



KNOW YOUR RIGHTS

IO1/A5 COMPARATIVE REPORT

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Executive Summary

Aims/Objectives of Report

The “Know Your Rights” [KYR] project’s primary purpose is to train migrant workers to improve their knowledge on their rights in the workforce, both within specific countries and according to EU employment laws. The KYR project will focus on developing approaches to reach out to migrant workers using online tools and peer mentoring, presenting information in 3-5 languages in each country in cooperation with trained peers. The overall objective is to create processes and good practices that can then be developed further to reach new migrant groups.

In order for the abovementioned objective to be secured in a manner which is scientifically sound, its first Intellectual Output (IO1) of KYR aims to support the partners of the project in understanding, identifying, and responding to the needs of the project. As a result, IO1 is intended to provide partners with the necessary knowledge and awareness regarding the needs and expectations, in both national and EU laws, about policies on workers’ rights in the workplace. The resulting GAP analysis – which is presented in this report – offers compiled information about the situation of migrant workers in partner countries as well as identify relevant and valid resources and available support to migrant workers.

Finally, a key aim of the research conducted for IO1 is to indicate existing good practices and, when possible, reinforce them. At the same time, however, research has also been aimed towards identifying gaps and issues in existing practices – crucially, the issue of migrant populations’ lack of knowledge concerning their workers’ rights. In this context, IO1’s role in the overall project is to set up the scientific foundations for the *development of innovative solutions* (that is, the development of training programmes and the design of open education resources in the subsequent Intellectual Outputs of KYR), which will address and hopefully fill existing gaps.





Scope of Research

The scope of this Comparative Report covers both the *national* and *transnational* context of the topic at hand. In terms of national context(s), the members of the KYR consortium have developed reports that offer insights about the domestic situation in each of the five countries in which the project is implemented (i.e., Austria, Cyprus, Iceland, Lithuania and Spain). The findings and results of these national reports have formed the basis for the current report. Furthermore, even though the national reports have focused on the *specific* conditions of the domestic context of each partner country, all have followed a common methodological route in order to make possible a transnational analysis of the topic. The manner in which this approach has been implemented is elaborated in the Method sub-section below. Finally, in terms of the transnational perspective offered by this report, this is achieved primarily through two research activities: first, through the provision of an overview of the topic at the EU level; and, second, through a comparative analysis of the national context of each partner country.

Method

In developing their national reports, the project partners followed the instructions of the methodological guidelines provided by the Center for Social Innovation (CSI), the partner leading IO1. The key objective of those guidelines was to ensure that there was consistency and cohesion among the different national reports. This uniformity was achieved by having similar formats in the following areas:

Common structure: All national reports followed a shared layout. For the purposes of each report, project partners were required to conduct both desk-based and field-based research. The desk-based research involved the analysis of recent, relevant and available data and resources on the regulatory context (e.g. laws, policies and practices) of migrant employment in partner countries. In accordance with the overall purpose of KYR, partners were asked to focus on gaps and obstacles that create barriers between migrant workers and accredited information on their labour rights. In addition, all reports had to identify at least three existing “good practices” at the national level. An important reason





for including these good practices is because they present useful precedents for conceptualising new, innovative solutions to the issues of workers' exploitation and manipulation. In this manner, the authors of the reports inquired into both the effectiveness of such practices as well as their potential shortcomings – the latter intended to make it possible to point out areas for future improvement. The field-based research involved the collection of information through interviews with representatives from relevant stakeholders. Field-based research was carried out in all partner countries, with the aim being that each national report would present interviews with at least three stakeholder representatives per partner country (15 interviews in total). In conducting the interviews, all partners followed a semi-structured template developed by Socialiniu Inovaciju Fondas (SIF) in collaboration with CSI. The template was included in the methodological guidelines.

Line of Inquiry: The methodological guidelines encouraged partners to follow a line of inquiry that would satisfy the aims and objectives of KYR's IO1 as outlined above. The line of inquiry that was suggested came in the form of a list of key questions that researchers took in consideration while conducting their research. It is worth noting that this list was not exhaustive in order not to put unnecessary restrictions on the research routes that the authors of the reports could take. Rather, the value of the questions provided by the guidelines is that they have created a common ground for discussion and analysis between the different reports.

Subject-matter and Research Material: In order to allow for an analysis that could cut across national contexts, partners were advised to use similar *types* of resources [for instance, academic literature, policy documents, statistical information, laws, and policies] as well as focus on similar *themes* [for instance, employment legislation, policy and practices, current gaps and issues] in relation to the topic of their reports. However, despite encouraging a comparable subject-matter and use of research material, the guidelines instructions were open-ended and flexible – in this way, partners were also able to adapt those instructions in a way that best fit the specifics of their national contexts. Thus, a balance was achieved between, on the one hand, producing reports

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which could be used for comparative analysis and, on the other hand, reports that responded adequately to the nuances of each national context.

Summaries

Austria: The national report for Austria was compiled by Verein Multikulturell. The report for Austria identified the following as the main obstacles for migrant employment: language and communication; cultural issues and the inability of local enterprises to deal with diversity in their workplace; qualifications in order to get the necessary licenses for specific jobs in Austria; and, finally, the lack of local experience often becomes a source of discrimination against migrants. The conclusion of the desk research was that the obstacles above lead to great pressure for migrants. For instance, the hurdle of finding a job at all that will secure one's residence leads to dependency on that job. Another factor is that many migrant workers depend also on work and salary, as they often provide financial support to family members in their home country. Not working in this case means losing face with the family or the community. The result is that as soon as people get the opportunity to work at all, they are forced to make a special effort to also keep this job. This happens partly at the expense of fair working conditions and workers' rights. In addition to the desk-based research, Verein Multikulturell conducted interviews with representatives of stakeholders. These were: 1) a legal adviser and consultant at The Center for Migrants in Tyrol (ZeMiT); 2) a Team leader at Jobservice Tirol; and 3) a self-employed trainer of the basic education programme.

The final conclusions of the research were that in Austria, and especially in Innsbruck and Tyrol, there is a very large offer of general career guidance especially for migrants and refugees. Providers are available both publicly through the Public Employment Service AMS or through private initiatives such as ZeMit, Innovia or through Verein Multikulturell itself. However, as soon as information on labour law was actually required in addition to help in finding a job, it was found that a low-threshold offer tailored to the needs of the target group is hardly existing. As such, very few places offer the possibility to get information in other languages besides German. In addition, the vocabulary on the





subject of labour rights quickly becomes very specialized, which is particularly difficult for beginners. The report's recommendations for future action is that counselling services and information material specifically tailored to migrants' needs should be provided in Austria. Information about the following topics/issues is particularly in demand: a) possibilities of residence in combination with a work permit; b) overview of employment relationships; c) collective agreements such as the rights and duties as an employee; d) insurance system in AT; e) rights and obligations in case of unemployment; and f) offer of consultation and contact points in case of violations of labour law.

Cyprus: The national report for Cyprus was compiled by the Center for Social Innovation. Following the desk-based research on the topic of migrant workers, the report concluded that the conditions of migrant workforce in Cyprus had been shaped by the fundamental changes in migration policy during the 1990s. On the one hand, this policy line opened up the restrictive regime that was in place at the time, in order to allow access to migrants in the island. On the other hand, the same policy line was intended primarily as a means of addressing the immediate labour market requirements at the time – this has led to a migration system characterised by short-term vision and designed to cover the needs of particular labour market sectors. In this context, many researchers have attributed the current gaps and challenges that have arisen (with respect to migrant working conditions in Cyprus) to the inadequacies of the migration regime that was implemented in the 1990s. These inadequacies have had repercussions on the working conditions of migrants in Cyprus: they have meant that migrants are often structurally positioned within particular labour sectors (most prominently, domestic work); that immigration law and regulations often encroach on employment law; and that, in being in those sectors, migrant workers often experience discrimination which, despite its structural dimensions, it is largely perceived as “isolated incidents”. As part of its field-based research for the report, CSI conducted three interviews with the following representatives of relevant stakeholders: 1) a representative of *INEK-PEO*, an independent non-profit research centre affiliated with one of Cyprus' main trade unions; 2) two representatives from *The Cyprus Refugee Council*, an independent non-profit





organisation; and 3) a representative of the *Ministry of Labour, Welfare and Social Insurance* [Department of Labour Relations].

The final conclusions of the report were that the migrant workforce in Cyprus is mostly distributed in labour market sectors (e.g. domestic work, construction, agriculture etc.) which are characterized by difficult working conditions. These conditions include hard manual labour, discrepancies on remuneration, unspecified working hours, and occasionally (a more gender-specific issue) sexual harassment. As regards the state of awareness or knowledge of migrants about their workers' rights, the national report noted that there is a lack of adequate channels of information linking migrants to knowledge about their workers' rights. This lack was noted by all interviewees, who also pointed the following as the key obstacles/barriers causing or exacerbating this issue: a) language barriers; b) not enough outreach; c) lack of continuity in awareness campaigns; d) reluctance to report violations of rights because of dependency on employment; and e) the general discrimination (social, gender-based, racial) faced by TCNs workers in Cyprus. The recommendation of the report was that awareness campaigns and/or training programmes need to take these obstacles into serious consideration, and work towards addressing them.

