

# Voluntary Code of Conduct for the Management of Migrant Workers – Compliance Guide

[Code Administrator]

## Document Version Control

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Document Owner	AMIC – Workforce Services	<i>Cheryl Wolens</i>
Approver	Panel Chair	 <small>Cheryl Wolens</small>

## **1. Scope**

The Voluntary Code of Conduct for the Management of Migrant Workers is an industry-owned standard describing fair and ethical employment practices that, if implemented by a Signatory, provide evidence that the Signatory treats Migrant Workers in a responsible manner. The Voluntary Code is accompanied by this Compliance Guide (the Guide) to assist Signatories implement the Guiding Principles. Guidance contained in this guide has been developed to assist Signatories comply with the Voluntary Code and does not replace or alter any requirement that a Signatories ensures their processes, practices and policies meet relevant legislative and regulatory requirements.

## **2. Normative References**

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- *Voluntary Code of Conduct for the Management of Migrant Workers*

## **3. Terms and Definitions**

Where terms defined in the Voluntary Code appear in this Guide, they have the same meaning. In accordance with the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) Directives, Part 2, this document uses the following verbal forms of expression:

- “shall” indicates a requirement;
- “should” indicates a recommendation;
- “may” indicates a permission;

“can” indicates a possibility or a capability.

#### **4. Using this Guide**

The Guide contains Compliance Indicators and examples of how Signatories can demonstrate that they have addressed a Compliance Indicator. In recognition of the various ways in which Signatories operate, there are many ways a Signatory can show that they are giving effect to a Compliance Indicator and are in alignment with the Guiding Principles.

Signatories shall demonstrate compliance with all Guiding Principles within the Voluntary Code. This will be confirmed through an annual Compliance Audit. As a result, Signatories shall maintain documented information to demonstrate each Compliance Indicator and take reasonable measures to ensure that documentation is complete, accurate and available.

Guidance relating to example evidence has been included to assist Signatories consider the kinds of evidence that can be used for assessment purposes, but it is not exhaustive and does not create specific requirements.

Signatories are encouraged to identify and implement measures that best give effect to the Guiding Principles and Compliance Indicators in a way that is relevant to their organisational structure and existing practices. Signatories may leverage materials, activities, practices and policies already in place that demonstrate Compliance Indicators. Signatories shall ensure that such use of policies practices and activities apply to all Migrant Workers working at their facilities.

## 5. How to read the Guide

<b>Compliance Indicator</b>  [Signatories shall demonstrate each Compliance Indicator and provide relevant documentary evidence]	<b>GUIDANCE</b> [This section provides information on how a signatory may choose to give effect to a compliance indicator including the objective of any activities, and examples of activities and evidence. This section does not impose any specific requirements on a Signatory. It is the responsibility of Signatory to determine how a Compliance Indicator can be best demonstrated in their own policies and practices and the appropriate records to be retained for that purpose.]		
	<b>Purpose/Outcome</b>	<b>Examples of Implementation</b>	<b>Examples of Evidence</b>
<b>[GUIDING PRINCIPLE]</b>			
[This section describes the content of each Compliance Indicator]	[This section describes the purpose and outcome sought to be achieved by the Compliance Indicator]	[This section provides guidance on the kinds of activities and practices a Signatory could implement to give effect to the Compliance Indicator]	[This section describes the types of documentary evidence that can assist in verifying that a Signatory has met addressed the Compliance Indicator]

Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<b>RESPECT FOR LAWS (RL)</b> Signatories commit to demonstrate respect for laws in their treatment of Migrant Workers.			
<b>RL1 – Signatory shall have a clear governance structure capable of being used to identify staff members responsible for ensuring that policies, practices and activities respect applicable laws and regulations relating to the treatment of Migrant Workers.</b>	<p>Signatories to the Code are required to uphold the highest ethical and fair practices as they relate to the treatment of Migrant Workers. It is fundamental that Signatories therefore conduct themselves in a way that reflects a respect for the importance of their practices conforming to legal requirements.</p> <p>Migrant Workers are entitled to expect that Signatories not only comply with the law but have appropriately delegated responsibilities ensuring this compliance is achieved.</p>	<p>Signatory identifies those roles and individuals within their organisational structure who are best placed to take responsibility for ensuring policies, processes and practices align or are not inconsistent with legal or regulatory requirements</p> <p>Signatory may implement policies for this purpose and or provide training on those policies.</p>	<ul style="list-style-type: none"> <li>• Organisational Chart</li> <li>• Relevant internal policies</li> <li>• Relevant role profiles / position descriptions</li> <li>• Training plan &amp; records.</li> </ul>
<b>RL2 - Signatory shall regularly review policies, practices and activities relating to the treatment of Migrant Workers</b>	<p>Migrant Workers are entitled to expect that Signatories maintain current knowledge of applicable</p>	<p>Signatory can demonstrate a regular review and compliance with of policies, practices and</p>	<ul style="list-style-type: none"> <li>• Organisational Chart</li> <li>• Relevant internal policies</li> </ul>

<p><b>to ensure they either align or are not inconsistent with legal or regulatory requirements.</b></p>	<p>legal requirements and ensure compliance.</p> <p>Migrant Workers are also entitled to expect that a Signatory's policies, practices and activities, as they relate to the treatment of Migrant Workers, are regularly reviewed and maintained to ensure they either align or are not inconsistent with legal or regulatory requirements</p>	<p>activities relating to the treatment of Migrant Workers.</p> <p>Signatory may have developed a regular schedule or workplan for this purpose.</p>	<ul style="list-style-type: none"> <li>• Relevant role profiles / position descriptions</li> <li>• Record of relevant practices and procedures</li> </ul>
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<b>FAIR WORKPLACE TREATMENT (FT)</b> <i>Signatories commit to providing Migrant Workers with a fair and inclusive working environment.</i>			
<b>FT1 – Signatory shall have workplace policies and practices in place to prevent discrimination against Migrant Workers.</b>	<p>Migrant Workers are entitled to enjoy a workplace free from discrimination.</p> <p>Migrant Workers should be encouraged and empowered to raise concerns about discrimination in an open and honest way without fear of adverse action against them. Migrant Workers should also have the right to do so in a confidential manner.</p>	<p>Signatory is committed to preventing and addressing any form of discrimination on the basis of race, colour, sex, religion, political opinion, nationality or social origin.</p> <p>Signatory is committed to preventing and addressing any other form of discrimination covered by national law and practice, such as age or disability.</p> <p>Signatory may implement policies for this purpose and will provide training on those policies.</p>	<ul style="list-style-type: none"> <li>• Commitment, policies and practices to prevent non-discrimination.</li> <li>• Register of incidents, corrective actions &amp; current status for the last 12 months.</li> <li>• Training plan &amp; records.</li> <li>• Policy and relevant grievance mechanism.</li> </ul>
<b>FT2 – Signatory shall have workplace policies and practices in place to prevent and address harassment, bullying and abuse of Migrant Workers.</b>	<p>Migrant Workers are treated with respect and dignity.</p> <p>Migrant workers should be encouraged and empowered to raise concerns about</p>	<p>Signatory is committed to ensuring that Migrant Workers are not subject to any form of physical, sexual, psychological or verbal harassment or abuse.</p>	<ul style="list-style-type: none"> <li>• Commitment and policies on harassment, abuse and bullying.</li> <li>• List of incidents, corrective actions &amp; current status.</li> </ul>

