

Recruitment Fees Reimbursement Policy

This forms an integral part of the HR policy of **[Company Name]** and is binding to all companies listed under **[Company Name]**.

Modification/addition in the **[relevant]** policy

1. Effective **[Date]** all companies under the **[Company Name]** management shall adopt this reimbursement policy in line with the relevant rules of the ethical recruitment standards.
2. All workers are eligible for reimbursement of recruitment fees payment.
 - a. Workers include subcontracted, outsourced, part-time or temporary workers.
 - b. Full-time workers on disciplinary grounds, sick leave, serving notice period and others, retain their eligibility.
3. All suppliers, including recruitment agents and subcontractors, have contractual obligations to ethical recruitment standards.
 - a. Each contract with a recruitment agent will include terms on recruitment fee reimbursement.
 - b. Each contract with a supplier will include terms on recruitment fee reimbursement.
4. All reimbursements will be processed by the **[company]** and proof of payment submitted to the contracted suppliers (recruitment agencies and subcontractors).
5. Due to the complexity of recruitment of workers, the worker reporting payment of fees is not obliged to provide any proof of payment to substantiate their claim.
6. Each claim will be investigated.
7. Workers who reported a grievance/claim will be involved throughout the process (investigation, calculation, and pay verification).
8. The recruiting agent and other supplier will reimburse workers when the outcome of the **[company's]** investigation results in any of the following:
 - a. The investigation established that the recruiting agency or supplier was grossly negligent in implementing a mechanism to protect workers from recruitment fees payment.
 - b. The investigation established that the worker paid recruitment fees to any personnel in the recruiting agency or supplier's organization or supply chain.
9. Workers who receive reimbursement of recruitment fees paid retain their employment and legal rights, such as full end of service benefit, repatriation benefit, and access to remediation through local labor authorities.
10. The calculation for the reimbursement amount shall consider the following:
 - a. Actual amount (based on worker's claim and investigation outcome).
 - i. If the exact amount is not available, refer to the table of recruitment fees by country (below).
 - b. Exchange rate at the time of recruitment fee payment and reimbursement.
 - c. Compound inflation (interest) since the time of recruitment fee payment so that the value of the reimbursement amount is the same.

- i. Consider making allowances for loss of opportunity costs and include in the compound interest.
 - ii. Bank fees and tax implications should be taken to make sure they are covered by the employer.
- d. Reimbursement shall be made via a bank or similar.

In case of any claims regarding unauthorized service fees being charged the following procedure shall be implemented:

Step 1: [Company] HR and Welfare Department shall submit report of complete investigation into the claims by the candidates within 15 days of arrival of candidates.

Step 2: The agent/supplier shall have 15 days from date of receipt of the report to conduct their own investigation into the claims and respond with justification or mitigation measures including a proposed reimbursement methodology for valid claims.

Step 3: Upon receipt of response from the agent/supplier the [company] shall verify the information received and verify the justification provided.

Step 4: [Company] shall withhold the service fees for the cumulative claims raised by the candidates and release the pending amount of the service fees due to the agent/supplier.

Step 5: The agent/supplier shall have 60 days from date of receipt of initial investigation report to secure reimbursement of recruitment fees from the unauthorized third party based on the details provided by the [company].

Step 6: [Company] to conduct secondary round of interviews to re-establish the validity of the claims raised by each candidate and share the secondary investigation report.

Step 7: [Company] shall reimburse the unauthorized fees charged to the candidates to the direct bank account of the candidates and submit proof of reimbursement to agent/supplier.

Step 8: [Company] shall release all pending amounts due to the agent/supplier minus the cumulative unauthorized fee reimbursement made to the candidates on behalf of the agent/supplier.

Step 9: Performance Assessment & Close out Report.

Table of Recruitment fees by Country (updated in July 2023)		
Sourcing Country	Description of Fees / Expense	Unit Amount (USD)
Nepal	Service Fees	200
	Interview Charges	15
	Insurance Cost	37
	Administration Cost	15
	Orientation Charges	07
	Workers Welfare	15
	Advertisement Cost	20
	Pre-Departure PCR Test	20
	Total Fees per Candidate	329
India	Management & Service Fees	250
	Advertisement Cost (Per Advertisement)	550
	Immigration Fees per candidate (ECR Passport Holders only)	41
	Interview/Trade Test Fees (Per Day)	500
	Pre-Departure Per Candidate	15
	Total Fees per Candidate	1356
Kenya	Management & Recruitment Fees	250
	Medical Screening	53
	Certificate of good conduct	55
	Yellow Fever Testing	42.5
	Pre-Departure PCR Test	53
	Total Fees per Candidate	453.5

Authorized & Approved By:

[Company Representative Name]

[Designation]

Signature _____