Iceland: The national report for Iceland was compiled by Einurð and Jafnréttishús. One of the most important issues noted in the desk-based research results was the lack of language knowledge in Icelandic and English. Despite the fact that one of the main policies in immigration in Iceland focuses on the language and provided courses, academic research in recent years has shown that this has been an issue of criticism. This policy focus had also the effect of isolating the individuals that don't speak the language from the society, rather than helping them be an active participants. In general, research has shown that the government has failed in providing adequate language learning to immigrants. Another key issue noted in the desk-based research was that the validation of education in Iceland that has been a struggle for immigrants for many years. Many educated individuals are not getting their degrees validated and, thus, end up working in low income jobs. In addition, the system of validation is overly complicated. Another

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crucial problem concerns the way in which employers are not paying the fee for unions of the wages, leaving the employer vulnerable and without a right, and in some cases the individual doesn't know about this until she/he seeks help from the union. Furthermore, the provision of housing is occasionally part of the employment agreement; this is often used as a tool for threatening, thus making the situation of migrant workers much more vulnerable since, if fired, they also lose their housing. Finally, the lack of information to immigrant groups is systemic and almost all of the institutions that should protect employment rights rely on the individuals to come and report the problem or seek help.

As part of the field-based research, the Icelandic national report includes interviews with the following three individuals: 1) a representative of the *Directorate of Labour*; 2) a representative of the migrant perspective in Iceland; and 3) a representative of the *Icelandic Confederation of Labour*. The results of the interviews confirmed those of the desk-research. The report noted that it is clear that migrant workers lack the knowledge about their rights and the capacity to seek information and help from institutions. Although the inspection and unions have been working on this for a few years, it seems to be that there is still a need for more, and it would be helpful to use the information gathered by those organization moving forward in the KYR project as well as working closely with relevant stakeholders that have been working on those issues. This is especially true for newer groups in Iceland, especially those who don't speak Icelandic or English – thus, a recommendation of the report is that focus of the project in Iceland should thus be the individuals coming from these newer group, rather than the biggest groups. In addition, another recommendation is to build a good network that would prolong and extend the dissemination of knowledge about workers' rights.

Lithuania: The national report for Lithuania was compiled by by Socialiniu Inovaciju Fondas (SIF). The desk-based research conducted by SIF showed that language learning and qualification confirmation are two of the most important challenges faced by migrant workers in Lithuania. One of the major obstacles that the new arrivals encounter is not being able to speak the language. Several institutions organize courses in the Lithuanian language, and most them are in Vilnius. The individuals who have acquired a certain level

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of education and/or are holders of foreign qualifications willing to study at Lithuanian institutions of higher education may contact the appropriate institutions regarding assessment and recognition of foreign qualifications. Moreover, research on the living and working conditions of migrant workers in Lithuania, has revealed that immigrants from non- EU countries are more vulnerable. This is due to the language barrier, and lack of awareness of labour rights and the national legal framework. In addition, upon arrival in Lithuania, migrants from non-EU countries become legally "tied" to their first workplace without the right to change it. If migrants lose their jobs, they must leave the country immediately. In such cases, public employment agencies and specific policies become inaccessible and therefore ineffective. Moreover, only highly qualified labor migrants have the opportunity to live with their family members in Lithuania; work permits to qualify for employment migrants (e.g. welders, long-distance drivers, and seamstresses) do not have this possibility.

For the field-based research, SIF conducted interviews with the following relevant stakeholders: 1) a Kaunas municipality employment service representative; 2) a social worker; 3) an adult educator; and 4) an academic (the founder of the Lithuanian language and culture club for non-Lithuanians). The conclusion drawn from both desk-based and field-based research was that migrants who wish to enter the labour market in Lithuania face various obstacles. The most important ones are the following: a) language; b) incompatibility of competencies with Lithuanian market standards; c) lack of knowledge of labour rights and lack of understanding of how the legal framework works; and d) other barriers such as availability of housing, family circumstances, and cultural differences that hinder the achievement of the desired employment in Lithuania. Finally, according to the information obtained through the interviews, the most vital needs that a training curriculum for migrant workers needs to cover have to do with knowledge concerning *practical information* (e.g. how to find a job vacancy/employer, how to obtain a work permit, how to get a visa/residence, what are the main services for TCNs in employment offices), *information on rights* (e.g. about labour rights, about human rights) and *information about cultural diversity in the workplace*.





Spain: The National report for Spain was compiled by Accion Laboral and Asociación Caminos. The findings of the desk-based research pointed to the fact that migrant workers are mostly hired for jobs that require low qualification and, in addition, in worse conditions and with low job stability, which does not help their inclusion in the host society and the development of their lifetime project. Moreover, there is a widespread problem among women migrant workers, as a large part of them work as domestic workers, which means that they are not entitled to unemployment protection. This situation is exacerbated by the existence of a wage gap not only between Spanish nationals and third-country nationals (TCNs), but also between TCNs men and women. In general, the conclusions drawn from the desk-based research were that migrant workers are more vulnerable than Spanish workers (with migrant workers from African and Asian countries facing the worst situation). The programs aimed at supporting the immigrant population are focused on inclusion and coexistence rather than employment. aid and integration programs usually work according to people's income. However, despite the fact these aid and integration programmes usually apply to low-income individuals, migrant workers gain little benefit from this type of tools, mainly due to ignorance of administrative procedures, which also vary greatly depending on the region in which they live, since those tools are not centralized in the State.

For the field-based research, the Spanish national report included interviews from the following stakeholders: 1) a representative from an organisation which provides work related training and counselling for migrants; 2) a representative from an organisation that responds to the needs of people in vulnerable situations (especially migrants); and 3) a representative of an employment guidance service. The overall conclusions of the field-based research matched those of the desk-based research. One of the key **recommendations** of the report was to emphasize the need for inform the population of the real situation of migrant workers, especially those who are in an irregular situation. Many people in Spain are unaware that irregular migrants must wait 3 years to regularize their situation, which allows them to accept abusive jobs in sectors such as agriculture, where there are hardly any controls and employers take advantage to enrich themselves





at the expense of migrant labour. Finally, the report suggested to focus training on rights as a worker in those most vulnerable groups, both sub-Saharan migrants and women in general. Since sub-Saharan are unaware of their rights and duties due to cultural differences and language; and migrant women for being engaged in domestic service jobs, where abusive practices and lack of contracts is a common practice.

Conclusions from National Reports

The reports of Austria, Cyprus, Iceland, Lithuania and Spain show that certain issues regarding migrant workers' rights are encountered across national contexts and can be considered to be common to all these countries. For instance, all national reports have noted that language barriers are a crucial obstacle in the process of raising awareness among migrants about their workers' rights. This is especially the case in countries where information about employment rights is available only in local languages. Accessibility to knowledge about employment rights is, therefore, often determined by the availability of that knowledge in other languages, which might be understood by migrants.

Furthermore, another challenge that featured repeatedly in national reports relates to the way in which the migrant workforce predominantly occupies the "low-skilled" spectrum of the labour market in partner countries (see, for example, the case of Spain, Lithuania and Cyprus). In this instance, the challenge is that migrants are more vulnerable to having jobs that are characterised by low wages, harsh conditions, and long working hours. This issue is linked with another one, emphasised in the reports of Lithuania, Iceland and Austria, which relates to the difficulty of having an efficient system of validating qualifications and skills of migrants in order for them not to work in a low-paid kind of job. This inefficiency points to a systemic problem, which means that because of limitations in the national infrastructure, migrants do not enter the labour market with an equal footing to the local population. In some cases, like that of Iceland, the validation system is too complicated for its use by migrants who already face communication difficulties due to the language barrier. In this case, bureaucracy – more specifically, lack





of knowledge about the workings of bureaucracy – is a related obstacle often encountered by migrant workers in partner countries.

All national reports also noted the lack of a system that would, on a national level, link migrant workers with accredited information regarding their employment rights. In fact, the reports of Cyprus and Spain explicitly note that most initiatives for such information sharing are not centralised and are not generated by state authorities, but rather consist of programmes backed up by non-governmental agencies. Of course, as noted in the Spanish report, this is also indicative of the limitations of what can be done about addressing the aforementioned issues – apart from the actions of a project like KYR, work needs to be done at the infrastructural level for a more comprehensive solution to be effected. Nevertheless, the work of the research done in the reports is crucial as it shows that lack of awareness and knowledge is a *common* problem which manifests in all partner countries.

Finally, another issue that came up in national analyses concerned the presence of discrimination (e.g. Austria, Cyprus) or the inability to address cultural diversity in the workplace (e.g. Austria, Lithuania and Spain). The observation that this kind of issue is prevalent in the labour markets of partner countries suggests that lack of knowledge does not exist only at the level of migrant employees, but also, very often, at the level of local employers. In this context, one of the suggestions was that awareness-raising activities about migrant workers' rights should also be directed to inform local groups in the population (for example, employers and other local stakeholders). By expanding the range of groups receiving knowledge about migrant workers' rights, this kind of approach can help create a labour market more adaptive to the cultural diversity of its workforce and responsive to the issue of violations of migrant workers' rights.





Desk-based Research

This section comprises the desk-based research conducted in partner countries. The data and information presented below reflect the National reports prepared by the project partners. If specific data are not presented in a section for a specific country, it is due to the fact that such data were not available. The referencing citations for the data used in this section, and the report more generally, can be found in the References Section at the end of this report.

1. Statistical Information

Austria

Since 1945, Austria has become the destination of several hundred thousand migrants and can thus look back on a long tradition of immigration.

According to Statista Austria at the beginning of 2020, there were around 1.5 million foreigners living in Austria, corresponding to 16.7% of the population. Both figures have been rising continuously for years: in 2009, there were approximately 860,000 foreigners and 10.3% of the population.

The largest groups of foreigners are Germans (about 200,000), Serbs (about 121,000) and Turks (about 117,000). Even higher is the population with a migration background, that is defined as residents and Austrians whose both parents were born abroad. This group can subsequently be subdivided into first-generation migrants (persons who were themselves born abroad) and second-generation migrants (children of migrants who were born in their own country). They are amounted to a good 2 million people in 2018; their share of the population was 23.3%. Here, too, a steady increase can be observed. There are, however, major regional differences in the distribution of the population: the



proportion of foreigners and migrants is clearly highest in Vienna (30.2 and 45.3% respectively) and lowest in Burgenland (8.9 and 12.9% respectively).