	harassment, bullying and abuse in an open and honest way without fear of adverse action against them. Migrant Workers should also have the right to do so in a confidential manner.	Signatory has policies for this purpose and or provide training on those policies.	<ul style="list-style-type: none"> <li>• Training plan &amp; records</li> </ul>
<b>FT 3 – Signatory should strive to create a workplace that reflects a culture of inclusion and respect for diversity.</b>	Migrant Workers should feel valued, respected, accepted and encouraged to fully participate in the organisation.	<p>Signatory is committed to fostering a culture built on respect and aspire to create a working environment in which Migrant Workers feel included.</p> <p>Signatory implements policies, practices and or any other initiatives appropriate to their workplace that promotes such inclusion and respect.</p>	<ul style="list-style-type: none"> <li>• Commitment and policies on inclusion, diversity.</li> <li>• Commitment and policies on acceptable workplace behavior.</li> <li>• Training plan &amp; records.</li> </ul>
<b>FT 4 – Signatory shall implement fair provision of entitlements for Migrant Workers, consistent with relevant awards and visa conditions.</b>	Migrant Workers are entitled to receive fair provision of entitlements.	Signatory ensures that equitable, objective and transparent principles for the calculation of Migrant Workers’ wages will be put in effect, in line with national legislation, relevant workplace regulations and relevant visa conditions if applicable.	<ul style="list-style-type: none"> <li>• Commitment and policies on wages and entitlements.</li> <li>• Reasonable evidence of payment including payment notices.</li> </ul>



<p><b>FT 5 – Signatory shall be transparent with Migrant Workers about all aspects of the provision of entitlements and the taking of any deductions.</b></p>	<p>Migrant Workers should have access to relevant information regarding the conditions of their employment and the provision of entitlements. This explicitly includes any deductions made in relation to accommodation and any other living expenses provided to a Migrant Worker.</p> <p>Migrant Workers should be provided relevant support to ensure they understand their entitlements and deductions.</p>	<p>Signatory includes in initial communications undertaken in the recruitment stage, an explanation of Migrant Workers’ wages and how they are calculated, including any deductions that are made for accommodation and any other living expenses provided by a Signatory.</p> <p>Signatory includes transparent calculations of any accommodation-related deduction in a Migrant Worker’s contract and/or payslip/pay record.</p> <p>Signatory takes reasonable steps to ensure a Migrant Worker receives and understands relevant information. Signatories may provide documentation or explanation in the Migrant Worker’s Native Language or use a translator for this purpose.</p>	<ul style="list-style-type: none"> <li>• Migrant Worker pay slip/pay records</li> <li>• Migrant Worker contracts or letter of offer</li> <li>• Initial communications with Migrant Workers explaining the wage calculation process</li> <li>• Signatory or Migrant Workers’ accommodation payment statements</li> <li>• Signatory or Migrant Workers’ travel payment statements</li> </ul>
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<p><b>RESPONSIBLE SOURCING AND PROCUREMENT PRACTICES (SP)</b></p> <p>Signatories commit to observe the highest ethical standards, integrity, professional conduct and fair practice in the employment of Migrant Workers and selection of labour hire service providers.</p>			
<p><b>SW1 – Signatory shall have policies and procedures in place to ensure that Migrant Workers, including those employed by labour hire service provider are subject to fair and transparent recruitment practices. This includes the transparent provision of relevant information about the role.</b></p>	<p>Migrant Workers are entitled to be treated ethically and fairly during the recruitment process. They should be provided with the necessary information they need to determine if they wish to take up a temporary job opportunity to work in Australia’s red meat processing industry.</p>	<p>Signatory ensures Migrant Workers are provided accurate and transparent information about the conditions of their visa and the obligations it imposes on their employer.</p> <p>Signatory has relevant policies that ensure the responsible sourcing of labour and procurement of workforce solutions relevant to Migrant Workers.</p> <p>Signatory can demonstrate that Migrant Workers at its facility:</p>	<ul style="list-style-type: none"> <li>• Labour sourcing policy and procedures</li> <li>• Migrant Worker contracts</li> <li>• Labour Hire Agreement</li> <li>• Information pack or introductory document provided to Migrant Workers ahead of arrival.</li> </ul>

