

INTERNATIONAL LABOUR ORGANIZATION (ILO)



TECHNICAL COOPERATION PROGRESS REPORT

Project No: RAS/10/01/AUS

Project Title: Tripartite Action to Protect Migrants within and from the Greater Mekong Sub-region from Labour Exploitation (the TRIANGLE project)

Period Covered: June 2011 – May 2012

Total Budget: AUS\$ 10m

Starting Date¹: 10 June 2010

End Date²: 31 May 2015

Evaluation Date: November 2012 (Mid-Term Evaluation Report)

Implemented by: ILO Regional Office for Asia and the Pacific (ROAP) / MIGRANT

Donor: Government of Australia

Prepared by: Max Tunon Senior Programme Officer / Project Coordinator	Reviewed by: Nilim Baruah Regional Migration Specialist
Place: Bangkok (ROAP)	Place: Bangkok (ROAP)

¹ Start date as indicated in the donor approved project document.

² End date as indicated in the donor approved project document. If these dates have been formally revised, indicate revised dates with "Revised" in brackets after the date.

TECHNICAL COOPERATION PROGRESS REPORT: SUMMARY

Project Title/TC Symbol:	<i>Tripartite Action to Protect Migrants within and from the Greater Mekong Sub-region from Labour Exploitation (the TRIANGLE project) RAS/10/01/AUS</i>	
Countries:	<i>Cambodia, China, Lao PDR, Malaysia, Thailand, Vietnam</i>	
Project timeframe:	Planned: <i>June 2010 – June 2015</i>	Actual: <i>June 2010 – June 2015</i>
Reporting period	<i>June 2011 – May 2012</i>	P&B Outcome/Indicator: <i>Outcome 7 / Indicator 7.1</i>
Total Budget:	<i>AUD\$ 10m</i>	

1. Achievements

Please summarize the main results of the project: outputs delivered and/or results achieved. Kindly refrain from providing information on the activity level. (5 lines)

Building on the solid foundation established in the first year, the TRIANGLE project remains on course to reach its targets under the three objectives. The principal achievements in Year 2 include the project's contribution to the changes in legislation and policy in Cambodia and Thailand, with more scheduled in 2012 in these countries as well as Lao PDR and Vietnam. The support services are well underway, with 9,213 migrants and potential migrants having received assistance to date.

2. Project Progress

Project Outcomes

1. Migrant recruitment and labour protection policies strengthened, reflecting the interests of tripartite constituents and gender-specific concerns.
No. of outputs planned 2: 1 on target, 1 delayed
Likelihood of achieving outputs by end of project: *medium*
Likelihood of achieving outcome by end of project: *medium*
2. Capacity of tripartite constituents enhanced to close the gap between intention and implementation of national policy, bilateral agreements and regional commitments related to the recruitment and protection of women and men migrant workers.
No. of outputs planned 3: 2 on target, 1 delayed
Likelihood of achieving outputs by end of project: *high*
Likelihood of achieving outcome by end of project: *high*
3. The rights of women and men migrants and potential migrants are protected through increased access to support services.
No. of outputs planned 2: 2 on target, 0 delayed
Likelihood of achieving outputs by end of project: *high*
Likelihood of achieving outcome by end of project: *high*

Indicate serious delays and corrective action (5 lines)

1. While a literature review has been conducted on migration from Vietnam and Myanmar into China, the proposed in-depth research that was expected to launch activities in China has been delayed. Meetings were held with constituents in Beijing and they were invited to the project's Sub-regional Advisory Committee meeting. There were preliminary discussions with the ACFTU to contribute to a training workshop and conduct the research; however, they have since decided not to carry out these activities at the present time. The project will contribute to the

staff costs of a National Officer working with another migration project in Beijing. This Officer will help to facilitate cooperation with the constituents on this issue, and oversee the research and any follow up activities.

2. Due to the limited capacity and experience of MRC staff, the operations of some of the Migrant Worker Resource Centres (MRCs) have started slowly. Training and backstopping support has been provided to MRC staff in all countries, and more is planned for 2012. An MRC Operations Manual has been drafted with specific guidance on the establishment and running of an MRC, including FAQs of safe migration and a communications plan. A number of NGOs in Cambodia have expressed an interest in using the MRC Operations Manual in the provision of assistance to potential migrants in other settings.
3. Organizing and monitoring activities in Malaysia proved difficult before the recruitment of a National Project Coordinator, who began working in February 2012. Now a 2012 workplan has been developed with constituents, project partners have submitted detailed mid-term reports, and constituents are generally more responsive and engaged.

3. Other comments

- In October 2010, TRIANGLE Chief Technical Advisor, Nilim Baruah, was selected as the ILO Senior Regional Migration Specialist for the Asia-Pacific. In his new capacity he continues to provide technical, strategic and political support to the project. In February 2011, Max Tunon, former TRIANGLE Technical Officer, took up a new position as the project's Senior Programme Officer / Project Coordinator. Following a competition for the Technical Officer position, Anna Olsen will join the project in June 2012.
- The ASEAN TRIANGLE project was approved by the Canadian International Development Agency) in late March 2012. The CAD 5.4m project has linked objectives and approaches with the GMS TRIANGLE. The ASEAN TRIANGLE project will focus on the development of regional goods, rather than country level implementation. AusAID and CIDA have been having discussions about how these two projects could dovetail since June 2010.

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Implemented by:	ILO Regional Office for Asia and the Pacific (ROAP), MIGRANT	
Donor	AusAID	

1. PROJECT SUMMARY

1.1. Provide a one paragraph summary of the project

- The TRIANGLE project aims to significantly reduce the exploitation of labour migrants through the formulation and implementation of improved recruitment and labour protection policies and practices. This will be achieved through strengthening policy, building the capacity of key stakeholders (tripartite constituents, recruitment agencies, civil society organizations, migrant workers), and providing support services to women and men migrant workers and potential migrant workers. Governments and social partners are engaged in each of these objectives. The project is operational in five countries: Cambodia, Lao PDR, Malaysia, Thailand and Viet Nam, with activities in China to follow.

1.2 Development Objective:

- To increase labour rights protection and decent work opportunities for women and men migrant workers in the GMS and Malaysia.

1.3 Project Outcomes:

- Migrant recruitment and labour protection policies strengthened, reflecting the interests of tripartite constituents and gender-specific concerns.
- Capacity of tripartite constituents enhanced to close the gap between intention and implementation of national policy, bilateral agreements and regional commitments related to the recruitment and protection of women and men migrant workers.
- The rights of women and men migrants and potential migrants are protected through increased access to support services.

1.4 The project contributes to the following Decent Work Country Programme Outcomes and ILO Programme & Budget Outcome:

Decent Work Country Programme Outcomes:

- Cambodia (KHM 129), Lao PDR (LAO 179), Malaysia (MYS 827), Thailand (THA 176), Vietnam (VNM 105): Government and social partners develop and implement policies to manage migration, protect migrant workers and combat human trafficking in line with ILO principles

ILO Programme & Budget Outcome:

- Outcome 7 on Labour Migration: More migrant workers are protected and more migrant workers have access to productive employment and decent work

ILO Programme & Budget Indicator:

- Indicator 7.1: Number of member States that, with ILO support, adopt gender-sensitive labour migration policies to protect migrant workers that reflect the ILO Multilateral Framework and the provisions of relevant international standards

2. PROJECT PROGRESS

2.1 Summary of Key Achievements

Immediate Objective 1: Migrant recruitment and labour protection policies strengthened, reflecting the interests of tripartite constituents and gender-specific concerns.

- Technical advisory mission from ILO Maritime Specialist, consultation workshops held and detailed comments formally submitted on the draft Ministerial Regulation on Work in Fishing (Thailand).
- Consultation workshop and detailed comments formally submitted on the draft Ministerial Regulation on Domestic Work (Thailand).
- Comments provided to Ministry on Sub-Decree 57 (replaced by Sub-Decree 190 in August 2011) and standard contract between workers and recruitment agencies (Cambodia).
- Strategy and schedule for adopting first six ministerial orders (Prakas) to supplement Sub-Decree 190 agreed to with Ministry, with drafting and consultation underway (Cambodia).
- Comments provided on the migration-related articles of the draft Employment Law, to be reviewed by the Prime Minister's Office in December 2012 (Lao PDR).
- Reviews underway on two Circulars and a PM's Decision, with adoption following broad consultation scheduled for third quarter of 2012 (Vietnam).
- Assistance offered to the Social Security Office of the Ministry of Labour (Thailand) on implementation of Convention 19 on Equality of Treatment (Accident Compensation), following the Observation by the Committee of Experts and the visit of a delegation from Thailand to Geneva.
- Information and platform provided to Cambodian MP, Mu Sochea, by project partner, Tenaganita, was instrumental in influencing the Cambodian Prime Minister's decision to temporarily ban the deployment of Cambodian domestic workers to Malaysia.
- Support provided to domestic worker networks in Cambodia and Thailand to promote Convention 189 on decent work for domestic workers, and the revision of relevant national legislation in line with its provisions.
- A study entitled 'Justice in Recruitment: An Assessment of Complaint Mechanisms to Address Grievances during the Recruitment of Inbound and Outbound Migrant Workers' has been completed and shared with key stakeholders. A roundtable discussion will be held to put forward the policy and practical recommendations, and will support the efforts to strengthen regulation and influence the revision of the Recruitment and Job Seekers Protection Act (Thailand).
- The National Fisheries Association of Thailand carried out a feasibility study on the development of a 'labour centre' through which to recruit and train fishers. The proposal is now under consideration by the Department of Employment and will be presented to the Sub-Committee considering measures to prevent and suppress human trafficking in the fishing sector at their next meeting.

- Research underway on employment and working conditions in Thailand's fishing sector, covering the largest sample for such a study, and with the active engagement of government and industry partners.
- Findings of project's research on public attitudes in host societies disseminated through various channels (including online discussion forum), and used to influence the recommendations of the 4th ASEAN Forum on Migrant Labour and the launching of a campaign in Thailand to promote a positive image of migrant workers.
- Policy recommendations put forward through the UN Resident Coordinator's Office and tripartite meetings on improved responses to migrants affected by the flood (Thailand).

Immediate Objective 2: Capacity of tripartite constituents enhanced to close the gap between intention and implementation of national policy, bilateral agreements and regional commitments related to the recruitment and protection of women and men migrant workers.