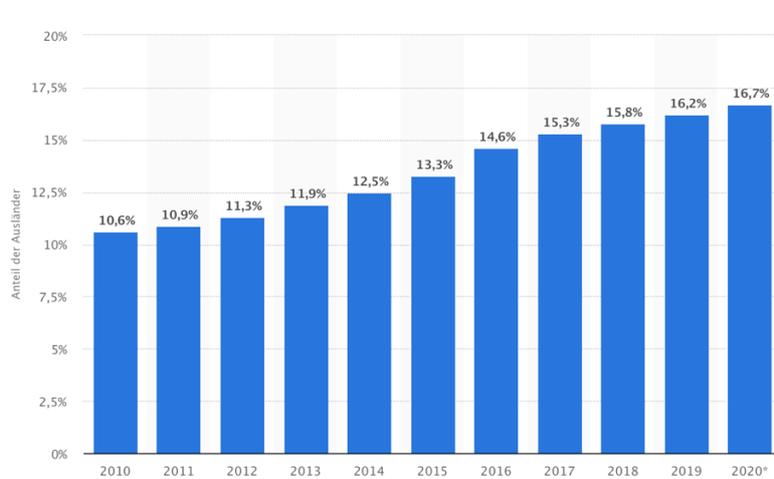


Figure: Share of foreigners in the Austrian population from 2010 to 2020. Source: *statista.com*

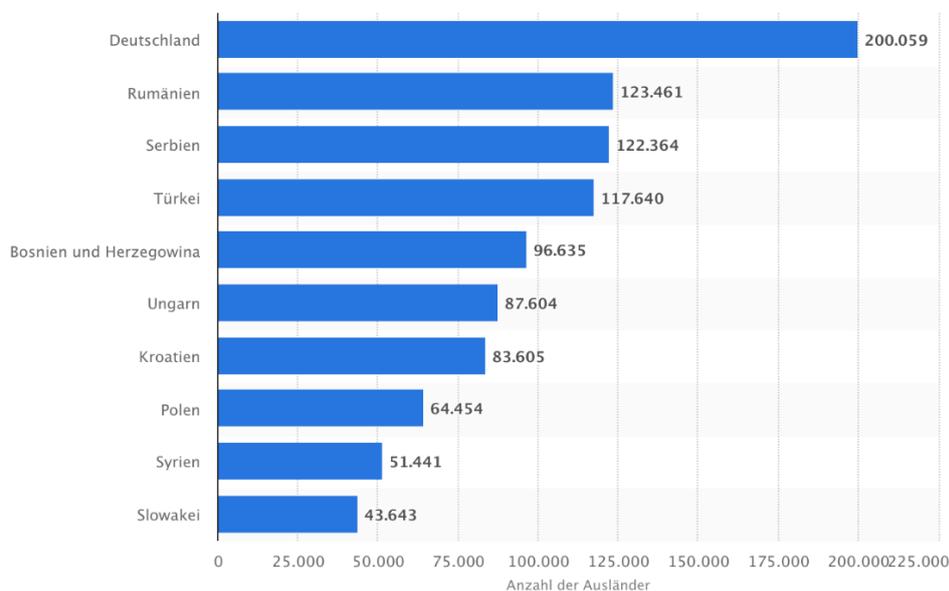


Figure: Number of immigrants to Austria by the top ten citizenships in 2018. Source: *statista.com*



Immigrants in the Austrian Labour market: In an EU comparison, the employment rate of 15- to 64-year-old non-EU nationals in 2017 in Austria was with 54%, roughly on a level with the EU average (55%). By contrast, the employment rate of non-EU nationals was much lower in Croatia (37%), Belgium (40%) and France (45%).

Still, persons with a migrant background are less likely to be in employment than Austrians. In 2017, the employment rate of persons aged 15 to 64 with a migrant background was 64%, while that of the population without a migrant background was 75%.

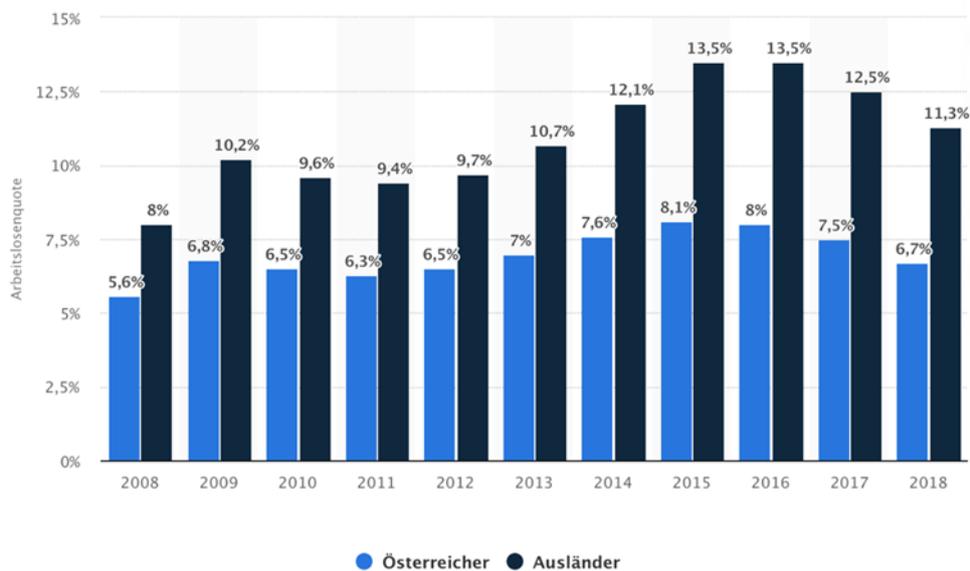


Figure: Unemployed in Austria by nationality from 2008 to 2018 Source: statista.com

Foreign workers are predominantly blue-collar workers: In 2017, workers with a migrant background were employed almost twice as often (43%) as those without a migrant background (22%). Among the latter, salaried employees, civil servants, contract staff and freelancers predominated (together 65%; vs. 49% among persons with a migrant background). Particularly high proportions of workers were found in the population from the former Yugoslavia (outside the EU; 56%) and Turkey (60%).



Occupational status of the second generation is like that of people without a migrant background.

The occupational position of the working population in the second generation of immigrants is clearly different from that of the first generation and more like that of the population without a migration background. For example, the proportion of workers in the population without a migrant background is 22%, 45% for immigrants of the first generation and only 30% for those of the second generation. Among the women of the second generation of migrants, the proportion of salaried employees, female civil servants and freelance workers are even like women without a migrant background (74% vs. 77%); for women of the first generation of immigrants this proportion is only 58%.

More frequent unemployment of foreigners with little education: In 2017, foreign nationals with only compulsory schooling had a significantly higher unemployment rate (31%) than equally qualified Austrians (27%). For example, the unemployment rate of persons who completed an apprenticeship or vocational middle school was hardly higher among immigrants (7%) than among Austrian nationals (6%). The differences in unemployment were somewhat greater for people with a school-leaving certificate (7% for foreigners; 5% for residents) and somewhat smaller for those with a university degree (4% to 3%).

Cyprus

According to statistical data by Eurostat, in Cyprus there are approximately 24.8 migrants per 1000 inhabitants. The movement of long-term migrants to Cyprus has seen a gradual increase in recent years, with this movement numbering 15,183 in 2015 and that number rising annually to reach 23,442 in 2018. Furthermore, large-scale migration movements in Cyprus is a relatively new phenomenon. Between 1981-1988 the number of long-term





migrants was between 246-597, with the numbers increasing substantially, especially after the late 1990s.

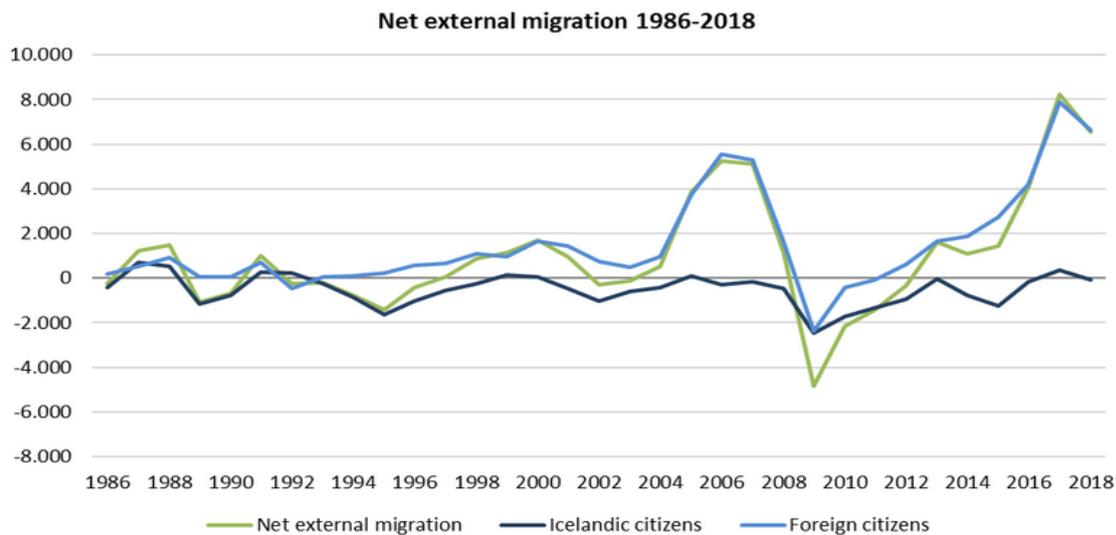
Regarding the migrant workforce in Cyprus, the most recent data from the government's statistical services shows that the average number of TCNs employed in Cyprus for the year 2019 reached 35,003 (with 15,640 being male and 19,364 female TCNs). In comparison, the EU-national workforce in Cyprus for the same year was 51,247 (26,564 male and 24,683 female). Finally, the average number for the total workforce in Cyprus in 2019 was 416,478 (221,253 male and 195,225 female). In this context, the TCN workforce amounts to 8.4% of the total workforce in Cyprus.