		<ul style="list-style-type: none"> <li>- have freely chosen their employment</li> <li>- have not been required to pay fees associated with their recruitment</li> <li>- are free to resign by providing reasonable notice.</li> </ul> <p>Signatory ensures that Migrant Workers are treated with respect at all time during their recruitment and they are provided with relevant information about their potential employment in the industry.</p>	
<p><b>SP2 – If a Signatory engages a labour hire service provider to source Migrant Workers, the Signatory shall apply reasonable due diligence in the selection of that labour hire service provider.</b></p>	<p>Migrant Workers are entitled to be treated ethically and fairly during the recruitment process, whether that process is undertaken by a Signatory or a Labour Hire Provider.</p>	<p>Signatory confirms that a third party service provider holds appropriate licensing and certifications.</p> <p>Signatory can demonstrate reasonable regard has been given to the treatment of</p>	<ul style="list-style-type: none"> <li>• Labour Hire Agreement</li> <li>• Records of due diligence checks</li> <li>• Demonstrates access to information regarding</li> </ul>

	<p>Migrant Workers should be provided with the necessary information they need to determine if they wish to take up a temporary job opportunity to work in Australia’s red meat processing industry.</p>	<p>Migrant Workers when selecting a Labour Hire Provider. For example, where a Signatory is a processor, they may choose to only engage a Labour Hire Provider that is <b>StaffSure certified</b>.</p> <p>Signatory can demonstrate knowledge of their potential accessorial liability relevant to the engagement of a labour hire service provider. Signatory can demonstrate understanding of instances where a Signatory may be held liable for the conduct of labour hire service provider relating to the treatment and employment conditions of Migrant Workers.</p>	<p>accessorial liability regarding the use of labour hire service providers.</p>
<p><b>SP3 – Signatory maintains appropriate policies and processes to ensure Migrant Workers are employed appropriately according to the terms of their visa</b></p>	<p>All Migrant Workers are required to be employed appropriately per the terms of their visa and applicable Industrial Instruments.</p>	<p>Signatory can demonstrate that all Migrant Workers employed at their facility are properly employed under a relevant</p>	<ul style="list-style-type: none"> <li>• Labour Hire Agreement</li> <li>• VEVO registration documents</li> </ul>

<p><b>arrangements and relevant Industrial Award, whether they are employed by a Signatory or hosted at a Signatory's facility.</b></p>	<p>This is essential to ensure that Migrant Workers are correctly provided all entitlements they are owed.</p>	<p>Industrial Instrument and hold an appropriate working visa.</p> <p>Signatory can demonstrate that where required, the employing entity has registered with the Australian Taxation Office (ATO) as an employer of overseas workers, and that all Migrant Workers are taxed according to the requirements of the ATO.</p>	<ul style="list-style-type: none"> <li>• VEVO records</li> <li>• ATO registration documents</li> <li>• Standard Employment Contract</li> </ul>
<p><b>SP4 - Signatory shall provide relevant information to Migrant Workers about their host community prior to signing a contract with the Signatory and arriving in that host community.</b></p>	<p>Migrant Workers should have as much information as possible in order to be prepared for their arrival in Australia and their host community. This information will assist Migrant Workers to form realistic expectations and take appropriate steps ahead of their arrival.</p>	<p>Signatory provides relevant information to Migrant Workers prior to their commitment to work at a facility and prior to arrival. For example, information about the Signatory's operations, the geographical location, climate, local facilities and services and cost of living.</p> <p>Signatory provides support and guidance to Migrant Workers on how to access essential services, for example local</p>	<ul style="list-style-type: none"> <li>• Internal Policies</li> <li>• Documentation relating to engagement of relevant service provider</li> <li>• Information pack or introductory document provided to Migrant Workers ahead of arrival</li> </ul>

