



Fair Employment Foundation

2023 In Review



Overview of 2023

It gives me great pleasure to share with you Fair Employment Foundation's 2023 Annual Report. I am proud of the Fair team for responding to challenging market conditions with great agility, creativity, and resourcefulness. I would like to highlight our incredible progress and impact at Fair Employment Foundation and at our subsidiary entities in the last year.

At [Fair Employment Foundation](#), we doubled down on employer support by updating and improving our information resources: the [Fair Hiring & Managing Guide](#) and the [Get Answers](#) page on the Fair Employment Agency website. All of our Get Answers content for employers is now available in Chinese, making our helpful materials more accessible to local employers than ever before. We also revived our in-person [Fair Hiring and Managing Sessions](#) to raise public awareness in partnership with companies.

At [Fair Employment Agency](#), we placed 813 domestic workers into jobs debt-free in Hong Kong, bringing our total to 8,324 placements since we started in 2014. This means we have saved workers nearly USD 6 million in recruitment debt to date. At [Fair Training Center](#), we successfully renewed our TESDA* government accreditation, which qualifies us to carry out training and assessment for NCII (National Certificate II) domestic work. We also trained 271 domestic workers for NCII certification and/or for life skills in 2023. Finally, at [Honest Jobs](#), we completed our allocation of funds from our investor, [Working Capital Fund](#),

investing a total of USD 250K in two mission-aligned ethical recruitment agencies: [Pinkcollar](#) in Malaysia and [Goodhire](#) in Singapore.

We celebrate these important achievements and are grateful for the support of all our partners and donors who make this impact possible. Yet, there is still much work to be done! Global warming is destabilizing livelihoods in many developing countries, leading millions of people to make risky migration decisions in search of work. At the same time, demographic shifts in advanced economies mean lower birth rates, rapidly aging societies, and structural labor shortages. We see ethical recruitment as an opportunity and a solution. Now more than ever, we need to stay focused on facilitating the safe access of cross-border livelihoods.

We enter 2024 filled with determination, optimism, and renewed commitment to our mission. In the year ahead, we will:

- Help more local employers and bridge the eldercare service gap in Hong Kong.

- Expand our life skills training beyond domestic work to reach migrant workers in other industries who are likewise vulnerable to forced labor situations.
- Advocate for the education of employers pre-hiring and preparation of workers pre-migration.
- Capitalize on synergies across our network of ethical recruitment partners to drive market change in Asia.
- Elevate the care economy conversation and its intersection with gender equality, human rights, and financial inclusion.

Again, we want to thank our staff, board members, funders, companies, partner NGOs, volunteers, and community ambassadors for being with us through the journey. We thank our workers and employers, too, for the privilege of serving them to show the world that there is a better way through responsible recruitment.

Best,



Vivian Gee
CEO, Fair Employment Foundation

* TESDA: Technical Education and Skills Development Authority (TESDA) is the government agency tasked to manage and supervise technical education and skills development in the Philippines

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Who We Are

Fair Employment Foundation is a registered charity in Hong Kong, with impact and reach across the Asia region. It is the parent organization of Fair Employment Agency, Fair Training Center, and Honest Jobs, market-driven solutions operating as social enterprises to drive system change.

Our Vision

We believe in the power of transparent and inclusive labor markets and migration ecosystems that are unlocking economic gains for both sending and receiving countries. We envision a world where safe migration and ethical recruitment are the norm rather than the exception.

Our Mission

Our mission is to prevent forced labor and, ultimately, create better outcomes for both workers and employers. Fair achieves its mission by setting the market standard for high quality training and the responsible hiring of migrant and/or vulnerable workers.



Fair Employment Foundation

Parent entity and registered charity that incubates market solutions, while focusing on stakeholder engagement, public education, and awareness raising.



Fair Employment Agency

Social enterprise and ethical recruitment agency that places migrant domestic workers in Hong Kong without charging fees to workers.



Fair Training Center

Government accredited training center that prepares migrant workers for successful overseas employment with an emphasis on life skills.