- 261 government officials (48% women) from central and provincial levels trained. At district, commune and village levels, 1,204 local leaders and volunteers have received training. (Result #27 for QAI and APPR Reporting) (See Annex E for details).
- 16 civil society organizations supported to track service provision (Result #28 for QAI and APPR Reporting) (See Annex E for details).
- Two-year action plans drafted by trade unions in five countries to promote their role in the protection of migrant workers.
- Recruitment agencies in four countries supported in forming associations, developing Codes of Conduct or monitoring the implementation of the Codes of Conduct.
- Training delivered for labour officers in Malaysia on labour dimensions of trafficking in persons, with support from ILO specialists from the region and Geneva. Malaysian labour officer trained on Identifying and Investigating Cases of Forced Labour and Trafficking at the ILO International Training Centre. Areas identified in which to develop tools to further enhance capacity of labour officers.
- Research planned with the Anti-TIP Council on labour trafficking cases to improve evidence gathering and prosecutions rate, with the active cooperation of the Attorney General's Chambers and the Police Department (Malaysia).
- Key officials from tripartite constituents at central and local levels trained on the international, regional and national normative frameworks on legal and safe migration (Vietnam)
- Pre-departure training orientation assessed and new materials drafted; currently being localized and validated in Cambodia, Lao PDR and Vietnam; with TOT scheduled for mid-2012.
- Risk assessment conducted by fishers and employers to shape the development of occupational safety and health (OSH) training modules (Thailand).
- Technical advisory mission on labour inspection (by specialists in Geneva) scheduled for June 2012, with specific guidelines planned on forced labour, migrant workers and work in fishing (Thailand).
- Cooperation strengthened among CSOs and international organizations through the 'Labour Forum', with the TRIANGLE project officer taking on the chair on a rotational basis and drafting a TOR for the group (Cambodia).
- Training delivered to tripartite constituents and civil society organizations on ILO Convention 189 on Domestic Work (Cambodia, Malaysia, Thailand, 4th ASEAN Forum on Migrant Labour, ITUC-AP).
- Regional cooperation fostered and confidence built between constituents and CSOs at the 4th ASEAN Forum on Migrant Labour in Bali, leading to a set of concrete recommendations relevant to the project.

- The ILO has provided inputs to the committee drafting an Agreement to facilitate the application of the obligations under the Declaration; for example, presenting the international standards on migration and inviting an expert to present the Council of Europe's regional instrument; and supporting the MOLVT Cambodia's submission of a Wish List for the Agreement, drafted in consultation with trade unions and civil society partners.
- Cooperation fostered and information shared among project partners at the TRIANGLE Sub-Regional Advisory Committee meeting, and through various meetings of trade unions and recruitment agencies.

Immediate Objective 3: The rights of women and men migrants and potential migrants are protected through increased access to support services.

- 21 project implementing partners selected in five countries to provide various forms of support services (see Table 1 in Annex C). Partners are running Migrant Worker Resource Centres (MRCs) or drop-in centres that provide information, counselling and legal assistance to visitors – and are also conducting a variety of outreach, information dissemination, training and organizing activities.
- 9,213 women and men have been assisted to date, including 2,025 potential migrants and migrants in countries of origin; and 7,188 migrants in countries of destination. Of the 7,285 beneficiaries for whom their sex has been documented, 48% are women, and 52% are men. These figures have been disaggregated by sex and the type of assistance received (See Annex C).
- 133 women and men migrants received legal assistance as part of the emergency interventions provided following the floods in Thailand. In addition, project implementing partners distributed relief supplies and provided information services to 3,496 migrants and their family members, including 1,062 men and 884 women, and 1,550 persons (for whom sex-disaggregated information was not collected).
- Two forums held to bring Government and NGO partners together to facilitate the dissemination of accurate information on the migrant registration and regularization process (Thailand).
- A job fair was held in Champasack, Lao PDR to provide job-seekers with information about safe and legal migration, and opportunities abroad as well as within the country.
- Support provided to Anti-Human Trafficking Day events to raise awareness in Lao PDR and Cambodia.

2.2 Outputs achieved versus work plan (only provide comments in case of delays)

	Completed	On track	Delayed	Comments
Outcome 1: Migrant recruitment and labour protection policies strengthened, reflecting the interests of tripartite constituents and gender-specific concerns.				
Output 1.1: Advocacy campaign conducted among policy makers and public to influence improved recruitment and labour protection policies and practices.			X	Research has been conducted and more is underway in both Thailand and Malaysia. Campaign to promote a positive image of migrants has been

				launched in Thailand, but delayed in Malaysia.
Output 1.2: Tripartite constituents take on prominent roles in strengthening recruitment and labour protection policies and practices.		X		In Vietnam, the law needs to be amended in order to give the trade union (VGCL) a clear mandate to protect workers while abroad.
Outcome 2: Capacity of tripartite constituents enhanced to close the gap between intention and implementation of national policy, bilateral agreements and regional commitments related to the recruitment and protection of women and men migrant workers.				
Output 2.1: Mechanisms developed and promoted to improve regulation, transparency and accountability in the recruitment process for women and men migrants.		X		
Output 2.2: Mechanisms developed and training delivered to improve the labour protection of women, men and children migrants.			X	Efforts are delayed, although research has been undertaken in Thailand to support efforts in developing complaints mechanisms, OSH training and labour inspection guidelines – and training has been delivered to labour officers from across Malaysia.
Output 2.3: Regional tripartite cooperation and influence increased to support implementation of bilateral and multilateral commitments.		X		
Outcome 3: The rights of women and men migrants and potential migrants are protected through increased access to support services.				
Output 3.1: Women and men migrants and potential migrants are empowered through improved safe migration and rights awareness, and increased representation and social inclusion.		X		In some instances, the launching of MRC activities have been delayed due to gaps in capacity. Actions have been taken to address these gaps.

Output 3.2: Legal assistance made available to migrant women, men and children working in or withdrawn from exploitative conditions.		X		Legal assistance is already being provided in Thailand and Malaysia, but is just getting underway in sending countries.
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2.3 Likelihood of outputs to be delivered by the end date: (highly probable, probable, low probability) If 'low probability' please elaborate. **Highly probable**

2.4 Outcomes attained versus work plan (only provide comments in case of delays)

	Completed	On track	Delayed	Comments
Outcome 1: Migrant recruitment and labour protection policies strengthened, reflecting the interests of tripartite constituents and gender-specific concerns.				
Indicator 1.1: Extent to which national migration and labour laws and policies are coherent, rights-based, gender-sensitive and reflect the interests of migrant workers and of the tripartite constituents. ³		X		Work on the development of laws and policies is underway in Cambodia, Lao PDR, Thailand and Vietnam.
Outcome 2: Capacity of tripartite constituents enhanced to close the gap between intention and implementation of national policy, bilateral agreements and regional commitments related to the recruitment and protection of women and men migrant workers.				
Indicator 2.1: Quality of recruitment services available are consistent with standards set out in policy.		X		Efforts to strengthen implementation of recruitment laws include policy advice, capacity building for local officials, availability of complaints channels (MRCs), self-regulation.
Indicator 2.2: Quality of labour protection services available are consistent with standards set out in policy.			X	Efforts are delayed, although research has been undertaken in Thailand to support efforts in developing complaints mechanisms,

³ NOTE: This indicator has changed slightly from the text in the project document. It previously read as follows: "Extent to which national migration and labour laws and policies are coherent, rights-based, gender-sensitive and reflect the interests of the tripartite constituents."

				OSH training and labour inspection guidelines – and training has been delivered to labour officers from across Malaysia.
Outcome 3: The rights of women and men migrants and potential migrants are protected through increased access to support services.				
Indicator 3.1: Numbers of migrant women and men seeking and receiving advice and support through government and NGOs (exact services to be identified in each target country).		X		In some instances, the launching of MRC activities have been delayed due to gaps in capacity. Actions have been taken to address these gaps.

2.5 Likelihood of outcomes to be attained by end date: (highly probable, probable, low probability)

If 'low probability' please elaborate. **Highly probable**

2.6 Reporting against each indicator

Immediate Objective 1	Migrant recruitment and labour protection policies strengthened, reflecting the interests of tripartite constituents and gender-specific concerns.
Indicator: Extent to which national migration and labour laws and policies are coherent, rights-based, gender-sensitive and reflect the interests of migrant workers and of the tripartite constituents. ⁴	<ul style="list-style-type: none"> Technical comments and consultations held to support the drafting of Ministerial Regulations on Work in Fishing and Domestic Work, which would address fundamental gaps in Thailand's Labour Protection Act. The Cambodian Government adopted Sub-Decree 190 in August 2011, on which the project provided a series of comments and held a stakeholder consultation. To supplement the Sub-Decree and facilitate its implementation, the project has helped the Government to identify six priority areas in which ministerial orders or <i>Prakas</i> should be developed, and formulated a strategy and timetable for completing the drafting in 2012. The project is supporting a national expert, a technical working group and two consultations. The project also provided detailed comments on the development of a standard contract between migrants and recruitment agencies, a process which was led by UN Women. In Vietnam, the process of drafting sub-laws is underway, starting with reviews of a Circular on standard contracts, a Circular on deposit funds and a PM's Decision on migrant employment funds. The project has made comments on the migration-related provisions of the Draft Employment Law in Lao PDR, to be reviewed for adoption by the Prime Minister's Office in December 2012.

⁴ NOTE: This indicator has changed slightly from the text in the project document. It previously read as follows: "Extent to which national migration and labour laws and policies are coherent, rights-based, gender-sensitive and reflect the interests of the tripartite constituents."

Output 1.1	Advocacy campaign conducted among policy makers and public to influence improved recruitment and labour protection policies and practices.
<p>Indicator: Research and analysis supported by the project is quoted or used by the Government and tripartite constituents in policy formulation and evaluation exercises.⁵</p>	<ul style="list-style-type: none"> • The baseline survey findings have been shared with the tripartite constituents and presented at the PAC and SURAC meetings. Although this research is primarily for project evaluation purposes and to shape project interventions, the findings were also used in the provision of policy advice. • Information and platform (press conference) provided to Cambodian MP, Mu Sochea, by project partner, Tenaganita, was instrumental in influencing the Cambodian Prime Minister's decision to temporarily ban the deployment of Cambodian domestic workers to Malaysia. • A study entitled 'Justice in Recruitment: An Assessment of Complaint Mechanisms to Address Grievances in the Recruitment of Inbound and Outbound Migrant Workers' was undertaken in Thailand, and recommendations have been put forward to the DOE-ILO Technical Working Group. These findings will support the efforts to strengthen regulation of the brokerage services and recruitment actors provided to inbound migrants, and influence the revision of the Recruitment and Job Seekers Protection Act. A roundtable discussion will be held to put forward the policy and practical recommendations, and the study will be published. • The National Fisheries Association of Thailand carried out a feasibility study on the development of a 'labour centre' through which to recruit and train fishers. The study was based on interviews with over 300 members of the Association, and was presented to the Government and other partners. The proposal is now under consideration by the Department of Employment and will be put forward to the Sub-Committee considering measures to prevent and suppress human trafficking in the fishing sector, and would require approval from the Cabinet. • Research is underway on employment and working conditions in Thailand's fishing sector, with the largest sample for such a study (500 fishers in four provinces), and with the active engagement of Thai Government, industry and NGOs. • The project contributed to the Migration in Thailand Report for 2011, a regular publication of the UN Thematic Working Group used to influence policy. In particular, project staff drafted a summary of the key findings of the public attitudes survey, co-authored a chapter on out-migration, and reviewed other chapters. • Policy recommendations put forward through the UN Resident Coordinator's Office to MOFA and through tripartite meetings to PM's Office on improved responses to migrants affected by the flood, and more broadly, how to incorporate natural disaster preparedness into migration policy and labour laws (Thailand). • The Recommendations of the Mekong Youth Forum were reviewed and presented to the governments at the COMMIT Senior Officials Meeting and the Inter-Ministerial Meeting in Hanoi in February 2012. • Action-oriented research has been proposed to strengthen the investigation of labour trafficking cases in Malaysia. This will be carried out in close collaboration with the Malaysian Anti-Trafficking in Persons Council, particularly the Attorney General's Chambers and the Police Department.

⁵ NOTE: This indicator has changed slightly from the text in the project document. It previously read as follows: "Research and analysis supported by the project is quoted by the Government and tripartite constituents in policy formulation and evaluation exercises."

