IOM UN MIGRATION | **PROGRAMME BRIEF**

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Supporting Socio-Economic Recovery from the COVID-19 Pandemic for Migrant Workers in Cambodia, Lao People's Democratic Republic, Myanmar, and Thailand

Myanmar migrant workers at a bus stop near the Thai-Myanmar FriendshipBridge. Photo: IOM / Visarut Sangkhram

The COVID-19 pandemic has affected people, societies, and economies globally. Response to and recovery from COVID-19 is a significant challenge transforming global landscapes. The **Poverty Reduction through Safe Migration, Skills Development and Enhanced Job Placement in Cambodia, Lao People's Democratic Republic, Myanmar, and Thailand (PROMISE) Programme** seeks to define a clear pathway to promote better employment opportunities and working conditions for migrants, especially women, from Cambodia, Lao People's Democratic Republic and Myanmar (CLM), through safe migration and skills development. PROMISE works in collaboration with the private sector in the construction, hospitality, manufacturing, and domestic work sectors, as well as with governments, civil society, academia, and training institutes. The PROMISE programme can play a significant role in responding to the impacts of the COVID-19 pandemic on migrant workers. This brief summarizes the needs of migrant workers in the context of COVID-19 and outlines PROMISE interventions supporting economic resilience and recovery from the impacts of the COVID-19 pandemic for migrants, businesses, and economies.

I. An Overview of Labour Migration

Migrating for decent work and increased income is an important strategy to support livelihoods and reduce poverty for many families across Southeast Asia. Remittances provide for basic necessities and allow households to supplement income from agriculture.[1] Migration can support poverty reduction through skills and norms transfers,[2] reduced individual and household debt,[3] and improved access to education, potentially disrupting intergenerational education cycles.[4] Skills development while abroad enhances outcomes on returning home.[5] Women have opportunities for social and economic empowerment from labour migration.[6] In the ASEAN region, women make up almost half of migrant workers,[7] while in Thailand, more than half of migrant workers are estimated to be women.[8] Overall, in Thailand, migrant workers represent an estimated 10 per cent of the labour force, contributing between 4.3 and 6.6 per cent to the Gross Domestic Product (GDP)[9] in industries including construction, agriculture, hospitality, manufacturing, and domestic work. It is estimated that migrant workers contribute USD 6–10 billion[10] to the economies of CLM and Viet Nam through remittances.[11]

PROMISE PROGRAMME GOAL

PROMISE
POVERTY REDUCTION THROUGH SAFE MIGRATION,
SKILLS DEVELOPMENT AND ENHANCED JOB PLACEMENT

Migrants, especially women, from Cambodia, Lao People's Democratic Republic and Myanmar have improved employment opportunities and conditions, particularly in Thailand, through enhanced skills and protection, leading to greater poverty reduction in communities of origin.

While migration is an important poverty reduction strategy it often occurs in a cycle of debt. Income generation to alleviate debt stress pushes individuals towards migration, however the process of migrating often incurs further debts. Although income from migration can repay debts, financial benefits beyond this are often not realized: the majority of migrants from CLM (65 per cent in Cambodia; 52 per cent in Lao People's Democratic Republic and 77 per cent in Myanmar) reported decreased savings on return to their country of origin.[12] Migration can also be risky. Risks range from cultural and language barriers, lack of support networks, discrimination, and social isolation to lack of trust in authorities, lack of awareness of legal rights and labour regulations, and lack of access to grievance mechanisms and remedy. When migrant workers face problems, many do not seek assistance. When they do, only about one third obtain a solution.[13] Women migrant workers are often particularly vulnerable: they earn on average 14 per cent less[14] than men migrant workers, are less likely to be enrolled in social protection,[15] and disproportionately experience rights violations.[16] In addition to gender, migrant workers' vulnerabilities are exacerbated by intersecting factors of race, ethnicity, nationality, age, migration status, and sexual orientation, gender identity and expression.[17]

