

## Worker Welfare & Protection Policy

Our commitment to the safety, rights, and wellbeing of every worker we deploy

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### 1. POLICY COMMITMENT

Binamandiri places the welfare of every worker at the centre of its operations. This policy codifies our obligations to workers before departure, during overseas placement, and upon return. It applies to all workers placed by Binamandiri across all destination countries and employment sectors.

Binamandiri has deployed over 10,000 workers across 40+ countries over 39 years with zero regulatory violations — a record we protect through this framework.

### 2. PRE-DEPARTURE SUPPORT

- Mandatory Pre-Departure Orientation Training (PDOT) — minimum 200 hours covering destination culture, language basics, worker rights, and emergency procedures.
- Comprehensive health screening at accredited medical centres, fully covered by Binamandiri.
- BPJS Ketenagakerjaan (national social insurance) enrolment before departure.
- Overseas private accident and health insurance for the full contract duration.
- Written employment contract reviewed and understood before signing — translated if necessary.
- Emergency contact card issued with Indonesian Embassy contacts, Binamandiri hotline, and employer address.

### 3. DURING PLACEMENT WELFARE PROGRAMME

- Welfare check-in at 30 days, 90 days, and every 6 months via direct contact with the worker.
- 24/7 emergency assistance line staffed by Binamandiri personnel.
- Coordination with Indonesian Embassy welfare attachés in all destination countries.
- Salary monitoring — workers report payment delays or deductions directly to Binamandiri.
- Immediate intervention protocol for cases involving abuse, non-payment, or unsafe working conditions.
- Repatriation assistance funded by Binamandiri for confirmed cases of employer breach.

### 4. HEALTH & SAFETY STANDARDS

Binamandiri places workers only with employers who meet ISO 45001 or equivalent occupational health and safety standards. Employer compliance is verified at job order stage and reviewed at 12-month intervals. Workers in high-risk sectors (construction, maritime, manufacturing) receive sector-specific safety briefings.

### 5. RETURN & REINTEGRATION

- Binamandiri staff meet returning workers at point of entry where required.
- Documentation support for final salary collection and end-of-service payments.
- Referral to Indonesian government reintegration programmes (BPOM, LPDB-KUMKM) for returning workers seeking entrepreneurship support.
- Re-deployment priority for workers with good performance records who wish to return overseas.

### 6. PROHIBITION OF FORCED LABOUR

Binamandiri strictly prohibits and actively works to prevent all forms of forced labour, including debt bondage, document retention, and movement restriction. Any employer found to be engaging in such practices is immediately blacklisted and reported to BP2MI and, where applicable, destination-country authorities.

## **7. POLICY REVIEW**

This policy is reviewed annually by the Director of Operations and the Worker Welfare Committee. Worker feedback is formally solicited through exit interviews and the annual worker satisfaction survey, with findings incorporated into the next policy revision.