<p>Indicator: Change in public opinion relating to the status of women and men migrant workers, and their right to fair treatment.</p>	<ul style="list-style-type: none"> • The <i>Saphan Siang</i> (Bridge of Voices) campaign in Thailand was launched in July 2010. It aims to promote a positive image of migrants, in line with their contribution to the Thai economy and society – and promote understanding between Thais and migrants. Although the campaign will reach out to youth and the general public, the project has noted the need to also influence government and trade union partners. Activities have included the airing of public service announcement, the development of a website, uploading of short ‘vox-pops’ from Thais and migrants, outreach to school and university students. A photo competition in underway and the exhibition will be held in July 2012. • A campaign will also be launched in Malaysia later in 2012. A number of NGOs have expressed an interest in partnering with the TRIANGLE project on this initiative. • The research on public attitudes to migrant workers was presented at the 4th ASEAN Forum on Migrant Labour, and influenced the drafting of Recommendations adopted at the Forum – which included conducting campaigns in host societies to promote positive images of migrant workers. • TRIANGLE staff moderated the second discussion forum on AP-MAGNET, on public attitudes to migrant workers, which drew comments from host societies from across the Asia-Pacific region – and is being used in the development of a Discussion Paper on the subject.
<p>Output 1.2</p>	<p>Tripartite constituents take on prominent roles in strengthening recruitment and labour protection policies and practices.</p>
<p>Indicator: Extent of engagement of tripartite constituents and civil society, including women’s groups, in policy dialogue.⁶</p>	<ul style="list-style-type: none"> • There is broad recognition of the value of a tripartite approach in addressing migration issues. There is tripartite representation in each of the national Project Advisory Committees and the Sub-Regional Advisory Committee, as well as provincial coordination bodies. The project continued to support the ASEAN Forum on Migrant Labour, the only official ASEAN event at which the participation of tripartite constituents and CSOs is institutionalized. • In the countries where the project is contributing to the process of drafting legislation (Cambodia, Lao PDR, Thailand and Vietnam), the project has successfully lobbied for the inclusion of tripartite constituents and civil society actors in the consultation process. • In Malaysia, the Ministry of Human Resources has been assigned a clearer role in anti-trafficking, but has acknowledged the gaps in terms of capacity to fulfil this role. The project is providing training and assistance on the labour dimensions of trafficking. • In Thailand, the model of the Department of Employment – ILO Technical Working Group has been replicated with the Department of Labour Protection and Welfare - ILO Technical Working Group. The Working Groups are made up of inter- and intra-ministerial partners, social partners, and other stakeholders. • In the five countries, the implementation of the trade union Action Plans will highlight to the governments the role that trade unions can play, and further justify their inclusion in national policy discussions. In Vietnam, the VGCL will have to seek changes to the law before being able to extend protections to Vietnamese workers abroad – a process that will be supported by the project.

⁶ This indicator merges the two indicators previously under output 1.2 and focusses on tripartite engagement in policy dialogue and formulation

Immediate Objective 2	Capacity of tripartite constituents enhanced to close the gap between intention and implementation of national policy, bilateral agreements and regional commitments related to the recruitment and protection of women and men migrant workers.
Indicator: Quality of recruitment services available are consistent with standards set out in policy.	<ul style="list-style-type: none"> • Training on the relevant legislation has been delivered to provincial authorities and local leaders in Cambodia, Lao PDR and Vietnam (see Capacity Building Report in Annex E). • Efforts have been made in four countries to promote the development of self-regulation of the recruitment industry. The most advanced is the Viet Nam Association of Manpower Supply, which is beginning to pilot a ratings system based on a set of tools monitoring the implementation of the Code of Conduct. The Association of Cambodian Recruitment Agencies is in the process of developing similar tools. In Thailand, the project has supported training for recruitment agencies and the drafting of a Code of Conduct; while in Lao PDR, an initial workshop on the establishment of an association of recruitment agencies was held, and an association is to be formed later in 2012.
Indicator: Quality of labour protection services available are consistent with standards set out in policy.	<ul style="list-style-type: none"> • Project implementing partners in Thailand and Malaysia are working with provincial labour departments on specific cases and more broadly strengthening protection in the locality (see Annex D for details). • The strategy for developing the labour inspection system will be fine-tuned following an advisory mission and workshop on labour inspection in Thailand to be held in June 2012. The TRIANGLE project intends to assist in the development of guidelines on inspection in relation to migrant workers, forced labour and specific sectors, beginning with the fishing sector. • In Thailand, initial efforts to develop OSH training modules for the fishing sector are underway, with a risk assessment being conducted with inputs from workers and employers. • The project delivered a three-day training course on the labour dimensions of trafficking for labour officers from across Malaysia.
Output 2.1	Mechanisms developed and promoted to improve regulation, transparency and accountability in the recruitment process for women and men migrants.
Indicator: Usage of complaints channels, and follow-up action taken against recruitment agencies.	<ul style="list-style-type: none"> • A study on complaints mechanisms in the recruitment process in Thailand was carried out (see Indicator 1.1), which put forward a series of policy and practical recommendations. • In Vietnam, the effectiveness of the complaints mechanism will be assessed by the National Assembly – as a means to ensure greater independence – in the second half of 2012, as part of the review of the implementation of the Law on Contract-Based Overseas Workers. • In Cambodia, Lao PDR and Viet Nam, the project has delivered training to provincial authorities and local leaders on the laws related to recruitment and migration. Channels through which to report and resolve complaints have been established (primarily the MRCs) and publicized. Centralized complaints mechanisms will be strengthened in the coming years. • The Code of Conduct monitoring mechanisms developed with the Vietnamese and Cambodian recruitment agency associations will include independent monitoring systems and collect complaints through various channels, including migrant workers and their families, NGOs and trade unions in countries of origin and destination, embassies, media reports, etc.

<p>Indicator: The number of women and men in target areas that migrate through legal channels [primarily influenced by the balance of incentives and disincentives, i.e. costs, complexity of procedures, and the extent to which rights are protected].⁷</p>	<ul style="list-style-type: none"> • The importance of legal migration – as the fundamental basis to safe migration – has been underscored in all of the project’s information dissemination and support services. It is too early to see an impact of this messaging and support in target areas. Project partners in Cambodia have noted the challenge in changing behaviour of migrants to use legal channels. • In Lao PDR, the Ministry of Labour and Social Welfare has collaborated with the Ministry of Foreign Affairs and the Ministry of Public Security to draft a common Operations Manual for central and local cadres. The Manual provides coherent and practical instruction on how to facilitate the labour emigration and immigration process. By ensuring a coherent, competent and streamlined service, more people will be able and willing to migrate through legal channels. The Cambodian Ministry of Labour has requested project assistance in developing a similar tool. • To address the labour shortage in the fishing sector and counter the ongoing challenge in recruiting documented migrant workers, the National Fisheries Association of Thailand has conducted a feasibility study with inputs from 300 members and other stakeholders on the establishment of a ‘labour centre’ run by NFAT through which fishers are recruited, trained on OSH and other issues, provided with assistance, etc. The proposal will be presented to the sub-committee considering measures to prevent and suppress human trafficking in the fishing sector at the next meeting (tentatively in June). • In Vietnam, the provincial labour department in Ha Tinh is carrying out a study on irregular migration from the province.
<p>Output 2.2</p>	<p>Mechanisms developed and training delivered to improve the labour protection of women, men and children migrants.</p>
<p>Indicator: Number of labour monitoring and inspection activities carried out in risk sectors by trained officials and partners, and the resulting number of women, men and children that are withdrawn from exploitative conditions.</p>	<ul style="list-style-type: none"> • In Malaysia, project partner Tenaganita, have initiated rescues by the police of migrant domestic workers being severely abused by their employers. One such case is detailed in the Case Study section of the Beneficiary Report in Annex C. • The strategy for developing the labour inspection system will be fine-tuned following an advisory mission and workshop on labour inspection in Thailand to be held in June 2012. The TRIANGLE project intends to assist in the development of guidelines on inspection in relation to migrant workers, forced labour and specific sectors, beginning with the fishing sector. • The project delivered a three-day training course on the labour dimensions of trafficking for labour officers from across Malaysia. An MOHR official also participated in a training on Identifying and Investigating Cases of Forced Labour and Trafficking at the ILO-International Training Centre in Turin.

⁷ NOTE: This indicator has changed slightly from the text in the project document. It previously read as follows: “The number of women and men that migrate through legal channels.”

<p>Indicator: Change in employers' application of relevant labour laws, as a result of training, information campaigns and social dialogue.</p>	<ul style="list-style-type: none"> • In Thailand, an OSH risk assessment has been conducted among employers and boat captains (by NFAT), and fishers (by FAR). This will be used to shape the development of OSH training materials and a TOT workshop that will be delivered to boat captains. • The National Fisheries Association of Thailand (NFAT) has a first draft of a Code of Conduct that is in line with legislation and international good practices. It covers themes including recruitment, working conditions, OSH, welfare, etc. • Training planned with Employers' Confederation of Thailand on OSH in the agricultural sector in Chiang Mai, and activities proposed on promoting other labour protection measures among ECOT members. • In Thailand, IKEA approached the project to assist its suppliers in fulfilling the terms of the IKEA Code of Conduct. It states that workers are guaranteed freedom of association. It was suggested that the project and Thai trade union partners deliver training on organizing and labour rights. • Seminar on migrant workers and rights protection scheduled in June with DataConsult, a Bangkok-based business group. Future seminars are planned with the American and European chambers of commerce. • Together with the Malaysian Employers' Federation, the project is considering conducting research among employers to explore the challenges they face in recruiting and employing migrant workers, and developing resources and delivering training to employers on the laws, including the ATIP Act, and how they can ensure compliance.
<p>Output 2.3</p>	<p>Regional tripartite cooperation and influence increased to support implementation of bilateral and multilateral commitments.</p>
<p>Indicator: Number of joint activities carried out among constituent groups in different countries.</p>	<ul style="list-style-type: none"> • The TRIANGLE project has facilitated bilateral and regional cooperation between and among tripartite constituents, civil society organizations and recruitment agencies. The project held a Sub-Regional Advisory Committee (SURAC) meeting in December 2011 to share experiences, and resulted in a number of proposals for joint activities. • In the trade union workshops, there was a particular emphasis on sharing experiences and fostering relations. A representative of the Thai trade unions participated in the workshops with the Cambodian and the Lao trade unions; representatives of LFTU (Lao PDR) and MTUC (Malaysia) participated in the workshop with the Thai trade unions; and a representative of the MTUC participated in the workshop of the VGCL (Vietnam). • The Chairman of VAMAS (Vietnam) shared his experience on the drafting of a Code of Conduct at seminar with 90 Thai recruitment agencies, and on the establishment of an association with the 12 Laotian recruitment agencies.