		<p>shops. This could also include assisting Migrant Workers with banking, access to a phone and internet, libraries etc.</p> <p>Additionally, where a Migrant Worker has dependents, Signatory may provide information about local schools.</p> <p>Signatory may engage with external providers to deliver this information to Migrant Workers.</p>	
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<p><b>FAIR TRAVEL AND ACCOMODATION PRACTICES (TA)</b></p> <p><i>Signatories commit to fair and transparent practices in relation to providing Migrant Workers with travel and accommodation services and support.</i></p>			
<p><b>TA1 – If a Signatory provides accommodation to a Migrant Worker, that accommodation shall meet the accommodation requirements set out under the Seasonal Worker Programme Approved Employer Guidelines.</b></p>	<p>Migrant Workers are entitled to expect that where accommodations are provided by a Signatory, that accommodation is of a reasonable standard.</p> <p>Where a Signatory’s community of operation only offers limited or a single accommodation option, a Signatory ensures that it is of a reasonable standard.</p>	<p>A Signatory who provides accommodation to Migrant Workers may take a range of steps to ensure that the accommodations provided are of a reasonable standard, and that reasonable standard is maintained. At a minimum, accommodation should:</p> <ul style="list-style-type: none"> <li>- be safe and hygienic</li> <li>- be fit for occupation and use</li> <li>- in good condition</li> <li>- allow 24 hour access</li> <li>- have adequate facilities to accommodate all occupants</li> </ul> <p>To demonstrate this Compliance Indicator Signatories may develop a policy including information about the accommodation provided, safety inspections, and other relevant matters.</p>	<ul style="list-style-type: none"> <li>• Records that can demonstrate compliance with relevant accommodation requirements of various Visa pathways</li> <li>• Record of documentation from accommodation provider declaring that services are of a reasonable standard</li> <li>• Record of Migrant Worker feedback</li> </ul>

<p><b>TA2 – Signatory shall provide Migrant Workers with information about accommodation relevant to the community in which they are located.</b></p>	<p>Migrant Workers are entitled to expect that they will be provided with information required to make an informed decision on accommodation in their new community. This will enable Migrant Workers to acquire accommodation that is of a reasonable standard.</p>	<p>Signatory provides an information pack or introductory document to support recruitment and onboarding which includes information on accommodation available in the area.</p> <p>Signatory sends information on accommodation to incoming Migrant Workers.</p> <p>Signatory takes reasonable measures to support Migrant Worker acquire accommodation services such as providing suggested options translated to native languages where required.</p> <p>Signatory is available to answer Migrant Workers’ questions regarding the processes that need to take place to secure accommodation. Signatory may engage with external providers to deliver this information to Migrant Workers.</p>	<ul style="list-style-type: none"> <li>• Record of information provided to Migrant Workers detailing ahead of arrival</li> </ul>
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<p><b>TA3 – If a Signatory requires a Migrant Worker to provide payment for accommodation provided, that cost must be at or below a fair market price.</b></p>	<p>Migrant Workers are entitled to the provision of accommodation that is at or below a fair market price.</p>	<p>Signatory monitors local housing market in their community of operations to understand the current market price for accommodation.</p> <p>Signatories work with accommodation providers in their community of operation to identify and procure accommodation services for Migrant Workers at or below market price.</p>	<ul style="list-style-type: none"> <li>• Record of accommodation payments</li> <li>• Record of deductions from Migrant Worker pay</li> <li>• Accommodation agreement</li> <li>• Migrant Worker contracts</li> <li>• Record of correspondence with accommodation provider</li> <li>• Record of accommodation cost valuation at or below fair market price</li> </ul>
<p><b>TA4 - Signatory shall not require Migrant Workers to take up any offer of support relating to travel or accommodation and are free to choose their own services if they wish to do so.</b></p>	<p>Migrant Workers are entitled to leverage their freedom to decide on their own travel and accommodation services should they desire, and are not obliged to use the services provided to them by a Signatory.</p>	<p>Signatory communicates to Migrant Workers ahead of their arrival, that they can elect to organise their own travel and accommodation.</p>	<ul style="list-style-type: none"> <li>• Record of information provided to Migrant Workers about available accommodation options</li> </ul>