It is worth noting that the employment of TCNs predominantly takes place in particular sectors of the Cypriot labour market. For instance, there are 14,227 TCNs employed as domestic workers ["Activities of Household"], 5,604 in the "Construction" sector, 3,303 in "Accommodation and Food Service Activities", and 1,511 in the Agriculture, Forestry and Fishing" sector. In sum, the four sectors mentioned above contain 70.4% of the entire TCNs workforce. Domestic work is the employment sector that most starkly shows the TCNs workforce's distribution in specific labour market areas in Cyprus. Indicatively, domestic work is the occupation of 69.9% of the total TCNs female workforce. Moreover, TCNs female workers make up the overwhelming majority of the overall domestic work sector – out of the total 14,825 domestic workers in the island, 91% are TCNs female workers. When male TCNs domestic workers are also added in the calculation, this %age rises to 96.5% of the total sector. These figures demonstrate that even though the TCNs workforce is less than 10% of the total national workforce, nonetheless TCNs are a major part of specific labour market sectors like domestic work.

Iceland



Iceland doesn't have a long history of immigrants and it wasn't until 2005 that you could see a significant increase in migration to Iceland. Today immigrants in Iceland are about 14% of the population (approximately 50,000) and first- and second-generation immigrants about 15% of the population.



Source: Statistic Iceland

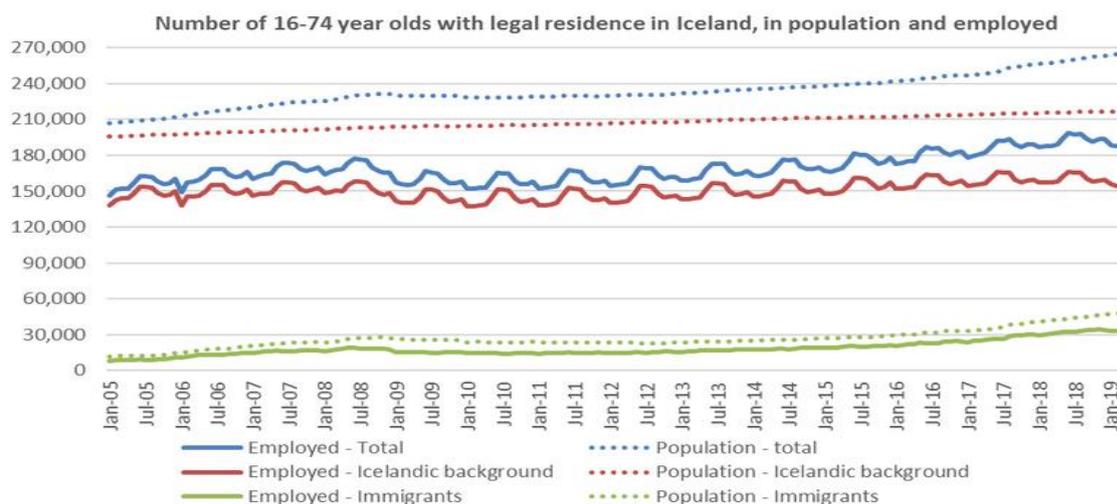
As shown in the graph the increase started in 2005 with mostly Polish immigrants coming to Iceland to work. After the financial crisis in 2007 the numbers dropped significantly, but have been going up since then, and more migrants now come to Iceland than before the crisis. This can in part be explained with more need for cheap labour in the building industry and an increased need for workers in tourism (Hagdeild ASÍ, 2019). The biggest immigrant groups in Iceland are Polish that are about 38% of immigrants in Iceland, after that Lithuanians that are about 6%. The biggest age group of immigrants are between the ages of 25 and 49 years old, from that we can draw the conclusion that most of the immigrants moving to Iceland come to work (Statistic Iceland, 2018). What differs from the group coming before 2007 is that the group now is more diverse than before, with many workers coming from new countries in the European union, and many of them with little social network or national groups already in Iceland. These groups are the ones that the KYR project would benefit most from reaching. In the graph below can be seen the





biggest national groups in Iceland, Romania, Lithuania and Latvia being the newer groups on the list.

Immigrants on the labour market: At the end of 2019 about 39.000 immigrants were working in Iceland. About 19.000 men and 15.000 women, only 5.215 with residency (Statistics Iceland, 2019c). Before the financial crisis in Iceland in 2007 Iceland was experiencing a rapid upswing in the economy and with that followed an increase in immigrants settling in Iceland. When the financial crises hit in 2008 it hit the hardest on the polish immigrants in Iceland with 9% of people receiving unemployment benefits being Polish immigrants. This is a good indicator of how vulnerable the employment market is for immigrant workers in Iceland, as they become the first ones to be laid off in case of a crisis.



Source: Statistic Iceland

As can be seen on the graph above about 90% of immigrants are working in Iceland, more than of the local population. Although these numbers are good a new study from Statistics Iceland found that immigrants in Iceland have 8% lower earnings than then locals. Immigrants from other Nordic however have higher earnings than other immigrant groups, immigrants from western Europe have on average 4% lower earning





than those from the Nordic countries, immigrants from eastern Europe 6% lower earnings and immigrants from Asia 7% lower earnings. In 2017 Statistics Iceland reported that immigrants in Iceland received a medium of 2.000 euros less annually in wages than the native Icelandic person. Immigrants also own a lot less than the average Icelandic person, there they were looking at real estate, cars or other assets. Despite that they also showed that though immigrants own less they also owe less. The industries with the largest percentage of immigrant workers are the building industry with 30% of employers being immigrants in 2018 and the tourism industry with 40% of workers being immigrants.

Lithuania

In 2018, more than 49,000 foreigners lived in Lithuania. The vast majority is third country nationals: 37% are people who have obtained permanent residence permits (PRP), which are issued for five years. 50% are people who have obtained temporary residence permits (TRP), which are commonly issued for 1-2 years. Citizens of the EU and their families amount to 13%. The majority of foreign immigrants in 2017 were citizens from Ukraine and Belarus (about 35% of all immigrants). Figure 1 below presents 5 EU countries and non-EU countries, most of which immigrants arrived in Lithuania in 2017.

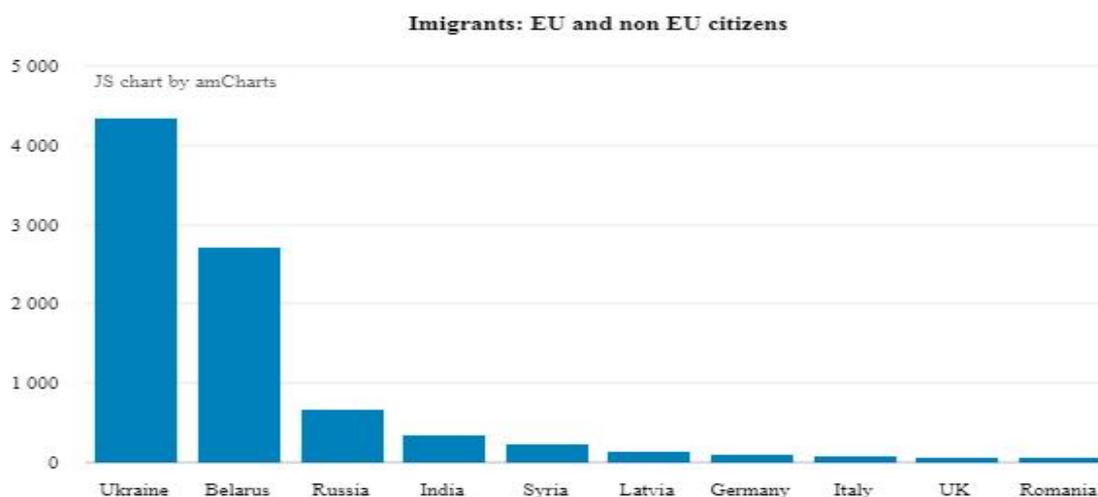


Figure 1: Immigrants from EU and non EU in 2017 in Lithuania.

Non-EU citizens can enter and stay in Lithuania only for purposes established by the law. Figure 2 shows all the temporary residence permits (TRP) issued/replaced to non-EU citizens based on admission grounds. In 2017 the majority of the permits were issued on the basis of work (55%), family reunification (23%) and to study (14%). Thus, as the graph of figure 2 shows, the majority of immigrants come and stay in Lithuania for the work.

JS chart by amCharts

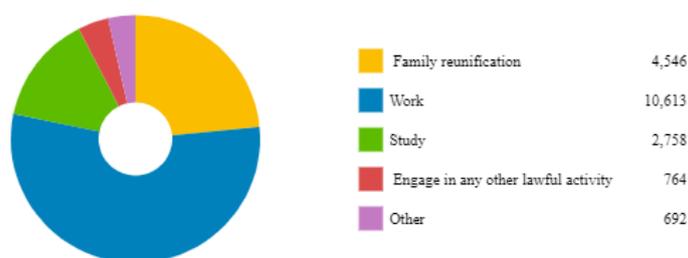


Fig. 2. The grounds for issuing a temporary residence permit.

Asylum seekers: Lithuania has three forms of asylum: refugee status (permanent), subsidiary protection (granted for two years with the possibility to be prolonged) and temporary protection (can be granted by the government if there is an increased number of people asking for asylum). Lithuania usually grants subsidiary protection. Despite the European Union experiencing the biggest influx of migrants due to the conflicts that are happening around the world, the number of asylum seekers in Lithuania remains the same – on average 490 asylum applications per year. Most applications are received from Syria, Russia, Afghanistan, Belarus, Azerbaijan and Tajikistan. In 2018 there were about 280 asylum seeker applications in Lithuania. The general tendency shows that the





number of migrants increased since 2013 in Lithuania. The majority of migrants are from neighboring countries, such as Ukraine, Belarus, Russia, Latvia, Poland and others.