<p>Indicator: Extent to which ASEAN and COMMIT SPA reports make reference to the project activities in contributing to regional objectives on recruitment and labour protection of migrants.</p>	<ul style="list-style-type: none"> • The project continues to support efforts to implement the ASEAN Declaration on the Promotion and Protection of the Rights of Migrant Workers. The ILO has provided inputs to the committee drafting an Agreement to facilitate the application of the obligations under the Declaration; for example, presenting the international standards on migration and inviting an expert to present the Council of Europe's regional instrument; and supporting the MOLVT Cambodia's submission of a Wish List for the Agreement, drafted in consultation with trade unions and civil society partners. • The project was actively involved in the preparations for the 4th ASEAN Forum on Migrant Labour, bringing together tripartite constituents and CSOs from the region. One of the two themes of the Forum was immediately relevant to the TRIANGLE project – the research on public attitudes to migrant workers was presented and influenced the recommendation on the need for campaigns to promote a positive image of migrant workers in host societies. • The Government of Cambodia has expressly requested the assistance of the ILO in organizing the 5th ASEAN Forum on Migrant Labour, scheduled for October 2012. • The project provided support to the Ministry of Labour and Vocational Training, Cambodia in organizing a consultation workshop on drafting a "Wish List" for the ASEAN Agreement on the protection of the rights of migrant workers, which was submitted by MOLVT to the ASEAN Secretariat in December 2011. • In March 2012, the ILO ASEAN TRIANGLE project was launched, which aims to promote greater regional cooperation and the development of regional goods on the protection of migrants' rights. • The project supported the participation of labour officials and youth delegates at the COMMIT Senior Officials Meeting (SOM8) and Inter-Ministerial Meeting (IMM3) in Hanoi in February. This was an effort to ensure that the COMMIT process at regional and national levels takes into account the views of young people affected by migration and trafficking, as well as the government partners responsible for labour migration – the context for much of the trafficking in the region. • The 2010 and 2011 Report on the COMMIT Sub-regional Plan of Action has not yet been published, although the project has made some inputs to the draft of the 2010 report.
<p>Immediate Objective 3</p>	<p>The rights of women and men migrants and potential migrants are protected through increased access to support services.</p>
<p>Indicator: Numbers of migrant women and men seeking and receiving advice and support through government and NGOs (exact services to be identified in each target country).</p>	<ul style="list-style-type: none"> • Potential migrant workers, migrant workers and members of their families are receiving support services through the project's 21 implementing partners in 19 different sites in five countries (Annex C). • The project has assisted 9,213 beneficiaries to date. Of the 7,285 beneficiaries for whom their sex has been documented, 48% are women, and 52% are men. Details of the beneficiaries are provided in Annex C, disaggregated by country, implementing partner, type of assistance, and sex.

Output 3.1	Women and men migrants and potential migrants are empowered through improved safe migration and rights awareness, and increased representation and social inclusion.
<p>Indicator: Women and men's safe migration and rights awareness levels.</p>	<ul style="list-style-type: none"> • To raise awareness about safe migration and rights at work, the project is supporting the development and dissemination of a broad range of information, education and communication materials. These include print materials, radio (MAP Radio in Chiang Mai) and TV (panel discussions to be organized in Vietnam), film ('My Name is Saray' in Cambodia), websites, etc. • To ensure the quality of the messages, communication plans have been drafted in the three sending countries to address the gaps in the 'Key Result Areas' – the knowledge and awareness statements measured in the baseline survey. • Peer-to-peer assistance is a key part of the project strategy, with migrant paralegals trained to provide assistance within the migrant community, 'labour exchanges' to share experiences and identify solutions, migrant leaders identified and trained on organizing, etc. • Standard pre-departure training materials are under development in Cambodia, Lao PDR and Vietnam. They are being developed in collaboration with the government, recruitment agencies, international organizations and NGOs. In addition to a participant's manual, a facilitators' guide outlines each module in a lesson plan format – with time allotted and step by step instructions. It includes more dynamic activities to better suit the learning profile of the migrant workers and to stimulate the overall learning process. • To ensure the quality of services being provided at the MRCs, training has been delivered in Cambodia, Lao PDR and Vietnam. An Operations Manual is also being drafted, with practical guidance on establishing and running an MRC, with an FAQ section and templates for reporting. A number of NGOs in Cambodia have expressed an interest in using the MRC Operations Manual in the provision of assistance to potential migrants in other settings.
<p>Indicator: Proportion of migrants in selected risk sectors or high-risk geographical areas that consider themselves members of a migrant association or trade union (disaggregated by sex, age and sector)</p>	<ul style="list-style-type: none"> • In the five countries, the trade unions have drafted Action Plans which aim to promote the unionization of migrant workers. The trade unions in sending countries will share information and build links with the trade unions in destination countries to ensure greater protection for their workers. • In destination countries, trade unions and NGO partners have promoted unionization and forming associations, and bring migrants together in 'labour exchanges' to share common concerns and explore solutions (See Annex C for details). • With project assistance, HomeNet have established the first Domestic Workers Association in Thailand, which welcomes both Thais and migrants as members. • In Penang, the MTUC has been successful in promoting unionization among migrants in large electronics factories. In one factory, 1,200 migrants have already joined unions, while another 1,800 are in the process (they have filled in forms but not yet paid subscriptions). In another factory, 500 migrant workers have joined the union. However, employers are using union-busting and intimidation tactics to prevent migrants from joining unions. • In response to a query from the project, the Vietnamese Government has clarified that it does not restrict migrants from joining unions while working in Malaysia – as was previously stated in Government guidance for drafting contracts.

Output 3.2	Legal assistance made available to migrant women, men and children working in or withdrawn from exploitative conditions.
<p>Indicator: Number of migrant women, men and children that are withdrawn from exploitative conditions, or are in the process of exiting exploitation, as a result of project-related legal assistance.</p>	<ul style="list-style-type: none"> • In Thailand and Malaysia, the project provides legal assistance to migrant workers. This takes the form of paralegal advice and legal aid, dispute settlement with employers, pursuing claims with the labour authorities, representing migrants in labour courts, etc. Most of the cases are related to the recovery of unpaid wages or overtime pay, retrieving identification documents, and accessing compensation for accidents or even fatalities. Many of the cases have multiple claimants, and many are still ongoing – particularly those in Malaysia. See Annex C for details.

3. IMPLEMENTATION CONSTRAINTS AND LESSONS LEARNT

Implementation constraints:

1. Organizing and monitoring activities in Malaysia proved difficult before the recruitment of a National Project Coordinator, who began working in February 2012. Activities with MTUC are now well underway, training has been conducted with the Ministry of Labour, and activities are planned with the Anti-Trafficking in Persons Council and the Malaysian Employers' Federation.
2. The units responsible for labour migration within the labour ministries in Cambodia and Lao PDR have limited capacity and human resources. Cambodia's chairing of ASEAN has put additional responsibilities on them. In Lao PDR, the revision of the Employment Law and the opening of the MRCs were delayed. The project has drafted a training needs plan for 2012-2014, organized training workshops and provided resources to enhance institutional capacity. In addition, national experts have been selected in consultation with the governments to assist in the drafting of legislation and development of tools. In Lao PDR the National Project Coordinator departed the project in order to pursue higher studies. A replacement has been selected.
3. The implementation of project activities in Thailand was affected by the floods in late 2011. Activities with the Ministry of Labour, trade union partners and NGOs were all affected, including the *Saphan Siang* campaign. Despite the specific vulnerability of migrants in the flood and post-flood crisis, the Government was reluctant to distinguish between Thais and migrants in the relief efforts. The project provided policy recommendations to the Government and support services to migrants affected by the flood, an obviously unforeseen set of interventions.

Lessons learnt:

1. Many of the implementing partners in sending countries require more backstopping and capacity building than expected. Regular coaching from National Project Coordinators, repeat training and material development is essential to ensuring that they are able to provide quality support services and submit reports in line with project requirements. Even some of the partners that are providing good support services struggle to document their efforts in a detailed and timely manner.
2. In most cases, beneficiaries are primarily reached through outreach to communities. More intensive efforts are required to publicise the drop-in services at the MRCs. MRC staff are building relationships with local authorities, community leaders, civil society actors, etc. to promote the MRC and its services. For example, in Cambodia, the project is looking to extend its influence in the three target provinces through closer engagement with provincial level authorities and coordination with other actors (e.g WorldVision, MTV EXIT roadshows, university volunteers). Tools, training and backstopping support has been provided to MRC staff in all countries, and more is planned for 2012.
3. In addition to targeting the general public, there is a need for the *Saphan Siang* campaign to also influence government and trade union partners. In several meetings, it is clear that some constituent partners view Thailand as a 'reluctant migrant-receiving country', and do not recognize the positive contribution that migrants make.

4. ADJUSTMENTS TO PROJECT STRATEGY

- In Malaysia, the project has invested in its relationship with the Anti-Trafficking in Persons Council (MAPO), chaired by the Ministry of Home Affairs (MOHA). MAPO and MOHA have a lot of influence on issues related to the protection of migrant workers from labour exploitation. MAPO have helped to coordinate support from the Attorney General's Chambers and the Police Department on the project research on trafficking cases.
- The ASEAN TRIANGLE project was approved by CIDA (Canadian International Development Agency) in late March 2012. The CAD 5.4m project has linked objectives and approaches with the GMS TRIANGLE. The ASEAN TRIANGLE project will focus on the development of regional goods, rather than country level implementation. AusAID and CIDA have been having discussions about how these two projects could dovetail since June 2010.
- Depending on the outcome of the discussions at the International Labour Conference in June 2012, the ILO's technical cooperation programme with the Government of Myanmar could expand beyond forced labour within Myanmar. The ILO and the TRIANGLE project are well-placed to provide assistance on migration management and the preventative measures to protect migrants from labour exploitation.

5. PROJECT VISIBILITY

Summarize measures taken to increase the visibility of the project, focusing on messages related to the (expected) results of the project and messages to recognize the financial contribution of the donor.

1. The project meets the requirements of the AusAID visibility strategy, including incorporating the new logo on project briefs, reports, webpage, Powerpoint presentations, workshop banners and other materials.
2. The project webpage on the website of the ILO Regional Office for Asia and the Pacific has had 891 visitors (unique page views) between 1 May 2011 and 30 April 2012. From the date the webpage was launched on 15 October 2010 to 30 April 2011, there were 474 unique page views. The page features key resources, an overview of project activities, and a summary of key findings from the public attitudes survey, which has been downloaded 217 times in the past 10 months.
3. The TRIANGLE project is providing support to AP-MAGNET – the online community of practice on migration for tripartite constituents and practitioners in the region. As of May 2012, there are 296 members of AP-MAGNET. Members who indicated their affiliation are mostly from academia, international organizations and NGOs (see Figure 1 in Annex F).
4. Two feature stories on project beneficiaries in Thailand and Lao PDR have been prepared in film and print form. They will be disseminated through internal and external communications channels.
5. Project staff have been quoted and project activities reported in the media at least 18 times

in the past 12 months, including as part of CNN's Freedom Project, in the New York Times, and in newspapers in the region. (See Visibility Report in Annex F for more details). The support of the Australian Government Aid Program is noted in the project's press releases issued by the project.

6. AusAID representatives have participated in the project launch in Lao PDR, visited project sites in Bangkok and Chiang Mai, spoken at the the Sub-Regional Advisory Committee meeting, and have been invited to other workshops and activities.
7. Project staff participate in a number of inter-agency meetings, including the COMMIT Senior Officials Meeting; the UN Thematic Working Group (TWG) on Migration, in Thailand and at the regional level; the inter-agency groups on combatting trafficking in Cambodia, Lao PDR, Thailand and Vietnam; the UN TWG on Human Rights in Malaysia; the Forum on Labour Trafficking in Cambodia; and other ad hoc meetings.
8. The project has engaged the AusAID Communications Officer in Bangkok and the ILO Advocacy Officer from the Regional Partnerships Unit to promote visibility. The new Australian Youth Ambassador for Development working with the project will also support these efforts.