<p><b>TA5 – If a Signatory provides a Migrant Worker and their dependents with services relating to travel, the services shall be of a reasonable standard and transparently communicated to Migrant Workers.</b></p>	<p>Migrant Workers are entitled to expect that where travel services are provided by a Signatory, that travel service is of a reasonable standard, in compliance with relevant vehicle and road regulations. Migrant Workers have a clear understanding of the travel services they will be provided to reach their host community.</p>	<p>Signatory provides necessary information ahead of Migrant Workers’ travel regarding their planned travel processes.</p> <p>Signatory has contacts available to answer Migrant Workers’ questions as they arise in the travel process.</p>	<ul style="list-style-type: none"> <li>• Relevant internal policies, or record of relevant processes or activities relating to Migrant Worker travel.</li> <li>• Record of travel arrangements organised for Migrant Workers</li> <li>• Record of information provided to Migrant Workers regarding travel and support</li> </ul>
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<b>ACCESS TO REMEDY (AR)</b> <i>Signatories commit to providing Migrant Workers with access to remedy.</i>			
<b>AR 1 – Signatory shall have a functioning grievance mechanism that provides remedy to Migrant Workers which can also be accessed by individuals providing pastoral support.</b>	<p>Migrant Workers are entitled to work in an environment where they feel safe and confident to report grievances through clear and transparent procedures.</p> <p>Migrant Workers can report these grievances through a reasonable, equitable and fair system.</p>	<p>Signatory provides multiple reporting channel options for workers to report grievances at least one of which is confidential.</p> <p>Signatory ensures reporting channels are free of cost and provided in a migrant worker’s native language where required.</p> <p>Signatory measures the effectiveness of reporting grievance procedures to ensure they are fit-for-purpose, and most importantly manage complaints in a timely manner.</p>	<ul style="list-style-type: none"> <li>• Relevant internal policy or records of procedure relating to grievance reporting and workplace dispute management</li> <li>• Record of grievance reporting training</li> <li>• Record of information provided to Migrant Workers about grievance reporting</li> </ul>
<b>AR 2 – Signatory shall inform Migrant Workers about the grievance reporting</b>	<p>Migrant Workers should understand the circumstances in which a grievance report can and should be made, as</p>	<p>Signatory incorporates training and communication on the grievance reporting process into recruitment and</p>	<ul style="list-style-type: none"> <li>• Record of information provided to Migrant Workers about grievance reporting in the workplace</li> </ul>

<p><b>mechanism processes available to them.</b></p>	<p>well as the steps that need to be taken to effectively report that grievance.</p> <p>Migrant Workers understand that no adverse action against them will be taken as a result of reporting a grievance.</p>	<p>onboarding activities for Migrant Workers employed or engaged at their facilities.</p> <p>Signatory provides additional training and communication on grievance mechanisms where required to facilitate ongoing awareness of the process.</p> <p>Where relevant, a Signatory works collaboratively with the Migrant Workers' employer to ensure the delivery of such training to Migrant Workers takes place.</p> <p>Signatory collects feedback on its training and communications regarding the grievance reporting process to ensure it has fulfilled its purpose and Migrant Workers understand its contents.</p>	<ul style="list-style-type: none"> <li>• Record of grievance reporting process training</li> <li>• Record of grievance reporting process training feedback</li> </ul>
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<b>SUPPORT FOR INTERGRATION INTO HOST COMMUNITIES (IH)</b>  <i>Signatories shall take an active role in helping Migrant Workers settle and integrate into their new host community by providing relevant services and support.</i>			
<b>IH 1 - Signatory shall provide relevant information to Migrant Workers about health services in the community available to them prior and/or upon their arrival in that host community.</b>	Migrant Worker’s health and wellbeing is of the highest priority. Migrant Workers are entitled to have access to information regarding the availability of health services and the extent to which, if any, they will receive financial support to access these services.	<p>Signatory provides necessary information ahead of Migrant Workers’ arrival into host community regarding the health services available to them and identified whether these services are funded, in whole or in part, under the terms of their employment.</p> <p>Signatory has personnel or a service provider available to answer Migrant Worker’s questions about the availability and access to health services.</p> <p>Signatory may engage with external providers to deliver this information to Migrant Workers.</p>	<ul style="list-style-type: none"> <li>• Relevant internal policies, e.g. Migrant Worker onboarding policy</li> <li>• Record of relevant processes or activities</li> <li>• Information pack or introductory document provided to Migrant Workers ahead of their arrival explaining the availability and access arrangements for health services</li> <li>• Migrant Worker contracts</li> <li>• Record of engagement of relevant service provider</li> </ul>