II. COVID-19 and Migration in CLMT

COVID-19 commenced as a health crisis, but it is fast becoming a global socio-economic crisis that risks plunging millions of people into extreme poverty. Migrant workers have been significantly affected with border closures preventing access to employment or leaving migrants stranded in countries of destination. Migrant workers are at once a particularly vulnerable population and key drivers for building back better. The onset of COVID-19 caused the rapid movement of hundreds of thousands of migrants from Thailand back to bordering countries.[18] While comprehensive statistics are not available, reports from Cambodia, Lao People's Democratic Republic and Myanmar indicate that at least 430,000 migrant workers have returned to their countries of origin since the start of the pandemic, the vast majority from Thailand.[19] Porous borders mean this is likely an underestimation. The slowdown and cessation of remittances to CLM will have a significant impact on incomes for many households. In Lao People's Democratic Republic, for example, the World Bank estimates remittances will reduce by the equivalent to 0.7 per cent of GDP or USD125 million, because of 100,000 Lao migrants returning from Thailand.[20]

An IOM rapid assessment of COVID-19 vulnerabilities[21] identified a range of issues for non-Thai populations in Thailand. Lost or reduced income was most significant - it is estimated that only 6 per cent of migrant workers have **not** had their income affected. Reduced income directly impacts ability to meet individual and household daily food needs.[22] Vulnerabilities to COVID-19 include affordability of and access to personal protective equipment (PPE), and low levels of knowledge and/or application of hygiene and sanitation guidelines. Access to water, soap, sanitizer, and hand masks varies; one survey identified up to 67 per cent of migrants without access to sanitizer.[23] Many migrant workers are unable to work from home, due to the nature of their employment, increasing their risk of exposure to COVID-19.[24]

The Migrant Working Group Thailand estimates that 700,000 migrant workers in Thailand have lost their job since late March due to the pandemic. Many of these workers remain stranded in Thailand due to border closures. Options to extend work and stay permits are available, but the procedures remain complex and difficult to access even with certain exemptions introduced by the Government during the lockdown, for instance, waiving the requirement for MOU workers to complete the process of changing employers within a 30-day period of finishing work with their previous employer. Migrant workers who have contributed to the Social Security Fund (SSF) and have lost their jobs due to the COVID-19 pandemic are entitled to various compensation schemes. However, many migrant workers are excluded from the SSF due to their migration status or sector of employment. Those who are eligible often do not claim entitlements due to the complexity of the protection schemes and other challenges such as language barriers.

Those migrants who remain employed report employment-related problems. A rapid assessment on migrant workers in ASEAN countries, including Thailand, during April-May 2020 found that 32 per cent report work-related problems or abuses such as inability to refuse work during the lockdown, being forced or coerced to

take unpaid leave, retention of personal documents by employers, threats of contract termination, and other forms of harassment and violence.[25]

UN Women states the pandemic has increased the risk of gender-based violence and sexual exploitation, at a time when there is reduced access to legal and emergency support. Due to their sector of employment, women may face greater risk of exposure to COVID-19 or have less access to PPE, especially in migrant-dominated domestic work and care industries.[26] Women are also less likely to be covered by social protection: for example, in Thailand domestic workers, the majority of whom are women, are not eligible to enroll in the SSF.

Returnee migrants in CLM also face severe vulnerabilities. With income from remittances reduced or lost, many families' food security and daily subsistence is at risk. In small surveys of returning workers by IOM in Cambodia, 95 per cent of returning migrants surveyed said their biggest challenge was finding a job, followed by repayment of debts (50 per cent) and mental and psychosocial health (32 per cent).[27] In Myanmar, over 50 per cent of both international and internal migrants report losing their main sources of income and over 70 per cent report having no savings to fall back on.[28] Those who are aspirant migrants, or whose recruitment and deployment was in process as borders closed, face the loss of fees paid to date and limited or no prospect of employment. At the same time, debts which propelled migration and the debts incurred in the process of migration remain outstanding, with many migrants unable to service repayments. Rapid assessments of returning migrants provide an indicative sense of continued demand for labour migration, with 71 per cent of migrants surveyed in Cambodia[29] and 50-55 per cent surveyed in Myanmar[30]intending to return when borders re-open. Migration governance regimes have changed significantly in response to the COVID-19 pandemic. States are imposing strict testing and quarantine requirements, including 14-day quarantine and repeated COVID-19 testing, thereby increasing migration costs and complexity.

III. PROMISE – COVID-19 Response

PROMISE programme interventions are situated across the migration cycle, working with aspiring, existing and returned migrant workers in CLMT and focusing on three outcomes to improve employment opportunities for migrant workers, leading to poverty reduction:

1. **RESPONSIVE**: Migrant workers, especially women, are able to utilize decent employment and safe migration schemes through enhanced collaboration between potential employers, relevant sector associations and skills development partners.
2. **INCLUSIVE**: Migrant workers, especially women, enjoy greater access to skills development in target sectors through affirmative action, leading to improved employability abroad and at home.
3. **PROTECTIVE**: Migrant workers, especially women, receive greater protection through strengthened policy frameworks, enhanced assistance services and safe migration information at all stages of the migration cycle.