Annexes

A. Country Developments and Work Plans

B. Financial Statement

C. Beneficiary Report

D. Selected Case Studies

E. Capacity Building Report

F. Visibility Report

G. Analysis of Complaints Mechanisms

H. Changes in Project Personnel

Annex A. Indicative Country Work Plans for 2012

Annex B. Financial Statement (as of 31 December 2011)

Annex C. Beneficiary Report

Based on the reporting submitted, the project has assisted 9,213 beneficiaries to date. Of the 7,285 beneficiaries for whom their sex has been documented, 48% are women, and 52% are men. In Table 1, the beneficiary data is broken down by country, intervention and gender. In Table 2, the data is broken down by project partner, specific intervention and gender. Selected case studies appear in Annex D.

Table 1. Summary of Beneficiaries to Date (Reporting as of end of May 2012):

Country	Type of Intervention	Number of Beneficiaries			
		Male	Female	N/A	Total
Cambodia	Counselling at the MRC and in the target villages	265	147	-	412
Lao PDR	Counselling at the MRC and in the target villages	161	38	-	199
Malaysia	Legal assistance	-	50	92	142
	Received information / training	-	-	85	85
	Joined trade unions	-	-	1,700	1,700
Thailand	Counselling (in person and on the phone)	718	646	-	1,364
	Legal assistance	1,247	1,776	51	3,074
	Joined migrant networks / associations	213	271	-	484
	Received information / training	148	191	-	339
Vietnam	Counselling at the MRC and in the target villages	1,015	399	-	1,414
	Total	3,767	3,518	1,928	9,213

Some of the challenges in the provision of support services to potential migrants and migrants include:

1. More intensive efforts are required to publicise the drop-in services at the MRCs. In Lao PDR, where two MRCs are linked to job centres, people are reluctant to enter the government offices. In Cambodia, the potential migrant workers do not want to tell village leaders when they want to migrate – as irregular channels remain the preferred option in many cases. In Malaysia and Thailand, some project partners have had delayed starts because of challenges in reaching out to migrant workers.

2. To resolve this problem, MRC staff have visited local authorities, community leaders, civil society actors, etc. to publicize the MRC and its services. They have sought to build trust and have regular communication with the communities. In Cambodia, the need for closer collaboration with the provincial labour department led to agreements being signed with them in the three provinces to strengthen coordination among actors in the province, build capacity of local officials, and support the activities of the MRC. The MRCs are also coordinating with other actors, e.g. WorldVision, MTV EXIT roadshows, university volunteers, etc. In Malaysia, the partners are reaching out through churches and faith-based organizations. In Vietnam and Lao PDR, the women's unions and youth unions play an important role in disseminating information at village and district levels. The trade unions in Thailand are also developing their referral mechanism with government and non-government partners. Ultimately, word of mouth is the most powerful tool, and it will take more time to get across the message on the value of the services.
3. In Malaysia, the MTUC have faced a number of challenges in delivering legal assistance to migrant workers. Migrants drop their claims due to the complexity, intimidation or concerns about their work permit being terminated; the process of pursuing claims is lengthy, during which time migrant workers require a Special Pass and are not allowed to work; irregular migrants cannot be assisted, for fear of MTUC officers being charged and punished for harbouring; etc. To address some of these problems, the project will be lobbying the Government to strengthen protection for workers who become irregular through no fault of their own.
4. While the number of migrants using legal channels is increasing in Cambodia and Lao PDR, the comparatively cheaper and simpler irregular channels remain popular. Changing behaviours will take some more time, as will the results of efforts to more tightly regulate recruitment and simplify emigration procedures.
5. The MRCs do not have enough capacity to resolve all of the cases that they receive. In Cambodia, PSOD requested the ILO to coordinate with agencies that provide more specialized legal assistance to facilitate the resolution of complaints submitted to the MRC. This is essential to ensuring that MRC services are good quality and to build the confidence in the services. The project does not have an agreement with Legal Support to Children and Women (LSCW), an experienced NGO in this field, to take on cases. In the other sending countries, depending on the types of cases that emerge, agreements have been discussed with the Lao Bar Association and the Vietnam Lawyer's Association.
6. Many of the implementing partners require more backstopping and capacity building than expected. Regular coaching from National Project Coordinators, repeat training and material development is essential to ensuring that they are able to provide quality support services and submit reports in line with project requirements. Even some of the partners that are providing good support services struggle to document their efforts in a detailed and timely manner. The project will continue to invest in strengthening monitoring efforts – including ensuring that beneficiaries have indeed been assisted, through follow-up or testing for raised awareness; avoiding double-counting of beneficiaries; reporting against indicators; etc.

Table 2. Beneficiaries Reached by Project Implementing Partners

The TRIANGLE project has agreements with the following organizations to provide improved support services to women and men migrant workers and potential migrant workers. The various agreements started at different times – and some have more experience than others in providing outreach to migrants and potential migrants.

The Ministry of Labour and Social Welfare in Lao PDR has established MRCs in Champasack and Xaiyaboury provinces – which officially opened in March 2012. The Mid-Term Progress Reports have not yet been submitted. An agreement was signed with the Departments of Labour, Invalids and Social Affairs in Ha Tinh province in Vietnam in May 2012; they will be required to submit a progress report later in November 2012.

To deliver these services, the project is investing in the capacity of these organizations, and they, in turn, are supporting the development of local authorities, trade union and employer partners, etc. More details about the local level capacity building efforts of partners are contained in Table 3 in Annex E.

Country	Partner	Project duration	Type of assistance	Beneficiaries (by sex)				Comments
				M	F	N/A	Total	
Cambodia	Cambodian Labour Confederation (CLC): Prey Veng*	17 Aug 2011 - 16 Aug 2012	Counselling services at the MRC and in the target villages	164	87	-	251	<ul style="list-style-type: none"> Received 3 complaints M=22, F=2, T=24. Cases not yet resolved.
Cambodia	Battambang Job Centre, National Employment Agency: Battambang*	17 Aug 2011-16 Aug 2012	Counselling services at the MRC and in the target villages	20	20	-	40	<ul style="list-style-type: none"> Disseminated information on safe migration and MRC services (M=603, F=405, T=1,008) Received 2 complaints involving 4 persons: M= 1; F= 3. Cases not yet resolved. Receive 1 complaint from local leader involving 200 persons. Case not yet resolved.
Cambodia	Phnom Srey Organization for Development (PSOD): Kampong	17 Aug 2011-16 Aug 2012	Counselling services at the MRC and in the target villages	81	40	-	121	<ul style="list-style-type: none"> Disseminated information on safe migration and MRC services (M=245, F=115, T=360) Awareness raising (M=153, F=359,

	Cham*							T=512) <ul style="list-style-type: none"> Promotion of MRC services (M=77, F=63, T=140) Received 15 complaints: M=9, F=6. Cases not yet resolved
Lao PDR	Lao Federation of Trade Union	17 Aug 2011 - 16 Aug 2012	Counselling services at the MRC through phone counselling and walk-in counselling	161	38	-	199	<ul style="list-style-type: none"> Provided safe migration information to 55 deported migrant workers from Thailand (F=35, M=20, T=55)
Malaysia	Tenaganita: KL* and Selangor, Johor	18 July 2011 – 30 June 2012	Various (rescue, shelter, counselling, legal assistance, repatriation)	-	50	-	50	<ul style="list-style-type: none"> Beneficiary Data up to January 2012 Disseminated information on migrants' rights and Tenaganita services (T=55) Centre in Johor opened in April. Agreement will be extended to October 2012.
Malaysia	Malaysian Trades Union Congress (MTUC): Kuala Lumpur, Selangor, Penang *	July 2011 - Sept 2012	Legal assistance	-	-	92	92	<ul style="list-style-type: none"> Cases related to the unpaid wages of 71 Myanmar refugee workers is expected to be resolved soon, following a court requesting MTUC to negotiate a settlement. A case of 9 workers from Myanmar, undocumented through no fault of their own, is ongoing. Received complaints from 21 women migrants, but they decided to drop the case out of fear of deportation An additional 1,800 migrant workers have filled the TU application form but have not yet paid their subscriptions Union organising activities are ongoing in Plexsus Sdn Bhd and Inferion Technology (M) Sdn Bhd Disseminated information on safe migration and MRC services to mix of
			Training on rights of migrant workers	-	-	85	85	
			Joined trade unions (1,200 in Jabil Circuits Sdn Bhd and 500 in Elna Sonic Sdn Bhd – this will be disaggregated by sex)			1,700	1,700	

								Vietnamese workers and refugees from Myanmar (M=40, F=15), and to a group of migrants from Indonesia, Myanmar and Vietnam (T=20).
Thailand	Homenet*	1 May 2011 – 31 March 2012	Training of migrant domestic worker leaders	1	5	-	6	<ul style="list-style-type: none"> • 13 female migrant domestic workers were trained to become migrant leaders through monthly domestic worker exchange meetings with MAP • Established the National Domestic Workers Association • Conducted campaign activities, e.g. May Day rally, with domestic workers (T=100) • Newsletter “Voices of Domestic Workers” distributed to members (T=500 copies in Shan and Burmese languages)
Thailand	MAP Foundation: Chiang Mai* and Mae Sot	5 May 2011 – 4 April 2012	Information and counselling through calls to MAP Radio program	301	250	-	551	<ul style="list-style-type: none"> • MAP have overseen a total of 36 cases – 13 cases have been resolved and 18 are ongoing. • Beneficiaries in Chiang Mai and Mae Sot have received a total of THB 1,066,922 (USD 37,000) in compensation. • Booklets provided to migrant workers (5,000 copies), and DVD on “Organising for Justice” disseminated (2,000 copies)
			Legal assistance provided by trained para-legal advocates	458	313	-	771	
			Provision of legal counselling in cases of exploitation - from MAP lawyer, staff and para-legal advocates through phone counselling and walk-in counselling	409	388	-	797	
			Legal assistance to migrants pursuing legal labour cases in Chiang Mai and Mae Sot	601	1,364	-	1,965	
			Monthly Labour Exchange	162	113	-	275	

			meetings					
			Monthly Domestic Worker Exchange meetings	37	147	-	184	
Thailand	Trade Union Partnership (LCT / TTUC / NCPE): Samut Prakarn	14 Oct 2011 – 13 Oct 2012	Information and training delivered on labour issues	16	17	-	33	
			Legal assistance (1 case resolved through dispute settlement)	4	10	-	14	
Thailand	Thai Allied Committee with Desegregated Burma Foundation (TACDB): Bangkok	28 Oct 2011 -27 Oct 2012	Information and skills training	29	57	-	86	
			Counselling over the phone	8	8	-	16	
			Networking forum	14	11	-	25	
Thailand	Human Rights and Development Foundation (HRDF): Mae Sot	15 Feb 2012 – 14 Feb 2013	Provision of legal counselling (15 cases) / legal assistance (13 cases)	127	64	-	191	<ul style="list-style-type: none"> Legal assistance cases (13) include 4 labour cases, 7 human rights cases, 2 criminal cases. Five cases have been settled through dispute settlement. These cases are work-related accidents and road accidents. Training on road safety (M =43, F= 37, T= 80)
Thailand	Foundation for AIDS Rights (FAR): Rayong	6 Feb 2012 – 5 Feb 2013	Information and advisory services provided	87	108	-	195	<ul style="list-style-type: none"> 3 drop-in centres are run by FAR in Rayong
			Training delivered on group formation, negotiation and leadership skills and labour rights by trade unionists	15	4	-	19	
Thailand	Labour Rights Promotion	15 Dec – 15 June 2012	Legal assistance during the flood and early recovery	34	17	36	87	<ul style="list-style-type: none"> Relief supplies and information services provided during the flood (M=797,

