read their text as well as to speak.
Interviewer
So it’s language exam, Japanese and Korean.
A: Yes, we study first and then have an exam.
Interpreter
A: It’s just like what we do in schools, we study, and then we have exams. If we pass them, we will have a video chat with Korean and talk to them face to face. We can go if we pass it, and vice versa.
Interviewer
It’s quite strict. So it doesn’t need to connect with the Indonesian government when you are in Indonesia and intend to work in Taiwan.

Interviewer
I remember you said that your works were heavy when you were in Hsinchu. Did you want to change your boss at that time?
A: No, I just wanted to end it. I didn’t want to bother others.

these workers. They want Thai workers but because are workers are harder to come by, they take the alternatives. Because Thai workers are going elsewhere. So for a while, they are going to Vietnam or Philippines. And of course, Indonesians are specialized in the domestic work and Thai workers do not supply this sector. However, Filipinos are more educated with good English skills therefore they are able to request for their rights more than the others. The Filipinos know the law. And the NGOs tend work with Filipino workers and this is what a group of employers are telling me. On the other hand, Vietnamese have a differnt personality. this is not about racism, but many Vietnamese employers had experience of Vietnamese workers trying to run away from their registered work quite often. But now that the law does not state that the contract has to be renewed by going back to your home country, therefore workers do not need to pay another set of placement fees.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 48 - 48 (0)

Some companies want to continue to hire some Thai workers or workers. We also help with direct hire here in Taipei, but I think in the southern districts' office they have more than us. But it is up to the employers, some do not want to do the renewal documents themselves. Most employer companies hire

Interviewer
So you didn't want to change your boss. Didn't you tell your agent about it?
A: No, I didn't.
Interviewer
I got it. Well, now we move to our last part. We want to ask, as this research want to improve labors rights and working conditions of the migrant workers in Taiwan, we want to protect your related rights. (Interpreting)
Interviewer
S/he asked it before that which area, in your opinion, need to be improved. Or which you think is crucial?
A: It is supposed that the average salary in Taiwan is the lowest, it is likely below among the average salary in Singapore and Hong Kong.
Interviewer
Really? The average salary in Taiwan used to be higher than it in Singapore and Hong Kong.
A: Yeah, but now it is lower.
Interviewer
Do you know how much the average salary is in Singapore and Hong Kong?
Interpreter
A: It's about seventeen thousand in Taiwan, but in Hong Kong, it is supposed to be about twenty thousand.
Interviewer
How about in Singapore? A: It is almost same in Singapore.

Taiwanese employment service agencies to process their documents for them, while others do these by themselves for the workers. In Taiwan, employers use employment agencies as regular practice, but in the Thailand side--- the workers and employers do not have to contact their Thailand-employment agency, but can go through our Department of Employment directly in Thailand to process the documents for renewal. If this is the case of new hires, employers can actually ask us to help facilitate interviews. I personally handle some of these cases. I fly back to Thailand to help set up the interviews, all they have to pay for is about 10,000NT which are the cost for: the passport, health check, CID crime-related fees without the service fees. These kind of things are considered personal expenses that workers pay. So this also depends on the different employers, as most employers do not directly hire the workers but obtaining them via external employment agencies. And also, in Thailand we do not call this "direct hiring," but "government sending workers abroad." There is also the case, where employers may use the Thai government to handle the processing for exporting workers, but still use the agencies--- hence agencies still collect 1,500; 1,700; 1,800NT per month, but they collect it from the employers and not from the workers. This is not "direct hiring." But in general using the Thai Department of Employment and direct

Interviewer
They were lower than Taiwan before.
Interpreter
A: But the factories in Taiwan increased it before, which means that it is same as the minimum wage in Taiwan now.
Interviewer
Now in Taiwan it is twenty three thousand NTD.
Interpreter
A: However, the earnings of caregivers have not increased. Although our salaries have risen, they have been deducted a lot.

Workers\IW10_ July2019: 410 - 473 (0)

Regarding the ministry of labor in Kaohsiung or Thailand, I have contacted them here to help me out. For hospitality I only informed via the 1955 hotline and at the center to escort me to the labor office to help me clear things with the employer but they have not assisted me in finding a new job. Partially I don’t know much about anything prior to coming here. All I know is what they suggested me of what to do and who to contact in case of a problem. I was aware of the center here at the church from a Filipino friend who came here every Sunday but I didn’t know that the church was also a

hiring would allow the workers to pay less but the this would mean that they would have to pay more or go around different agencies to extend the contract for the workers. Our office has also been proactive in convincing employers to pay the agency service fees, rather than collecting from workers [in some large employer cases that have a high demand]. So yes, in some circumstances that helps solve the problem in lowering the cost for our workers, but you have to admit--- the Taiwan labor market is dominated by employment agencies and it is the private sector that dominates. They are used this kind of system here. It is therefore more convenient and common to hire employment agencies to process documents, and run these errands for them at the Taiwan Ministry of Labor and go to several government offices. The amount of paperwork is enormous. [Brings over an example of one inch thick documents.] In bigger companies with their own HR teams they may hire the workers directly because they have staff to process the documents.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 50 - 50 (0)

Workers find the monthly fee to high. But also, Taiwan agencies have been wanting to raise the montly fee for years because it has been this 1,500-1,800NT

center. The Filipino friends sometimes helped me out with the coordination needed here at the center. At the moment, I use the money I saved up from working as previously I did not have to spend much money while working. The spending for toothbrushes, pastes and others are aided by the center. There are no Thai worker left at the companied I worked as most people had already left back to their country, and another Thai worker had left because she was pregnant, leaving alone at the factory. I thought that I would be the first to leave the company but it turned out I was the last person and the only one left at the company despite being scolded by the supervisor since the first day.

Workers\TW4 Factory Worker_28July2019: 31 - 31 (0)

Q: The first time I met you was at the Vietnam Economic and Cultural Office in Taipei (VECO). Did you ever protest there in the past? Like, when you were in trouble with the factory, have ever you thought of reporting your issue with VECO?

A: No, I have not.

for years now. We tried corresponding with the Taiwanese ministry of labor and the agencies to ask if the employers could help pay half of the fees. The agencies agreed, but they wondered about the authorization needed to enforce this. The market is the thing that determines which agencies get the employer's business and if some agencies do not charge employers, while another group does--- who do you think will get the business? This format of charging workers has been in place for decades therefore, if one employer does not want an agency to run their errands then the agencies would seek other companies to work with instead.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 55 - 55 (0)

In most of the cases, the contracts are according to the jobs approved by the employment department specifying the job title, location, work site and salary compensations. The embassy also has to approve contracts that are complex, but we are able to check the sites. There are no problems with the top ten companies. Every month the Taiwanese employment department conducts a network meeting to meet with stakeholders for updates. We are not able to estimate the same amounts every year that get hired by one company in which we projected with hires the following year.

Q: Why? They should help you.

A: I already knew about their problems in Vietnam. I do not like the government. I do not believe them. In Vietnam, we had to go through many formalities, but they did not help anything.

Q: It is the viewpoint of many workers like you, right?

A: No one went there to seek help.

Workers\VW1 undocumendted worker_28July2019: 461 - 466 (0)

Q: Have you ever contact or seek help from the Vietnamese labour office in Taiwan?

A: No, I never have.

Workers\VW4 factory Worker_28Sept2019: 234 - 235 (0)

MOL Taiwan & Country
Attaches\MOLThai1_5AUG2019: 61 - 61 (0)

The living conditions are much better in all sectors in Taiwan. We do not have poor living conditions anymore like in an unventilated shipping container. If it is shipping container, it is much better where you can live in it with air conditionging. In construction sites there are AC-container-like accommodations with foods, heaters and cooks provided with regular inspectors coming to check the accommodation provided for the workers. Sometimes we also join the inspections along with the ambassador, which he requested for additional items such as air-conditioning or a smoking area for the workers so that they do not smoke in other areas which could cause fire hazard. When we intervene we have to be very polite and careful. If the conditions are unsatisfactory the employers may be charged and heavily fined to over 100,000 for not meeting the standard living condition requirement. There is always a dormitory management. The Taiwanese employment agencies are also being evaluated in A.B and C rankings therefore if they receive frequent low ranks then they could be taken out and black listed from the system. And there is a fine system. If there is an employment agency that got a C rating, they really do risk loosing their liscence.

MOL Taiwan & Country
Attaches\MOLThai1_5AUG2019: 66 - 66 (0)

We are trying to estimate the initial amounts to be 1,600 locations, with the additional of 90 locations therefore we are looking after approximately a little over 1,700 locations in total. These are considered to be high amounts of locations however most Thai workers are concentrated in about 20 locations, each involved of 100 or more workers from the industrial sector such as iron, aluminum and plastics. Some of the workers are construction workers who are working with supervision from the head office in Taipei. Usually the posts in Taipei changes every three years but at the moment there is a lack of workers coming in. Even the director's contract has also been extended a year due to no one else taking the position. In addition, there are larger amounts of target groups in Taipei than Kaoshiung with more work coordination to be corresponded with the Taiwanese ministry of labor therefore we inquire for their coordination as well as when there are obligations to be proceeded. Despite our work independence from each other we sometimes coordinate with one another.

MOL Taiwan & Country
Attaches\MOLThai2_30July2019: 4 - 4 (0)

In the previous June the authority had initiated a period for the workers to report themselves without additional fines. In one case, there was a case in which a worker wanted to go to Thailand to take care of his family and he came to us to seek for our assistance therefore we have told him to find a new replacement worker for his employer within two to three weeks. Sometimes the brokers want to acquire the head fees and asked us to help them find more workers for them as well. Thus, in a way, we ironically acted as agents to send back the workers but at the moment we do not have any workers to send back to Thailand.

There are detention centers for the workers to stay for a month prior to sending them back to Thailand as there are different processes involved such as fetching for the flights and the fees the workers ought to pay. For new comers, the workers are being detained as well for scrutinization.

MOL Taiwan & Country
Attaches\MOLThai2_30July2019: 27 - 28 (0)

You know, the only country that has a very unique and effective procedure in

order to protect workers is the Philippines. The most effective regulations for deploying foreign workers in other countries is the Philippines. Why? Because the Philippines has been a labor-sending country for so long. It started in the '70s. Gradually they have discovered dilemmas that are needed to be addressed. They issued regulations and laws from the legislative branch in the Philippines government enable to protect migrant workers in other countries. This is why even other countries like Southeast Asia that are sending labor in other countries are adapted from the Philippine's policy and its regulations.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 23 - 23 (0)

In fact, they reiterated that the Ministry of Labor has approved it, so it is not necessary to comply with the Philippines sent its Philippine Overseas Labor Office (POLO) regulations whereas they are not under this law. The Philippines takes its stand firmly to observe the rule otherwise the latter would not get any approval to hire Filipino workers if they refuse to adhere to. So they realized that they have to observe with the official regulations since they are dealing or transacting with them. In fact, there was once a simple requirement to submit like

the enlistment of Newly Arrived Filipino workers contact numbers, the brokers are reluctant and complain to abide us, those contact numbers are very important to enable us to reach out to the workers particularly for their rights to be oriented by the PAOS, and their attendance is a must.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 69 - 69 (0)

Interviewer: Do other countries have the same requirement, making agencies report workers contact numbers and attend a meeting with the labor attache?

LABA4 : They don't have, this is why we are really proud of our very effective regulations. In fact, two weeks ago I received a memorandum from the secretary of labor of the Philippines Secretary Bello equivalent to the minister of labor ok. Uh, directing all labor officers all over the world to have conferences not only with the brokers but also with the employers. When there is a lead to do so if the employers will not comply because as I have said "some are thinking that we are not under your jurisdiction, ok" if this employers or brokers do not adhere to then suspend the processing of their documents. That is the tenure of his memorandum directive to all of us. I have not implemented this order but we

are forced to do that because that is an order. However, our office can not impose you know unreasonable regulations to the brokers and companies. Admittedly they are not in our jurisdiction, we can only ask them to comply with certain documents or requirements because they are dealing with us. So we can't just give you whatever you want because you know it is necessary to observe our regulations.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 70 - 71 (0)

LABA4 : Uh! In our office, we conduct a post-arrival orientation seminar every 3rd Sunday of the month in the afternoon. Ok, that is the regular PAOS. Now this regular PAOS aims to accommodate caretakers, with respect to factory workers since they have massive numbers we usually ask the broker or the employer to give us schedule and to sponsor a venue where we can conduct PAOS so most of the time we go to the dormitory or sometimes in the factory. The sponsor of this orientation is the broker or the employer that is very very effective in educating our workers. Because you know these workers are not even reading their contract. I think I have to say 90 percent of them did not read the contents of their contract so the most effective way of educating them is conducting this orientation. In Taiwan,

we have an orientation of newly arrived foreign workers at the airport. But it is not exhaustive only some basic rules, the rights of the workers are not tackled in detail since it was briefly explained and time constraint. When they arrived at the airport they are feeling exhausted so it is not possible to thoroughly absorb the seminar.

Interviewer: How long is the orientation?

LABA4 : Well, here it is about 3 hours. It starts at 2 o'clock to 5 o'clock in the afternoon. The orientation time schedule is the same in the dormitory or worksite. Then we gave certification to those who attended. We request that these workers will attend at least once thus if they want to attend the second time is no problem.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 73 - 75 (0)

Interviewer: Do you provide to facilitate like uh graduation, labor dispute complaint education, do you have a different kind of language for them to provide the service in Tagalog?

LABA4 : Uh! You mean.

Interviewer: Like a translator or you have a different language of the form so they can understand and they can submit to Bureau of Labor like this. So what do you facilitate to do service for these workers?

LABA4 : Well, if the worker has encountered a problem. He is requested to fill out a form, we use a standard form and then they will make a statement, a narrated statement. From the given statement we address the concerns if there is a need to call the attention of a broker we summon the broker. If the problem pertains to the broker or employer. We mediate to settle the problem arouse. Most of the time the problem has settled. If it is not settled and the worker has a fault we advise the worker not to demand the moon and the sun to put in the pocket, ok. So, we have to be realistic, Ok. If the problem is caused by the broker or employer. We encouraged the broker to solve the problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the

agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the employer. Because he is held accountable for the problem as well. And in spite of the broker is suspended or blacklisted and did not act to resolve the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 76 - 80 (0)

LABA4 : If you don't address the problem, you are suspended or blacklisted. We will also even inform the CLA about this problem so your other recruits' nationalities will be affected. Ah! If the broker is able to address the problem in that particular phase we warned him and this should not be repeated in anyways. Once it happened several times in the future like once or

twice it will become a practice and we don't tolerate it.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 103 - 103 (0)

LABA4 : This[12 year stay] is a big help to our workers for the reason that, in the past when the worker is about to finish his contract he is told by the broker to send home. It is because of the requirement by the law. Then, you have to wait for our notification whether you are being hired or not. After a month or two, the worker will receive a call to re-apply to the agency in the Philippines. Because you are rehired by the employer. Ok, so the worker is required again to pay for another placement fee. So that is an economic burden on the part of the worker. Prior to the expiration of the contract, they will be notified whether a worker will be rehired or will end his/her contract. But now this policy has changed, this is included during the orientation instead of flying back home for the re-hired worker, he/she can stay in the country and no need to send home. In this regard, the worker must be informed two months prior to the expiration of his/her contract that he/she is rehired. In a period of two months, both the employer and worker should sign the contract. Then that is the time they will verify from us. After which the latter has been notified, he/she can

decide whether he/she will go on vacation or not. However, if the worker does not want to fly back home. The latter must inform his/her agency and pay again the placement fee. Because in the policy provided, there is no replacement fee. There is no transfer fee and rehire fee. That is the policy. This abolition of the requirement of one day exit upon expiration of the contract is a great help to the worker.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 106 - 106 (0)

LABA4: Yeah, yeah. I have a home consultation with with the Department of Labor. We have a lot of maybe one of the big things there is the in the the forthcoming jlc joint Labour conference. Maybe maybe I don't know. I don't know. It's in Taiwan in time here in jlc. Jersey Jo C will be held in Taiwan. Yeah, but before that there are Jean meaning a technical working group that will you know within our group and then after that with our group and the group of the Taiwan counterpart twg, that the GG and then after that GLC, we have diminished Ministry of Labour and the Secretary of Labor of the people's will sit down signed. Yeah.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 109 - 109 (0)

Therefore, it is very encouraging for the workers since the wage is higher than in other countries. Secondly, there are benefits included like health insurance, labor insurance, and compulsory health insurance. They are also covered by labor standard law. In the case of hospitalization or occupational accident, they are entitled to certain benefits. This particular law in Taiwan that grants benefits to our people enticed the Philippine government to allow them to get a job in Taiwan. These two agencies such as POLO and POEA that care about the welfare of the migrant workers see to it that there are health insurance, accident insurance, and the minimum wage, should be higher than they receive in our homeland or equivalent to the minimum wage of the host country. Those are mandated factors to observe in order to deploy manpower from the Philippines. So that is it.