Honest Jobs

Impact fund that invests in and provides peer/network support to mission-aligned enterprises.

Our Theory of Change

Our Theory of Change below shows how we make our impact collectively at Fair.

| | |
|--|---|
| <p>Activities</p>  | <ul style="list-style-type: none">• Training and recruiting migrant workers ethically• Providing high-quality and responsible matching services to employers• Educating employers on ethical hiring and managing practices• Investing in and growing ethical recruitment agencies; Growing the network of mission-aligned organization in Asia• Collaborating with other stakeholders to drive policy shifts and business practices |
| <p>Outputs</p>  | <ul style="list-style-type: none">• Workers properly trained and placed in safe and stable jobs free from recruitment-related debt• More employers using ethical agencies to hire workers• High satisfaction rates among employers and workers• High worker retention levels• A growing number of employment agencies and companies recruiting workers ethically |
| <p>Outcomes</p>  | <ul style="list-style-type: none">• Increased awareness of, demand for, and access to ethical recruitment and training• Stable, safe, and decent employment opportunities• Reduction or elimination of worker recruitment-related debt, increased income levels, and successful migration journeys• Employers benefiting from low worker turnover and increased productivity |
| <p>Impact</p>  | <ul style="list-style-type: none">• An informed, professionalised, transparent and ethical recruitment industry for migrant labor• Eradication of forced labour of migrant workers• Better migration outcomes for workers and employers |

Our Reach

- Fair Entities
- Fair (Honest Jobs) Investees



公平僱傭中心有限公司
FAIR EMPLOYMENT
AGENCY LIMITED



Hong Kong

Fair Employment Foundation, Fair Employment Agency, and Honest Jobs



FAIR
TRAINING
CENTER

Manila

Fair Training Center



Kuala Lumpur
Pinkcollar



Singapore
Goodhire

Fair Employment Foundation

Find out more by selecting the options below

Established in 2014, [Fair Employment Foundation](#) (FEF) builds market solutions to prevent forced labor conditions for migrant workers, and make the market work better for workers and employers across Asia.

FEF is the parent entity of [Fair Employment Agency](#), [Fair Training Center](#), and [Honest Jobs](#).

In addition to coordinating and aligning the Fair group's strategy, FEF also engages stakeholders, including international organizations and the public sector, to drive systemic change. FEF raises public awareness by educating employers on the benefits of responsible hiring and managing practices.

Fair Employment Foundation

Find out more by selecting the options below

FEF created a 6-minute [Fair introduction video](#) to show how Fair's different entities work synergistically to address the issue of forced labor.

FEF doubled down on employer support, completing a full refresh of our public information resources: the [Fair Hiring and Managing Guide](#) and [Get Answers](#).

100%

Get Answers articles for employers translated into Chinese

175+

Participants in our [Fair Hiring and Managing Sessions](#), in partnership with TMF Group, the US Consulate in Hong Kong, DLA Piper, CLSA, HKEX, Bloomberg, and Total Loyalty Company.

We surveyed participants with the following results:

- 83% of survey respondents agreed or strongly agreed that the content and session delivery were effective.
- 87% of survey respondents agreed or strongly agreed that they learned something new and/or relevant from the session.
- 80% of survey respondents agreed or strongly agreed feeling empowered to share or act on what they had learned.

Finally, Fair was featured on a variety of platforms in 2023:

- International Organisation on Migration (IOM) [Best Practice Guide for Employers of Migrant Workers in the Care Sector in Hong Kong](#)
- AVPN and UN Women-organized [Care Economy Forum](#)
- Business Profile published on [The Care Economy Knowledge Hub](#)
- [ReThink Conference](#), the largest sustainability and impact related event in Hong Kong, attended by 6,000 participant.

Fair Employment Foundation

Find out more by selecting the options below

In addition to highlighting the importance of human rights, we are finding new ways to frame the issue and share about the relevance of our work to donors and other stakeholders.