Spain

Spain has established a series of administrative requirements for the residence, entry, and exercise of a work activity in the country, either on behalf of others or on their own. That is, to enter and reside in Spain you need an authorization, as well as to carry out a work activity. Despite the global economic crisis that began in 2008 and hit Spain in a rather hard way, the country has continued to receive immigrants. According to data from the Ministry of Labour, Migration and Social Security, in November 2019 the number of people employed in Spain was 19,376,878 million.

Statistical information about wages: The average annual earnings of workers in Spain barely reach 80% of the European Union countries' earnings, it is reduced to 68% for workers in the rest of Europe, to 62% for Latin American workers, and 59% for migrant workers from other parts of the world. Besides, the wage reduction recorded since the beginning of the crisis has affected workers with lower wages more negatively, where immigrants are overrepresented. Moreover, there is a widespread problem among women migrant workers, as a large part of them work as domestic workers, which means that they are not entitled to unemployment protection. On the other hand, there are also gender wage gaps among migrant workers: if the profit of men is 100, women's is 71.7. Female migrant workers from third countries have the worst situation if we compare them with Spanish men, if the salary income of Spanish men is 100, the respective ration for a female migrant worker would be 41.

2. Review of Employment Law, Policy, and Practice.

Austria





In the context of labour migration and access to employment in Austria, the following settlement and temporary residence permits are most relevant: a) settlement permit: worker- R-W-R card from 2011 onwards; b) settlement permit: R-W-R-plus card from 2011 onwards; c) temporary residence permit – intercompany transfers (Rotationskraft); d) temporary residence permit – persons on business assignments of third country firms without a registered office in Austria (Betriebsentsandter - GATS); and e) temporary residence permit – special cases of paid employment specified in the Foreign Employment Law, the most important being for researchers.

Moreover, the inflow of economic (labour) migrants of third country origin has been regulated by quotas until July 2011 whereupon it was substituted (only for the case of a third country family migration/ reunification a complex quota system remains). In mid-2011 a point system of immigration came into effect, referred to as “Rot-Weiss-Rot-Karte” (red-white-red card), which replaced the key-skills quota and widened the scope for third country workers to access the Austrian labour market. The system differentiates between 5 types of skills, namely highly skilled persons, persons with scarce occupational skills, persons with other (medium to higher) skills, third country graduates of Austrian universities, since 2017 also start-up founders. Highly skilled third country citizens wanting to work in Austria have to obtain at least 70 points out of 100 possible points. Points are given in four domains: for educational qualifications and honorary recognition of competences, for occupational experience, for language skills and for age. An additional advantage in terms of points offers successful university graduation at bachelor level (since 2017) or above in Austria. In the area of scarce occupational skills 55 of a maximum of 90 points have to be reached, in case of other higher skills 50 points have to be reached and a minimum income level has to be obtained. Third country start-up founders have to have a minimum of 50 points out of a maximum of 85. They have to invest a minimum of €50,000, of which 50% own capital. Finally, further information about work permits for immigrants can be found on the website of the Ministry of the Interior, the Ministry of Europe, Integration and Foreign Affairs as well as a special website for potential third country immigrants (www.migration.gv.at).





Cyprus

Migration law, policy and practices in Cyprus are a relatively recent phenomenon. According to Trimikliniotis and Demetriou, the current regime for the employment of migrants from third countries emerged out of the conditions created by ‘the labour shortages which were associated with the dramatic economic growth in the 1980s and 1990s’. While the pre-1990s Cypriot immigration policy was restrictive, after the economic growth in the 1980s led policy-makers to have a more open immigration policy to ‘cover the developmental needs arising from the shortage of labour’. This more open policy line, however, was aimed as a way to create ‘a regime of short-term contracts for migrants restricted to specific sectors of the economy’. Thus, as Trimikliniotis and Demetriou point out, the ‘policy assumption’ in the 1990s was that ‘the employment of migrant workers would be short-term, temporary and restricted to specific sectors and specific employers’ – this was an ill-founded policy because, they argue, it has led to the failure of the institutional framework to accommodate and encourage the civic participation of migrants’.

More recent publications on this topic show that the implications of the 1990s policy line have carried through to the present. According to Vera Pavlou, the immigration regime has resulted into the domestic work sector which is almost exclusively occupied by non-EU nationals. She notes, further, that employment legislation in Cyprus makes no specific references to domestic work and ‘there seem to be no prospects to reform the sector’s labour regulation’. For Pavlou, the core reason why there has not been a dynamic legislative change in the domestic work sector is that ‘domestic workers in private households are migrants, on guest-worker type visas, tied on their employers’. Added to this restrictive legislative framework is the fact that there are formal restrictions on the associational rights of domestic workers and also considerable ambiguity in the position of established Trade Unions on migrant workers. These legal restrictions often have significant repercussions on migrants who work in the domestic work sector, specifically on their employment rights and their overall position in the labour market. Finally, some





of the issues regarding migrants working in the domestic sector may also be relevant in the context of broader issues relating to equal rights in the labour market in Cyprus. For instance, authors like Petroula Mavrikiou have noted that working life in the island is characterised by many challenges and gaps with respect to EU principles on gender equality, health, and employment among older adults. These challenges and gaps, Mavrikiou argues, have meant that the principles of The European Pillar of Social Rights are not ensured properly in Cyprus.

Iceland

Individuals coming from EES can come to Iceland without registration and work unless they plan to stay more than 3 months then they need to register. If they plan to stay in Iceland, they should do so within 7 days of entering the country or no later than 6 months. When registering the individual will receive an temporary ID number, that gives him/her the right to work, but does not however guarantee all rights, so it is important that immigrants register their domicile so they have their rights on the labour market, as for instance health insurance. Posted workers in Iceland should have the same salary as is stated in the Icelandic collective agreement. For companies that are going to send workers for more than 10 days have to provide the directorate of labour a list of employers and employment contracts. Temporary work-agencies should provide the directorate of labour with registration and list of employers 10 days before the start of the business. Employers should receive the same wages as an Icelandic worker would have for the same job, as per the collective agreement.

As an employed individual in Iceland you have certain rights, individuals that are citizens of countries inside the EU or EFTA have the same rights as Icelandic citizens. The rules are however slightly different for individuals coming from other countries hired to Iceland for provision of service., in those cases the employed individuals should receive the same occupational benefits as if he had been hired straight to the company.





Union's play a big part in the right and legislations on the labour market. As most of Icelandic workers are members to a Union's, each union has an agreement they have made with associations of employers within certain industries or with individual public or private organizations. Although workers can stand outside the labour unions the employer has to follow the agreement that has been made by the union for that specific job. The contract with the unions is certain agreements on rights, such as minimum wage for a specific job, working time, the right to a holiday and paid leave, payment of wages during sickness etc. Each employee is free to choose his or her union at will, though often specific companies have made an agreement with a union for the workplace, this though depends on the work. As said before wages and working time depend on labour markets agreements with the social partner and are estimated each year. Because of this minimum wage differs in different markets in Iceland, for example in VR the biggest union in Iceland, minimum wages for individuals over 18 is about 2.000 euros a month, in Efling the next biggest union it is 2.200 euros a month. Although the agreements with the union's cover most workers' rights, there are however laws that protect workers' rights to holiday, sickness leave, maternity leave, maximum working days and accident insurance provided by the employer.

Lithuania

Free movement of workers is one of the fundamental rights of the EU. However, third-country nationals can only work in EU Member States if they meet the legal requirements. Some of these requirements have been transposed from EU directives, while others have been developed through a national migration policy. Thus, not only administrative procedures but also imperative requirements and rules have to be overcome in order to employ third-country nationals. Too complicated, inflexible and economically uncompetitive regulation of this process in Lithuania creates obstacles for the employment of third-country nationals.





Integration of immigrants is based on Foreigners Integration Program, Recognition of professional qualifications, Health, social & educational programs. In general, about 55% of migrants arriving to Lithuania are job seekers. As of this moment, based on the data from the Lithuanian employment office, Lithuania is in shortage people of the following professions: drivers of international freight vehicles, welders, metal hull assemblers, concrete workers, electricians, plasterers, tailors and others .

Concerning foreigners rights, there this online migration services portal which indicates main rights of foreigners as the right of equality: “Foreigners in the Republic of Lithuania shall be equal before the law, irrespective of their sex, race, citizenship, language, origin, social status, religion, convictions or views”; freedom of movement, right to stay in the Republic of Lithuania, right to get employment in the Republic of Lithuania, right to reside in the Republic of Lithuania, right to emergency medical care, right to appeal decisions before a court, rights of unaccompanied minors.

The platform for migration information and cooperation explains the main legal acts that defines labour relations, wage, work, leisure-time conditions and gives useful links and contacts.

Foreigners intending to work in Lithuania needs knowledge of labor law and those who intend to start a family here have knowledge of family law. Thus, migration law specialists are ready to advise the client not only in migration law but also in other branches of law. There are also many services for those who are able to pay.

Policy and Practice: Review of existing state of policy and current practices of employment in relation to migrant populations.

For EU citizens, the process of employment in Lithuania is fairly simple. Third country nationals that wish to work in Lithuania have to meet certain conditions, however. Those arriving from non-EU countries must go through certain procedures, where most important ones are to first find an employer and get a work permit or a decision on compliance with labour market needs. After that, a foreigner can apply for a work visa or





a residence permit. The steps to take in order to obtain a job are the following: a) find a job vacancy/employer; b) obtain a work permit; and c) get a visa/residence permit.