1. RESPONSIVE TO MIGRANT WORKERS

Businesses and employers, alongside governments and other stakeholders, have a vital role to play in safeguarding the rights and wellbeing of migrant workers and their communities. Lack of income is a severe challenge to migrant workers in Thailand while COVID-19 impacts persist. In addition, employers are concerned about the loss of workers while deployment of international migrant workers remains on hold. **PROMISE is working with employers to ensure they meet their obligations and their workers can access social supports. PROMISE has supported migrants to engage with their employer to access social protection schemes and entitlements under the Social Security Fund. UN Women has made women's specific needs more visible. This is contributing to stability within Thailand and alleviating the impacts of the crisis for migrants who remain.**

PROMISE is supporting the private sector to be more responsive to the needs of migrant workers: facilitating private sector engagement to promote market-driven skills training and matching of migrant workers; enhancing private sector dialogue on ethical recruitment and decent employment of migrant workers; and supporting skills providers in CLMT to enhance their capacities to deliver migrant-centered, gender-sensitive and market-responsive training courses.

PROMISE activities in response to COVID-19 include:
- Sharing information on the legal duties of employers, for instance, through Information sheet 'Tips for Employers of Domestic Workers during the COVID-19 Pandemic' in English and Thai.
- Working with employers in cases when migrant workers are not covered by Social Security to ensure obligations are met and sharing good practices between employers.
- Jointly with IOM CREST Programme, developing and disseminating 21 Flash Updates since March 2020 providing information for migrant workers and their employers about government decisions relevant to migrant workers in CLMT.
- PROMISE is deploying digital tools and materials to make information more easily understood and remembered. This is supplementing Government messaging where not provided in the language of migrant workers. In partnership with UN Women, PROMISE has provided advice to support women migrant workers and their empowerment,[31] highlighted the importance of women migrant workers for economic development, and disseminated COVID-19 response and recovery guidance and videos.[32]

PROMISE's existing relationship with the Royal Thai Government has facilitated dialogue between the Government and employers, workers' representatives, CSOs, and academic institutes. In preparation for the resumption of migration, PROMISE has supported the establishment of a Technical Working Group (TWG) with the Ministry of Labour, addressing the importance of the migrant workforce to the Thai economy. Following agreement to form the TWG, the Royal Thai Government made a major policy

announcement, increasing flexibility for migrant workers remaining in the country to change employers and renew their work permits. This provided an immediate solution to the labour shortage in Thailand. The next areas of collaboration under the working group include developing an action plan for resumption of cross-border recruitment; dissemination of information among employers and migrant workers; and organization of a multi-agency coordination meeting. This meeting will invite related Government agencies to engage on post-COVID-19 migrant employment policies (for example, engaging the Immigration Bureau on visa extensions for migrant workers). This forum also presents an opportunity to address the implications of COVID-19 on migration procedures for migrant workers in the context of ethical recruitment. It builds on the success of PROMISE in forming the Public-Private Steering Committee on Migrant Employment. PROMISE's ongoing support for safe migration messaging, particularly through Technical, Vocational Education and Training institutes and Skills Development Centres across CLMT, remains important in the longer term. Existing safe migration content can be updated to include COVID-19 health information.

2. INCLUSIVE MIGRATION

Labour market inclusion for migrants includes skills development, training and retraining, and recognition of prior qualifications, experience, and learning. Improving skills of migrant workers benefits migrant workers, businesses, and economies of countries of origin and destination. Targeted skills development is an opportunity for CLMT countries in economic recovery from COVID-19 impacts.

Thailand's long-term, structural reliance on migrant workers in many of its key export and growth sectors means that migrant workers will play an essential role in its economic resilience and recovery from the COVID-19 pandemic. Inclusion will increase employers' access to productive and efficient workers, can support meeting demands of the labour market in line with national and regional priorities, and increase migrants' access to decent work. Skilled labour can improve efficiency as businesses re-open and adjust to new realities.[33]

Skill levels are also a predictor for better migration outcomes:[34] skills development opportunities can result in greater poverty reduction for migrants including improving employability, productivity, career development and migrant protection, and increase remittances for countries of origin. Yet skills training is infrequently provided during the migration cycle,[35] and few mechanisms exist to support Thai businesses to recruit workers from CLM with the right skills, or to upskill their migrant employees in Thailand.