	Network Foundation (LPN): Western Bangkok and Samut Sakhon*		phase for migrant workers and their children					F=704, T=1501)
Thailand	State Enterprises Workers' Relations Confederation (SERC): Ayudthaya, Patum Tani, Nakon Patom*	1 Dec 2011 - 31 May 2012	Legal assistance during the flood and early recovery phase for migrant workers	23	8	15	46	<ul style="list-style-type: none"> Relief supplies and information services provided during the flood and early recovery phase (M=265, F=180, N/A=1,550, T=1,995)
Vietnam	Quang Ngai Provincial Department of Labour, Invalids and Social Affairs	7 Nov 2011 – 7 Nov 2012	Counseling services to potential migrant workers in Quang Ngai	470	278	-	748	<ul style="list-style-type: none"> The Department have recorded the beneficiary information in their Record Book format.
Vietnam	Thanh Hoa Provincial Department of Labour, Invalids and Social Affairs	7 Nov 2011 – 7 Nov 2012	Counseling services to potential migrant workers in Thanh Hoa	545	121	-	666	<ul style="list-style-type: none"> Received 1 complaint from the husband of a migrant worker in Malaysia who has not been paid in full. MTUC are currently investigating the case. The Department has collected the information for 87 beneficiaries (71 male and 16 female) using the project's Beneficiary Card format, and the remainder have been recorded in their Record Book format.

* Indicates site visit has been conducted by TRIANGLE project staff

Annex D. Selected Case Studies

The following stories offer an indication of the situation faced by many women and men migrants and potential migrants, and the responses being provided through the interventions of the TRIANGLE project support.

Case Study 1: Retrieving Unpaid Wages (MAP Foundation – Chiang Mai, Thailand)

On 8 December 2011, Nai Sai, a 35 year-old Shan migrant from Burma came to MAP for legal advice and assistance. He had been contracted to complete a construction job back in May. At the end of the job, the employer was meant to pay him USD 4,763 but had not paid it. From August to December, Nai Sai had repeatedly asked for, requested, demanded his payment but to no avail. At wits end, he decided to seek assistance and was recommended by friends to come to MAP.

The paralegal team at MAP spent time with Nai Sai explaining the law, his rights and the various legal labour mechanisms that he could pursue to retrieve his wages. Armed with this new knowledge and confidence, Nai Sai returned to negotiate with his employer. The employer was quick to recognize that he was now negotiating with a different man, a man who had the law and rights on his side and the employer finally agreed to pay. He still managed to bargain the amount down, but nevertheless, within 12 days of coming into MAP, Nai Sai had received USD 3,810, 80% of the money due to him.

Case Study 2: Compensation for Fatality at Work (MAP Foundation – Chiang Mai, Thailand)

In May 2011, the family of a young Shan man who had died after an accident on a construction site came to MAP. Nai Kyaw Lung Or was just 24 years old and his young wife was eight months pregnant. He had been employed on a hotel building site. He was moved from hospital to hospital as the doctors said there was nothing that could be done for him. He was taken back to the construction camp and died there that night. His family, relatives and workmates organized the funeral in the camp where they lived.

The family, together with MAP staff, went to meet the construction company and negotiate for compensation for the family. Since the wife did not have any official documents to prove the marriage, it was decided that the younger brother would represent the family and receive any compensation. According to the law, the eight years of compensation should have totalled USD 13,868, but the employer was refusing to pay more than USD 1,724. He also threatened the family and MAP staff.

MAP filed the case at the Chiang Mai Social Security Office. On July 8, the Office told MAP that they were waiting for the signature of the Governor to file a claim of reckless behaviour on the part of the construction company. During this time, MAP had to collect a number of documents from the family of the deceased, most of which were with his family in Burma. Four months later, the Social Security Office issued an order informing the employer to pay USD 10,982. Three days later, the employer paid the family.

Case Study 3: Compensation for Refugee Workers (MTUC – Kuala Lumpur, Malaysia)

Nine refugees from Myanmar (the workers) were employed by an outsourcing company to carry out electrical wiring work at a principal company. The workers had worked for five months but the outsourcing company had paid only one month's wages. The workers approached the outsourcing company for their four months unpaid wages but the company refused to make payment.

The workers were referred to the MTUC and the MRC officer interviewed them and filed a complaint for unpaid wages at the Bangi Labour Court. The Court refused to register the case on the grounds the workers were undocumented. The MRC officer then filed a claim in the Subang Jaya Labour

Court, which was refused on the same grounds. On 29 November 2011, the MRC officer wrote an appeal letter to the Director General of Labour Department at Putrajaya requesting his assistance to register the workers' claim.

On 20 January 2012, The Ampang Labour Court registered the case and fixed a date for the parties to attend a court hearing. On that date the MRC officer together with the workers went to court, but the employer failed to show up. Another date was set, 6 March 2012, and this time the company attended the court proceedings. The company was requested to produce documents to the court to prove payment of wages. The company did not show up on the next court date on 12 April 2012, but informed the court that they are willing to discuss a settlement. The court advised the MRC officer to commence negotiations with the company. A settlement has not yet been agreed on.

Case Study 4: "Workers don't like 2 fight any more" (MTUC – Selangor, Malaysia)

On 24th March 2012, the MTUC MRC officer was informed of the following case by SMS. Eighteen female migrant workers from Myanmar were offered a new contract by their outsourcing company, but requested that their wages be increased. The agent refused and insisted that if they did not sign the new contract they would be sent back to Myanmar. The following day, the MRC officer arranged to meet the contact person and the workers to discuss their situation. However, the contact did not show up at the meeting and after trying to reach him for a few days he sent a message saying "Workers don't like 2 fight any more. That is the problem 4 us." The outsourcing company has since split them up and sent five workers to Melaka, three workers to Johor, four workers to Balakong and five workers stayed with the principal company in Selangor. The MRC officer is still attempting to provide these workers with advice and information on their labour rights.

Case Study 5: Do Not Interfere (MTUC – Kuala Lumpur, Malaysia)

An outsourcing company made an application to the Director General of Immigration of Malaysia for approval to recruit 18 workers from Myanmar. A few days after they arrived, while the workers were sleeping, immigration officers raided the company hostel at about 2 a.m. The immigration officers arrested nine of the workers as they could not produce their passports. At the time of the raid, the passports were being kept by the outsourcing company purportedly for some immigration procedures.

The MTUC's MRC officer was informed, and contacted the principal company's management to enquire about the steps that were being taken to protect the migrants. The MRC Officer was told not to interfere, and assured by the principal company's human resource manager that arrangements were being made to release the Myanmar workers return them to work. However, the MRC Officer later found out that the workers would be charged in court and were awaiting the court's decision.

Case Study 6: Rescued from Exploitation (Tenaganita – Kuala Lumpur, Malaysia)

Dawn is a 22 year old Cambodian woman who found a job as a domestic worker in Malaysia through a well-known licensed recruitment agency. In June 2009 she arrived in Kuala Lumpur and after a few days was placed with her employer. Initially the employer would punish her for any wrongdoings by making her sleep outside the house. In one instance, the employer was angry and threw away Dawn's clothes and personal items she had brought from Cambodia. The employer also resorted to physical abuse: she was slapped, punched and beaten with a belt.

In the last episode of abuse, the employer was angry and made Dawn sit on the floor and simply started to punch, kick and slap her face. This caused her face to swell severely and she was not able to eat for three days. During this period she was asked to stay indoors due to fear that the neighbours might notice. But a neighbour did notice and informed Tenaganita.

Tenaganita, together with the police, rescued her. Tenaganita assisted Dawn in lodging a police report against the employer at the police station and immediately took her to the hospital for a medical check. This revealed old bruises and scars from which it was clear that Dawn had been abused for a long time.

Dawn was provided with shelter, counselling and care, and helped in providing relevant information to the police to facilitate investigations. After two months, as the police investigation continued, Dawn informed Tenaganita that she was not willing to wait in Malaysia to pursue the case, as the police had informed her that it will take a rather long time to complete the investigation. She wanted to return to Cambodia to rebuild her life, and her parents wanted her to return home. She would not pursue the criminal case if the employer was willing to compensate her for unpaid wages and abuse. Dawn had worked for her employer for approximately two years and had not received any pay.

Tenaganita referred the case to the Cambodian Embassy to facilitate negotiations with the employer. After five rounds of negotiations with the employer in the presence of Cambodian Embassy officials, police and Tenaganita, the employer agreed to a compensation of MYR 36,000 (USD 11,788). Dawn received the unpaid wages and compensation together with a return ticket from the employer. Tenaganita made the necessary arrangements for Dawn's safe repatriation to Cambodia. Dawn was received by a local NGO in Cambodia and her family upon her arrival in September 2011.

Case Study 7: No Job as Promised (National Employment Agency - Battambang, Cambodia)

A local leader submitted a complaint to MRC staff on behalf of 200 workers who were recruited to work in Thailand by a private recruitment agency, Rice Natural Co., Ltd, based in Battambang. The company offered them work in three factories that were manufacturing air conditioning units, train equipment, and dried foods. Each worker paid US\$ 30 for travel costs, while additional recruitment fees were to be deducted from the monthly wage for a period of 12 months. The proposed deduction was THB 2,000 (USD 67) – which is approximately 25-35% of the minimum wage in Thailand. When they arrived in Thailand, there were no jobs as promised in the three factories. Half of the migrant workers agreed to work in other sectors, others looked for other jobs in Thailand on their own, and some decided to return home. The MRC and the provincial labour department are pursuing the case.

Case Study 8: Paid for Services Not Received (PSOD – Kampong Cham, Cambodia)

Ms Mao Chantho, born in 1983, and Van Seang Vat, born in 1987, submitted separate complaints about brokers that they have paid to process their documents and to find them jobs in Thailand. Ms Chantho paid R 420,000 (USD 105) in January and has been waiting for nearly three months to go to Thailand as promised. The PSOD MRC is providing assistance to resolve this problem with the provincial authorities and the brokers.

Case Study 9: Excessive Wage Deductions (Thanh Hoa DOLISA, Vietnam and MTUC, Malaysia)

Ms Nga migrated to Malaysia in December 2010, with the understanding that deductions would be made from her monthly wage (for eight months) to pay for the various costs involved. This eight month period ended in August, but since then, the employer has only paid her a portion of her salary, only enough for food. Other workers have suffered the same experience; many of whom left the company. Ms Nga asked for her wages, but the employers told her to focus on working and some day they would pay. Moreover, as many other workers had left, she had to work harder from 7 a.m. to 10:30 p.m., including on Sundays.

The husband of Ms Nga called the recruitment agency in Vietnam several times, and while they made promises they did nothing. He now cannot contact the agency - they do not answer the phone. He submitted a letter (dated 25 April 2012) to DOLISA in Thanh Hoa province asking for support. Thanh Hoa DOLISA sent it the TRIANGLE project office in Hanoi.