Support and assistance: There are several websites, where migrants and foreigners can find a useful information related to different issues of moving/returning to Lithuania, concerning work, education, integration, socialization, housing and healthcare. For instance, the IOM (International Organization for Migration) provides assisted voluntary reintegration, migration research, integration and promotion of tolerance. In addition, the Red Cross organization helps refugees to socialize, as well as provides a free social, psychological and legal assistance. The organization is aimed at provision of services to promote the integration of third-country nationals and refugees, ensuring their safety, social and economic autonomy, guaranteeing basic needs and developing the competence to create a positive future in the host society. The services of the Center are intended for foreigners who have a residence permit but are not citizens of the Republic of Lithuania.

Spain

In Spain, even lacking the duly approved work and residence permit, if someone is hired verbally or outside the law without the employer paying Social Security, the migrant worker can access labour rights, because he is protected by constitutional legislation and labour legislation. The migrant worker in question can hire a lawyer and file a lawsuit, the difficulty will be in proving that employment relationship because it has been established only verbally. Contrary to what many people think, the fact that a migrant worker is in an irregular situation in the country does not equate to the fact that he cannot assert his labour rights, but rather that whoever hires him has to assume the reality of the relationship and the consequences of that labour reality. Even if there is no physical work contract, there will be an employment relationship if the worker voluntarily provides paid services as an employee within the scope and organization of a third party.





The right to work would not belong equally to Spaniards and foreigners, since it is not considered a fundamental right inherent to human dignity, but it wouldn't be an exclusive right of Spaniards either. The Treaties and the Law determine the conditions and, in any case, once a person is working, differentiations cannot be made in labour matters regardless of the nationality of the worker. Both the Spanish Constitution and international regulations try to ensure the equality of working conditions of the migrant worker and those of the Spaniards to avoid discrimination against migrant workers' conditions.

In the Spanish legislation, foreigner's right to work is recognized, either as an employed person or as a self-employed worker. He can also access the Social Security System and has the possibility of being able to work as labour personnel in the Public Administration - as long as the requirement of legal residence is a reality. The problem is usually that in many cases a migrant worker does not know the law that protects him and does not have enough information to enforce his rights, especially if he does not understand the language of the country where he lives. That increases the risk of suffering labour exploitation in many occasions, but the theory - as in the case of a national worker- is as follows: a maximum of 40 hours of work per week; 2.5 days of vacation per month worked; migrant workers can file a legal claim in case they are owed a salary; after a dismissal, compensation and settlement can be claimed; and right to unemployment benefit.

The Spanish Constitutional Court recognizes migrant workers the following collective rights - whatever their administrative situation is - on equal terms as to the Spaniards: basic labour right of assembly; right of association; right of trade union; right of representation and collective negotiation; right to strike; and Social Security Protection.

Regarding the access of migrant workers to Social Security, in order to enjoy a pension, they have to register and contribute a certain amount of time, and of course they are protected in the case of accidents at work or any other professional eventualities.





The right to health protection is included in art. 43 of the Spanish Constitution as one of the fundamental rights and duties of all citizens. Although it had been more limited for some years, since summer 2018 Spain once again guarantees universal health care for the usual groups plus irregular immigrants in the country. This political measure especially protects the most vulnerable sectors of the foreign population, such as minors and pregnant women. On the other hand, article 12 of Organic Act 4/2000 confirms that foreigners who are registered in a Spanish municipality are entitled to health care, as are Spaniards.

In summary, in Spain the recognition of rights to migrants is very close to being identical to Spaniards', being totally equal if the migrant worker in the country has all the documentation in order. Therefore, the legislation exists, but what is needed is transferring the information to migrant workers in an easy and effective way. Besides, the problem of the absence of resources to litigate constitutes one of the main obstacles to the defence of migrant workers' rights.





3. Review of Good Practices

Austria

1. The Center for Migrants in Tyrol (ZeMiT): The Center for Migrants in Tyrol (ZeMiT) offers information, counselling and support for migrants and their families, for naturalized citizens and recognized refugees. The ZeMiT counseling applies to women and men of all ages, from adolescents right up to pensioners. Counselling regarding the labour market is supported by the AMS Tyrol (Public Employment Service Austria). Further consulting services are the AST- Counseling Center for recognition of qualifications held in foreign countries. Besides German, we offer counselling in seven additional languages (Bosnian, English, Croatian, Russian, Serbian and Turkish) and offer a variety of services (translation and interpretation; support and accompaniment; finding and securing a workplace; multilingual information and counselling etc.) Additionally the AST - Counselling Center for recognition of qualifications held in foreign countries offers individual, multilingual and free of charge counselling in matters of acknowledgement to people with qualifications acquired abroad.

2. Austrian Chamber of Labour: In principle, the Chamber of Labour, as the official representative of all registered workers in AT, is the first point of contact for all workers. However, there are already initial counselling and information services specifically for migrants. For instance, there is *the facilitation of recognition for vocational training* abroad since around 30 percent of the workers who come to AT to work cannot fully utilise their actual skills. They are often rated and paid well below their actual knowledge and skills. In addition, the *four contact points for migrants* throughout Austria are supposed to accompany people through the official procedures, inform them and help them to get to their caller identification faster and easier. The AK estimates that in this way about 3,000 migrants in Austria per year will be able to use the professional expertise they bring with them from their countries of origin more quickly. Furthermore, the advice provided by the contact points is aimed at all people who have acquired





knowledge and skills abroad for which there is no certificate or for which there is a foreign certificate, but which is not automatically recognised in Austria. The counselling is free of charge and will initially take place at four contact points throughout Austria.

Labour market policy support and advice for migrants and migrant women on other topics such as: working with red-white-red card; extend right of residence; counselling for migrants; employment in Austria; and employment Permit.

Further information is available at www.migrant.at or migrant@migrant.at.

3. Ombud for Equal Treatment: The Ombud for Equal Treatment Ombudsman is a state institution for the enforcement of the right to equal treatment and equality and for protection against discrimination. In exercising this activity, we are self-employed and independent. The Office of the Ombud for Equal Treatment is responsible for the equal treatment and equality of women and men and for equal treatment without distinction of ethnicity, religion, ideology, age and sexual orientation. Its work is based on the Equal Treatment Act. The Ombud for Equal Treatment has the following tasks:

- to provide advice, information and support to persons affected
- to obtain comments and information from the employer's side
- to negotiate out-of-court settlement
- to initiate proceedings before the Equal Treatment Commission on request of the person discriminated against
- to prepare comments and recommendations on specific equal treatment issues
- to provide information and to exchange experience in the framework of workshops, lectures, training programmes, panel discussions, etc.

Website: <https://www.gleichbehandlungsanwaltschaft.gv.at/ombud-for-equal-treatment>





Cyprus

1. The Refugees@Work Career Fair: This event was organised by the Cyprus Refugee Council on December 4th, 2019. It was the first Career Fair for Refugees ever in Cyprus and its aim was to bring local employers into contact with candidates with International protection, and inform employers as to the legal status of refugee employees who are allowed full access in the labour market and hold a wide range of professional experiences. Participants included employers, candidates of refugee background (International Protection Holders and Asylum Seekers) and professional organisations, educational institutions and training providers. Even though this specific Career Fair was a single event, its organisers sought to extend and multiply its impact by providing online material in the form of “Info-Packs” (one info-pack for employers and one for prospective employees) in both English and Greek.

2. “MigrAID: Educating Social Partners Towards Ethnic Diversity in SMEs”: The MigrAID project is an Erasmus+ programme running between 2016-19. The project examined the integration of migrants from various perspectives in the project’s partner countries (Cyprus, Greece, Italy, France and Denmark). The partnership also implemented a series of other activities such as seminars, trainings and conferences designed specifically for the two major target groups of the project – social partners and migrants; the seminars aimed to inform the audiences about the outputs of the project, to raise awareness among the participants on migrants’ integration and/or provide basic training. The overall purpose of this project was to increase the level of awareness and communication regarding the role and capacities of migrant workforce, in order to create room for diversity and reflexivity in EU labour markets.

Good Practice 3 – HelpRefugeesWork: This is a free web service that brings motivated refugee job-seekers in contact with employers and training providers in Cyprus in an easy and efficient manner. This platform is an initiative of the United Nations High Commissioner for Refugees (UNHCR) Office in Cyprus, in collaboration with its NGO





partner, the Cyprus Refugee Council. Its aim is to connect job-seeking refugees with employers and organizations interested in providing. It contains 60 programmes, which cover language and vocational areas of training, for both unemployed and employed individuals. In addition, it contains information about career related events happening on a local and/or national level, as well as a FAQ (frequently asked questions) option for both employers and migrant prospective employees. All the services of the HelpRefugeesWork platform are provided free of charge.

Iceland

1. Multicultural Information Centre (Fjölmenningarsetur- MCC): In 2012 it was decided to make Fjölmenningarsetrið (MCC) (e. multicultural information center) a special institution with a new bill on immigration laws, this was done because of the rising need to improve the service to immigrants in Iceland, who at the time faced many problems such as much lower pay, unemployment, accidents and school dropout (Ruv, 2012). The center is located in Ísafjörður (the biggest town in the western fjords of Iceland) and has many roles as such, both service private and governmental companies, on information regarding immigrants, and to inform and help immigrants navigate Iceland. Their role is also to be a voice for the migrant community in Iceland regarding their issues and what can be done better with ministers and the government. On the site of the centre you can seek information on labour rights, taxes, language courses etc. as well as having information call lines in eight languages. When on the website you are able to find pdf documents with information you might need when moving to Iceland, for example how to register, laws and regulations, health insurance, work in Iceland and taxes. It is difficult to estimate the impact of these services, but the newest available reports are from 2017, in that report the internet traffic had been rising and they mention that they have in recent years been able to offer the site in more language than the beginnings (Haraldsson,, 2017). Finally, what the center has done well is to develop a





website that can be a one way stop for individuals newly arrived in Iceland, as well as those that need specific information. Having the information in such a wide variety of languages also reaches much more individuals and can especially be helpful to vulnerable groups that don't speak English or Icelandic. The problems are the center is located in Ísafjörd which is not near the capital area where most of immigrants and migrant workers are, so those in need for more help and communication are not able to go to the office. Also, though the website is a good idea, the format is often times not consistent with the translation jumping from one another when accessing links on the page. Another thing that is missing is more information and measures about how they have been able to reach the migrant population in Iceland, and if the information portal is being used by individuals in Iceland or coming to Iceland. Despite of these problem the site would be a good portal to link to the material for KYR in Iceland, has it offers wide variety of information.