MOL Taiwan & Country Attaches\MOLPhil1_7AUG2019: 30 - 30 (0)

Philippine Labor Office POLO is composed of

OWWA, POEA, and DOLE. POLO manages the OWWA. If you notice right now, we have 8 personnel including the

	three locals in-charge of more than 150,000 workers in Taiwan. Although in Taoyuan there is around 35,000. If for instance, 100 workers out of 35,000. Some of them encountered trouble like an accident, being hospitalized, abused, runaway. from the employer, These few personnel are not able to immediately assist them. The broker plays an important part somehow to immediately address the problem and report what has happened to anyone of them. These are the advantages that the brokers can do with the workers. Given a certain problem arises during employment. Period. In case that any workers need an assistant to go to the hospital or head to the police station if there is a threat in their lives. The POEA staff are not easy to move and aid help, but with brokers, they can freely assist right away whoever is in trouble. MOL Taiwan & Country Attaches\MOLPhil1_7AUG2019: 35 - 37 (0)		
workplace injury & death (+)	Accidents have also decreased as the work sites are indoor instead of outdoor with risk of buildings falling on the worker, or frequent mudslides or disasters in the past. There are mostly accidents occurred outside of the work places. There are a few incidents in which workers fell from a high ground or injured by machinery tool. In	I have dealt with cases where people have died and typically what happens is the relatives in Thailand have to, um, make a claim and requests for body or the ashes to, um, be sent back to Thailand. So the relatives in Thailand, uh, need to submit documents, um, notifying that they	My present employer is very kind to me. If I am sick, they usually ask me to go to the hospital. I am already working for them for almost three years and since the beginning they treat me well. When I got sick, they gave me money to go to the hospital but I do not always go because they also give me medicine. They gave me

comparison, drowning from being drunk from obsessive drinking, fishing, illicit drug uses, personal arguments and death from suicide(hanging) were more likely than accidents occurred at the work places. Last year there was a case in which a worker died from a fire, but currently we are still unsure of the incident as we have to still correspond with the police for additional information. I would prefer to speak off the record about this.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 33 - 33 (0)

The press reports were saying the compensation for loss of life in the fire were about 35,000 USD, I worked personally on this case and we even received different donations in the millions of Baht made from businesses in Taiwan as well as from different bonds. If you want the specifics, I would have to get this information for you later. This case was prompted by the Minister of Labor as well visiting here in Taiwan. This is where it is difficult in the case of deaths. When it is an established employment agency they can help and are experienced for the documentation processes, aside from the fees processed from what the workers have to pay such as 1600, 1700, 1800 or 1500 to the agencies each month, these kind of situations are difficult. Good agencies have a relative in Taiwan, uh, to the ministry of labor of Thailand, to liaison, and also with the Thai, uh, consulate, the consulate in Taiwan to help.

May I ask why is it that there's no clear procedures where the Thai government is helping with workers who have passed away? Part of it is that this is the kind of worker's compensation for workers, death that is under the Taiwan, uh, system. So we can play an active role to help make those claims

[inaudible].

So the, the thing is that the worker's families have a right to make claims for workers who have passed away because of work in Taiwan. You ask if they can do it themselves. Yeah, they can it's um, it's, there's just a lot of procedures and they could try, um, usually the difficulties are when the employer or the broker denies that the reason for the death or injury, severe injuries because of work

1000nt when my back hurt. I paid 2000nt and 1000nt was my employer’s share.

Workers\F01- Caretaker_9July2019: 49 - 49 (0)

In my first 3 months in the company, I had an accident where a foam fell over me and I almost lost my hand. It got swollen but the company was able to attend to my needs well, they sent me to the clinic and I had an x-ray. I was given 1 week and 3 days to rest so I can recover and I can come back fit to work. I think this company is okay. I have not experienced any delay in my salary yet.

Workers\F10-Factory_4Aug2019: 22 - 22 (0)

would assist with the health welfare of the workers, but the case aforementioned was an accident occurred outside of the work place [in the dormitory] therefore by law, they do not need to provide compensation. This is something that the company employer decided to help [the workers who died]. We understand it as something that employers and agencies have to be involved with because it is an extreme case in which the workers died in the dormitory property of the factory on-site, but other cases it depends. This case was a cooperation between different stakeholders involved such as the company, employment agency, as well as the Thai government side to accommodate the process of bringing the familes from Thailand to Taiwan to identify and take back their deceased family members. I even personally accompanied the surviving factory workers from the airport to Thailand's Mochit Bus Terminal.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 36 - 36 (0)

This is being covered by the law in which they could seek for the expenses if they wish to return back. There was a fire case in which one of the two workers that died returned back but others survived, but did not return, but therefore they were not able to get into

Don't you think it is difficult for them to file claims in Taiwan?

It is possible, but it has to be someone who is willing to find a way to make the claims themselves, but they have to, they have to follow the divert, all the different procedures, contacting the agency in Thailand, contacting the government, um, divisions. It's not necessarily difficult, but it may take a lot of time and knowledge and effort.

NGO/Unions/CBO\NGOT04Stella_30July2019: 28 - 33 (0)

I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than, um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case.

And this case was something that they should out. Everybody who wasn't directly involved in the case,

Workers\F12-Inshore Fisherman_3Aug2019: 77 - 77 (0)

Interviewer

So when the grandma needs you to carry her?
A: The time when she needs to be in her wheelchair, go on her bed, take shower, or go to bathroom.

Interpreter
A: She cannot go the bathroom by herself.

contact with the employment agency at all, but he said he has discussed with Mr. K at the Hope Worker Center. [It is a sensitive subject, please turn off mic]

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 70 - 70 (0)

Under the Taiwanese law for retirement, if the workers were born before 2505 (1962) then they could retire at 60 but if they were born after 2505 (1962) then they are eligible to retire at 65 years old. There are cases like this every week in which we have to process documents to ensure that the retiree receives the retirement benefits. For instance, 100,000 TWD into his account. They have to receive this at the labor insurance fund department at the ministry of labor in Thailand. In emergency cases, such as accident the workers may be reimbursed for the expenses here, but if they are sick due to health issues, then they could use the health insurance fund in Taiwan. These are the two things that employers have to pay in Taiwan. But these kind of benefits are not available in Thailand[it is not part of our system], but hopefully there would be soon. The advantage of Taiwan is that workers are provided with social security funds which is in the amount of five months of their salary, if they stay in Taiwan for five years--- this is not severance pay, but retirement labor that takes the form of social security

migrant worker advocates, our social service center. So it's only the broker, the employer and the Thai government involved. In this case, we, we were going to make a big issue and we record to stage a protest. And, you know, that's it. Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And then after a while, when they really start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated. But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

Interviewer
You mean that she couldn't stand by herself. So how many times that you have to carry her in a day?
A: I will carry her when she gets up in morning, takes a nap in afternoon, goes to bathroom and takes a shower.
Interpreter
Just the time when she needs to move.
Interviewer
How about your waist?
A: It's okay right now.
Interviewer
So do you have some backache because of carrying grandma?
A: Yeah, sometimes.
Interviewer
Does it hurt now?
A: Nope.

Workers\IW10_ July2019: 14 - 32 (0)

KP had worked in construction in the past. His current job, he has been with for ten or so years, but officially, it documents him being with the current employer in 2015. The company, Sangyo builds construction cranes at construction sites. It is a medium sized company that sends both foreign and Taiwanese workers directly to construction sites to build

benefits. This is similar to Thailand's social security funds but in Taiwan it is called the retiree funds. For Taiwan, if the workers are 60 years they could request for this fund as a labor benefit under the social, something like that.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 73 - 73 (0)

Philippine Labor Office POLO is composed of

OWWA, POEA, and DOLE. POLO manages the OWWA. If you notice right now, we have 8 personnel including the three locals in-charge of more than 150,000 workers in Taiwan.

Although in Taoyuan there is around 35,000. If for instance, 100 workers out of 35,000. Some of them encountered trouble like an accident, being hospitalized, abused, runaway. from the employer, These few personnel are not able to immediately assist them. The broker plays an important part somehow to immediately address the problem and report what has happened to anyone of them. These are the advantages that the brokers can do with the workers. Given a certain problem arises during employment. Period. In case that any workers need an assistant to go to the hospital or head to the police station if there is a threat in their lives. The POEA

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

The Alien Resident Card system is complicated and especially health problem or the pregnancy.

But I think most of our cases regarding health concerns are cancer cases are biggest problem, second to occupational accidents… It is hard to say if the cancer is from work or their own health pre-existing prior conditions.

For the past 3 years, so many workers who are Filipino have cancer, both women and men factory workers in a particular industrial park district… It is quite common for these factor workers to develop cancer.

In contrast, the other health concern are occupational injuries. Most of them break or cut of part of their leg or fingers… These are the most common occupational injuries.

Among workers who tend to get these kind o of injuries, it is mostly Vietnamese migrant workers. In addition, migrant worker deaths are most serious… It is because factories work is dangerous. These are traditional factories with old

cranes. Working with heavy steel palates and long beams, he said that if it is one person they usually carry about 30kg, but if it is more they usually have two persons. In his case, he is very experienced and a site supervisor for Thai people. His Chinese language is rather good, at least good enough for the work site and to supervise Thai workers. He gets about 4,000NT extra per month on top of a minimum wage 24,000 salary (check current 2019 legal min wage), plus over time when there is overtime. AK believed his salary to be about 32-35,000NT typically.

But in July 2019, that day of the accident, he lost grip of the steel palate he was carrying, which was on a crane and it swung from the beam back onto his chest. He could not get away because on the ground between him were a pile of beams and the wall, so he took the blow to the chest. There was nobody there that saw what happened to him and nobody there to help him. He was knocked down and winded, he sat down for a moment to recover--- catching his breath and recuperating from the chest pain. Only an older Taiwanese co-worker saw him and

staff are not easy to move and aid help, but with brokers, they can freely assist right away whoever is in trouble.

MOL Taiwan & Country Attaches\MOLPhil1_7AUG2019: 35 - 37 (0)

equipment, old bosses who do not use safety standards…

NGO/Unions/CBO\NGOT02HWC31July2019: 14 - 18 (0)

In addition to labor cases, we also do advocacy work.

We do so many rallies about the issue of safety, espcially after the Thai worker deaths and injuries from the factory and dormitory fire that happened last year:

8. last year we campaigned MOL to legally change the regulation to separate the factory and dormitory. But because the employer has to pay to contribute to other building, they often have migrant workers sleep inside the factory or in the same building as the factory.
9. Unfortunately, the MOL to change the law that now allows for the employer to pass workplace safety check more easily--- in law if employer has a dormitory, they also need to have safety. For example, the dormitory must have a toilet per 10 persons; but now it s common for us to see 20-30 persons use one toilet… The dormitory must have window.. Workers often get sick from lack of sanitation and overcrowding, but

asked if he was ok, he said he was. He thought that nothing was wrong and he went back to work thinking he would just work it off and get off of work soon anyway at 5pm. However, when he returned to the dormitory he started to bleed when he went to go to the bathroom and was coughing up blood, not able to stand. At that time, he got another Thai worker to take him to the hospital. He did not contact the agency, and decided to go on his own.

It turned out he was suffering from internal bleeding that tore through his upper intestines. They had to operate, but this first operation in July 2019 was not successful and the repairs on the intestine was not successful. He has been bedridden since that time, unable to eat any foods or urinate on his own. He can move his arms, hands, legs, feet, but he cannot and is not allowed to sit up at all because the doctors are trying to wait for his body to recover before they attempt the second operation. KP is in a very serious state, looking extremely thin given that he cannot

they also experience workplace and dormitory accidents. Fire accidents….
10. Clean water access is a fisherman issue. I think that should not be in law--- to stipulate access to clean water should really be a given condition of the dormitory and workplace.
11. Last year, 20 Thai person live in dormitory with one door. The Thai workers lived on the 2nd floor, the first floor is the factory. There are a lot of flamable materials in this factory. So when fire broke out and there was only one exit, several died and were injured…. It happen at night. No window. Employer took responsibility…because they could not deny it. It was covered as news in the newspaper. Last year, we held 10 rallies, demonstrations, and press converences in one year. Because employers are large interest group, the government cannot change the law.
12. Our campaign about the broker system it to—abolish the broker system. The private broker system is no good… We advocate that the Taiwan government take more responsibility to provide direct hiring service through the Taiwan government Employment Service Centers.

eat solids and has been on liquids and saline bag since last summer--- it has been 7 months.

At some point, the employer and agent came earlier on. KP said his relationship with the employer was very good, like brothers before the accident. However, he barely visits him unless he is paying the bill. By Taiwan law, employers are suppose to report any workplace accidents to the Ministry of Labor, but this employer had not… and it was two days left until the 6 month period after the accident. By Taiwan labor law, if the worker reports workplace accidents within 6 months, they have a right to workman's compensation and the employer undergoes investigation by MOL.

Even though KP was a supervisor and had been in Taiwan for about 20 years, and he knew that the employer should pay for his medical bills and his salary while he was bedridden and hospitalized, he did not know what to do if the employer did not follow labor law.

13. Why did the broker change their behavior in increasing fees this past 3 years?
14.
15. NGO/Unions/CBO\NGOT02HWC31July2019: 24 - 31 (0)
16.
17.
18. Construction workers tend to be Thai and Vietnamese… In the construction sector, we have a hard time accessing them. Because it is not simple to get into construction site. If we try, the employer does not let us inside. We will be exposed to construction workers only when they are injured in the hospital.
19.
20. NGO/Unions/CBO\NGOT02HWC31July2019: 51 - 51 (0)

M had traveled to oversee his father's recovery in July 2019 thinking it was only going to be for two months, but it has been over 6 months. He left his wife and 2 kids to work and support his father's recovery--- he had been working on his wife's parent's pig farm in Khorat Province. The money used to support his taking care of his father is from his father's savings because the employer has not paid him salary during his recovery period in the hospital. It also is not clear if the agency is still deducting creating a negative balance due for their monthly service fee given that the employer is no longer paying salary.

According to AK, the relatives of migrant workers are allowed to have a long-term hospital assistant visa for their relatives, but are not allowed to work. And they do not qualify nor receive any social welfare assistance so any expenses incurred are paid out of pocket. The only way that such cost will be recuperated is only after filing for the civil labor and criminal case to pressure the employer to pay for loss of income from the son and cost of living while taking care of his father. In Taiwan both civil labor and criminal charges can be filed at the

same time. AK said that without the criminal case, employers are usually not willing to pay for compensation.

Workers\TW1 Construction Worker_10Feb2020: 12 - 18 (0)

The status which I enter is as a migrant worker to assist their industrial needs and not as a resident who marries a local. If I have stayed here for 12 years then I would like my children to come visit me but I would not want them to work here in Taiwan. This also depends to them of what they want to do here. I want to stay here until retirement but I would probably stay here until I'm a little over 50. There are workers who also retired before they have turned 60 as they have had many years of work already. If I am sick then I would have to see the doctors.

I have pain with my back and my legs so I went to the doctor to get the muscle relaxant injection for a cure. I do not know what the doctor injected me with. The agent brought me to the doctor the first time then I had to visit the doctor by myself after that. The clinic does not have interpreters as they use translation application on the computer instead. I have never tried using the hotline 1955 for an interpreter as I asked another junior

worker who could speak Chinese to communicate with the doctor. The clinic is not far away from the factory and it is approximately 2 km away but the hospital is quite further away into the town and I have to write proper documentation prior to having an interpreter escort me there. I mostly get headache from all the lights and I do not use glasses as I am still able to clearly see. If it's dark I am able to request the supervisor to add more lights.

Workers\TW5 Factory Worker_4Aug2019: 28 - 29 (0)

Interviewer: Yes, it is possible that it was a mistake. If we mention that Like our factory, has it ever had an accident?

Khun Nam: There has been some.
Interviewer: Yes.
Khun Nam: There used to be Indo.
Interviewer: What accidents were most likely?
Khun Nam: The machine is the machine. But it's not that dangerous
Interviewer: Yes, it hits the machine, but most of the time.
Khun Nam: inch
Interviewer: Are fingers broken? Are they broken? Are they torn? Are they torn?