Ethical recruitment is good for workers, good for employers, and good for labor markets. We make labor markets fair, inclusive, competitive, and vibrant.

When we create safe, accessible, and legal pathways for employing migrant labor, we can address structural labor shortages caused by demographic shifts while solving for global economic disparities.

Fair is focused on the following UN Sustainable Development Goals:



Click on the play button to watch the Fair Introduction Video

Fair Employment Agency

Find out more by selecting the options below

Established in 2014, [Fair Employment Agency](#) (FEA) is a nonprofit social enterprise.

We are an employment agency that is driving the industry towards ethical standards for hiring and managing migrant domestic workers in Hong Kong. We never charge placement fees to workers. At the same time, we provide transparent pricing and high quality service to employers, responsibly matching them with workers who meet their household and family care needs.

Fair Employment Agency

Find out more by selecting the options below

In 2023, we transitioned to a new General Manager. Jasmine Lam has been with FEA since 2017, and is highly experienced having led the Processing Team and serving as Branch Manager prior to taking up her current role as General Manager. Also, we are proud to announce a new sending country partner agency: MRH Global.

813

workers placed into safe jobs debt-free

8,324

workers placed since inception (2014-2023)

91%

of employers would recommend FEA to a friend

98%

of workers are satisfied with FEA services

98%

worker retention rate after 3 months of employment vs. industry average of 60-70%

Fair Employment Agency

Find out more by selecting the options below

FEA had an especially difficult year in 2023 because the “new normal” post-pandemic in Hong Kong has resulted in a slower hiring market for domestic workers.

We are observing a rise in recruitment-related fees charged to workers, so there is still much work that needs to be done in making responsible recruitment the norm! Also, given the slow economic recovery in Hong Kong, we decided to close the Tsuen Wan branch office in August 2023. The upside is that having all staff at the Sheung Wan head office has helped increase team cohesion and enhance collaboration. Stable staffing continues to be a challenge in a difficult industry like ours. We are continuing to find the right balance between offering flexibility to our staff while maintaining strong business results. We are proud to have weathered the uncertain market conditions in 2023, and will continue to improve internal efficiencies and invest in staff professional development.

Fair Training Center

Find out more by selecting the options below

Established in November 2016, [Fair Training Center](#) (FTC) is a government-accredited training center based in the Philippines.

Our program has been deemed the “gold standard” for pre-migration training by the [International Labour Organisation \(ILO\) in the Philippines](#). In addition to preparing workers for their jobs as professionals, we also equip them with life skills to ensure a successful migration journey and to avoid forced labor situations. Our life skills training for workers includes professionalism, communicating well with employers, financial management, adapting to new environments and cultures, dealing with homesickness, parenting from abroad, and understanding your rights and your labor contract.

Fair Training Center

Find out more by selecting the options below

FTC successfully renewed its certification this year from the Technical Education and Skills Development Authority (TESDA) in the Philippines. All training centers have been undergoing this process, but FTC was the first domestic work-focused training center to be re-certified in Muntiparlastapat district. Our renewal allows us to continue training workers to pass the National Certificate II (NCII) in domestic work, a requirement for those going overseas.

Also, FTC's life skills program is gaining traction. This year, we partnered with the International Labour Organisation (ILO) and Stella Maris to develop a life skills training program to help fishers, who are among the most vulnerable workers exposed to abuse while working at sea. The three "train the trainer" workshops we organized in 2023 impacts hundreds of fishers who pass through Stella Maris Centers nationwide on a continuous basis. The success of the program also indicates a high value and demand for our life skills training for workers deployed in other industries beyond domestic work.

47

workers fully trained and assessed for government-accredited domestic work

224

domestic workers from partner employment agencies trained for life skills

60

master trainers and community leaders trained through our "train the trainer" program

>90%

worker retention rates for the first 3 months of employment, compared to the industry average of 60-70%

100%

of FTC domestic worker trainees who passed the NCII government exam

Fair Training Center

Find out more by selecting the options below

The TESDA accreditation process took over seven months, which resulted in a long hiatus for our NCII domestic work training in 2023.