2. The labour union Efling: Efling is the second biggest union in Iceland with over half of their members being immigrants or migrant workers. In the last years there has been an increased focus on having meetings, information and other things related to their work in English and Polish. All members are able to go to Efling without scheduling a meeting and sitting down with them to discuss violation of rights in the workplace, Efling members also have access to lawyers to help them with their issues. In 2018 Efling was increasingly pursuing cases against violations of labour rights, for example towards employment agencies that had used threats of violence steal or hold on to part of wages and other violations. Since 2018 Efling has been involved in inspections of workplaces and has gone to 837 workplaces, and registered 2500 employers and employees. In 2019 ASÍ started their involvement in the inspection with Efling and other unions in Iceland, focusing for example on bus and minibus migrant drivers in Iceland. This was done because of an increasing problem that bus drivers are not registered or have the right licence to do their job. Another main focus is on the building- and catering – industries and restaurant sector, or those industry sectors employing the most vulnerable migrant workers.





One of the main issues is that members of Efling that are in vulnerable groups are not coming to them to seek their rights. The inspections are something to try to better that and to encourage them to become members in a labour union. In 2019 members of Efling have been on strike for better salary, many of the workers now on strike are immigrants in Iceland. Salary in kindergartens, cleaning, cooking is one of the lowest paying jobs in Iceland and the strike has been ongoing from the start of February, and the strike is with Reykjavík city, for garbage man, kindergarten teacher, cleaners and other low paying jobs, many of them occupied by immigrants and migrant workers. As can be seen on the photo the strike is advertised in many different languages for the biggest groups in Iceland.

3. Einn réttur ekkert svindl (One right no cheating): This project is led by The Icelandic Confederation of Labour (ASÍ). ASÍ is built from 47 union's with $\frac{2}{3}$ of working people from the private- and public sector. The project's aim is similar to that of the Know Your rights project with promoting rights on the labour market, this is done by with videos who are mostly on Icelandic, but also with brochures that are handed out during inspections on workplaces. The main difference being that it is promoted to all workers and not specially aimed at migrant or immigrant workers. Now the information portal is the web page “ekkertsvindl.is” and their workers can look through information in English, Polish and Russian. According to them they are working on getting the material and brochures translated in more languages, those languages being the biggest groups in Iceland. The project has had difficulties reaching the workers, but they are working on new strategies, for example setting up advertisements on Keflavíkur airport reaching migrant workers when they arrive and have already made agreement with Isavia that is in control of the airport. Although it is good to inform workers of their rights, the problem is that sometimes their hands are tied because of data protection laws (GDPR). One of the main objectives is to build awareness in the Icelandic society that violation of workers' rights is a problem should be taken seriously.

In the past the leaders of the project and ASÍ have been trying to publish information on companies and employers that are breaking rights of individuals or are connected to





human trafficking and exposing them to the media in hope of the cases being taken more seriously and being investigated further. As the project has many of the information that is needed for the development of the KYR educational material it would be a good reference point for Einurd to use. What also is inherent from the project is that it is hard to reach those groups most in need, but the best results being from the inspectors going to the workplaces and talking to the workers.

Lithuania

1. Tailored services for foreigners in Employment offices: There are tailored services for foreigners in Employment offices that are provided by professionals (Ševerenkienė, 2018). Services usually include four steps (Counselling and information before registration for employment; evaluation of professional competencies; visits to companies & engagement into working environment; assisting & mediating employment signing contract)

2. Migrant information system: The migrant information system is created as a result the project migis.eu. Most of the measures offered to immigrants are aimed at solving individual problems (for example, only in the training of a particular national language, only information on employment, etc.), therefore the project team has developed an e-Educational Tool migis.eu, which includes interactive detailed information on the host country (60 hrs. of prepared (text and videos) for immigrants and their educators in English and native country language. There are also provided several important facts for migrants on the rights in labour market (as e.g. Relations between employee and employer who are regulated by the Labour Code) The website to access this is: <https://www.e-tar.lt/portal/lt/legalAct/f6d686707e7011e6b969d7ae07280e89>

3. Consulting for foreigners in Lithuania: There are several non-governmental organizations who implement the projects on migration issues and migrants rights and provides free consultations. The most important are two. First, Lithuanian Centre for

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Human Rights (LCHR) is a non-governmental organisation located in Vilnius. LCHR has been working in the field of human rights for two decades. Since the foundation by private persons in 1994, LCHR focused on human rights education, advocacy and research, implementing numerous projects and activities in the field. Equality and non-discrimination of people are fundamental principles that LCHR use in activities and work philosophy. Second, International Organization for Migration is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. With 173 member states, a further 8 states holding observer status and offices in over 100 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants. Organisation has office in Vilnius and provides free consultations on legal and practical issues related to arrival and stay in Lithuania. Vilnius International Organization for Migration implements various activities related to the integration of migrants through various projects. The project "I Choose Lithuania" is very important and useful for migrants. Employees of "I choose Lithuania" provide consultations and assistance to anyone who wants to come to Lithuania. Consultations on work, education, health care, integration of aliens as family members and other issues are provided.

Spain

1. Red Acoge: Red Acoge, whose name means "Embrace Network" is a Federation formed by 20 organizations that emerged in 1991 to promote the rights of migrants in Spain. This Federation is aimed to combine efforts and promote joint projects in a social context characterized by a dispersed population and atomization in the intervention with migrants. Currently, Red Acoge is focused on working with immigrants, refugees and stateless persons, giving special importance to their social integration and a work approach in favour of decent, protected, safe and regular migration.





This network provides specialized legal guidance and management services in accordance with immigration regulations as renewals, family reunification, exceptional circumstances, nationality and also, discriminatory acts and sanctioning regime in labour terms. After a personal interview and an initial diagnosis, the organization will study the different intervention alternatives and actions to be carried out, including the referral to a specialized care program. The Legal Area is responsible for making an intervention and a monitoring plan for each personal case through the study of the complaint of discriminatory situations and coordination with standardized resources (social services, educational resources, health, housing, employment ...) as key elements in the process of social integration.

Through personal interviews, lawyers distributed in each territory offer the information, guidance and support necessary to ensure the fulfilment of rights in migration processes and integration into society and labour market. Among these processes, it should be noted the accompaniment in the presentation of the file to the corresponding agency, in the cases in which it is necessary because of the migrants' difficulties (language, displacements, illness or disabilities ...) or because they can pose problems regarding the process, bringing them the support and confidence they need.

2. Portal migrar.com: Migrate Foundation was created by the Spanish Red Cross in order to interact in the field of migration in Spain by analysing its causes and consequences. This idea comes from the challenge of the new migratory movements in Spain, a country that has experienced a remarkable social and economic development which has made it in the last decades a receiving State of immigrant population.

In order to favour the full social, labour and cultural integration of migrants in Spain and to take advantage of the great potential that new information technologies offer in today's knowledge society, the Migrate Foundation launched, as the main axis of its activity, the Portal www.migrar.org as a channel of communication to have access to information regarding key issues for migrants.





In this portal, the strength falls on the advisory service, a space reserved for people who, due to their knowledge, can provide advice on immigration matters, answering user queries on various topics (sanctions, regulations, rights, employment, employment guidance). To make an inquiry, users must be registered. In addition, they can search the queries resolved by Fundación Migrar. If they do not find any that answers their needs, they also can formulate their own one through an easy and intuitive interface.

3. Diversity Charter: As a result of various Directives adopted by the European Union in 2000, based on equality and non-discrimination, the Diversity Charter initiative was created as a dissemination tool in the countries of the European Union. Currently, this initiative exists in 24 member states, Spain is the third one (2009), after Belgium (2005) and Germany (2006). The European Commission order one institution per country to develop and implement this tool, with the Foundation for Diversity being as exclusive manager of that mission in Spain. The Diversity Charter is a commitment letter / code voluntarily signed by companies and institutions of the same country, regardless of size, to promote their commitment to principles such as respect for the inclusion of all people regardless of their background, and building diversity acceptance in the workplace.





Field-Based Research

Interviews

Austria

3 qualified representatives from different service areas in the field of integration were interviewed for this research to explore more concrete experiences of migrant workers and their access to labour rights. Due to the given scope of the research, only some extracts from the interviews can be reproduced.

Interview 1: Legal adviser and consultant at ZeMiT/ AST (description see Good Practice 1) - (21.02.20)

Could you tell me a few words about how you and your organisation relate to the subject of migrant workers' rights?

We often have this case of people coming to us with questions about prevailing labour rights because we offer advice in many mother tongues. However, we also have only limited legal staff and have to refer clients to other competent bodies such as the Chamber of Labour.

But as far as we can, we can educate people about their rights here, because we have information from the Chamber of Labour available and also receive training on basic legal issues.

How would you shortly describe the situation in your country – do you think migrant workers are aware of their rights as workers?

Well, this is a complex situation. There are highly qualified migrants who are already protected by the law, as they are the so-called key workers who have to be guaranteed a minimum salary even when applying for the red-white-red card.





Many others often come from great financial need. They are in a hopeless situation, because they are usually happy to have a job at all, to have a roof over their heads, and in this situation, they cannot afford to think about whether the salary is fair, what alternatives there are etc...