Khun Nam: I found it, found in one case Indo people
Interviewer: Yes.
Nam Khun Nam: The device has fallen on your finger.
Interviewer: Yes, if there is a broken finger, there is something like this broken finger bone.
Nam: Yes
Interviewer: Directly hit the machine.
Khun Nam: Yes, directly hit the machine.
Interviewer: Do Thai people get it?
Khun Nam: Thai people have not yet been hit.
Interviewer: Yes, I haven't heard. The past is Indo
Nam: I haven't heard yet.
Interviewer: In most cases, accidents are like this.
Khun Nam: There will be some cuts.
Interviewer: Yes.
Khun Nam: What is normal?
Interviewer: Yes.
Khun Nam: You still got hit.
Interviewer: Yes, a knife used to cut threads, right?
Khun Nam: Yes, the knife to cut the thread.
Interviewer: Slippery, slippery, fall, is it? It's slippery.
Mr. Nam: There are some because it is oil.
Interviewer: (laughs)
Khun Nam: Get in the car and get in the car.
Interviewer: Yes.

			Khun Nam: There are some accidents because it is oil. It's slippery. Interviewer: It's slippery, this one, this is slippery. You have to be careful, step by yourself. Khun Nam: Shoes must be worn .... (50.50) Interviewer: (laughs) Nam: It holds the ground. Interviewer: Yes, hyung hasn't seen the oil. Can't see anything on the floor Because I used to hit the ground So I'm very scared. Nam: Mostly Interviewer: Wherever you go, you have to be careful. Khun Nam: Most people rarely wear shoes in factories because they are slippery. Interviewer: Yes. Khun Nam: But I already offered him. Interviewer: Yes. Khun Nam: He is in the process of making a decision. Interviewer: Yes, he is. Khun Nam: ... (50.10) Interviewer: He must have thought. Nam: Yes Workers\TW10 Factory Worker_4Aug2019: 1226 - 1275 (0)
wage and hour enforcement		There are no Thai fishermen. Yeah. You know, there are no are not as many cases of Thai workers who are domestic workers or home care	

			workers. They don't work in these kind of sectors because Thai workers don't like working in the home because It's very few people who want to do this kind of work. [inaudible] The salary is less unless you're working for a high income family as a domestic worker, Um, monthly pay could be 18,000 NT or 20,000 NT. And there's no day off working 24 hours a day. It's hard [inaudible]. And if they have to take care of an old person, ma sometimes they hire one person and they make them take care of their aging parents in three different or two different homes. So the worker has to travel between different homes. NGO/Unions/CBO\NGOT04Stella_30July2019: 74 - 78 (0)	
complaint processing: 1955, DOE filing	TI1: And if we talk about when Thai people have problems, call 1955 sooner rather than later.	The 12-year total, work permits, hot lines in 5 languages: Thai, Chinese, Vietnamese, English and Indonesian. The document shows information from 1995 when the office was initiated. It is a	For the migrant worker cases, we need to coopreate with government and we still need to change the law… so the relationship is complicated. I think the balance is that the Taiwan	At present, if you are a legal worker, you can transfer to a different employer for as long as your reason is valid. You can also look for an employer even without the presence

Interviewer: Yes.
TI1: Please help me quickly right now.
Interviewer: Yes, because there is a support center right now.
TI1: Yes.
Interviewer: There are a lot better. This is a lot better.
TI1: Much better now.
Interviewer: Yes.
TI1: Right now, it's the company, so he doesn't dare to be rude?
Interviewer: Yes.
TI1: It's okay. Well, the agent is on her side, it's okay. Thai people, we can speak already. Call 1955.
Interviewer: Yes.
TI1: He's already helping out.
Interviewer: Yes.
TI1: He's coming soon.
Interviewer: It's early, isn't it? 1955
TI1: It's fast. He said 1955 is fast.
Interviewer: Very fast.
TI1: As if he had to do a report, he took it, he took this point.

system in my opinion that works well. Cases are not refereed to the workers' embassy, unless it is relevant. For example, when the inccident or worker is in Taipei, they will refer to their own relevant Taiwan labor government offices in Taipei or the police. 1955 is not able to notify external government agencies, but for specific secondary offices like the police or Taiwan's DOE, they may be able to contact us if relevant. The information correspondence and conversations from 1955 is considered to be confidential information, as there need to be further processes with their own government entities. We have no legal right to demand that information as an outside government entity. We do not have a hotline, but workers can contact us directly for assistance.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 29 - 29 (0)

The workers even think that 1955 is the Thailand's MOL hotline.

Taiwan has different services including hot line services like 1955 to refer different cases and they have a Taiwan person who is an interpreter or hired a Thai person. It is good that the Taiwan system has a hotline in different languages. And they even have domestic violence services. I believe with each

government still needs NGOs to help migrant workers. There is no way they can help all migrant workers. And we also still need support from government… We cannot do anything by ourselves.

The Alien Resident Card system is complicated and especially health problem or the pregnancy.
But I think most of our cases regarding health concerns are cancer cases are biggest problem, second to occupational accidents… It is hard to say if the cancer is from work or their own health pre-existing prior conditions.

NGO/Unions/CBO\NGOT02HWC31July2019: 13 - 15 (0)

of a broker, however, it's not that easy because you still have to file a complaint to 1955. Unlike the unregistered, you can change jobs anytime you like. It's more difficult to change employers for registered workers because you need to have a valid reason. And if you are a legal worker, you cannot be deported easily compared to an undocumented worker.

Workers\F01- Caretaker_9July2019: 73 - 73 (0)

I do not have any experience of going to Employment Centers to look for work. I only go from one agency to another since the start. I called up MECO one time to ask for their help because my broker wants me to go back to the Philippines. There was still no 1955 that time, I think 1955 was only created in 2006 or 2008. Before I was not also being deducted the amount of 1800-1500 but I remembered that I was being deducted the payment for the placement fee. The broker's fee was established monthly so that you can pay it little by little because it will be too huge to pay for one time. However, I think the payment now becomes double because aside from the placement fee, there's also the broker's fee now.

Interviewer: Yes.
TI1: He was working at this point and he had to send to another place.
Interviewer: Yes.

Interpreters\TI1 Thai Interpreter_29July2019: 1671 - 1692 (0)

There were not so many Filipino workers who tried to flee. Most of which were Vietnamese. Very few amounts of Thais and Indonesians try to flee. You can see at the detention center where there is an overflow of Vietnamese workers who got arrested. Thai workers like to hang out having fun at the major problem that I had to deal with is Thais people getting drunk. There are Thai workers with good degrees coming to work in Taiwan but I think that they are not diligent and they expect to work in AC rooms. However, Taiwan mostly hires Thai workers to work in the factories in order to replace for the positions that the locals do not want to do anymore. If workers do not want to do the OTs as they are assigned to do

case they receive they need to resolve or refer the case within 30-60minutes.

MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 57 - 58 (0)

Workers also complained that sometimes they ought to pay fees of 1800, 1,700 and 1,500 respectively to the agents but they felt that they did not received the assistances from the agencies as they were supposed to. Some of the workers have complained to the office but I think that most of them are afraid of for intervention.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 14 - 14 (0)

In the event that a Direct hired worker encounters a problem, it would be hard for the office to address the concerns since there are hundreds or thousands of workers who will be needing help. In Central Taiwan, we communicate with PAOS. A broker receives 1,800 monthly broker's fee not exceeding to that amount from the worker. Employers are paying broker's fee like JABIL Agency, I came to visit the site and verify if the worksite is safe to work at, dormitories are safe to stay in, and the job is suitable for the worker. Once a company meets the Standard Labor Requirements of Taiwan then, I will verify it. Nevertheless,

Workers\F01- Caretaker_9July2019: 75 - 75 (0)

It's better to seek help from an NGO instead of MECO. I was able to transfer work from my first employer with the help of 1955. There are times that if you're really depressed and would want to leave, but when I think of new adjustments to be done with a new employer, I just endure it.

Workers\F02- Caretaker_30July2019: 19 - 19 (0)

If I have a problem, I always go to my broker. Apart from my broker, I can also call 1955. I already went to MECO but just to renew my passport and not to file a complaint. I asked my friend to accompany me.

Workers\F03- Construction Worker_28July2019: 17 - 17 (0)

If in case I will be having problems in the construction, I will just call 1955.

Workers\F03- Construction Worker_28July2019: 20 - 20 (0)

sometimes, they would call the labor office via the hotline 1955. The Hotline would then ask them information about their agent and whether they have called the interpreter prior to calling the hotline. The requests should be referred to the interpreters prior to the hotline. This is the standard protocol for them. These group of workers called the hotline straight as they could speak English. When the hotline received the cases, they would then call back the employer and the employer or supervisor argued in contrast to what the workers acclaimed. The labor office would then suggest the workers to be patient with work and get in contacted with the interpreters before contacting the labor office.

Interpreters\TI2 Thai Interpreter_3Aug2019: 22 - 22 (0)

Q: Have you experienced any caretaker running away?

A: Yes, there were some cases that the relatives or acquaintances of the

if the work is too heavy to carry on then I will not verify it.

Consequently, when I did my inspection. The employer stated that there was no placement fee, medical fee, and broker's fee is being paid by the employer. The brokers was being reminded that they can't collect a broker's fee anymore.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 41 - 42 (0)

Interviewer: Like you said it is really useful until now which start in 2011 and then the overcharged they refund?

LABA4 : Yeah, you mentioned overcharging, the most common complaint is an excessive placement fee. In the event that the broker has not informed the worker about the exact amount of the loan to be paid which is written in black and white. An agency in the Philippines and the broker will both settle the problem. When the complaint has come to our attention we make sure that we are always on the side of the labor standard the welfare of the worker. Immediately these two, the broker and agency will arrange their discrepancy and fix the problem

As for the company, I filed a complaint because of their inhuman treatment and they would require us to perform jobs which are not related to the contract that we signed as operators. The first thing that we did was to call 1955 then we sought the help of the NGO, but my other co-worker first went to MECO to seek assistance regarding our complaint, but it was to no avail because for me, the one who assisted us at MECO named Sir Roldan, he took the side of the company and not to us as complainants.

Workers\F10-Factory_4Aug2019: 26 - 26 (0)

I had the chance to call 1955 in 2012 when one of my relatives passed away. They got my ARC number when I called them. You cannot call because upon calling 1955 they will immediately ask for your ARC number. Undocumented workers cannot really ask for help.

Workers\F11-Restaurant_28July2019: 16 - 16 (0)

I do not have any experience of filing a complaint to the government, only at 1955 previously.

caretakers brought them running away. Maybe the workers took care of the senile, their employers or the senile complained too much, they would feel annoyed and tried to quite the job.

Q: Why did the workers not inform the agency in advance and let you help to change the employers?

A: Some workers contacted us first, and we already helped them to change to another employer. However, when they changed the employers so many times, they would be tired and annoyed with being complained and decided to run away. Last month, there was a case like this.

Q: Does it affect your agency?

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 49 - 50 (0)

Interviewer: Do you provide to facilitate like uh graduation, labor dispute complaint education, do you have a different kind of language for them to provide the service in Tagalog?

LABA4 : Uh! You mean.

Interviewer: Like a translator or you have a different language of the form so they can understand and they can submit to Bureau of Labor like this. So what do you facilitate to do service for these workers?

LABA4 : Well, if the worker has encountered a problem. He is requested to fill out a form, we use a standard form and then they will make a statement, a narrated statement. From the given statement we address the concerns if there is a need to call the attention of a broker we summon the broker. If the problem pertains to the broker or employer. We mediate to settle the problem arouse. Most of the time the problem has settled. If it is not settled and the worker has a fault we advise the

Workers\F11-Restaurant_28July2019: 24 - 24 (0)

They also asked me to sign several papers when I arrived and told me that I borrowed money from someone but there's really none. That's why I reported them at CLA. My broker informed me that if I will not pay the amount, they will not renew my contract. Since I want everything to end and that I could renew for a new contract, I just paid the 65,000nt.

Workers\F12-Inshore Fisherman_3Aug2019: 10 - 10 (0)

I do not know any NGO except 1955. I was able to go to MECO only to renew my passport and not to file a complaint.

Workers\F12-Inshore Fisherman_3Aug2019: 46 - 46 (0)

When I first arrived here in Taiwan, my communication with my agency in the Philippines was not that good, but now we are okay. The agency already called me and asked how I am here. They also advised me that in case there will be problems that I will

A: If they ran away in one to six months since their first arriving, it would affect us.

Q: If they ran away after 6 months being in Taiwan, your agency would not be affected?

A: Yes, we would not. However, employers would be in trouble. Because if a caretaker ran away, the employer could not recruit another one in 3 next months.

Q: How many your caretakers in your agency ran away?

A: Just a few.

Q: Do you think what is the main reason?

A: Because our boss chose caretakers thoroughly. Our agency also takes care of our workers. For example, as I am responsible for Vietnamese workers, I usually call each of worker not to demand the moon and the sun to put in the pocket, ok. So, we have to be realistic, Ok. If the problem is caused by the broker or employer. We encouraged the broker to solve the problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the employer. Because he is held accountable for the problem as well. And in spite of the broker is suspended or blacklisted and did not act to resolve the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 76 - 80 (0)

encounter, I need to just call 1955. However, they did not mention about helping me look for work if in case I will transfer to another employer. My relationship with my present agency here in Taiwan is okay since this agency is different from my first agency. Since my broker has no interpreter, my co-worker who has been working for a long time here in the ship is the one who helps us talk to our broker should we need anything from him. They communicate using the Taiwanese and Chines language. If we have problems at work, our agency is not helping us. Because when I encountered a problem here and I told my broker that I want to leave the ship, he answered me that I cannot leave and if I insist on what I want, my broker would just send me home to the Philippines.

Workers\F13- Inshore Fisherman_3Aug2019: 14 - 14 (0)

I already experienced calling 1955 when I was still working as a fisherman. We sought the help of 1955 and decided to leave the ship because the work was too difficult and they transferred us to a shelter in April 2015. The shelter was the one who helped us. Work as a fisherman is really difficult. Although I can do

them at least once a month to know their situations. When they first arrived in Taiwan, we told them if there were any problem or conflict, they should inform us in advance. If they did not understand the problem but still called 1955 or some hotlines to complain first, it would be troublesome for them. When they were in conflict with the employer, we would help them to negotiate. If the problem was not solved, they could call 1955. I also gave them advice that they should not run away because they had rights to change the employer. I think it is the reason why our agency rarely has caretakers ran away.

Interpreters\VI01 Vietnamese Interpreter_10Aug2019: 149 - 160 (0)

I want to ask that when you were a caretaker, whether you had days off or not?

A: No, I did not have any day off.

Interviewer: In the past ten years, what changes did you notice in regards to the migrant workers?

LABA4 : I have no idea, as a matter of fact, it is my second year of service so far. Previously I was with a prosecution service in the Philippines.

Interviewer: So what kind of specific violation has reported every year?

LABA4 : As I was saying, the first is the placement fee. Ok. Secondly, is a stingy dormitory or substandard dormitory. Aha! Now, the third is a complaint about the illegal collection of fees by the broker. The moment the brokers are called on the matter they are you know, they swiftly addressed the problem. (Chuckle) Hahaha! They are very much afraid of it. But the problem is when no one is complaining there is no violation perse. What if the complainant did not file a complain? They are reminded that once the same complaint arises they will be apprehended and suspended for a certain period of time. So they are very much aware of it. It is a matter of courage on the part of the worker to report whatever you know illegal acts committed against them by employer or the job of a fisherman, what I cannot endure is hunger and lack of sleep. There are times when we stay in the fishing area for 3 days and work straight for 23 hours with only very minimal time to rest or sleep and we only eat once because you also cannot eat properly.

Workers\F14b- Past Fisherman Worker & Construction_20Sept2019: 16 - 16 (0)

Q: Do you consider it's very important to provide consultant?

A: Yes, I think it is important because sometimes we need to share something.

Q: Do you know what is the channel which provide by Taiwanese government?

A: No, I don't.

Q: Call 1955

A: I don't know.

Workers\IW9 factory_ July2019: 304 - 309 (0)

Interviewer

Q: What about caretakers nowadays?

A: They have at least a day off every month.

Q: Did any caretaker ever complain that they had too few days off and wanted to have more break time?

A: No, they did not. When they arrived here, I informed them that their work was different from those working in factories. Factories workers could break on Sunday. Otherwise, because of the inconvenience of the employers, caretakers only have a day off per month. They could accept that condition. Some of those first arrived might not know that they could have a day off and asked broker. It is about the courage to assert their rights to file a complaint.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 84 - 87 (0)

You have never connected with them before…So if you have some problems or need some bits of help, who you will call from the time you came to Taiwan?
My agent, probably. I will reach him/her for help.

Interviewer
Oh, so you'll reach your agent for help. Does s/he help you every time you reach him?
Yes.