Fortunately, this gave FTC the opportunity to prepare migrant workers in other fields through industry specific life skills training.

Another learning is that worker abscondments specifically in Malaysia have been increasing due to the offer of higher paying jobs upon arrival. This has led FTC to strengthen its life skills training content for workers to emphasize professionalism as well as the risks and legal consequences of abscondment.

Honest Jobs

Find out more by selecting the options below

[Honest Jobs](#) provides flexible investment funding, mentorship, and advisory support to local enterprises doing work similar to Fair Employment Agency.

This results in an ecosystem of mission-aligned partner agencies that are collectively driving the market towards ethical standards for migrant labor recruitment across the Asia region.



Honest Jobs

Find out more by selecting the options below

389

workers placed ethically by Honest Jobs investees

USD 250K

total capital invested into two ethical recruitment agencies

Honest Jobs completed its allocation of investments from the [Working Capital Fund](#), bringing our amount of invested funding to a total USD 250,000 in two investees: [Pinkcollar](#) in Malaysia and [Goodhire](#) in Singapore.

The funds invested are helping Pinkcollar and Goodhire to accelerate their growth and market impact. In 2023, Pinkcollar, as an active member of The Association of Employment Agencies Malaysia (PAPA), spearheaded the revision of PAPA's mission statement to include “responsible recruitment”. This demonstrates the influential role that our investees play in driving industry change.

Honest Jobs also made its first annual loan repayment to the Working Capital Fund. We are demonstrating over time that the investments we have made in ethical recruitment solutions in other geographies will be market viable.



Zenna Law
Co-founder, Pinkcollar



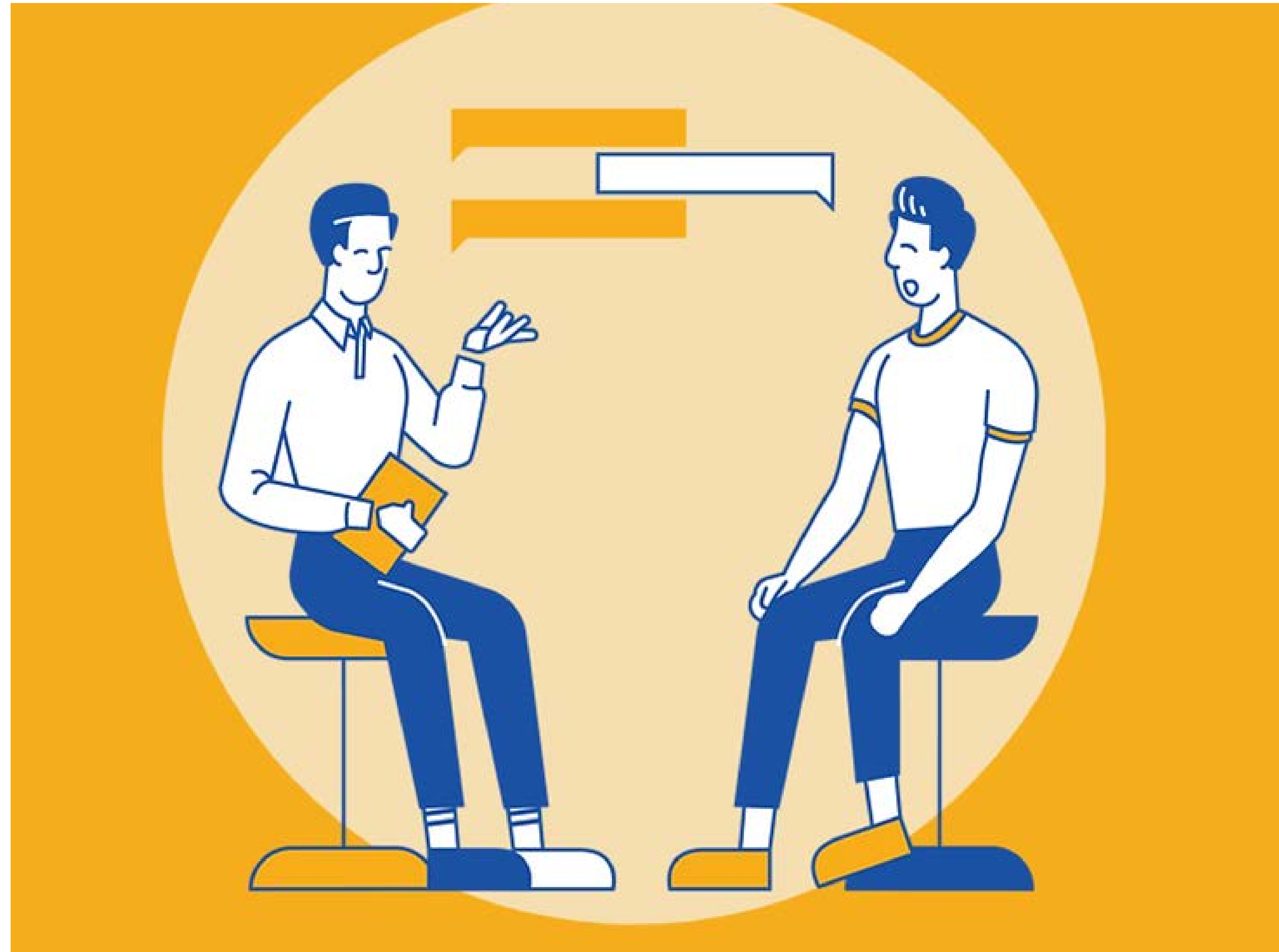
Sophia Aliza Jamal
Co-founder, Pinkcollar