In addition, many migrants are not able to use skills gained through migration on return to countries of origin.[36] Recognition of prior learning (RPL) has the potential to increase income earning opportunities for returnee migrants; increase the likelihood of migrants finding suitable employment in origin countries; and contribute to productivity through improved performance and better jobs matching.[37] Skills recognition policies also improve the ability of skills and training providers to match labour market needs and demand.[38]

PROMISE is designed to promote bilateral collaboration on skills for migrant workers, to enhance access of migrant workers, particularly women, to skills development and job placements and to improve certification and referral mechanisms in support of reintegration of returned migrant workers. In the context of the COVID-19 pandemic, PROMISE can refocus activities towards in-country training. Migrant worker training can be readily adapted to the changing context and scaled up to meet the changing needs of migrant workers and their employers. For example, PROMISE's work on cross border apprenticeships was equipping migrant workers with skills in the hospitality sector. While border closures prevent the cross-border element of the model, the work experience and internship model are proven, and can be adapted to provide training opportunities within countries of origin.

2.1 Skills Development in CLMT

There is an opportunity to scale up training to support skilling and re-skilling of migrants remaining in Thailand which PROMISE is positioned to do both in-person and online. Demand for PROMISE's skills training continues in Thailand, including in Occupational Safety and Health (OSH), COVID-19 prevention measures, Thai Language, cooking, IT, and construction. In addition, in-service training targeted at employers of migrant women includes support for sexual and reproductive health services, and has become of greater value while access to services is hampered by lockdowns and restrictions on movement. In the context of the COVID-19 pandemic, interest in online training is increasing and current downtime may provide an opportunity to reach larger groups of migrant workers. For example, PROMISE's partnership with Quizrr, a digital training provider, has created an app to provide pre-employment and labour rights information through scaleable, gamified learning. Quizrr is an interactive learning platform with training modules that use short live drama videos followed by quiz questions to cover topics including ethical recruitment, contracts, wages and benefits, and dialogue-based problem-solving. The app, already tested in small-scale roll outs, is being used as a vehicle to digitize training modules and components are being adapted to respond to COVID-19. In addition, PROMISE has supported the production of Thai language training videos for migrant workers. These are uploaded on YouTube and the migrant information hub 'MitrThai', and accompanied by textbook and exercises that can be downloaded. These enable migrant workers' self-learning wherever they are.

Research by UN Women to assess barriers and opportunities to skills development for women migrant workers in Thailand will support more targeted training interventions. Sustainability for all training interventions will be enhanced through discussions with employers, development of targeted, standardized curricula (for example, Thai Language and OSH), and providing free to download training materials. PROMISE is working with the Thai Professional Qualifications Institute to develop curriculum standards, support migrant workers to enroll to courses, and provide assessment and certification of skills first for domestic workers, and later for construction and manufacturing workers. PROMISE is also working with the Office of Non-Formal and Informal Education of the Ministry of Education and Foundation for Rural Youth to certify IT and sewing skills for migrant workers from Myanmar.

PROMISE is positioned to boost re-skilling of migrants in new industries to promote employment for migrant workers as economies recover from the pandemic. PROMISE is working with migrants to develop skills in elderly care as the industry demand for workers increases with Thailand's aging population, and due to the need to promote hygiene skills related to COVID-19 infection risks, particularly for older people. Further re-skilling opportunities have been identified in recent analysis[39] highlighting growth perspectives in Thailand in the context of the COVID-19 economic downturn. Opportunities include growing emphasis on Thailand as a manufacturing hub, and expansion of fields such as digital services and health care, which would require reskilling and redeployment of workers at scale.

In CLM, skills development has increased in emphasis and importance. PROMISE's focus on skills development for migrant workers can be scaled up. PROMISE has worked with Migrant Resource Centres (MRCs), employers and training providers such as TVET and Skills Development Centres to support referrals including jobs, skills training and certification, assistance in complaints resolution and counselling services. This work helps migrants to find jobs on return and connects to efforts to improve RPL (see below).