Workers\IW10_ July2019: 185 - 190 (0)

Interviewer

What if you have problems with the agent?
Interpreter
A: She said 1955.
Interviewer
You know 1955, how do you know it?
A: It is because they have informed me about it on the plane before.
Interviewer
You mean that when you were in the airport? At which times you came to Taiwan? A: They will tell me each time when I come, likely.
Interviewer
So s/he also told you when you first departed.
A:
S/he gave me a book like this.

me about it. I would help them to negotiate with their employers for at least a day off a month. The employers might say that they could not let the caretaker break because it was hard for them to take care of the senile. However, I said no. The caretakers had already worked for a whole month, they needed time to go out by themselves and relax. Some employers said that they also took their caretakers to go out, but it was not the same. The caretakers should have their own time to find some friends and go anywhere they wanted to go. When they had time to relax, their working attitude would be better.

Interviewer
So s/he gave you a book when you're in the airport. Was it written in Bahasa Indonesian?
A: Yes, it has both Taiwanese and Indonesian.
Interpreter
The book has both Mandarin and Bahasa Indonesian.
So the book has both Mandarin and Bahasa Indonesian.
Interviewer
So you'll take it each time. Except for 1955, does the book mention something else?
Interpreter
The book says that we can call 1955 and police stations. The book also introduces the festivals in Taiwan.

Workers\IW10_ July2019: 191 - 212 (0)

Interviewer

Have you connected with the Indonesian office in Taiwan (INDONESIAN ECONOMIC AND TRADE OFFICE TO TAIPEI) before?

Interpreter
No.

Interviewer
You have never connected with them before…So if you have some problems or need some bits of help, who you

Q: Can every employer provide their caretakers a day off per month?

A: Yes. If the employer were really inconvenient and could not find any alternative solution, at least the caretaker would have a day off every two months.

Q: According to regulation, a caretaker would have 8 break hours a day, including sleeping time or at least 4 four consecutive hours to break. Do you think it is really practised? Because some senile people could not sleep at night due to their health issues.

A: In this case, we must negotiate with employers. First of all, if the senile could not sleep at night, they should use

will call from the time you came to Taiwan?
My agent, probably. I will reach him/her for help.

Interviewer
Oh, so you'll reach your agent for help. Does s/he help you every time you reach him?
Yes.

Interviewer
What if you have problems with the agent?

Interpreter
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Interviewer
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It is because they have informed me about it on the plane before.

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Interviewer
So s/he also told you when you first departed.

S/he gave me a book like this.

Interviewer

medicine. If their doctors did not let the senile use medicine, the employers should have more than one caretaker to let them take turns.

Q: Do you think every employer could provide such time of breaking?

A: Yes. If the caretaker agreed to take care of the senile while they were sleeping, that period must be counted as extra work. It must negotiate to the caretaker to have their consent. Maybe the employers were so busy to do other domestic chores that were not listed in the contract, they must talk to the caretakers in advance. Without caretakers' consent, we could not force them to do anything else.

So s/he gave you a book when you're in the airport. Was it written in Bahasa Indonesian?
Yes, it has both Taiwanese and Indonesian.

Interpreter
The book has both Mandarin and Bahasa Indonesian.
So the book has both Mandarin and Bahasa Indonesian.

Interviewer
So you'll take it each time. Except for 1955, does the book mention something else?

Interpreter
The book says that we can call 1955 and police stations. The book also introduces the festivals in Taiwan.

Workers\IW11 careworker_ Nov2019: 186 - 217 (0)

R: Then...if he has a quarrel with the agent or the boss, or has a problem, who can he ask for help? They are friends, but they also use volunteers like us outside?

I: They don't. I will find friends.

R: I will find friends.

Q: Do you think if it is possible to negotiate with the Taiwanese employers? Many of them recruited caretakers since they did not have free time to do domestic chores.

A: There are both types that easily negotiate with and hardly negotiate with.

Q: What would you do if the employers were not willing to negotiate with?

A: The ones who are difficult to negotiate with always use us, who used to be caretaker years ago, as their excuse. They said years ago, caretakers must do everything they asked for. However, we ought to explain that it is inappropriate. If they still did not improve their treatment, we would

I: Yeah.

R: Did he ever go to agencies in Indonesia or Taiwan for help? Maybe he was looking for a job?

I: No.

R: None. Does Indonesia have such a...department that specifically handles Indonesians working abroad?

I: He knew it but he forgot the name. He asked his friend. (During conversation) Yes, he knows, it is, uh... similar to... Indonesia's... uh, Labor Department, which is the office in Indonesia.

Workers\IW15 fisheries w/ IW16_ July2019: 138 - 145 (0)

2) Taiwan government MOL/CLA local province offices.

No contact.

Workers\TW2 Construction Worker_10May2020: 17 - 17 (0)

The passport and other related documents are kept by the employers in general. I only hold the copy the passport, Kama and the actual health

show them the regulation of the Ministry of Labor. We also warned that they would be in trouble if the caretakers called 1955.

Q: Would you bring your caretakers back to the agency?

A: Yes, we would. We must negotiate to the employers to pay extra for working overtime. If they did not agree and the caretaker called 1955 to complain, we ought to bring the caretaker back to our agency.

Q: So you guys must inform the employers which are appropriate and inappropriate?

A: Yes. The workers would tell me first, then I would talk to their employers to adjust the working condition. If the

insurance documents. The passport is kept and stored by the office personnel at the factory.

I did not try to take it back from them as I realized that I emigrated here legally. However, I was just aware that I could keep the passport with me as well. According to the Taiwanese law, the agents provided the trainings in Thailand that we could keep our passports but when we arrived our passports are withheld. There are some similarities of the advantages and prohibitions during the training in Thailand with actuality here but there are also vast differences when we have arrived. For instance, what we faced regarding our rights with the employers. During the training we heard one thing but it's different once gotten here. During the training, we could call 1955 hot line to report if there is a problem. After clicking on the number for Thai language a Thai staff picked up the phone. Once all details were reported and received, I had to follow up with them how the

employers did not improve, we would refuse to service them. We must protect our workers. We cannot force them not to sleep. If the employers did not provide appropriate food and housing condition, we also need to discuss with the employers on behalf of the caretakers. For example, the employers could not buy meals for the caretakers, they should give her money to buy what she wanted to eat. It is unacceptable that employers just gave workers a little bit of food. If the caretaker was not full, she had no strength to do anything. Nowadays, caretakers acknowledge their rights, they have online friends and can search the regulation. When they arrived in Taiwan, we also gave them guidelines that described their rights and obligations.

Interpreters\VI01 Vietnamese Interpreter_10Aug2019: 199 - 218 (0)

Q: Compared to you who used to be caretakers a long time ago, the situations of caretakers nowadays are different. It seems like they

case was referred. I called them only once recently that I was dismissed from the contract that they did not notify me in advance. They also asked me to work from May to about June 10th without telling the workers in advance. Initially they have told us that they were not able to give us the wages but they did not inform us of the time they would dismiss us. Thus, I made a report to the labor office and they told me to follow up with my case on the 1955 hot line to know how my case was being proceeded.

40:06

After four to five days Thai personnel called me to ask if I had received the compensation so I told them that they still did not give me the compensation. The second time they called me to ask if I acquire new position. How could I seek a new job as I also relied on the agency to find a new job for me. Isn't it supposed to be the responsibility of the hotline personnel to find a new job for me and not another way around? The

acknowledge their own rights and know how to save their rights.

A: They acknowledge their rights even if the agencies do not inform them. They also can call 1955 or the Ministry of Labor to ask whether it is appropriate or not if their employers force them do anything that did not list in the contract. It is the same if the employers did not pay them right and their agencies stood by the side of their employers. We, as the agency must inform them thoroughly about their salary and deductions on wage. Some might ask if we would charge them extra money for changing employer. I told them we would not charge any extra money excepted 1000 NTD for re-applying ARC. They would ask other friends to learn whether they must pay extra money or not. Some agencies would charge for changing employer. I think if the workers first arrived in Taiwan, it is necessary to charge this fee. If the caretaker had not worked for 3 years, she would have to pay for changing employer. Because of the worker did not

day I was dismissed the employer, the interpreter agency and I went to the labor department in which the employer claimed that they did not have the money to pay for the compensation therefore they told me to terminate the contract with the employer as well as the contract with the interpreter agency as well. All the insurance fees to the employers were also not compensated as I am not familiar with how much I would receive for this. All I am aware about is the social security fees. Now I do not have the agent or the employer but I think that I'm still legitimate to stay here according to the law which I could still find work in the remaining two months. After two months if I want to continue to stay in here, I could also extend my work permit but I'm not certain which job I could do. Regarding the safetie

Workers\TW4 Factory Worker_28July2019: 19 - 23 (0)

Regarding the ministry of labor in Kaohsiung or Thailand, I have

fulfil her first contract, my boss must find another worker for the employer.

Interpreters\VI01 Vietnamese Interpreter_10Aug2019: 219 - 220 (0)

contacted them here to help me out. For hospitality I only informed via the 1955 hotline and at the center to escort me to the labor office to help me clear things with the employer but they have not assisted me in finding a new job. Partially I don't know much about anything prior to coming here. All I know is what they suggested me of what to do and who to contact in case of a problem. I was aware of the center here at the church from a Filipino friend who came here every Sunday but I didn't know that the church was also a center. The Filipino friends sometimes helped me out with the coordination needed here at the center. At the moment, I use the money I saved up from working as previously I did not have to spend much money while working. The spending for toothbrushes, pastes and others are aided by the center. There are no Thai worker left at the companied I worked as most people had already left back to their country, and another Thai worker had left because she was pregnant, leaving alone at the factory. I thought that I would be the first to leave the company but it turned out I was the last person and the only one left at the company despite being scolded by the supervisor since the first day.

Workers\TW4 Factory
Worker_28July2019: 31 - 31 (0)

The status which I enter is as a migrant worker to assist their industrial needs and not as a resident who marries a local. If I have stayed here for 12 years then I would like my children to come visit me but I would not want them to work here in Taiwan. This also depends to them of what they want to do here. I want to stay here until retirement but I would probably stay here until I'm a little over 50. There are workers who also retired before they have turned 60 as they have had many years of work already. If I am sick then I would have to see the doctors.

I have pain with my back and my legs so I went to the doctor to get the muscle relaxant injection for a cure. I do not know what the doctor injected me with. The agent brought me to the doctor the first time then I had to visit the doctor by myself after that. The clinic does not have interpreters as they use translation application on the computer instead. I have never tried using the hotline 1955 for an interpreter as I asked another junior worker who could speak Chinese to communicate with the doctor. The clinic is not far away from the factory and it is approximately 2 km away but

the hospital is quite further away into the town and I have to write proper documentation prior to having an interpreter escort me there. I mostly get headache from all the lights and I do not use glasses as I am still able to clearly see. If it's dark I am able to request the supervisor to add more lights.

Workers\TW5 Factory Worker_4Aug2019: 28 - 29 (0)

25a) If there is problem can you ask the boss or supervisor for help? (support mechanism)

Even though I can speak very basic mandarin now, I still need to call the interpreter if I am in trouble or need help. I have never called 1955, I do not even know about it. I have never been told about it nor have I ever been told by my agency or boss not to call and complain. It just is not an issue at my factory. Maybe for other people it is an issue.

Workers\TW8 Factory Worker_4Aug2019: 9 - 9 (0)

2) Taiwan government MOL/CLA local province offices.

N/A, but also do not know the complaint mechanism process.

Workers\TW8 Factory Worker_4Aug2019: 9 - 9 (0)

Khun Nam: I didn't even have to send it home.

Interviewer: Yes, and please ask if we have contacted people who work The NGOs working with labor Those who work at the Thai Labor Office Anything like this?
Khun Nam: Never.
Interviewer: of the Thai state belonging to the Thai government, located in Taipei, Kaohsiung.
Ms. Nam: Never
Interviewer: Never contacted.
Khun Nam: Because there is no problem.
Interviewer: (laughs) I don't want to contact, right?
Mr. Nam: No
Interviewer: (laughs)
Khun Nam: Still not heavy.
Interviewer: Yes.
Khun Nam: What is normal and normal?

Workers\TW10 Factory Worker_4Aug2019: 1132 - 1144 (0)

TW11: What? Yeah, OK no problem.

Sudarat: Are you ok to sign this permission for interviewing.

TW11: What? No, I am in the middle of a complaint, I am ok to talk to you, but I do not want to sign anything.

Sudarat: Ok, I understand. Can I ask, where are you living now in relation to where your work is?

Workers\TW11 Factory Worker w/ TW12_21July2019: 4 - 7 (0)

Q: But at that time, did you ever think of reporting them, because not paying the overtime wage is illegal.

A: Who could help us?

Q: You might feel like you were exploited. Why did you not find some officials who could help?

A: We called the hotline 1995.

Q: So you already knew about that hotline at that time?

A: We knew. However, when we called, they ignored us.

Q: Really? Did they ignore you? How to say?

A: They said so much through the phone, but no one appeared to help us.

Q: How did you know about the hotline 1995?

A: When we arrived at the airport, there was a promoting video which mentioned the hotline.

Q: But when you tried, it was useless?

A: Yes.

Workers\VW1 undocumendted worker_28July2019: 429 - 440 (0)

Q: What about a work registration and migrant complain system using cellphone application?

A: I think it is great if we can have a mobile app to complain. But the

matter is about promotion and the media attention, how to promote that application and make every worker know about it and install it. I think we could complain about the shortcomings while living and working in Taiwan.

Workers\VW4 factory
Worker_28Sept2019: 260 - 261 (0)

Q: Do you need a legal clinic every Sunday?

A: I can call the hotline of the Ministry of Labor (MOL)for a legal clinic. If there is any problem at work, I can call for the help of staffs at the MOL.

Q: How did you know that hotline?

A: They promoted it to every worker arriving in Taiwan. Each of us was provided a guideline before coming to Taiwan, if we face any problems at work or with our employers, we can call to the MOL, the officials will come to help us. Agencies and brokers are also afraid of the MOL.

Workers\VW4 factory
Worker_28Sept2019: 264 - 267 (0)

Taiwan/Home Country MOL work and housing inspections	Most of the companies in Taiwan are categorized, divided and sub-divided into different sizes. For family business, there may be 1 or 2 Thai workers. In September 2551 (2008) and again in September 2554 (2011), I have inspected 107 locations alone as a consultant/assistant to the department head officer. When I came back to inspect the same location I visited in 2011 I found that there were the same workers who have worked there as Thais are considered to be specialized in and hard-working/diligent workers. However, these raised problems of leisure time and union of workers to relief them from stresses. Thai workers are hard drinkers and it was found that 40% of all migrant workers were convicted of riding electric-powered bicycle under the influence of alcohol. If they were riding motorbikes they would be fined more if they do not have licenses. MOL Taiwan & Country Attaches\MOLThai2_30July2019: 5 - 5 (0)	Q2 So, he said that... 這是政府的對不對? So for the government agencies, they have these three different types of we have observer and inspector, and one of this is visit, I'm not sure if we should call them "visiter", but they visit those... NGO/Unions/CBO\NGOT03Stella_3Aug2019: 129 - 129 (0) Q2 It is specifically about fishery, like ocean resources, like some types of fish that you should not catch and about pollution if this ship is causing pollution, so, and they will not do anything on the ship, they just like keep the record and write everything down. And for its inspector they will be at the port, so when a ship comes in and then they check the amount if you catch too much. 有點像是海洋警察. NGO/Unions/CBO\NGOT03Stella_3Aug2019: 133 - 133 (0)	Our sleeping area is not clean because we only sleep on the ship. Even our food is not clean because the cockroaches feast on our plate and there're rats in the vessel. In our sleeping area, you must look for your own blanket especially during winter because our employer does not provide it to us. I will give you a picture of our sleeping area in the ship. We do not have any privacy since it's impossible to have it on the ship. It's difficult to request for accommodation since it is not granted. There was a time that a Labor Officer visited our ship and saw our situation, the officer said that we should have a proper accommodation but actually our employer didn't provide. We just informed the officer that we stay in our employer's house even if it's not true since we are afraid to lose our jobs. Workers\F12-Inshore Fisherman_3Aug2019: 41 - 41 (0)
	There are many different types of employers; which small and medium sized businesses have good relationship with us. Approximately a little over 17,300 Thai workers across the different sectors but it did not specify if those workers were Southerners. In 2559 (2016) there were approximately 16,000 workers and this number has increased	Q2 only May and June and November and December is the season that they have a lot of ships,but now is... Q1 A lot of ship is how much?	R: Then...if he has a quarrel with the agent or the boss, or has a problem, who can he ask for help? They are friends, but they also use volunteers like us outside? I: They don't. I will find friends.

over a thousand more as the workers could extend their contracts. We tried to request the agents to focus on acquiring new workers rather than focus on getting more fees from the workers that have been working there. When we inspect the factories, most of the places recognize us, and in vice versa. We could only inspect the accommodation but not the conditions of the working site. In regards to working and living conditions, there was a problem with bad odor in the workers' rooms therefore we requested that they improved the conditions so that our workers have better health conditions.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 22 - 22 (0)

A broker receives 1,800 monthly broker's fee not exceeding to that amount from the worker. Employers are paying broker's fee like JABIL Agency, I came to visit the site and verify if the worksite is safe to work at, dormitories are safe to stay in, and the job is suitable for the worker. Once a company meets the Standard Labor Requirements of Taiwan then, I will verify it. Nevertheless, if the work is too heavy to carry on then I will not verify it.