<p><b>IH 2 - Signatory shall implement policies, procedures or activities for the promotion of inclusion of Migrant Workers into host communities.</b></p>	<p>Migrant Workers should receive information about the kind of support a Signatory will deliver, and be provided with opportunities to participate in community and social activities, groups or events in their host community.</p> <p>It is important that Migrant Workers enjoy a smooth entry into their host community.</p> <p>Migrant Workers should be made aware of who to contact in an emergency and be encouraged to report incidents and emergencies to relevant authorities.</p>	<p>Signatory identifies opportunities to promote the inclusion of Migrant Workers in host community, and take an active role in facilitating or connecting Migrant Workers with relevant opportunities in which to participate.</p> <p>Signatory provides reasonable notification on the arrival of Migrant Workers into a host community to service providers and relevant authorities as appropriate.</p> <p>Signatory may engage with external providers to deliver this information to Migrant Workers.</p>	<ul style="list-style-type: none"> <li>• Inclusion Policy</li> <li>• Record of community engagement plan, procedures or activities</li> <li>• Record of appointment of a community or local liaison role</li> <li>• Correspondence with relevant local and regional groups</li> <li>• Record of relevant events, groups and programs communicated to Migrant Workers</li> <li>• Record of engagement of relevant service provider</li> </ul>
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<b>TRANSPARENT WORKPLACE PRACTICES &amp; MANAGEMENT SYSTEM</b>			
Signatories shall establish workplace standards and practices that demonstrate they are accountable and transparent in their dealings with Migrant Workers.			
<b>MS 1 – Signatory shall ensure Migrant Workers are aware that their employers are Signatories to the Code and understand the role, responsibilities and provisions that Signatories are required to uphold as part of this commitment.</b>	<p>It is important that Migrant Workers are notified of their new employer’s commitment to the fair and ethical treatment of Migrant Workers, understand the entitlements that are available to them as part of this commitment, and are provided with forums through which they can comment on their employer’s engagement with the Code and role as a Signatory.</p> <p>It is also important that Signatories are playing a role in advocating for the Code, as the more broadly its significance is understood and recognised, the more powerful a role it plays in the safeguarding of Migrant Workers.</p>	<p>Signatories notify incoming Migrant Workers of their commitment to the Code ahead of their commencement of work using preferred communication channels including briefing information, introductory documents, emails, or Migrant Workers’ contracts.</p> <p>These communications will include explanation of what it means that their new employer is a Signatory to the code, including their commitments to each Guiding Principle and the requirements with which they comply under each Principle. In doing so, Signatories ensure Migrant Workers are aware of the provisions available to them under this commitment.</p>	<ul style="list-style-type: none"> <li>• Record of information pack or introductory document provided to Migrant Workers ahead of arrival</li> <li>• Migrant Worker contracts</li> <li>• Migrant Worker training modules</li> <li>• Communications between Signatory and Migrant Workers ahead of commencement of work</li> <li>• Policy and procedure documents regarding grievance and dispute management</li> </ul>

