

**ON THE LEVEL
PERFORMANCE SUMMARY
SAINT ARKAR**

Country: Myanmar Market for certification: Myanmar-Thailand OTL certification status: OTL listed	Date accepted in OTL program: 1 August 2019 Contact person: Daw Su Su Mon Contact information: saintarkar.service@gmail.com
Training: 1-2 August 2019	Evaluation score: Strong evidence of learning
Self-assessment: 21 September 2019	Completed
Audit date: 28-29 October 2019	Total OTL standards: 70 Total conformance: 37 Total conformance with risk: 0 Total non-conformance: 16 Total not-applicable: 14 Total not audited: 3
Corrective action submission: 15 May 2020	Total non-conformance: 16 Total completed corrective actions: 16
Improvers program: October 2020 to August 2021 Date of last review: August 31, 2021	Performance areas: 15 Conformance: 4 Non-conformance: 0 Developing: 6 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 updated its fees policy and the service agreement template with employers to reflect the employer-pays model.
No legal citations	Conformance	No adverse findings.
Market competitiveness		
Fees structure aligned with OTL requirements	Conformance	The agency's fee structure is aligned with 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	Conformance	The agency has an operational 24/7 hotline.
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 and worker interviews. The agency conducts pre-departure training for workers and needs to include the OTL module on the workers survey.
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 an existing training program and employee performance monitoring policy and templates and needs to conduct the actual trainings when business resumes.
Implemented code of conduct, processes, and tools	For verification	Full implementation of this requirement is pending and subject to OTL verification. The agency has updated its risk assessment template.
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 updated its supplier management procedure, supplier evaluation form and template agreements with employers that reflect a breakdown of fees and costs aligned with OTL.
Presence of risk assessment procedure for suppliers, industries, corridors, and employer	Developing	The agency has established a job site risk assessment procedure and template. This can be developed to include risk screening for suppliers, industries, corridors, and employers.
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.