Consequently, when I did my inspection. The employer stated that there was no

Q2 旺季大概有多少船?

A 高雄前鎮漁港大概有六、七十艘.

Q2 60 to 70 ships.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 144 - 148 (0)

Q2 And also now they can access weather report, so now they know like they can a typhoons and bad weather that kind of thing. Also that helps to improve the safety of working environment.

A 還有你看像以前他們沒有智慧型手機,他沒有辦法攝影,沒有辦法存證,像現在這些科技設備一大堆,秘錄裝置啊,所以非法捕魚或者是這些不人道的待遇,有可能船長或大副在船上在打人的時候,他可能手機能拿出來錄了.

Q1 Does Taiwan have way to inspect the ship for workplace safe?

Q2 就是在出海前有辦法可以檢查...船的安全性嗎?就是出海前有人來看檢查之類的.

R: I will find friends.

I: Yeah.

R: Did he ever go to agencies in Indonesia or Taiwan for help? Maybe he was looking for a job?

I: No.

R: None. Does Indonesia have such a...department that specifically handles Indonesians working abroad?

I: He knew it but he forgot the name. He asked his friend. (During conversation) Yes, he knows, it is, uh... similar to... Indonesia's... uh, Labor Department, which is the office in Indonesia.

Workers\IW15 fisheries w/ IW16_July2019: 138 - 145 (0)

placement fee, medical fee, and broker's fee is being paid by the employer. The brokers was being reminded that they can't collect a broker's fee anymore.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 41 - 42 (0)

Interviewer: Ok, First of all, What is the protection for labor regulation, with regards to recruitment, when they send to the workplace and how is their working condition?

LABA4 : Well in our case, we have a very effective regulations in order to protect the rights and promote the welfare of our workers. Uhh, let me narrate how the processing is done. This is how we protect our workers if an employer is recruiting and referring to factory companies. If the factory is recruiting for the first time, a few workers like 1,2 3, or 4.They have to submit to us their documents and what are those that are very important? An authority from the Ministry of Labor here allowing companies to employ 100 Filipino workers. or even 1. They have to secure a job order from broker to a

A 會啊,可是檢查大部分都是形式上的.

Q2 It's more of... formality, like they just come and...

Q1 just like a form? They just come and look and check, check, check, check? even though it's not safe, or some of that is going to like explore...

A 該有的檢查還是會有,比如說要幾個消防設備,然後船上不能帶槍械什麼.可是你說這個能百分之百,不一定,因為船上你總要殺魚,一大堆刀子、一大堆危險物品,那個很難....

Q2 So that they check like, there shouldn't be any... like guns or like dangerous items on the ship, but sometimes if you need to kill fish, then so you need knifes. So sometimes it's very hard to... you know to said if it's safe or not. Yeah,because it's still need tools, and tools can be weapon.

A 對,只能說盡力.

worker and send it to the recruitment agency in the Philippines.

Employer's license to engage with the business of employing people that will be submitted in our office. Lastly, the contract which is signed by both employer and worker. Prior to the arrival of the contract, it has already signed by the employer from Taiwan. The worker will sign there through the representative agent in the Philippines. In the contract, all the labor rules stipulated in the contract has read and verified by the agency or POEA. The contract in Taiwan and the Philippines are almost the same they are actually being downloaded on our labor website. If all the benefits are written in a contract Then, the office will conduct an ocular and onsite verification of the office or factory. Ok. With that, we speak to the company representative or manager. Then we affirmed the contents of the contract whenever it is true and verified, all the benefits and wages mustbe stated there.. Sometimes the owner or the president of the company speaks to us. And we ought to have a bargain they are allowed to do that, as much as 5,000NTD

Q2 So they try their best to come and look around.

A After all, they are going out to fish, not to an amusement park.

Q2 Because they are going out for work, there will always be risks and dangers.

A And if you look at the improvements in the camera surveillance system, I think it's a very... important way for them to protect themselves. Moreover, the Taiwanese government also requires their boats to be equipped with recording systems.

NGO/Unions/CBO\NGOT03Stella_3Aug2019: 236 - 249 (0)

21. workers do not use the safety tools or masks
22. if workers use safety equipement/tools, they buy themself
23. employers do not provide nor teach

to answer for the food and accommodation it is quite a big amount of money. They bargain about the affordable accommodation and comfort of the workers to live and work with ease in Taiwan. Getting a competent worker helps to motivate their worker do their job well in the company. If the amount stated in the contact is amounting to 4,000NTD we try to bid to make it 2,500 to 2,000 so it will entice worker to get a job and save up good money. Another thing is the Affidavit of Wage which is signed in the Philippines which all the expenses are visibly broken down. In case, the contract has conflicted with the downloadable contract online it is subject to be corrected. Sometimes, there are generous employers who shoulder the board and lodging of workers and the whole day meals. Nevertheless, if the broker tends to change the agreed benefits without the knowledge of the office. These poor workers will believe them if they will not disclose an extra allotment for them. So it is an advantage once the President or owner of the company has a personal talk with Philippine authority representative in Taiwan. However, the

safety, some of them do not know the safety standard themselves

24. Taiwan there is also very little safety enforcement, the MOL have too little staff to check all the traditional factories and work places

In law MOL need to go and check the factory, but MOL must call ahead… Sometimes employers will clean up and put up the appearance of following safety regulations.

NGO/Unions/CBO\NGOT02HWC31July2019: 19 - 23 (0)

broker will contradict about the extra benefits, they tend to interfere too. After the worksite is inspected if it passed the safety measure, the workplace is free from any hazardous events and we are satisfied then, it is verified by the office. The onsite visit is certainly important to make sure that the workers can comfortably work. Next, the dormitory will be inspected as well. The dormitory rooms should be standard on the number of workers, the comfortable room having an air-conditioner, washing machine etc. If there is lacking in the needs of the workers we will tell them to provide like a refrigerator which is the basic necessity. After having known that the dormitory has everything they need then we will return to the office and approved it. After that, the broker will send it to the agency in the Philippines. Once the agency received it, they advertised and indicated the qualifications to fit in the job. Benefits and other remuneration stated there are visible to applicants to see. The applicants filled out forms and submitted the pertinent papers and send thru to the POEA.. The POEA will check if we have verified, but if we have not verified

then the POEA will refuse to process it. The documents must be verified and checked by Labor Office and the host country which is the POLO.

At the time that the documents are securely verified and have substantial compliance from us. The POEA will then place the name of the worker on their website. It will be recorded there and they will issue an OEC.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 60 - 63 (0)

OEC has explained from the start it is your secondary passport. By the time that all the documents are verified and completed, the agency of the Philippines will now will submit them to TECO. The TECO now requires an Affidavit of Wage. In the affidavit of wage stated all the expenses of workers. If the latter is required to pay the board and lodging the cost will be stated there. The Affidavit of Wage usually is in conflict with the contract whereas it is written there that the employer should pay the board and lodging. This document is very essential to get a visa from the TECO because this is one of the requirements so whether you agree or not with the statement written there it should be signed in order to process your visa.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 63 - 63 (0)

Philippines sent Philippine Overseas Labor Office (POLO) to head its way to Occupational Safety whereas the job site must have an ocular inspection before these workers start their job it is mandated to the Philippine Law in the protection of their people and also the law requires us to do it If the employers do not allow us then we will refuse and grant permission to recruit Filipino workers unless we personally see it for ourselves the safety of our people in their respective workplace. However, there are some instances that the broker complains about this rule.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 68 - 68 (0)

In fact, they reiterated that the Ministry of Labor has approved it, so it is not necessary to comply with the Philippines sent its Philippine Overseas Labor Office (POLO) regulations whereas they are not under this law. The Philippines takes its stand firmly to observe the rule otherwise the latter would not get any approval to hire Filipino workers if they refuse to adhere to. So they realized that they have to observe with the official regulations since they are dealing or transacting with them. In fact, there was

once a simple requirement to submit like the enlistment of Newly Arrived Filipino workers contact numbers, the brokers are reluctant and complain to abide us, those contact numbers are very important to enable us to reach out to the workers particularly for their rights to be oriented by the PAOS, and their attendance is a must.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 69 - 69 (0)

Interviewer: Do other countries have the same requirement, making agencies report workers contact numbers and attend a meeting with the labor attache?

LABA4 : They don't have, this is why we are really proud of our very effective regulations. In fact, two weeks ago I received a memorandum from the secretary of labor of the Philippines Secretary Bello equivalent to the minister of labor ok. Uh, directing all labor officers all over the world to have conferences not only with the brokers but also with the employers. When there is a lead to do so if the employers will not comply because as I have said "some are thinking that we are not under your jurisdiction, ok" if this employers or brokers do not adhere to then suspend the processing of their documents. That is the tenure of his memorandum directive to all of us. I

have not implemented this order but we are forced to do that because that is an order. However, our office can not impose you know unreasonable regulations to the brokers and companies. Admittedly they are not in our jurisdiction, we can only ask them to comply with certain documents or requirements because they are dealing with us. So we can't just give you whatever you want because you know it is necessary to observe our regulations.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 70 - 71 (0)

LABA4 : I think a dormitory is a problem because usually, the maintenance of a dormitory is charge to the broker. If the employer has no knowledge of what is happening in the dormitory on how the broker's supervised it. In the event that the capricious or greed is evident, there is an excessive cost of the price of a dormitory, the dormitory is not properly maintained, it is congested too. Employers are required to monitor the dormitory especially if they don't provide it for them and supervised by the broker. I think legislation to that effect is needed. Even though the dormitory is provided and maintained by the broker the employer must make sure that the dormitory is standard enough to accommodate a certain number of workers, and it should be checked from

time to time. Not only relying on the CLA I think that is one of the most important labor sector which is necessary to be attended to.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 93 - 93 (0)

LABA4 : You know when there is a deception and there is an intention to put them in hard labor, bondage or added elements in human trafficking so that is human trafficking.

The deception or fraud that we usually encounter ok, is the deception on the placement fee and other charges or illegal charges and the deception about the lending that I have explained a while ago. When the worker is encouraged to apply for a loan and they are told about exorbitant interest and they still signed it. The big problem is when they are about to pay in Taiwan it is New Taiwan Dollar currency which they loaned here in Philippine peso. This is the usual fraud that we encounter that we received from the workers. There is also a complaint from the workers relating to a different job or work when they arrived here and it is relevant to caretakers. Sometimes they are told that the person that they will look after to is only one and not seriously ill and heavy in weight yet when they arrived here, They are also required to clean the floors of the building such as

	the 3rd or 4th floors. Aside from that is the additional tasks that they get from the employer. They have to wash the car, farming, etc. Sometimes these are the complaints that we encountered. Those are forms of deception that our workers have to face. MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 98 - 99 (0)		
Complaint filed but not follow up	At the moment we try to ask the workers if they had to pay additionally for the work permits to renew. One said that he had to provide 20,000 baht in addition without receiving any document as proof of evidence as he stated that he wanted to give willingly due to fear of having to go back to Thailand. We were not able to assist with this if there was no proof of document as it could not be filed with the court. The agencies are trying all possible ways to avoid documentations given to the workers. We have tried our best to assist them but the workers may worry that our much right-protection involvement may lead to their hardships in their work places. MOL Taiwan & Country Attaches\MOLThai2_30July2019: 11 - 11 (0) Workers also complained that sometimes they ought to pay fees of 1800, 1,700 and 1,500 respectively to the agents but	2: What kind of problem do you face in receiving countries and Indonesia? I1: Like problems in Taiwan, for example R3: They face exploitation. They cannot their right and salary, trafficking, and sometimes they face penalty, criminalization I2: What kind of problems do you have in Indonesia? R3: They face intimidation from broker, intimidation from company, why you do not work full time in two years, why you should report to ministry. They face intimidation. I2: You also mention about shelter for returning workers, right? What kinds of problems do you have for returning migrant? R3: For shelter, this is a safe place to them. How to make them feel like home, friendly. So, we provide them basic needs. Sometimes we cook and eat together. That is to feel like at home.	I do not have any experience of going to Employment Centers to look for work. I only go from one agency to another since the start. I called up MECO one time to ask for their help because my broker wants me to go back to the Philippines. There was still no 1955 that time, I think 1955 was only created in 2006 or 2008. Before I was not also being deducted the amount of 1800-1500 but I remembered that I was being deducted the payment for the placement fee. The broker's fee was established monthly so that you can pay it little by little because it will be too huge to pay for one time. However, I think the payment now becomes double because aside from the placement fee, there's also the broker's fee now. Workers\F01- Caretaker_9July2019: 75 - 75 (0)

	they felt that they did not received the assistances from the agencies as they were supposed to. Some of the workers have complained to the office but I think that most of them are afraid of for intervention. MOL Taiwan & Country Attaches\MOLThai2_30July2019: 14 - 14 (0)	40:16 I2: For returning migrant who lives in the shelter, is it because of legal issue so they just live here? Was there employer of the brokers? R3: Because of intimidation of broker, we still need to report to ministry and mediate. NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 138 - 147 (0)	The dorm is inside the company and there is a curfew. If we exceeded the curfew time of 10:00 pm, we will have to pay the penalty of 3000nt. There were those who already paid the penalty that's why they did not violate the curfew anymore. The dorm is very dirty and very hot insider. Our dorm is like a container van. There's no privacy, there are only blankets that separates us from each other. If there will be fire, for sure all of us will be burned alive. We are overcrowded and it's not safe inside. We complained about it to our broker and what they want is that we transfer above the office. We did not agree because the wall there has a crack already. If there will be an earthquake, for sure we will all die, it's really not safe there. For these reasons, we suggested that we rent outside but they did not approve because they will spend money. Our employer should be the one to fix our dorm because it is his responsibility for us as his workers. Our broker did not help us when we were having problems regarding our dorm because whatever the company says, that would be his decision too. Nothing really happens with all the complaints that we raise. Our dorm is like a pigeon house. I know an NGO where we can ask for help. I haven't

			been at MECO even if to just renew my passport or to file a complaint. Workers\F08- Factory_4Aug2019: 20 - 20 (0)
Labor case disputes, Court cases, or arbitration no court case	Interviewer: Do you provide to facilitate like uh graduation, labor dispute complaint education, do you have a different kind of language for them to provide the service in Tagalog? LABA4 : Uh! You mean. Interviewer: Like a translator or you have a different language of the form so they can understand and they can submit to Bureau of Labor like this. So what do you facilitate to do service for these workers? LABA4 : Well, if the worker has encountered a problem. He is requested to fill out a form, we use a standard form and then they will make a statement, a narrated statement. From the given statement we address the concerns if there is a need to call the attention of a broker we summon the broker. If the problem pertains to the broker or employer. We mediate to settle the	I can't help, but thinking that it's possible that there's a way to always negotiate for more compensation when there's a loss of life, it's possible that, you know, if there was compromise involved rather than, um, negotiation, because we, we tried to negotiate for the largest amount possible legally for those families of the Thai workers who lost their life in the dormitory fire. But we don't know. Sometimes government would rather cooperate than negotiate. This is a huge case. And this case was something that they should out. Everybody who wasn't directly involved in the case, migrant worker advocates, our social service center. So it's only the broker, the employer and the Thai government involved. In this case, we, we were going to make a big issue and we record to stage a protest. And, you know, that's it.	

problem arouse. Most of the time the problem has settled. If it is not settled and the worker has a fault we advise the worker not to demand the moon and the sun to put in the pocket, ok. So, we have to be realistic, Ok. If the problem is caused by the broker or employer. We encouraged the broker to solve the problem the soonest possible time, otherwise, all the documents which they submitted to us won't be processed or delayed. It caused inconvenience to them. The employer, the broker and the agency in the Philippines signed undertakings binding themselves solidary and jointly liable when any of them becomes liable to the work or to the office, the fault of one is the fault of all. In cases, that we are not able to reach the employer then we get to the broker to resolve the problem with the employer. Because he is held accountable for the problem as well. And in spite of the broker is suspended or blacklisted and did not act to resolve the problem, we will call the attention of the Philippine agency to summon the agent informing them that he neglected his duty to fix the the problem at hand. At this point, the agency in the Philippines will do an action over the problem. So that is the procedure.