Jude Lee
Founder, Goodhire

Honest Jobs

Find out more by selecting the options below



Looking Ahead

Year 2023 was focused on pivoting our approach and operations under a new “normal.” In the year ahead, we will continue to facilitate safe access to cross-border livelihoods for more migrant workers by implementing new strategies for greater impact and driving system level change through the following priority areas.

Find out how we will prioritize driving system level change through by selecting the levels below



**... we will
continue to
facilitate safe
access to
cross-border
livelihoods for
more migrant
workers...”**

Financial Summary

Donations*

Expenditures*

Our Donors and Supporters

We are grateful for the support and commitment of our donors who make our work and vision of a future without forced labor possible. Fair would not be where we are today without them.

Our Key Donors In 2023



Macquarie Group Foundation



Manan Trust



HKEX Foundation

We would like to thank the following companies/organizations and individuals for their financial support, expertise, time, and in-kind contributions:

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- Grace Wong
- Canute Dalmasse
- Matthew Hosford and Staci Ford
- Andrew Tilton
- Betty Ng
- Alice Gee
- Steve Doane

We look forward to the continued support from our donors, supporters, and partners to enable even greater impact in the year ahead.

Our Team

Fair Management Team

Vivian Gee, Fair Group Chief Executive Officer

Aimee Gloria, Fair Training Center Executive Director

Jasmine Lam, Fair Employment Agency General Manager

Board of Directors

Fair Employment Foundation

Tammy Baltz

Kimberley Cole (resigned in 2023)

Mathew Gollop

Jennifer Meehan

Joanne Oswin

Lynnette Sarno

Oliver Welch

Fair Employment Agency

Tammy Baltz

Lidia Garcia

Mathew Gollop

Sam Lau

Blums Pineda (joined in 2023)

Fair Training Center

Gershwin Abesamis

Maria Raquel Chavez

Jennifer Meehan

Joanne Oswin

Glenn Laigo

Honest Jobs

Tammy Baltz

Jennifer Meehan

Joanne Oswin

Daniel Viederman



Fair Employment Foundation

+852 3702 0389 | www.fairgroup.org

5/F Connaught Harbourfront House,
35 Connaught Road West, Sheung Wan, Hong Kong

