

**ON THE LEVEL
PERFORMANCE SUMMARY
ALPHA WORLD LINK**

Country: Myanmar Market for certification: Myanmar-Thailand OTL certification status: OTL listed	Date accepted in OTL program: 1 August 2019 Contact person: Daw Wint Wint Aung Contact information: alphaworldlink@gmail.com
Training: 1-2 August 2019	Evaluation score: Strong evidence of learning
Self-assessment: 17 October 2019	Completed
Audit date: 24-25 October 2019	Total OTL standards: 70 Total conformance: 22 Total conformance with risk: 0 Total non-conformance: 32 Total not-applicable: 16 Total not audited: 0
Corrective action submission: 25 October 2020	Total non-conformance: 32 Total completed corrective actions: 0
Improvers program: October 2020 to August 2021 Date of last review: August 31, 2021	Performance areas: 15 Conformance: 3 Non-conformance: 0 Developing: 10 For verification: 2
Verification audit:	Status: To be scheduled

PERFORMANCE AREAS	STATUS	DESCRIPTION
Legal requirements		
No reports of workers paying illegal, unauthorized, or excessive fees	Conformance	No adverse findings.
No legal citations	Conformance	No adverse findings.
Market competitiveness		
Fees structure aligned with OTL requirements	Developing	The agency does not charge workers a service fee. However, workers still shoulder costs that are legal but not allowed under OTL.
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 when business resumes.
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 already works with NGOs who deliver the pre-departure training for workers.
Evidence of professional development		
Completed progressive learning program	Conformance	Agency management and key staff attended all required trainings and consulting sessions with OTL mentors.
Increased staff training on code of conduct and ethical recruitment topics	Developing	Training program for staff on policies and OTL standards is still being developed.
Implemented code of conduct, processes, and tools	Developing	The writing of the agency's code of conduct is still in progress.
Control over supply chain		
Presence of agreements and contracts with all suppliers and employers	Developing	The agency has written agreements with employers. However, not all cost breakdowns with employers are aligned with OTL and workers still pay for costs that are not allowed under OTL. The agency is expected to progress on this when business resumes. The agency needs to do the same with its suppliers.
Presence of risk assessment procedure for suppliers, industries, corridors, and employer	Developing	The agency needs to formalize a risk assessment procedure to screen 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 has ways to clearly communicate its fee policy to workers through posters, training, and its sub-agents. The agency is still working on how to formally communicate this to more stakeholders.