Sometimes you just want to give up this, the protest was canceled. You know, if this was a, that involved Filipinos or Indonesians, this would never happen. Thai workers are not willing to protest. They are too afraid. You know, Thai workers only come to the social service center, the worker center, when they are angry, when they feel that they have been exploited, they get really mad. And then after a while, when they really start to demand their rights and fight for their own case, they start to get tired and it dissipates. It fades out.

This is Thai workers. One, they don't know the Taiwan, labor laws too. They aren't expressive. Okay. They can go and drink and take drugs and express themselves while intoxicated. But if it's politics it's or it's for their, their own rights, no, they don't really want to express themselves. This is Thai workers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 100 - 102 (0)

2: What kind of problem do you face in receiving countries and Indonesia?

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 76 - 80 (0)

I1: Like problems in Taiwan, for example
R3: They face exploitation. They cannot their right and salary, trafficking, and sometimes they face penalty, criminalization
I2: What kind of problems do you have in Indonesia?
R3: They face intimidation from broker, intimidation from company, why you do not work full time in two years, why you should report to ministry. They face intimidation.
I2: You also mention about shelter for returning workers, right? What kinds of problems do you have for returning migrant?
R3: For shelter, this is a safe place to them. How to make them feel like home, friendly. So, we provide them basic needs. Sometimes we cook and eat together. That is to feel like at home.

40:16
I2: For returning migrant who lives in the shelter, is it because of legal issue so they just live here? Was there employer of the brokers?
R3: Because of intimidation of broker, we still need to report to ministry and mediate.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 138 - 147 (0)

I2: You mentioned problems about brokers, right? By recruiting agencies in Indonesia. So, what is the problem? I mean calo is different from recruiting agency? According to law in Indonesia that government starts the system. Could you describe how the system works? And what are major problems regarding the system in Indonesia?

R3: Migrant Care do assessment by a survey, survey of migrant worker condition before they go abroad, when they are overseas, and when they come back. From that survey, we get a few facts that it may answer your question. One of them is about rights information. We did the survey to 1,300 migrant workers in their village, 80% of them have information about working overseas from a calo. Information that they get from calo, of course not about real situation. It usually about the good time, money. They do not talk about collateral, obstacle. They do not talk about modern things that they have to use when they work. Why we take a role to advocate migrant workers to escalate migrant workers' skill before they work overseas because brokers do not provide that. For shelter, the place is not big size and they usually do not get appropriate education.

They are forced to work there. That's why mechanism in new Law Number 18/2017, we forced government to provide facilities. Usually they get from broker. There is no mechanism of evaluation and monitoring for what the brokers do. In new law, we also force the implementation of monitoring and evaluation system to all services for migrant workers.
I2: Now the government has regulation of workers. The brokers may need the same thing
R3: Law Number 18/2017 and some other implementations laws, one of them is Ministry Law Number 9/2019. We and many labor union, and civil society decline it because the ministry looks like giving a space to brokers to have that business process. We really monitor that and keep our eyes so there is no space anymore to the migrant workers.

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We do help if migrant workers come to us and ask for help. Sometimes we go to the police station for disputes and we do not reject the worker even if they are not our members. Even I have been there at the police station several times, but the difficulty is language… they do not speak mandarin and especially the newest

of migrant workers who just came to Taiwan…Last year, I personally worked on two cases of migrant workers. But most of these cases are settled out of court, no attorney is necessary even for labor disputes. The process in Taiwan is that labor court will bring all parties to mediation-resolution-dispute. If you get an attorney, even our labor attorney, you still need to pay, settling out of court does not have the attorney cost.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

When company A wants find someone to work during a temporary time, usually company A talks to dispatch center and they send worker over. But now, they do not do this anymore. When company A wants workers, they do interviews themselves and puts up ad and does interview themselves. When company A is sure, then they go to the dispatch center with the intention to hire directly, but to “de-route” the worker responsibility. Dispatch company signs company contract with the worker.

The second part of law changes and if worker finds out that they are

		working with Company A, but actually working for the dispatch center without knowing--- the worker can now file suit against Company A. This is the kind of law changes we want to happen for dispatch subcontracted temporary workers. NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)
Transnational advocacy and justice for violations after return	Q: You feel that OK, at least the Taiwanese's justice is very fair when compared to your home country, maybe like in Thailand as well. A: Because I know some of Asian people you know justice is very complicated, the operation is under the table. Even in the Fillipines or Malaysia, is very many, even they say it if you have the holly and you will be morphing anything. You are just killed you in the face but the really under the table they are very dirty. Even Vietnam, the truth, because, yes, because I just visited Vietnam, my friend in Vietnam said if you are become the staff in the airport this mean your salary you don't care it, even a small money because the under	I have dealt with cases where people have died and typically what happens is the relatives in Thailand have to, um, make a claim and requests for body or the ashes to, um, be sent back to Thailand. So the relatives in Thailand, uh, need to submit documents, um, notifying that they have a relative in Taiwan, uh, to the ministry of labor of Thailand, to liaison, and also with the Thai, uh, consulate, the consulate in Taiwan to help. May I ask why is it that there's no clear procedures where the Thai government is helping with workers who have passed away? Part of it is that this is the kind of worker's compensation for workers, death that is under the Taiwan, uh, system. So

table is more four times of 10 times than your salary, if you get the chance. I said wow my God this mean the same nation as Filipino too. Oh my God, you know but in Taiwan no way, okay

Interpreters\II1 Indonesian Interpreter_3Aug2019: 44 - 45 (0)

we can play an active role to help make those claims

[inaudible].

So the, the thing is that the worker's families have a right to make claims for workers who have passed away because of work in Taiwan. You ask if they can do it themselves. Yeah, they can it's um, it's, there's just a lot of procedures and they could try, um, usually the difficulties are when the employer or the broker denies that the reason for the death or injury, severe injuries because of work

Don't you think it is difficult for them to file claims in Taiwan?
It is possible, but it has to be someone who is willing to find a way to make the claims themselves, but they have to, they have to follow the divert, all the different procedures, contacting the agency in Thailand, contacting the government, um, divisions. It's not necessarily difficult, but it may take a lot of time and knowledge and effort.

NGO/Unions/CBO\NGOT04Stella_30July2019: 28 - 33 (0)

You know, the other part is that sometimes workers have debts that are a problem. So sometimes it's not just a matter of making claims because the system allows workers to borrow money from their broker agency. So sometimes the Thai workers are in debt when they get repatriated or when they pass away or when they're severely injured. I've seen cases where they have borrowed money in, uh, an unofficial debt borrowing system up to 20% interest. But the, the system of borrowing money is regulated within the broker system. So it might be less in terms of the interest rate, 5%, 10%, something like that.

Can you tell me more about the extent of borrowing money in debt among Thai workers when compared to other nationalities?
I think it's kind of evenly spread across the board. I mean, you look at Filipinos, they are also in debt or Indonesians. So in their home country, they might already be in debt. So what they do is they borrow money here in Taiwan, and then they use that money to go and pay the money in their Homeland country to

pay for their debts that they may have in their family or themselves. Sometimes they borrow money to pay for the expenses and illegal placement fees that they had to pay in their home country. I saw these kinds of cases two years ago, there was this kind of case where people were borrowing money to pay for larger amount of expense to come and work in Taiwan. It just spirals. This is partly the agency system. And this is also about the kind of debt system.

I want to check some details about cases, about the relationship between brokers and debt agencies. There are some companies that set up a debt loan and company as subsidiary or something like that. Or sometimes they even at the same company, but different names.

And then they require workers to pay back their debts through seven Eleven's. Is this true?
Yes. Yeah. I heard about this and I have seen workers go and pay back their debt through seven 11

NGO/Unions/CBO\NGOT04Stella_30July2019: 34 - 39 (0)

Thai people are the ones taking advantage of themselves sometimes, especially having to do with illegal loans outside the system.

[inaudible],

You know, if employers are taking advantage of the workers like human trafficking or those kinds of things, it's easier to crack down. It's harder to crack down on the violations, committed by the brokers.

NGO/Unions/CBO\NGOT04Stella_30July2019: 72 - 74 (0)

Migrant care was established when there was a new regulation regarding migrant workers Law No. 39/2004. We feel that this law is not adequate to give protection to migrant workers. Migrant care was established besides for advocacy, we want to maximize instruments at national and international level to give protection for migrant workers. Migration of labor forces are transnational not only one country, thus international instruments are

needed to be maximized when laws at national level are weak.

I1: So, there was new laws in 2004 and it was not too strong to protect kids going abroad.
R1: Migrant workers, not kids. Because kids are not allowed.
I1: Ok. Because migrant workers go abroad, migrant care was established.
R1: That was one of reasons
I1&I2: Chinese Speaking (02:49)
I1: What do you mean with new laws?
R1: Laws Number 39/2004 about placement and protection of Indonesian workers in foreign country. This is the first law governing migrant workers since this republic was established.
I1&I2: Chinese Speaking (03:48)
I1: She knows that there is a new regulation about workers going abroad. It is applied on January 2nd. Of this year.
R1: No. The new regulation is Law Number 18/2017.
I1: We just visited a company placing Indonesian workers.
R1: That is false
I1: Is it final?
R1: New law was born on November 2017 named Law Number 18/2017 about protection of Indonesian migrant workers.

NGO/Unions/CBO\NGOI01MigrantCare31
Jan2020: 17 - 31 (0)

R1: Principally, we have law protection division where Ms. Ika and Ms. Fifi are there. There is data and information division, then there is policy division. That is in Jakarta, but we also have representative office in Malaysia. We also have branch office in Central Java, West Java, and East Java. In total, there are 25 persons.

I1&I2: Chinese Speaking (08:23)
I1: Are there any other representative offices abroad besides in Malaysia?
R1: In abroad, there is only in Malaysia. In other places, they are in Central Java, West Java, and East Java.
I1&I2: Chinese Speaking (09:00)
I1: She saw on website and flyers that there was an intervention of Australia ……
R1: Not intervention. It is part of bilateral cooperation between Indonesia and Australia regarding gender equality and including migrant workers. It's not intervention.

NGO/Unions/CBO\NGOI01MigrantCare31
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R3: DESBUMI is an initiative from migrant care to give information about safe migration.

R1: Village is not to replace a company or a tool.
R2: The orientation is not only placement, but also protection and empowerment.
I1&I2: Chinese Speaking (27:15)
I2: Is it like educational program?
R2: No. It's empowerment.
I1&I2: Chinese Speaking (28:23)
I1: DESBUMI informs about safe migration and make socialization at village level. What are examples for that?
R2: DESBUMI provides six pillars of services as you can see on that brochure. It's all about information and documentation, economic empowerment, and protection also, and also local regulation because there is Perdes (Peraturan Desa/Village Regulation).
R3: What is specialized. The new regulation is still challenging for implementation and socialization, so DESBUMI gives information to villages that DESBUMI really helps potential people that want to work as migrants oversea. So, they have right information because in the new law there is a cut for role of sponsors. We also produce like infographic about new mechanism of new law. It is really strict for private sector because

what we learn from the old law, the private sector exploited the migrant workes by not giving right information and their right.

NGO/Unions/CBO\NGOI01MigrantCare31
Jan2020: 101 - 110 (0)

I2: Could you please tell me a little bit about how your organization works with other organization either in Indonesia or overseas?

R2: There are many networks in the legal aid and we join in advocacy with many organizations in Indonesia and Malaysia for long to join the advocacy. In different network, we also provide and involve in many issues like preventing human trafficking, preventing violence of sexualism, and SDGs. It also happens in our regional networks, and we become part of Asian network for preventing human trafficking task force.
I2: Have you worked with Taiwan organization?
R2: No, we don’t have

NGO/Unions/CBO\NGOI01MigrantCare31
Jan2020: 179 - 182 (0)

Worker rights knowledge & education	Q: In your opinion what is the positive thing for being the translator. A: I think we can be making helping some people. If some are born in my country, I will be making them to know which one the justice in Taiwan and law is very fair and don't be like in Indonesia there will be punished after that there will be beat him, anything even in the prison. You know, it is very pity but in Taiwan, and I find it there will be good away for the bad man or bad people, enough, they will be doing the fair in this time, I will be sad to them. The law in Taiwan is very fair even you at the farms about that please follow the law. Interpreters\II1 Indonesian Interpreter_3Aug2019: 42 - 43 (0) Q: Compared to you who used to be caretakers a long time ago, the situations of caretakers nowadays are different. It seems like they acknowledge their own rights and know how to save their rights.	The workers may not be aware of this because they might have not clearly read the contracts in details regarding the fees of what they have to pay. In our homeland, many Thais are not used to reading documents, we just sign. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 56 - 56 (0) Therefore we tried to tell them via pre-departure trainings to ensure that they read the documents before signing to avoid possible conflicts. We do a pre-departure for 3-4 hours. There is also a requirement that all recruitment agencies train workers to understand their contract. Then all of these contracts ought to be signed at the TECO (Taiwanese Department of Economic and Culture Office) prior to the granting of the visa. Workers tend to not read the contracts, toolkits or pay attentions to our pre-departure trainings. If the workers do not read the contracts or decide to chat during the pre-departure training, what can we do? The workers even think that 1955 is the Thailand's MOL hotline. MOL Taiwan & Country Attaches\MOLThai1_5AUG2019: 57 - 57 (0) It seems that the Filipinos are trying harder for their protection rights as they	I know that your responsibility is 50% caseworker and 50th percent Thai education instructor. So that the workers who don't have their high school education can get their general education certificate. How do you split your time? It's hard. It is really hard. You know, sometimes I know for the interpreters, some of the workers told me that some of the interpreters take the, the position of the agency or the employer instead of advocating for the workers in their interpretation. NGO/Unions/CBO\NGOT04Stella_30July2019: 54 - 56 (0) How many students[General Education Certificate for Thailand] have you had? Uh, I've had a lot of students. I'm proud of them. Some have gone on to back to become nurses or medical assistants, uh, tour guides, but in other countries they don't have it other than is Israel has a program similar to ours, but South Korea does not. We have an annual meeting in Bangkok, you know, so I am 50%	It would be nice if there are lessons about drugs and alcohol because of the increasing number of violators. It would be nice if there's an APP where all the laws are written for easier access. Multiculturalism is nice so that we can easily adapt to the culture of other nationalities. It would be nice to have the right to form groups or organizations especially for fighting for the rights of all. It would be nice if the government can provide free space to be used for gatherings. If given the chance, I really want to stay here in Taiwan. I can have a lot of benefits if I become a resident here. I can pay my income tax if I become a resident here. If possible I want to be a Taiwanese because Taiwan is better that the Philippines. If I decide to go home, maybe if will just return to the Philippines to be with my family. I still do not know if I will go abroad because I still want to be with my family in the Philippines. Workers\F01- Caretaker_9July2019: 77 - 77 (0) I think it would be better if workers like me will have licenses. It's also nice to have labor rights education. It's nice to have a language training center. It's would be better to have APP where everything can be accessed easily. It is better if the

A: They acknowledge their rights even if the agencies do not inform them. They also can call 1955 or the Ministry of Labor to ask whether it is appropriate or not if their employers force them do anything that did not list in the contract. It is the same if the employers did not pay them right and their agencies stood by the side of their employers. We, as the agency must inform them thoroughly about their salary and deductions on wage. Some might ask if we would charge them extra money for changing employer. I told them we would not charge any extra money excepted 1000 NTD for re-applying ARC. They would ask other friends to learn whether they must pay extra money or not. Some agencies would charge for changing employer. I think if the workers first arrived in Taiwan, it is necessary to charge this fee. If the caretaker had not worked for 3 years, she would have to pay for changing employer. Because of the worker did not fulfil her first contract, my boss must find another worker for the employer.

are more educated with college degrees and most of them are working in the electronic-related sectors with better salary and OT therefore they are living a more lavish lifestyle.