The TRIANGLE project forwarded the details of the case to the MTUC. The MRC officers in Kuala Lumpur and Penang have been working to locate the employer, as the factory was not at the address indicated in the contract. On 28 May 2012, the MRC officer for Penang located the hostel (in Kedah) where the Vietnamese workers are staying, and is now trying to locate Ms Nga to provide assistance.

Annex E. Capacity Building Report

Effective implementation largely depends on the capacity of tripartite constituents at all levels. The TRIANGLE project will support policy dialogue, the development of tools and deliver training to enable partners to carry out their responsibilities.

Table 1. Summary of Public Officials Trained to Date (Reporting as of May 2012):

	Male	Female	N/A	Total
Central and provincial level government officers trained in national-level workshops	136 52%	125 48%		261
District, commune and village-level leaders (and volunteers) trained in local-level workshops	478 40%	229 19%	497 41%	1,204

Good practices in training:

- In all countries, the project work plans have reflected the needs and priorities identified by ILO constituents, through the Project Advisory Committee (PAC) and Sub-regional Advisory Committee (SURAC), ad hoc meetings and missions.
- Based on an assessment of the capacity of institutions responsible for sending workers abroad, a 3-year training needs plan has been drafted in the three sending countries.
- In the target provinces in Cambodia, to ensure the relevance of the training, MRC staff have conducted needs assessments in consultation with district, commune and village authorities. MRC staff have followed up with the trained persons in communities to encourage them to send potential migrant workers to visit the MRCs.
- In Vietnam, provincial resource persons have completed pre- and post-training tests and evaluations to gauge the quality and relevance of the training. This information has been used to amend the agenda in the second training for provincial resource persons. This is a practice that the project is trying to replicate in other countries.

Good practices in materials development:

- To best support the needs of officials and partners working directly with the beneficiaries, and ensure quality services, the project is developing very practical and user-friendly tools: e.g. the Operations Manual in Lao PDR, an MRC Manual, the Pre-Departure Training Facilitator's Guide, etc. A number of NGOs in Cambodia have expressed an interest in using the MRC Operations Manual in the provision of assistance to potential migrants in other settings. The Communications Plan in Laos and Vietnam still needs to be developed into a more practical tool in order for it to be used at local levels.
- The ILO commissioned Business for Social Responsibility, an international non-profit organization, to review experiences of Codes of Conducts in other industries and contexts. This analysis has been a very useful tool to support the development of COCs and

monitoring mechanisms in four countries, as well as the National Fisheries Association of Thailand in the developing their COC.

Good practices in cooperation:

- Last year, the ILO and the Department of Employment (Thailand) established the DOE-ILO working group, to guide and support activities related to Thai workers going abroad, and the recruitment and regularization of migrants in Thailand. This model has been replicated with the Department of Labour Protection and Welfare, and the DLPW-ILO working group will oversee the efforts on labour inspection, OSH, complaints mechanisms, etc. These working groups involve departments from within the Ministry and from other ministries, as well as social partners. The project is funding a Coordinator to facilitate the meeting arrangements and activities of the two working groups, and other meetings with the Ministry of Labour.
- The ILO has assisted in convening representatives from the Ministry of Labour (Thailand) and the NGO community (Migrant Working Group) to share detailed information on the regularization process. This has helped to address one of the main gaps in the process – the lack of clear and reliable information available to migrant workers.
- At the training on the labour dimensions of trafficking in Malaysia, one of the key outcomes was the sense of enhanced engagement between the labour officers and NGO actors – including MTUC, CAMSA, NCWO and others. It was apparent that the Government wants closer engagement, as the NGO community is capable of providing valuable assistance in victim identification and victim assistance.
- The project has fostered cooperation between and among the project countries. In addition to the SURAC meeting, there have been several instances of trade unions and recruitment agency associations participating in meetings from other countries to share experience and build relations.
- In Cambodia, the project has been chairing the Labour Forum to strengthen cooperation among NGOs and international organizations working on the protection of migrant workers. The Forum was originally formed by The Asia Foundation and is currently chaired on a rotational basis by the ILO TRIANGLE project.
- In Thailand, the TRIANGLE project continues to lead the Saphan Siang campaign, an inter-agency initiative. In the last few months, the project has lobbied the Ministry of Labour, the trade unions and the employers organizations to participate in project activities. The Ministry of Labour will participate in the next activity, a photo competition and exhibition.
- In Vietnam, in order to raise awareness, and provide counselling and legal support for migrants and potential migrants, it is necessary to establish a strong referral network of focal persons from village up to provincial level. Building capacity is just the first step. It is important to get a commitment from local authorities to make sure that efforts will be made to mobilize resources to maintain the network.

Challenges:

- There has been a significant gender disparity at the trade union workshops in Cambodia, Lao PDR and Malaysia. In addition, community-level capacity building efforts in Cambodia show only 27% of the persons trained are women. The project is committed to addressing this gap

– and will continue to encourage more equal participation in all meetings. The breakdown of women and men trained in provided in the tables below.

- In Vietnam, under the pressure of reaching their annual targets for sending migrant workers abroad, the Ministry and relevant agencies at different levels sometimes send workers who are not adequately prepared or suited to working abroad, or even to ‘high risk’ markets. In addition, a lack of monitoring of the work of recruitment agencies in preparing migrant workers and supporting them while working abroad adds to their vulnerability.

Table 2. Capacity Building Efforts at the National Level in Year 2

	Activity (Date)	Participants	by Sex (where available)	Total
1	Forum on Information Dissemination on the Migrant Registration Process (Bangkok, June 2011)	Central government officials	F = 2 M = 2	46
		NGOs and grassroots organizations	F = 13 M = 21	
		Employers' Organizations	F = 1 M = 2	
		Workers' Organizations	F = 1 M = 4	
2	HomeNet Domestic Worker Leaders Meeting (Bangkok, June 2011)	Central government officials	F = 7 M = 1	42
		NGOs	F = 7 M = 2	
		Employers' organizations	F = 1	
		Workers' organizations	M = 4	
		Domestic workers	F = 20	
3	TURIN Training on the Governance of Labour Migration (Turin, July 2011)	Cambodia – MOL, DOEM senior officer	M = 1	5
		Thailand – MOL, DOE senior officer	F = 1	
		Viet Nam – MOLISA, DOLAB senior officer	F = 1	
		Lao PDR – MOLSW, DESD senior officer	F = 1	
		Malaysian Trade Union Congress, Secretary General	M = 1	
4	LFTU Workshop to Develop a Policy and Action Plan on the Protection of Migrant Workers (Vang Vieng, August 2011)	Central and provincial trade unions officials	F = 3 M = 22	25
5	Forum on Work in Fishing (Bangkok, September 2011)	Central government officials	F = 6 M = 7	27
		NGOs and grassroots organizations	F = 1 M = 3	
		Employers' Organizations	F = 3 M = 4	
		Workers' Organizations	M = 3	
6	ACMW Drafting Committee Meeting (Manila, September 2011)	National government and ASEAN Secretariat officials	F = 22 M = 27	49
7	MTUC Workshop to Develop an Action Plan on the Protection of Migrant Workers (KL,	Central and provincial trade unions officials	F=6 M=41	52
		NGO partners		

	September 2011)		F=1 M=4	
8	Laos MRC Administration Workshop (Vientiane, September 2011)	Staff of central and provincial authorities (Xaiyaboury, Champasack)	F=3 M=7	27
		Staff of central and provincial Lao Federation of Trade Unions (Savannakhet), LCCI, LYU and LWU	F=5 M=12	
9	Cambodia MRC Administration Workshop (Kampong Cham, October 2011)	Central and provincial government officials	F=1 M=12	
		Trade union staff	M=4	26
		Representatives from civil society	F=5 M=4	
10	ASEAN Forum on Migrant Labour (Bali, October 2011)	National government and ASEAN Secretariat officials	F=11 M=10	56
		Representatives of national and regional employers' organizations	F=1 M=6	
		Representatives of national and regional workers' organizations	F=2 M=8	
		Representatives of national and regional NGO partners	F=9 M=9	
11	VGCL Workshop to Develop a Policy and Action Plan on the Protection of Migrant Workers (Hanoi, November 2011)	Vietnam General Confederation of Labour	F=4 M=4	35
		Provincial Confederation of Labour	F=8 M=16	
		Department of Overseas Labour	F=1 M=1	
		Vietnam Association of Manpower Supply	M= 1	
12	Consultation workshop on the development of a COC monitoring mechanism and tools (Phnom Penh, 6 December 2011)	Central government officials	M=4	37
		Cambodian Federation of Employers and Business Associations (CAMBEFA)	M=1	
		Association of Cambodian Recruitment Agencies (ACRA) and Private Recruitment Agencies	F=3 M=24	
		Representatives from civil society	F =1 M=4	
13	DOLAB training on legal and safe labour migration for provincial resource persons of Thanh Hoa and Quang Ngai provinces (Da Nang, 23-27 December 2011)	Labour sector (DOLISA, ESC, district labour unit)	F=12 M=6	27
		Trade Union	M=2	
		Women's Union	F=3	
		Youth Union	F = 1 M = 3	
14	Training workshop on the role of trade unions in the protection of	Government	M = 2	27
		Private recruitment agencies	M = 1	

	migrant workers (Phnom Penh, 22-23 February 2012)	Trade Union	M = 18 F = 1	
		NGO	M = 4 F = 1	
15	Training on the international and regional normative framework on migration (Da Lat, 9-10 March 2012)	Related departments from MOLISA (International Cooperation Department, Inspectors, Legislation Department, Overseas Employment Fund, Planning and Finance Department, General Office)	F = 6 M = 3	54
		Department of Overseas Labour of MOLISA	F = 19 M = 20	
		Vietnam General Confederation of Labour	M = 1	
		Lam Dong Department of Labour, Invalids and Social Affairs	F = 1 M = 3	
		Vietnam Association of Manpower Supply	M = 1	
16	Second Training Workshop on Migrant Worker Resource Centre Services (Prey Veng Province, Cambodia, 1 – 2 March 2012) <i>NOTE: There were 24 participants at this training; however, 12 of them attended the first training in October 2011.</i>	National Employment Agency	M=2	12
		Association of Cambodian Recruitment Agency	M= 1	
		NGO Network	M= 1	
		Cambodia Labour Confederation	M=3	
		Phnom Srey Organization for Development	M=2	
		Provincial Department of Labour and Vocational Training	M= 2 F = 1	
17	Meeting of VAMAS' Executive board on the pilot M&E of the CoC-VN of recruitment agencies (Hanoi, 19 April 2012)	MOLISA	M = 1	25
		Vietnam Association of Manpower Supply	M = 3 F = 1	
		Recruitment agencies	M = 19 F = 1	
18	2nd Training Workshop on Enhancement of Recruitment Standard on Overseas Employment (Bangkok, 14 – 15 May 2012)	Government officials	M = 8 F = 18	133
		Recruitment agencies	M = 61 F = 32	
		Speakers/interpreters/media	M = 11 F = 3	
19	MOHR – ILO Training Course on the Labour Dimensions of Trafficking in Persons (Kuala Lumpur, May 21-23 2012)	Central and state government officials	F = 12 M = 17	30
		NGO partner	M = 1	
		2011-2012 Sub-Total	F = 260 M = 461	721