Recognizing the vulnerabilities of women migrant workers and their contribution to remittances, UN Women is focusing on return and reintegration of women migrant workers. Curriculum is being developed to provide entrepreneurship training for returning migrant women in CLM. UN Women has engaged Atikha Overseas Workers and Communities Initiative, Inc, a regional CSO based in the Philippines, to develop and deliver an economic empowerment programme for returned women migrant workers in CLM. Under PROMISE, Atikha will focus on building capacity of CSOs working on migration in CLM to provide economic and social services that ensure safe and fair migration and gender responsive and development-oriented reintegration. Atikha will work with four local partners, the Cambodian Women's Crisis Center (Cambodia); Village Focus International (Lao People's Democratic Republic); and Foundation for Education and Development and Network Activities Group (Myanmar). Based on the needs assessments of service providers, Atikha will develop and deliver training to trainers for CSO partners, focusing on broadening economic development opportunities for returned women migrant workers, business development and scale up, improving access to information for returned women migrant workers and providing access to counselling on their return. Given border closures, the value of this training for migrant women workers has increased.

2.2 Return and Reintegration – Immediate Needs

PROMISE has been responding to immediate protection needs for workers returning to countries of origin. In Cambodia, more than 110,000 migrant workers have returned from Thailand with needs ranging from direct support for food, accommodation, and daily income to longer term assistance for jobs matching, referral services and counselling. One Migrant Resource Centre in Banteay Meanchey is available to offer referrals for this support. PROMISE has strong networks with local and provincial authorities to help address livelihood and income generation issues. In Lao People's Democratic Republic and Myanmar, humanitarian needs have been met including through cooperation with other IOM programmes supporting returning migrants, for instance, with provision of dry food, non-food items and PPE. MRCs in Cambodia and Myanmar have provided counselling, or referrals for counselling, to returning migrants, and in Myanmar - assistance with resolving migration related complaints.

2.2 Return and Reintegration – Recognition of Prior Learning

Capitalizing on the skills and experience of returning migrant workers will be essential to building back better from the COVID-19 pandemic across CLMT, and RPL is an effective method of assessing, recognizing and standardizing industry-based skills which is critically important in the context of the large-scale return of migrant workers.

To be effective, RPL needs to be supported by a clear policy environment. In Cambodia, RPL is already established in frameworks of the Ministry of Tourism. This enables migrant workers to access RPL assessments. PROMISE is building industry support by promoting RPL with employers and Government agencies. This promotes the employability of returned migrants, and supports wage increases and better job matching. PROMISE's work in Cambodia provides a case study for ministries in Lao People's Democratic Republic and Myanmar where the Government's focus on reintegration of returned migrants is progressing dialogue on RPL. PROMISE's experience makes it well placed to support the Government in this process. In Myanmar, PROMISE is supporting access to skills certification mechanisms, including those offered by the National Skills Standard Authority (NSSA), for returning migrants and providing technical and financial assistance to NSSA and private sector partners, in collaboration with the Department of Labour. Linking skills development, recognition and migration embeds migration into national and regional development policies and is essential to building back better from the COVID-19 pandemic.

3. SUPPORTING PROTECTION

Migration and national development policies are inter-linked. Protection of migrants helps prevent risks which impact on poverty reduction outcomes: policies that support safe migration enable countries of origin to benefit from migration through remittances, improvements in skills or increased entrepreneurial activity upon return.

Recruitment agencies play an essential role in safe migration and supporting poverty reduction through migration. Recruitment agencies are on the frontlines of responding to the COVID-19 risks: helping migrant workers get home and supporting those who have already returned to access social assistance, seek alternative livelihood opportunities, and navigate the challenges related to reintegration. At the same time, current travel restrictions may result in unscrupulous recruiters attempting to circumvent these measures, placing jobseekers and migrants at greater risk. Safe migration messaging increases the likelihood of migrant protection across the migration cycle. Failure to protect migrants creates risks ranging from trafficking to forced labour and denies families and communities in the country of origin access to much needed remittances. A lack of protection of migrant workers will decrease opportunities for Thai businesses to drive a swift and sustainable economic recovery.

PROMISE is enabling protection of migrants through government policy support: evidence based and gender responsive policies which promote decent work and livelihoods for aspiring, existing and returned migrant workers. PROMISE is working with migration services, labour recruiters and migrants to deliver Safe Migration communications campaigns and mechanisms.