MOL Taiwan & Country Attaches\MOLThai2_30July2019: 11 - 11 (0)

Moreover, not all workers have the nerve to assert their rights. They empathize with the broker who has been unaware for overcharging and they stayed quiet instead. PAOS conducted an orientation prior to their deployment to be more vigilant about their rights to speak for any uncertainties. Knowing that the labor agency is supporting the workers by all means particularly when their rights are being violated.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 50 - 50 (0)

LABA4 : Uh! In our office, we conduct a post-arrival orientation seminar every 3rd Sunday of the month in the afternoon. Ok, that is the regular PAOS. Now this regular PAOS aims to accommodate caretakers, with respect to factory workers since they have massive numbers we usually ask the broker or the employer to give us schedule and to sponsor a venue where we can conduct PAOS so most of the time we go to the

employed with the department of education to do this high school certificate program. You know, people in Hong Kong or Singapore, Malaysia, they're all of their different places and all over the world that had, that had this program. Each year in this call saw no program for their high school certificate. We have, um, you shall be about 30 people per batch. And one year we might have multiple batches. I think in the four years I've worked, I've graduated over 1000 students for their high school certificate. This is not, um, easy, you know, they, they have to come to the center And spend hours studying and preparing for the exam. It's a big commitment, you know, so now I think I have anywhere from, You know, 50 to 70 per batch, um, this year there are a lot of problems though. Uh, because sometimes people can't finish because of the difficulty of traveling between different areas and Taiwan in order to take their exam or make out, you know, time to study. And it's been really difficult because the ministry of education hasn't provided additional

workers will have deeper knowledge about different cultures of the migrants here in Taiwan. There is also an urgent need to have a group for the abused women here so they will not feel alone.

The health system in Taiwan is okay. It would also be nice to have a lot of translators here in Taiwan. Caretakers can usually go out only on Sundays that’s why it would be better to have clinics open on Sundays. It would be nice to have alcohol and drugs education. If there’s an APP where all the laws are there, it would be nice so that workers will know their rights.

Interpreters\VI01 Vietnamese Interpreter_10Aug2019: 219 - 220 (0)

dormitory or sometimes in the factory. The sponsor of this orientation is the broker or the employer that is very very effective in educating our workers. Because you know these workers are not even reading their contract. I think I have to say 90 percent of them did not read the contents of their contract so the most effective way of educating them is conducting this orientation. In Taiwan, we have an orientation of newly arrived foreign workers at the airport. But it is not exhaustive only some basic rules, the rights of the workers are not tackled in detail since it was briefly explained and time constraint. When they arrived at the airport they are feeling exhausted so it is not possible to thoroughly absorb the seminar.

Interviewer: How long is the orientation?

LABA4 : Well, here it is about 3 hours. It starts at 2 o'clock to 5 o'clock in the afternoon. The orientation time schedule is the same in the dormitory or worksite. Then we gave certification to those who attended. We request that these workers will attend at least once thus if they want to attend the second time is no problem.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 73 - 75 (0)

funds for us to really develop the program. So, um,

And even within the ministry of education itself, when I deal with them, they're also kind of problems in this high school certificate program because the rules and regulations and the way that it's conveyed to us, sometimes it's not clear at least to problems. I also think that there are some problems with the ministry of education's own training program. When we go to Bangkok every year and we're supposed to be trained

NGO/Unions/CBO\NGOT04Stella_30July2019: 88 - 90 (0)

You know, in Hsinchu, we have a Thai priests. Um, he has, uh, and three other Thai Catholic priests are now in process of coordinating. And it's not really clear yet, to what extent they're going to be involved with the ministry of education certified certificate program or not. I feel like this job is so important for me personally, it's giving them an education back to make their lives better. Some people have come to

Workers\F02- Caretaker_30July2019: 20 - 21 (0)

and workers' education is also a good idea.

Workers\F09-Caretaker_27July2019: 36 - 36 (0)

Not anymore, because the health system here in Taiwan is already okay. It would be okay to have many translators. APP is okay if it's legal so that access to employment and attending to complaints will be faster. I want my knowledge in Taiwanese to broaden, it's okay not have every Sunday clinic. Education on alcohol and drugs is also okay. It's nice if there are problems regarding empowerment, support system for women would be okay, as well as free space.

Workers\F09-Caretaker_27July2019: 36 - 36 (0)

I also experienced filing a complaint against my old company.

Workers\F10-Factory_4Aug2019: 26 - 26 (0)

Interviewer: How to give them an act of courage? For example, you have mentioned the right to check the union if they have to check the union?

LABA4 : Labor standard Law of Taiwan allows even foreign workers to join with any foreign unions, Philippine law is also allowing and encouraging them to join with a labor union if in Taiwan even a foreign worker can be a director of a legal union. So it is a matter of proper dissemination of information if they are properly educated about their rights. I think there will be no problem. Moreover, if you are aware of your rights yet you have not asserted your rights it does not make sense, Because you are afraid that the broker might keep an eye on you.

MOL Taiwan & Country Attaches\MOLPhil2_7DEC2019: 88 - 89 (0)

Taiwan because they been educated in Thailand. They haven't gone to school at all. So I feel like I'm doing something really, really valuable for my heart. I'm doing something without asking for any profit it's from my heart. Sometimes I get asked to do things that are wrong, you know, by the center. And I feel like it violates my job, um, with the ministry of education. I won't do it. If the ministry of education staff, people are asking me to do something that looks not right or illegal to me as determined by the king of Thailand, by laws in Thailand too, I won't do it. I feel like I have to separate between what is my job and what I want to do, um, to, to abide by the law. So it's not easy.

Yeah. You know, the thing is the Thai workers are here because some of them don't necessarily have an education. They need their high school diploma. They needed to apply for a, to be a certificate guide in Thailand. They need to at least graduate high school or go on and get an education to become a nurse. Those kinds of things. You know, it seems like at the moment in Taiwan, w we're not able to get any additional staff for this, it's just me. And I'm a half-time staff. You know, the, the, the thing is that even though we're

As for the company, I filed a complaint because of their inhuman treatment and they would require us to perform jobs which are not related to the contract that we signed as operators. The first thing that we did was to call 1955 then we sought the help of the NGO, but my other co-worker first went to MECO to seek assistance regarding our complaint, but it was to no avail because for me, the one who assisted us at MECO named Sir Roldan, he took the side of the company and not to us as complainants.

Workers\F10-Factory_4Aug2019: 26 - 26 (0)

For me, having workers' rights education is a good idea.

Workers\F10-Factory_4Aug2019: 28 - 28 (0)

28b) worker rights education: YES

Workers\F12-Inshore Fisherman_3Aug2019: 54 - 54 (0)

AJ: does he need to learn Chinese

located here in town, John workers who are located far away, even in college Shaw, they just have to take, take some time off to take the exams, but they have to work in study, you know, from home, you know, I can give them materials, but they have to do self study. So, you know, with this high school certificate program, you can't expect full time instruction. They have to study on their own and take the exam.

NGO/Unions/CBO\NGOT04Stella_30July2019: 92 - 93 (0)

AJ: Like if he want to increase his education

E: for the fisheries or anyone, if they want to increase the education, it is important?

A: important

I: clinic every Sunday

A: important if the can serve

Workers\ IW1 Fisherman Longshore_3Aug2019: 240 - 245 (0)

Right now, there are some or, or others who are in the process from shifting, from being a migrant worker into an immigrant, by marrying Taiwan people. So the thing is we have this new emerging group of people who need their high school diploma. So the thing is, if you complete high school in Thailand, you can get, um, kind of a, uh, certificate replacement is say to as evidence that you have completed your high school. So this is kind of important for people who want to start a new life in Taiwan. They just can't find a job without any high school diploma. So these are people who have maybe work to Taiwan a long time. Their Chinese is really good and now they want to work as an interpreter. So

Do you know about ARC? How much do you pay? (Can’t quite hear their answer – 1:06:30) You also have to pay 3,000 by yourself? What about the air ticket back to Indonesia?

A
I no longer know
R
Then C, what was your last flight ticket back?
C
boss
R
The boss paid it, so did your contract at that time say who paid it?
(in translation)
I
Yes, it's written in their contract there interviewer

what they want to do is they want to get their high school diploma and get a kind of replacement to count as, uh, Taiwan, high school equivalent.

And they can apply for interpreter jobs. You know, a lot of these people want, want, you know, some kind of benefit is kind of a touchy situation. When all of a sudden there's so many, you know, a number of students who are not necessarily workers, but might be, um, migrant, uh, wives or husbands who want to transition into interpreters. So they want to come and get their high school diploma certificate through my class. The class is really intended for migrant workers. So most of the people who come might actually be mostly the Thai women who are married to the Taiwan people you've given. You've got, um, people who are all the way from 16 to 55 for my workers, reason you have teenagers just because you've got kids who are half-Thai half, Taiwan, and you know, their mom is Thai. They want their kids to learn Thai.

NGO/Unions/CBO\NGOT04Stella_30July2019: 94 - 95 (0)

So they come to my class. So it's a little bit tricky to even know who are

So do you all have contracts? Are they all staying?
I
There is
R
Is it written in Indonesian?
A
Below, there is Indonesian text below Taiwan
R
Oh, there is Indonesian in Taiwan, so you all read it? Do you all know the contract?
(in translation)
R
Auntie, what did they say?
I
He said they read it and brought it out
R
Oh so where is the contract? Now
I
I didn’t bring it, put it away
R
In Taiwan or Indonesia?
A
in Taiwan

Workers\IW5 factory (w/6, 7)_ July2019: 856 - 890 (0)

Are your passports, ARCs and health insurance cards also with you?

Is he uncomfortable? Oh electric fan 1:08:30~1:18:31 The interviewee was

these people coming to be? My student sometimes what happens is I don't know who my students are. And all of us said in the student is, you know, working for a broker agency, they're an interpreter or an interpreter who's working for, you know, an employer company, right. For her company. And then all of a sudden, sometimes I even find them come back when I'm trying to, um, work for what, some of my cases. And then we get in a big fight, you know, between my students and me, because they're working as an interpreter for the broker agency. And I'm trying to fight for the workers who may be, they'd got exploited by the broker agency, that my student who was an interpreter for the broker agencies, a big headache, big headache, there are lots of problems. And of course the ministry of education says that I cannot discriminate. I have to open this opportunity for everyone. But the social service center I work for is really upset that we are providing, you know, this opportunity for these Thai interpreters who are working for brokers to get the certificate. It's really, really awkward.

NGO/Unions/CBO\NGOT04Stella_30July2019: 96 - 96 (0)

uncomfortable and turned on the air conditioner to solve the problem
He's like, let's turn this off. He doesn't seem to be feeling well.
ID is helping me and telling me ***, what do they say?
ID
It seems like I need to call and tell you
R
Did they fight?
ID
Yes, I didn’t know about it later (in Indonesian)
ID
That Tiwa told him to film his September salary and famous dramas to collect some evidence, and then asked him to go to Taipei to find them in early October.
R
Oh okay, so is he going? In October
ID
He could speak (Indonesian) and he said he would go during the Double Ten Festival. When it was a holiday, he asked if they would be open?
R
Oh, do you need to call me first to tell me that he is going up?
ID
Tell him he will go
R
ID, ask them if they want to have a meal after they finish? Because I want to treat them to a meal
1:11:30~1:12:25
ID

R3: DESBUMI is an initiative from migrant care to give information about safe migration.

R1: Village is not to replace a company or a tool.
R2: The orientation is not only placement, but also protection and empowerment.
I1&I2: Chinese Speaking (27:15)
I2: Is it like educational program?
R2: No. It's empowerment.
I1&I2: Chinese Speaking (28:23)
I1: DESBUMI informs about safe migration and make socialization at village level. What are examples for that?
R2: DESBUMI provides six pillars of services as you can see on that brochure. It's all about information and documentation, economic empowerment, and protection also, and also local regulation because there is Perdes (Peraturan Desa/Village Regulation).
R3: What is specialized. The new regulation is still challenging for implementation and socialization, so DESBUMI gives information to villages that DESBUMI really helps potential people that want to work as migrants oversea. So, they have right information because in the new law there is a cut for role of sponsors. We also produce like infographic about new mechanism of new law. It is really strict for private sector because

He said he was tired from work, he said he was sore
R
ID, you tell them that they need to pay attention because the flu has started again, and it is different from ordinary colds.
ID
He said he was definitely tired from work
R
Tired, do freezing
ID
He works in the freezer
R
So what do they wear to work?
I
Jacket, thick jacket
R
So what is their job content?
(in translation)

Workers\IW5 factory (w/6, 7)_ July2019: 892 - 930 (0)

R

Do they all know that they have labor insurance?
(in translation)
ID
they know
R
Then they know that because they have a labor insurance relationship, for example, how many days of sick

what we learn from the old law, the private sector exploited the migrant workes by not giving right information and their right.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 101 - 110 (0)

I2: You mentioned problems about brokers, right? By recruiting agencies in Indonesia. So, what is the problem? I mean calo is different from recruiting agency? According to law in Indonesia that government starts the system. Could you describe how the system works? And what are major problems regarding the system in Indonesia?

R3: Migrant Care do assessment by a survey, survey of migrant worker condition before they go abroad, when they are overseas, and when they come back. From that survey, we get a few facts that it may answer your question. One of them is about rights information. We did the survey to 1,300 migrant workers in their village, 80% of them have information about working overseas from a calo. Information that they get from calo, of course not about real situation. It usually about the good time, money. They do not talk about collateral, obstacle. They do not talk about modern things that they have to use

leave he has every year, his salary cannot be deducted. Let me check the number of days. Do they know?
I
They didn't know, he only knew now
R
Now let me check how many days it is, and they know that because they have labor insurance, they can take a few days off every year, which is called annual leave, but the boss still has to pay them a salary.
ID
So now if he doesn’t take a day off, his boss will give him money, so now he has worked for more than one year, and if he has not completed three years, he can have seven days of leave a year.
ID
he said he knew
R
Then if they don't take vacation, the boss will give them money
ID
He said how much it would cost them
R
That’s how much their salary is based on one day’s work, and then multiplied by seven days
ID
He may not know how much they cost per day
R
It should be 1200, 150 multiplied by 8 equals 1200. This can only be obtained after working for more than a year.

when they work. Why we take a role to advocate migrant workers to escalate migrant workers' skill before they work overseas because brokers do not provide that. For shelter, the place is not big size and they usually do not get appropriate education. They are forced to work there. That's why mechanism in new Law Number 18/2017, we forced government to provide facilities. Usually they get from broker. There is no mechanism of evaluation and monitoring for what the brokers do. In new law, we also force the implementation of monitoring and evaluation system to all services for migrant workers.
I2: Now the government has regulation of workers. The brokers may need the same thing
R3: Law Number 18/2017 and some other implementations laws, one of them is Ministry Law Number 9/2019. We and many labor union, and civil society decline it because the ministry looks like giving a space to brokers to have that business process. We really monitor that and keep our eyes so there is no space anymore to the migrant workers.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 148 - 151 (0)

I2: Could you please tell me a little bit about how your organization works

For example, he (Sanduo) only had it for more than half a year, but he had it after a year, but it was more than a year and not three years old. Like him, the year is seven days, but like An Dong, it is more than two years, which is 14 days. His year should be 14 days. (in translation)
ID
He said he only earns 700 yuan a day
R
Ah, I know because they use the current minimum wage of 223 to calculate, but this should not be 700 a day, because the monthly salary has been adjusted again under the Labor Standards Law, and it has become more than 20,000, then if it is divided by the monthly salary The working hours should be 700. Let me check first. Then when I have tea, the sick leave just mentioned is 30 days in a year. Then these 30 days can be paid at half salary.
ID
shrimp
R
That year, there are 30 days of salary, and you can receive half of the salary for these 30 days. If you take sick leave, you can receive half of the salary.
Turn over ID
why 30 days
R
If you exceed the limit, you can still receive half of your salary, but your

with other organization either in Indonesia or overseas?

R2: There are many networks in the legal aid and we join in advocacy with many organizations in Indonesia and Malaysia for long to join the advocacy. In different network, we also provide and involve in many issues like preventing human trafficking, preventing violence of sexualism, and SDGs. It also happens in our regional networks, and we become part of Asian network for preventing human trafficking task force.
I2: Have you worked with Taiwan organization?
R2: No, we don't have

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 179 - 182 (0)

R3: Actually, Migrant Care has published a little bit since 9 years ago about children of migrant worker that are left behind at the border. Maybe you are also interested in our publication. We translate it in English.

I2: That is great because that is the question I want to ask. You just mentioned about DESBUMI provided to migrant workers. So, I am just

boss will not give you any money. Even if you have 30 days, you can receive half of your salary.
ID
30 days?
R
right
(in translation)
ID
Just half a day's salary?
R
right
(in translation)
That's because the monthly minimum wage under the Labor Standards Act is now 23,100 yuan, so it shouldn't be possible that it could be 700 yuan a day.
(in translation)
ID
Because he, that he has annual leave, because he has more than one year, he has annual leave but the company does not let him take it
R
So the company wants to give him money
ID
So he wants to ask the company how much it wants to give him
R
Has the company given it to him now?
ID
No
R
The company didn't give it to him
ID

interested in knowing if you provide any services to their family left.
R2: The program to intervene family left behind. Actually, we focus on returning migrants especially women to educate them, empower them, empower each other, to socialize to potential migrants in their village. Other involvement of the program is also the program which have intervention to family life community parenting. They also develop library at their village that can be accessed to family of migrant workers.