		<p>Signatories may offer Migrant Workers training on their new employer's role as a signatory to ensure they understand what this entails for them as Workers. This may also be integrated into existing induction or onboarding training.</p> <p>Signatories also provide forums through which Migrant Workers can provide positive and negative feedback on their employer's engagement with the code, including access to grievance mechanisms (see Guiding Principle AR) or other feedback mechanisms.</p>	
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Compliance Indicator	GUIDANCE		
	Purpose/Outcome	Examples of Implementation	Examples of Evidence
<b>VERIFICATION REQUIREMENTS</b>			
Signatories shall establish systems and processes to internally assess their implementation of the Guiding Principles and generally to ensure the fair and equitable treatment of Migrant Workers.			
<b>VR1 – Signatory shall regularly review their processes, practices and activities relevant to the management of Migrant Workers, adopting an approach of continuous improvement.</b>	Migrant Workers are entitled to expect that Signatories will stay actively engaged with giving effect to the Guiding Principles in a meaningful way, beyond the process of becoming a Signatory.	<p>Signatory undertakes regular assessment of the activities and practices within the scope of the Code. Activities and practices relevant to the Code are identified and defined, and relevant records of compliance are kept.</p> <p>Signatory plans a regular schedule of monitoring activities to ensure their policies, practices and activities continuously give effect to the Guiding Principles.</p> <p>Signatory identifies areas where process, practices and activities could be improved and take necessary corrective actions.</p>	<ul style="list-style-type: none"> <li>• Internal assessment or internal audit procedure</li> <li>• Internal assessment plan / internal audit program</li> <li>• Record of internal assessment tools &amp; checklist</li> <li>• Record of internal assessment &amp; findings</li> <li>• Statement of Continuance</li> </ul>

<p><b>VR2 - Signatory shall have a clear governance structure detailing and responsibilities of staff who will ensure the organisation is complying with the Code.</b></p>	<p>Migrant Workers are entitled to expect that Signatories are committed to continuous improvement and have the planned capacity to internally monitor their compliance with the Code and resolve issues and non-compliance and complaints.</p>	<p>Signatory identifies those roles and individuals within their organisational structure who are best placed to take responsibility for ensuring the organisation complies with the Code.</p> <p>Signatory assigns members of their organisation responsibility for relevant aspects of implementing the Guiding Principles.</p>	<ul style="list-style-type: none"> <li>• Organisational Chart</li> <li>• Relevant internal policies</li> <li>• Relevant role profiles / position descriptions</li> <li>• Record of defined roles, responsibilities, authorities and accountabilities</li> </ul>
<p><b>VR3 – Signatory shall complete corrective actions and retain a Corrective Action Record for any identified non-compliance with the Code. Signatory shall take relevant steps to rectify non-compliance and prevent the non-compliance from occurring again.</b></p>	<p>Migrant Workers are entitled to expect that Signatories, either in the course of regular monitoring activities or when an issue is brought to their attention, that Signatory will effectively resolve the issue in a timely way.</p>	<p>The Signatory creates a Corrective Action Record when an instance of non-compliance with the Code is identified by:</p> <ul style="list-style-type: none"> <li>- Routine activities</li> <li>- Internal assessment</li> <li>- Internal audit</li> <li>- External audit</li> <li>- Receipt of a valid complaint</li> </ul> <p>Signatory resolves instances of non-compliance with the Code, taking appropriate steps (in some cases where directed by the Code Administrator) to avoid re-occurrence of non-compliance.</p>	<ul style="list-style-type: none"> <li>• Record of Corrective action procedure or policy</li> <li>• Corrective Action Records</li> <li>• Corrective Action Record ledger</li> </ul>