	F = 36% M = 64%	
2010-2011 Sub-Total	F=56% M=44% (of 116)	254
TOTAL	F = 325 M = 512 N/A =138 F = 39% M = 61% (of 837)	975

Table 3. Capacity Building Efforts at Provincial and Local Levels by Project Implementing Partners

Country	Partner	Project duration	Type of assistance	Trainees (by sex)				Comments
				Male	Female	N/A	Total	
Cambodia	Cambodian Labour Confederation (CLC)	17 Aug 2011 - 16 Aug 2012	Training for members of commune councils	22	9	-	31	• Awareness raising for volunteers (M=3, F=7, T=10)
			Training to village chiefs and village volunteers in communes.	165	34	-	199	
Cambodia	Battambang Job Center, National Employment Agency	17 Aug 2011 - 16 Aug 2012	Training workshops including for selected key commune councils	14	6	-	20	• 8 Meetings to promote MRC services among partners (M=102, F=22, T=124)
			Organized 3 meetings for village leaders and village volunteers including selected village chiefs/ village volunteers	31	7	-	38	
Cambodia	Phnom Srey Organization for Development (PSOD)	17 Aug 2011 - 16 Aug 2012	On the job training/ meetings on safe migration and on management of MRC to village leaders/volunteers in 64 target villages	64	56	-	120	• MRC services promoted in the target villages and in other PSOD target's villages (M=32, F=3, T=35)
			Monthly meetings to 6 target communes organized by PSOD to promote MRC services	69	12	-	81	
			Training on the role of commune councils and the functions of the MRC	21	9		30	
Malaysia	Malaysian Trades Union Congress (MTUC)	July 2011 – Sept 2012		-	-	20	20	• Network created with NGOs (T=5) and faith-based organizations
Thailand	Homenet	1 May 2011 – 31 March 2012	Training leaders to strengthen the network (6 meetings, 14-38 participants)	-	14	-	14	
Thailand	MAP Foundation	5 May 2011 – 4	Quarterly workshops with Workers	33	35	-	68	

		Apr 2012	Solidarity Association: provide technical assistance trainings					
			Trainings for migrant para-legal advocates to provide on-site counselling	25	9	-	34	
Thailand	National Fisheries Association of Thailand (NFAT)	1 Dec 2011 – 30 Nov 2012	First seminar on the development of NFAT Code of Conduct	--	--	97	97	• Employers = 57, Gov't = 11, Private agencies = 24
Thailand	Foundation for AIDS Rights (FAR)	6 Feb 2012 – 5 Feb 2013	Training on labour rights and trade union issues	10	14	-	24	
			Training on Occupational Safety and Health	9	14	-	23	
Thailand	Labour Rights Promotion Network Foundation (LPN)	15 December - 15 June 2012	Training volunteers how to assist migrants and their children in the flooded areas	15	10	-	25	
Thailand	State Enterprises Workers' Relations Confederation (SERC)	1 Dec 2011 - 1 May 2012	Training volunteers how to assist migrants	-	-	10	10	
Viet Nam	Thanh Hoa Provincial Department of Labour, Invalids and Social Affairs	7 Nov 2011 – 7 Nov 2012	Trainings for village leaders, mass organizations in 10 communes on law and policies, and counselling on protection and safe migration	318	100		418	

Annex F. Visibility Report

- Project staff have been quoted and project activities reported in the media at least 18 times in the past 12 months, including as part of CNN's Freedom Project, in the New York Times, and newspapers in the region (see Table 1 below).
- All project events, leaflets and press releases issued by the project acknowledge the support of the Australian Government's Aid Program. The support of the Australian Government Aid Program is noted in any press releases issued by the project.
- The project has engaged the ILO Advocacy Officer from the Regional Partnerships Unit to promote visibility. He has prepared two feature stories on project beneficiaries in Chiang Mai (Thailand) and Champasack (Lao PDR) – in film and print form – that will be publicized on the webpage, the media and through other channels. Feature stories are planned on beneficiaries in other countries as well.
- The project webpage on the website of the ILO Regional Office for Asia and the Pacific has had 891 visitors (unique page views) between 1 May 2011 and 30 April 2012. From the date the webpage was launched on 15 October 2010 to 30 April 2011, there were 474 unique page views. The page features key resources, an overview of project activities, and a summary of key findings from the public attitudes survey, which has been downloaded 217 times in the past 10 months.
- The TRIANGLE project is also providing continued support to AP-MAGNET – the online community of practice on migration for tripartite constituents and practitioners in the region, including the moderation of an online forum on attitudes towards migrant workers in host societies, and the recording of a podcast on youth and migration. As of May 2012, there are 296 members of AP-MAGNET. Members who indicated their affiliation are mostly from academia, international organizations and NGOs (see Figure 1 below).
- Project staff participate in a number of inter-agency meetings, including the COMMIT Senior Officials Meeting; the UN Thematic Working Group (TWG) on Migration, in Thailand and at the regional level; the inter-agency groups on combatting trafficking in Cambodia, Lao PDR, Thailand and Vietnam; the UN TWG on Human Rights in Malaysia; the Forum on Labour Trafficking in Cambodia; and other ad hoc meetings.

Table 1. Media Coverage (June 2011 – May 2012)

	Date	Media	Story/reference
1	27/6/11	BFM 89.9 Business Station	Comment by CTA on Malaysia's plans to register irregular migrant workers
2	21/7/11	The Phnom Penh Post	Reporting on the findings of ILO study on public attitudes towards migrant worker
3	22/7/11	Bangkok Post	Reporting on the findings of ILO study on public attitudes towards migrant worker and Saphan Siang campaign

4	26/7/11	Bangkok Post (opinion)	Reporting on the findings of ILO study on public attitudes towards migrant workers
5	19/8/11	Voice of America/ Vietnam News	Comment by CTA on the effort to implement legislation to protect migrant workers in the Greater Mekong Sub-region
6	21/8/11	The New York Times	Comment by CTA on story of Domestic Worker seeking permanent residency in Hong Kong
7	9/8/11	Vientiane Times	Reporting on the MOU signing between the MOLSW and ILO to strengthen protection of migrant workers
8	15/8/11	Vientiane Times	Reporting on ILO-LFTU workshop to develop policy and action plan on the protection of migrant workers
9	3/10/11	CNN	CTA Interview on CNN on labour migration vulnerabilities and abuses in Cambodia
10	4/11/11	Viet Nam News	Reporting on the ILO-VGCL workshop on strengthening the role of trade unions in the protection of migrant workers
11	19/11/11	People's Deputy Daily (Viet Nam)	
12	14-16/02/12	Viet Nam News	Reporting on the COMMIT Senior Official Meeting 8/Inter Ministerial Meeting 3 regarding the Mekong Youth representatives
13	6/3/12	Bangkok Post	Article on TRIANGLE project meeting with MOL Permanent Secretary's Office to discuss range of activities, particularly in relation to the fishing sector.
14	20/4/12	Vientiane Times	Article on employment promotion and the job fair held in Champasack
15	23/4/12	Viet Nam News	Comment by Senior Programme Officer/Project Coordinator relating to protection migrant workers following the story of 42 Vietnamese women detained in Malaysia
16	1/5/12	The Phnom Penh Post	Comment by SPO/PC on irregular migration flows to Thailand, following the death of 10 Cambodians (thought to be irregular migrants) in police chases
17	15/5/12	National News Bureau, Thailand	SPO/PC comment on measures to protect against abuse of migrant workers, in relation to DOE-ILO meeting with Thai recruitment agencies
18	15/4/12	Thanh Nien Online (Vietnam)	Reporting on the experience sharing by the Chairman of VAMAS at the DOE-ILO meeting with Thai recruitment agencies

Figure 1. AP-MAGNET Membership (% of those who chose affiliation) (Date: May 2012)



Annex G. Analysis of Complaints Mechanisms

Efforts to strengthen the complaints mechanisms (for potential migrants in countries of origin and migrant workers in countries of destination) are still at an early stage. The project approach is to increase the number of complaints filed at local levels, while at the same time improving the national level mechanisms for receiving and responding to complaints.

Strengthening complaints mechanisms at the national level:

- In Thailand, the project commissioned a study an *Assessment of Complaint Mechanisms to Address Grievances during the Recruitment of Inbound and Outbound Migrant Workers*. It has been completed and shared with key stakeholders. A roundtable discussion will be held to put forward the policy and practical recommendations, and will support the efforts to strengthen regulation and influence the revision of the Recruitment and Job Seekers Protection Act. Box 1 contains a summary of the key findings of the study.

The TRIANGLE project will build on the efforts of another ILO project (Return and Reintegration Project – 2009-2012), which has developed a database for logging the complaints of outbound Thai workers. The DOE has requested assistance in conducting additional training for provincial authorities, and is considering adapting the tool for inbound migrant workers as well.

- In Vietnam, the effectiveness of the complaints mechanism will be assessed by the National Assembly in the second half of 2012, as part of the project's review of the implementation of the Law on Contract-Based Overseas Workers. The complaints mechanism in Thailand will provide a useful comparison in terms of the number of complaints, the compensation issued and the sanctions given out to recruitment actors.

Filing complaints at local levels:

- In Cambodia, Lao PDR and Viet Nam, the project has delivered training to provincial authorities and local leaders on the laws related to recruitment and migration. Channels through which to report and resolve complaints have been established (primarily the MRCs) and publicized.
- The Code of Conduct monitoring mechanisms developed with the Vietnamese and Cambodian recruitment agency associations will include independent monitoring systems and collect complaints through various channels, including migrant workers and their families, NGOs and trade unions in countries of origin and destination, embassies, media reports, etc.

Annex H. Changes in Project Personnel

The TRIANGLE project saw several changes to personnel in the past 12 months:

- In October 2010, Nilim Baruah was selected as the ILO Senior Regional Migration Specialist for the Asia-Pacific. In his new capacity he continues to provide technical, strategic and political support to the project.
- In February 2011, Max Tunon, former Technical Officer with the project took up a new position as the project's Senior Programme Officer / Project Coordinator.
- Following a competition for the Technical Officer position, Anna Olsen was selected, and will join the project in June 2012. Anna was the Prosecution Officer for The Asia Foundation's counter-trafficking project from 2009 to 2011, and was then contracted as a Legal Officer / Project Officer by the TRIANGLE project on a short-term basis, from November 2011 to April 2012.
- Ms Anni Santhiago was recruited as the National Project Coordinator in Malaysia, and is based in the UN building in Kuala Lumpur. Ms Santhiago is a lawyer with experience in Industrial relations law, migration and rights issues. She has worked and defended cases involving migrant workers' rights, the right to housing and the right to freedom of association.
- The NPC for Lao PDR has left the project, having received a scholarship to pursue a Master's Degree in New Zealand. His replacement, Mr Kolakot Venevankham, will be on board in July 2012. He has relevant experience, having worked on the ILO Trafficking in Children and Women project from 2005 to 2008, and since worked with the ILO on gender and child labour issues.
- Part-time administrative assistants have been recruited to support the National Project Coordinators in Cambodia, Lao PDR and Vietnam.
- An Australian Youth Ambassador for Development (AYAD), Ms Heike Lautenschlager, joined the ILO Regional Office in May 2011 for a one-year assignment, and will work with the TRIANGLE project and the regional migration programme. She has relevant experience having worked on a regional anti-trafficking project with WorldVision.