3.1 Government Engagement

Laws and policies are crucial for migrant protection. PROMISE offers Governments in CLMT expertise in migration and a deep understanding of local context. PROMISE's expertise includes support to National Action Plans on Business and Human Rights (Thailand) and Management of International Labour Migration (Myanmar). PROMISE has supported revision of Labour Migration Policy (Cambodia) and Decree 68 revision on Dispatching Lao Labour to Work Abroad (now Decree 245) (Lao People's Democratic Republic) and has provided policy support (Thailand) as well as technical support in the Colombo Process (Cambodia). PROMISE is building on this to maintain and expand dialogue around development and migration while also responding to emerging issues presented by COVID-19.

PROMISE's planned assessment of the socio-economic impacts of COVID-19 on migrants can support evidence-based policy making by governments in the medium and longer term. Advocacy with relevant Ministries and Departments on developing and implementing rights-based legislation and policies for migration can be maintained while also addressing emerging issues around costs in relation to COVID-19, such as testing and quarantine. PROMISE can respond to immediate needs for employment and skills development of returned migrants, while also supporting migration and development policies to address reintegration of migrants, so measures are linked and mutually reinforcing. Regional and bilateral dialogues on migrant movement and rights can continue, enabling rapid dialogue between States on border and policy updates in the context of the COVID-19 pandemic, while maintaining focus on longer term objectives.

3.2 Recruitment Agencies

PROMISE provides technical assistance to recruitment agencies to promote ethical recruitment and to enable understanding of and adherence to health and safety measures. Recruiters can reach large numbers of migrants with accurate information about COVID-19, countering public misinformation; engage with employers and business partners to support migrant protections; advocate for migrants inclusion in infection risk mitigation measures; safeguard any recruitment sites for preventing COVID-19 transmission; and support migrant workers who face unique vulnerabilities.

Recruitment agencies support migrant workers to re-migrate for employment and better livelihoods through the MOU process with the re-opening of borders in Thailand. In response to the COVID-19 pandemic, IOM has provided guidance to labour recruiters to enhance migrant worker protection during the crisis. PROMISE has disseminated translated versions through recruitment agencies in the programme network in Cambodia and Thailand. PROMISE has undertaken training on the International Recruitment Integrity System (IRIS) with 367 recruitment agencies in Myanmar, Lao People's Democratic Republic and Thailand. In Lao People's Democratic Republic, PROMISE has enhanced public-private partnerships for potential cooperation on the COVID-19 response by supporting private recruitment agencies' collective engagement with the Government.

Safe migration messaging continues to be important for aspiring migrants in CLM. PROMISE has provided information tailored to aspiring migrant workers, highlighting changes in migration requirements and updates on border closures and points of entry. PROMISE also supported migrant workers through the Migrant Resource Centres (MRCs) that play a key role in 1) provision of information and counselling relating to safe migration at all stages of the migration cycle; 2) support in referrals for further services, including skills development, recognition and employment opportunities; and 3) assistance in resolving complaints. In Myanmar, PROMISE supports six MRCs, and has been requested to open a further four (funded under other IOM programmes). To date, 72,695 migrants and their family members have received services through the MRCs in Myanmar. In Lao People's Democratic Republic, ILO-supported MRCs promote safe migration messaging by using PROMISE awareness-raising materials. PROMISE is working with job assistance facilities and recruitment agencies as well as Government to support community level education and information campaigns regarding COVID-19 and migration. In addition, campaigns on traditional media such as community radio stations and community loudspeakers are raising awareness about formal channels of labour migration, particularly, through the Memorandum of Understanding process.

3.2 Safe Migration

PROMISE has responded to the needs of migrant workers remaining in Thailand, as well as the immediate return and reintegration needs for returnees (above) while maintaining a focus on safe migration messaging for aspiring migrants waiting to re-migrate. This messaging has been adapted to encompass information on COVID-19 health risks and its impact on migration.

For migrants in Thailand, PROMISE has provided information on COVID-19, labour rights and risk management during migration back to countries of origin. PROMISE is using Quizrr and the MitrThai.com information hub to provide information on labour rights for migrants in Thailand and for CLM aspirant migrants wishing to migrate. The hub includes information for support services that meet the needs of migrant workers, including specific information for women migrant workers. Examples of COVID-19 communications helping protect migrant workers include:

- **Tips for Migrant Workers whose Job is Affected by the COVID-19 Pandemic** In**formation sheet**. Available in English, Khmer, Lao, Myanmar, and Thai languages.
- An animated video for migrant workers on COVID-19, including symptoms, practical guidance on infection prevention, border closure and travel restriction as well as additional resources. Available in Khmer**,** Lao**, and** Myanmar language.

IOM community outreach program on safe migration . Photo: Benjamin Suomela

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