NGO/Unions/CBO\NGOI01MigrantCare31 Jan2020: 195 - 197 (0)

sometimes they[Taiwan trade union members] think from the employers' point of view because they are also employers of migrant workers. This is their only personal interaction, like when they need a caretaker. So for us what we need to do is, about the minimum wage. The mainstream opinion that migrant workers should be paid less than Taiwanese. This kind of opinion we cannot accept, but some of the trade union members and staff they feel tempted because when they are employers they want to pay less salary. We tell them it is the government responsibility to take care of elder care, not personal responsibility. Government should

He said that the company has not given him any money for two years.
R
Yes, but the company should pay him, because he only has seven days, and then C is more days. I need to calculate how much the company has to pay him, because this can also be found out, so he didn't receive anything. But, did the company say it would give it to him?
(in translation)
ID
Their boss didn't even tell him about these things. He told him that they had this thing, but they just gave it to him when he wanted to go back.
D
Oh, all three years are up. Give it to him again when he goes back.
ID
He said it was always like this before

Workers\IW5 factory (w/6, 7)_ July2019: 1386 - 1458 (0)

Q: Do you keep your passport by yourself?

A: My boss kept it because she afraid if we escaped from the work. Long time ago, there was a Vietnamese who run away from work because s/he keep her/his own passport. So,

work harder on the welfare issue, but for them the issue is too far--- because they are paying right now for elder care. If we can pay less, I can save money. We have to have a lot of meetings about the changes in minimum wage… because this is the kind of meeting we have with staff and members about the migrant workers' wages. End of 2017, TIWA campaign on civil rights to enjoy partial political participation at the municipal level, maybe the union staff could not understand and they misunderstood as becoming citizens…they were against this. But the TIWA campaigned for migrant worker civil rights, so there was some misunderstanding that had to be clarified.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

6) To what extent would it be possible to build supply chain responsibility codes of conduct for fair labor practices to encourage migrant union membership? How would your union participate in supply chain responsibility or if not, why not?

Workers do not want to join, they are not aware. They do not understand

my boss keeps my passport to prevent similar case.

Q: Since when did your boss keep your passport?

A: My boss keeps my passport since I came here for the first time.

Q: Have you ever asked your boss about your passport?

A: Yes, she explained that the passport is saved with her. If I went for vacation, she automatically gave the passport to me.

Q: How about your ARC?

A: I hold my ARC and health insurance.

Workers\IW9 factory_ July2019: 156 - 163 (0)

Q: Do you consider it's very important to provide consultant?

A: Yes, I think it is important because sometimes we need to share something.

why I have to join and pay monthly union fees. Even if you change law, if workers do not want to join, they do not join. The new union members is very low. Usually we do not even get new union members to join, not even 50%. We need a minimum of 30 workers to start and union, but we cannot even get that many.

If you are long haul seafarer, you do not need to be from one company but can be an industrial union. In the past it was very difficult to start a seafaring union because a minimum was 30 according to union law, but the fishermen do not stay in one place. It is difficult to get even 30 people together. Now you can choose to start an industrial union for fishermen's… ie. Long Haul industrial union and can bypass the requirement of being in same company. It is not a bad idea… should start Long Haul Industrial Union…. But we do not have yet. In XXX there are many fishermen… I know the PCT/SFSC, but we have not had the conversation.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

Maybe it is easier to require the supply chain responsibility from

Q: Do you know what is the channel which provide by Taiwanese government?

A: No, I don't.

Q: Call 1955

A: I don't know.

Workers\IW9 factory_ July2019: 304 - 309 (0)

Interviewer

What if you have problems with the agent?
Interpreter
A: She said 1955.
Interviewer
You know 1955, how do you know it?
A: It is because they have informed me about it on the plane before.
Interviewer
You mean that when you were in the airport? At which times you came to Taiwan? A: They will tell me each time when I come, likely.
Interviewer
So s/he also told you when you first departed.
A:
S/he gave me a book like this.
Interviewer

outside of this country. Like from Apple, we can get Apple to get the subcontractors to be more responsibility.

HTC people protest against sweatshop smart phone. Taiwanese protest the protest against HTC because it is disgraceful to protest against a Taiwanese brand. Many people do not care about the consumer responsibility. Sweatshop is ok, as long as I do not personally work there. Taiwanese are nationalists… As long as the product is cheap too, it is ok. Maybe children workers is what they cannot accept.

For EVA airline strike--- "if you do not like the company, just quit." This is the common thinking among most Taiwanese people. This kind of thinking is all over PTT (Taiwanese readitt) and everyone thinks this way.

We need to work on education and campaign on worker rights. In K-12, we have no labor history teaching. We have to explain why workers go on strike. Even union members they do not understand why the flight attendants go on strike… even out union members think that these flight attendants get more money than the

So s/he gave you a book when you're in the airport. Was it written in Bahasa Indonesian?
A: Yes, it has both Taiwanese and Indonesian.
Interpreter
The book has both Mandarin and Bahasa Indonesian.
So the book has both Mandarin and Bahasa Indonesian.
Interviewer
So you'll take it each time. Except for 1955, does the book mention something else?
Interpreter
The book says that we can call 1955 and police stations. The book also introduces the festivals in Taiwan.

Workers\IW10_ July2019: 191 - 212 (0)

Interviewer

Have you connected with the Indonesian office in Taiwan (INDONESIAN ECONOMIC AND TRADE OFFICE TO TAIPEI) before?

Interpreter
No.

Interviewer
You have never connected with them before…So if you have some problems or need some bits of help, who you

blue collar--- why would they go on strike.

NGO/Unions/CBO\NGOT05 Trade Union2AUG2019: 1 - 1 (0)

will call from the time you came to Taiwan?
My agent, probably. I will reach him/her for help.

Interviewer
Oh, so you'll reach your agent for help. Does s/he help you every time you reach him?
Yes.

Interviewer
What if you have problems with the agent?

Interpreter
She said 1955.

Interviewer
You know 1955, how do you know it?
It is because they have informed me about it on the plane before.

Interviewer
You mean that when you were in the airport? At which times you came to Taiwan? They will tell me each time when I come, likely.

Interviewer
So s/he also told you when you first departed.

S/he gave me a book like this.

Interviewer

So s/he gave you a book when you‘re in the airport. Was it written in Bahasa Indonesian?
Yes, it has both Taiwanese and Indonesian.

Interpreter
The book has both Mandarin and Bahasa Indonesian.
So the book has both Mandarin and Bahasa Indonesian.

Interviewer
So you’ll take it each time. Except for 1955, does the book mention something else?

Interpreter
The book says that we can call 1955 and police stations. The book also introduces the festivals in Taiwan.

Workers\IW11 careworker_ Nov2019: 186 - 217 (0)

Q: Do you have experience contacting the employment department in Indonesia?

A: Never.

Q: Do you know if you have any problem related to work in Taiwan

what kind of channel you can contact?

A: No. But here, if we have any problem here we can contact KDEI (Indonesia Economic and Trade Office) in Taipei.

Q: How about the side of Taiwanese government? I know that so far you don't have large issue with your employer, but if you know any official number you can call or the labor department that you can call?

A: I know someone who I can call in Indonesia, named Pak Yadi.

Q: Who is Mr. Yadi?

A: I don't know but I have his telephone number while given after finished the training.

Q: What's the number?

A: I forgot. Every worker who work in Taiwan must have his number. I don't know everything because I never have any problem.

Q: Do you have his number?

A: Yes, I have it in Line.

Workers\IW13 carework_ July2019: 192 - 203 (0)

Q: Ya, it's because now the Taiwanese government does not allow migrant workers to pass the exam to get the license, but I just want to know if you consider it's important the rights of transportation?

A: For me, I don't have any problem because I never go outside then there is no need for having a motorcycle or license.

Q: But if you want to go out and that's the choice, right?

A: But here is not like in Indonesia. It is saver going by train, bus, or taxi.

Q: And how about workers' right of education?

A: For me personally, I wasn't given any education but the important

thing that I know is manners, so that's all.

Q: But here is not actually about the education but it's about the rights. For example if you understand the labor policy in Taiwan to understand the labor standard laws in Taiwan and how to protest your own rights. For example because now live in care workers is not entitle to standard labor laws, so in Taiwan according to labor standard laws we have the minimum wage it's about 22.000, but now hers is 17.000. So, if you know the rights of workers in Taiwan?

A: Actually it's because of the deduction of NHI or for agency. Sometimes if we need to extend our ARC, we need to pay or the payment was deducted from our salary but if the boss is kind they can pay for us. It depends on the boss.

Workers\IW13 carework_ July2019: 212 - 219 (0)

R: Then...if he has a quarrel with the agent or the boss, or has a problem, who can he ask for help? They are friends, but they also use volunteers like us outside?

I: They don't. I will find friends.

R: I will find friends.

I: Yeah.

R: Did he ever go to agencies in Indonesia or Taiwan for help? Maybe he was looking for a job?

I: No.

R: None. Does Indonesia have such a...department that specifically handles Indonesians working abroad?

I: He knew it but he forgot the name. He asked his friend. (During conversation) Yes, he knows, it is, uh... similar to... Indonesia's... uh, Labor Department, which is the office in Indonesia.

Workers\IW15 fisheries w/ IW16_ July2019: 138 - 145 (0)

R: Okay... Then, if we provide them with... educational courses, let them know what rights they have. For example, if he wants to appeal, he will have a channel, and he will know how to appeal, or what he wants to

know. He can know. Would he feel better about such a course?

I: He (referring to K) said that this is very good... (during conversation) Yes, he said that this is very good because he, like him, he used to take this kind of... uh... course in Pingtung, and then... taught They are also, uh... college students. That college students are, uh... (under questioning), Indonesian students. Indonesian, Indonesian, Indonesian students study in universities in Taiwan, and they help them, uh, with classes. Tell him that there will be classes every week, and he felt very good at that time, but not now, not here, hey, right.

Workers\IW15 fisheries w/ IW16_ July2019: 200 - 201 (0)

R: Okay... Then, if we provide them with... educational courses, let them know what rights they have. For example, if he wants to appeal, he will have a channel, and he will know how to appeal, or what he wants to know. He can know. Would he feel better about such a course?

I: He (referring to K) said that this is very good... (during conversation)

Yes, he said that this is very good because he, like him, he used to take this kind of... uh... course in Pingtung, and then... taught They are also, uh... college students. That college students are, uh... (under questioning), Indonesian students. Indonesian, Indonesian, Indonesian students study in universities in Taiwan, and they help them, uh, with classes. Tell him that there will be classes every week, and he felt very good at that time, but not now, not here, hey, right.

Workers\IW16 fisheries w/ IW15_ July2019: 201 - 202 (0)

The passport and other related documents are kept by the employers in general. I only hold the copy the passport, Kama and the actual health insurance documents. The passport is kept and stored by the office personnel at the factory.

I did not try to take it back from them as I realized that I emigrated here legally. However, I was just aware that I could keep the passport with me as well. According to the Taiwanese law, the agents provided the trainings in Thailand that we could keep our passports but when

we arrived our passports are withheld. There are some similarities of the advantages and prohibitions during the training in Thailand with actuality here but there are also vast differences when we have arrived. For instance, what we faced regarding our rights with the employers. During the training we heard one thing but it's different once gotten here. During the training, we could call 1955 hot line to report if there is a problem. After clicking on the number for Thai language a Thai staff picked up the phone. Once all details were reported and received, I had to follow up with them how the case was referred. I called them only once recently that I was dismissed from the contract that they did not notify me in advance. They also asked me to work from May to about June 10th without telling the workers in advance. Initially they have told us that they were not able to give us the wages but they did not inform us of the time they would dismiss us. Thus, I made a report to the labor office

and they told me to follow up with my case on the 1955 hot line to know how my case was being proceeded.

40:06

After four to five days Thai personnel called me to ask if I had received the compensation so I told them that they still did not give me the compensation. The second time they called me to ask if I acquire new position. How could I seek a new job as I also relied on the agency to find a new job for me. Isn't it supposed to be the responsibility of the hotline personnel to find a new job for me and not another way around? The day I was dismissed the employer, the interpreter agency and I went to the labor department in which the employer claimed that they did not have the money to pay for the compensation therefore they told me to terminate the contract with the employer as well as the contract with the interpreter agency as well. All the insurance fees to the employers were also not compensated as I am not

familiar with how much I would receive for this. All I am aware about is the social security fees. Now I do not have the agent or the employer but I think that I'm still legitimate to stay here according to the law which I could still find work in the remaining two months. After two months if I want to continue to stay in here, I could also extend my work permit but I'm not certain which job I could do. Regarding the safetie

Workers\TW4 Factory Worker_28July2019: 19 - 23 (0)

2) Taiwan government MOL/CLA local province offices.

N/A, but also do not know the complaint mechanism process.

Workers\TW8 Factory Worker_4Aug2019: 9 - 9 (0)

About 7 years ago I did not know that I could extend the contract here. Now I know that it could be done here and I had to pay the agent for the Kama fees of 3,000 for 3 years. However recently after the contract ended, I left back and returned here again for

the next contract. The recent fees for the fourth contract I had to pay is 80,000 baht. The last time I paid was about 60,000 but this time it was an additional 20,000 more as the agent claimed that my current employer provides better salary than other factories. My starting salary here is 23,000 with additional OTs as the operating officer. I could tell my employer if I am sick, tired and does not want to do the OTs and there is no need for me to find a replacement worker as there are many workers in the factory. If it's a small factory then it is hard to find a replacement worker but if it's a big factory then it becomes easier to find a replacement worker.

Workers\TW9 Factory Worker_4Aug2019: 13 - 13 (0)

We are not certain who is withholding our passports. We also do not have the photocopies of our passports as we only have the Kama documents with us. I know that the reason they want to withhold our passports was because they fear that we would flee back home, work in other places or avoid paying taxes. The agents are the ones taking out passports once we arrived at the airport. If we want the passport for errands then we need to ask the

employers via the interpreters. In emergency cases like if we had to go to Thailand for an emergency, we would also need to tell the interpreters or request the factory for a permission to go back.

Workers\TW9 Factory Worker_4Aug2019: 21 - 21 (0)

Q: When did you know these unions?

A: Which unions.

Q: I mean, when you arrived in Taiwan, you did not know that many unions and organisations were supporting migrant workers?

A: I did not know any of them.

Q: When did you know about them?

A: Later, I went to the church and recognised priest Nguyen and the brother who talked about these organisations. They suggested that if we wanted to establish a labour union. We just talked about it, but

then that brother was arrested and deported. Priest Nguyen asked the people in the church who could join the union. Then, the other five people and I participated and founded the labour union.

Q: How long did it take you to know about priest Nguyen after going to the church?

A: I already knew him since the first time I went to the church. However, I did not know about his activities.

Q: How long did it take you to acknowledge his activities?

A: Roughly one year.

Q: Priest Nguyen was the first one you recognised whose work related to migrant workers?

A: Yes. After participating, priest Nguyen taught me a lot. I also knew about TIWA (Taiwan International Workers' Association) through him.

Workers\VW1 undocumendted worker_28July2019: 449 - 460 (0)

Q: It seems that you are satisfied with your current job. However, if your friends are in trouble with their employers or want to change their jobs, what do you suggest?

A: If they do not understand anything, our union can explain the problems clearly and suggest what they should do. We can introduce them to priest Nguyen for helps. If they need interpreters, we are also able to help.

Workers\VW1 undocumendted worker_28July2019: 477 - 478 (0)

Q: Do you think it is necessary to inform migrant workers every change of Taiwan laws in your native languages?

A: Yes.

Q: How can workers access this information?

A: The government has updated the laws on a website.

Q: Do migrant workers often update this information?

A: At the moment, there are very few people acknowledging it.

Q: So the labour unions like you guys will promote it?

A: Yes.

Q: The government you mention is the Taiwanese government or the Vietnamese government?

A: Taiwanese government.

Q: Are there different versions in different languages?

A: Yes.

Workers\VW1 undocumendted worker_28July2019: 549 - 560 (0)

Q: Do you want to know thoroughly about workers' rights in Taiwan? Do you expect any worker rights education?

A: I hope migrant workers will acknowledge their rights to protest and speak for their interests. At the same time, I also hope for the supports of Taiwanese governments and organisations. It is quite hard to express my thoughts.

Workers\VW2 Factory
Worker_30July2019: 269 - 270 (0)

Q: Do you find a worker rights education program necessary?

A: A lot of migrant workers do not acknowledge the worker rights, so I think it is necessary. The ones who have lived here for a long time might know about the worker rights, but the ones who just have arrived for 1 or 2 years do not understand their rights thoroughly.

Workers\VW4 factory
Worker_28Sept2019: 254 - 255 (0)