

**ON THE LEVEL
PERFORMANCE SUMMARY
AYE LIN LET HTUT**

Country: Myanmar Market for certification: Myanmar-Thailand OTL certification status: OTL listed	Date accepted in OTL program: 1 August 2019 Contact person: Daw Aye Aye Thein Contact information: aye.ayelinlathtut@gmail.com
Training: 1-2 August 2019	Evaluation score: Strong evidence of learning
Self-assessment: 1 October 2019	Completed
Audit date: 21-22 October 2019	Total OTL standards: 70 Total conformance: 15 Total conformance with risk: 0 Total non-conformance: 41 Total not-applicable: 14 Total not audited: 0
Corrective action submission: 1 October 2020	Total non-conformance: 41 Total completed corrective actions: 0
Improvers program: October 2020 to August 2021 Date of last review: August 31, 2021	Performance areas: 15 Conformance: 2 Non-conformance: 1 Developing: 7 For verification: 5
Verification audit:	Status: To be scheduled

PERFORMANCE AREAS	STATUS	DESCRIPTION
Legal requirements		
No reports of workers paying illegal, unauthorized, or excessive fees	For verification	Full implementation of this requirement is pending and subject to OTL verification and worker interviews. The agency has plans to operationalize a policy that states that workers will only pay for fees that are legally allowed.
No legal citations	Conformance	No adverse findings.
Market competitiveness		
Fees structure aligned with OTL requirements	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has committed to apply OTL standards in its fee policy and recruitment standards following TFHI's corrective action recommendation.
Completed cost-benefit analysis	Developing	The agency plans to complete this requirement when business resumes.

Marketing plan towards employer-pays model	Developing	The agency plans to develop this further when business resumes and market prospects are clearer.
Evidence of increase in employer-pays recruitment	Developing	The agency plans to increase employer-pays recruitment when business resumes and can find employers who support this recruitment model.
Worker support		
Effective feedback and grievance system	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has updated its non-retaliation policy and committed to train staff on the policy.
Standard and consistent pre-departure training course conducted by the agency or in partnership with OTL-aligned provider	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has developed a pre-departure information checklist and has committed to providing formal pre-departure training to workers including providing training aids and documenting the trainings.
Evidence of professional development		
Completed progressive learning program	Conformance	Agency management attended all required trainings and consulting sessions with OTL mentors.
Increased staff training on code of conduct and ethical recruitment topics	Non-conformance	The agency is presently not operating and cannot train staff. When possible, the agency needs to develop a formal employee performance program that includes training on recruitment standards. This is something the agency can work on when business resumes.
Implemented code of conduct, processes, and tools	For verification	Full implementation of this requirement is pending and subject to OTL verification. However, the agency updated its code of conduct and the following policies, processes and tools that did not meet OTL standards: - Grievance and non-retaliation policy - Initial screening for candidates procedures - Pre-departure information checklist
Control over supply chain		
Presence of agreements and contracts with all suppliers and employers	Developing	The agency has a template service agreement with employers and updated its MOU template with suppliers. The agency is expected to progress due diligence and monitoring systems when business resumes.
Presence of risk assessment procedure for suppliers, industries, corridors, and employer	Developing	The agency has included commitment to workers' safety in their code of conduct. The risk assessment can be developed further to include risks in industries, corridors, and employers. The agency is expected to progress on this when business resumes.
Stakeholder partnerships		

Performance improvement plan communicated to stakeholders	Developing	The agency is expected to communicate its performance improvement when its operations return to normal but making this summary publicly available is already a move towards transparency.
Clear policy on recruitment fees publicly shared	Developing	The agency is still working on how to implement a formal procedure to communicate its fee policy to workers and document this procedure. The agency's fee policy can also be formally communicated to more stakeholders when business resumes.