

**ON THE LEVEL
PERFORMANCE SUMMARY
ROYAL GATE**

Country: Myanmar Market for certification: Myanmar-Thailand OTL certification status: OTL listed	Date accepted in OTL program: 1 August 2019 Contact person: U Zaw Myo Myint Contact information: royalgateagency@gmail.com
Training: 1-2 August 2019	Evaluation score: Strong evidence of learning
Self-assessment: 21 September 2019	Completed
Audit date: 21-22 October 2019	Total OTL standards: 70 Total conformance: 20 Total conformance with risk: 0 Total non-conformance: 33 Total not-applicable: 14 Total not audited: 3
Corrective action submission: 15 May 2020	Total non-conformance: 20 Total completed corrective actions: 1
Improvers program: October 2020 to August 2021 Date of last review: August 31, 2021	Performance areas: 15 Conformance: 2 Non-conformance: 0 Developing: 7 For verification: 6
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 updated its staff handbook to state its compliance to the employer-pays principle.
No legal citations	Conformance	No adverse findings.
Market competitiveness		
Fees structure aligned with OTL requirements	Developing	The agency fee structure shows the fees and costs that workers will shoulder. Not all these fees are 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. The agency has updated its staff handbook to include a grievance procedure.
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 attended all required trainings and consulting sessions with OTL mentors.
Increased staff training on code of conduct and ethical recruitment topics	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has updated its staff handbook to include a training program.
Implemented code of conduct, processes, and tools	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has developed a code of conduct and updated the following policies, processes and tools that did not meet OTL standards: <ul style="list-style-type: none"> - Non-discrimination and humane treatment - Passport and documents processing procedure - Confidentiality - interview tools - Gift policy - Conflict of interest policy
Control over supply chain		
Presence of agreements and contracts with all suppliers and employers	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has existing agreements with employers, partners, and suppliers but these have to be updated to align with OTL standards.
Presence of risk assessment procedure for suppliers, industries, corridors, and employer	Developing	The agency has updated its staff handbook to include a system for verifying employers' legal compliance. This system can be developed to screen risks in suppliers, industries, and corridors.
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 developing ways to communicate its fee policy to workers and other stakeholders.
--	------------	--