Would you say that there are groups within the migrant population that are more vulnerable than others in being exploited or manipulated by employers?

In my opinion, these are acutely new immigrants, especially from Bulgaria, not only women but also young men who are employed in a company. They are registered as marginally employed, so they cost the company little money. These people often still work full-time (= undeclared work), but then receive their wages unofficially in cash, which is contrary to all legal regulations. Nevertheless, these people are at the mercy of the employer because they do not speak the language and are happy to have at least a roof over their heads.

In your opinion, what are the labour market challenges and obstacles that migrant workers most often face?

I recently had an interesting case where the classification according to the collective agreement was at stake. And it turned out that the employer always told this employee that he could not pay him more because of the collective agreement. Here I had to explain that the collective agreement only states a minimum wage, which means that the employer cannot pay less than that but can for sure pay more. That is ultimately a matter for negotiation. In the end, the employer has, in this case, pretended, as if it were forbidden by law to pay more than the minimum wage stated in the collective agreement.

Another example is double payments, such as Christmas bonuses or holiday pay. Only a few people know that such a thing exists. This applies especially to immigrants from Eastern European countries. It is also often unknown that one is also entitled to these payments in the case of marginal employment. There they are often simply spat off.





Marginal employment is a big issue anyway. Many companies hire employees in this way because it is simply cheap. No social security contributions have to be paid here, only accident insurance. People, especially women, need to be made aware that this form of employment restricts their pension rights, or that if they become unemployed, they are not entitled to unemployment benefits. There are always women who would actually be of pensionable age but who cannot retire because they are not credited for these periods of work. In such cases, therefore, we advise them to accept part-time work, in which they would be fully insured.

Dismissal while on sick leave is often an issue. Or it is often the case that employers falsely claim that their employees have given notice of their own accord when they are dismissed. This means that the employee loses many rights or is given a blocking period until he or she is allowed to register as unemployed with the AMS.

These are of course very serious legal points. In such cases we can only guide our clients what they should do, but we do not have the possibility to file a lawsuit or anything like that ourselves. So I send them to the Chamber of Labour, as that is their task as the workers' representative of their interests.

If you were responsible for raising awareness among relevant bodies about the existence, nature, and features of labour exploitation and also the need to ensure the rights of migrant workers – what would you do?

In Austria there is a fundamental principle (on which the principle of collective agreements is based): every person admitted to the labour market must not be placed in a disadvantaged position. This means that legally, everything is actually well regulated. Nevertheless, people must be encouraged and informed about their rights so that they do not nevertheless come into the danger of exploitation. That takes time. Perhaps it would be a good idea to offer this content in integration courses, for example (*corresponding courses are partly obligatory offered by the Austrian Integration Fund*), where people are introduced to labour rights and backgrounds.





Interview 2: Team leader Jobservice Tirol / itworks - (28.02.20)

Could you tell me a few words about how you and your organisation relate to the subject of migrant workers' rights?

For us, as an official partner of the AMS, work is of course the main topic. This includes the legal aspects of work. We therefore offer group coaching on this topic done by a colleague who is a lawyer who does it. Our clients are often new to Austria and have not yet worked here, so you simply have to do a lot of awareness raising in advance.

Especially with a first employment relationship there are often misunderstandings. For example, the rule of the first month as a "trial month", where people often think they have to work for free during this time.

How would you shortly describe the situation in your country – do you think migrant workers are aware of their rights as workers?

In the phase in which they come to us there is not much knowledge there yet. Also, because many have not yet worked here at all. There are also few offers in Innsbruck where the people are really educated or where the education is really understandable, because these people often have only an A1 German level.

Do you know if migrant workers have the capacity to report any potential violation of their rights as workers?

This is usually the Chamber of Labour. We also refer there if there are points where we can no longer assist. For example, if a counselor from our side discovers that a company has not behaved correctly and then there is soon the point where it's statement against statement. For example, if the holiday pay is not paid out etc. There again the problem is that there is often no low-threshold offer, especially in an area where technical vocabulary is quickly acquired. There it would need offers, which somehow easily prepare the topic.





Would you say that there are groups within the migrant population that are more vulnerable than others in being exploited or manipulated by employers?

I take a more sector-specific view. Then that is more of a problem that the economy has. Something like courier services, suppliers or delivery companies, also in tourism, nursing care where the situation for the employees is not optimal.

In your opinion, what are the labour market challenges and obstacles that migrant workers most often face?

Language skills, lack of qualifications. The two are actually mutually dependent. Also lack of work experience. Many of them even have degrees that are either not recognized here or that they cannot work with due to a lack of German language skills.

Interview 3: Trainer of the basic education program / (self-employed) - (04.03.20)

How would you shortly describe the situation in your country – do you think migrant workers are aware of their rights as workers?

My experience with regard to the labour market in general is that immigrants have little knowledge about their opportunities. A lot depends on the extent to which people inform themselves. But it is also my experience that they are not always well advised by the AMS (public labour market service). This means that there are, for example, clerks who do not really have a good understanding of a specific sector. I have spoken with clients who have partly been misinformed. And the employers themselves, who could be the ones to do so (at least in the case of legal aspects), usually don't really do so.

In your opinion, what are the labour market challenges and obstacles that migrant workers most often face?

Most of them are really just happy about the possibility to get a job somewhere they desperately need. This means that they are often aware that they are working with different standards or are treated unfairly, but they hardly dare to do anything about it. For example, these people are often placed in the roster in such a way that they are always at a disadvantage. The local colleagues choose certain shifts and days off, while certain





migrants often do not even dare to indicate when they urgently need a day off. The same applies to care leave for close relatives, or the reduction of overtime.

There is simply still much latent or less latent racism. Third-country nationals are certainly more exposed to this than workers who have immigrated from EU areas. Unfortunately, this is about things like appearances. A Spaniard will not face similar problems to someone from Somalia.

Do you know if migrant workers have the capacity to report any potential violation of their rights as workers?

I do not believe that migrants know who to turn to in the event of such violations. In our experience, the best way to reach out to migrants is through the Communities directly. So, if a known person has already been in the same situation and has received help from a certain institution. The word gets around and more people get the necessary information about the responsible authorities.

Are you aware of any initiatives of promoting information on the rights of foreign workers?

I do not know of any specific contact points and offers specifically for migrants. The Chamber of Labour is the contact partner for all employees. In any case, I think it makes sense to develop a format especially for migrants. At least an initial basic information would be useful, in connection with which reference could then be made to other offices and service providers. This should best be designed visually, as many clients with low reading skills are quickly overwhelmed by too much written text. Visual descriptions are therefore usually better understood.

Cyprus

Interview 1: *In this interview the participant was a representative of the INEK-PEO [Cyprus Labour Institute], which is an independent non-profit research centre established in 2002 by the trade union "Pancyprian Federation of Labour". INEK's core activities*





consist of research and training mainly in the field of labour relations and working conditions

The interviewee noted that his organisation is primarily a research and educational institute, which deals with research projects on migration or migration-related topics and also provides education programmes to migrant workers. Some of their programmes cover the themes of working conditions, working rights and diversity management.

Regarding the level of knowledge of migrants about their working rights, the interviewee commented that the situation in Cyprus is chaotic – the majority of migrant workers have limited knowledge of their rights and in some cases they might not be aware that they have rights as workers to begin with. There is also limited knowledge about the existing reporting mechanism for violations of their rights. The interviewee’s suggestion was that for the situation to be improved, trade unions need to be informed and then they should start training migrants.

The interviewee also observed that while some individuals might know how to report violations of their rights (likely because they are involved with NGO’s or are otherwise well trained), the majority of migrants lack that knowledge. In addition, he commented that there are not enough organisations representing migrant workers’ rights – there are only a few in Cyprus and sometimes they are not even registered as organisations. Some of them are migrant-led initiatives, but because they are volunteer-based they have limited (organisational) capacities.

In the discussion about how a special training programme might help the situation improve, the interviewee noted that such a programme could only be one step among many. The objective, he noted, is to try and raise awareness among migrant groups about their rights and to provide further information so that they can deal with incidents of discrimination when they come. A training of a few hours would likely not be enough to fulfil this objective. Even though the interviewee remarked that these initiatives are important, he also emphasised that a more permanent infrastructure of training is needed.





Regarding the obstacles in improving knowledge about workers' rights, the interviewee repeated his point about the lack of appropriate infrastructure. He noted that there is no public organisation committed to offer access to migrants to knowledge about their rights. He commented further that there are good practices in place, but the problem is that the activities they usually create can include only a small number of people. Furthermore, he said, these practices often begin a beneficial process, but then there is no continuation – that's why there is a need for something institutional which will allow for consistency and continuity. He concluded by saying that, ideally, "good practices" should form a supplementary kind of action rather than being the main solution to the problem of lack of knowledge.

Speaking more generally about the issues faced by the migrant workforce, the interviewee listed four key challenges. *First*, is the aforementioned challenge of lack of knowledge about working rights. *Second*, the discrimination and exploitation against migrant groups. This discrimination, he commented, is layered and often expressed differentially – for instance, Northern European or Greek migrants are rarely discriminated against in the workplace; East Europeans who are EU national face more discrimination; and finally third country nationals (TNCs) face the most discrimination out of all groups. *Third*, there is a challenge in building solidarity between local and migrant workers – there is often tension between the two groups especially in the construction and hotel industries. *Fourth*, there is limited support and initiative on the employer's side for distributing information about workers' rights among their migrant workforce.

The interviewee also spoke about groups who might be more vulnerable than others in terms of violations of their workers' rights. More specifically, he mentioned that domestic workers are one of the groups with the worst employment condition in the country with no right to enter trade unions or not having health coverage – this sort of situation, he remarked, points discrimination at the institutional level. A similarly bad condition also appears in the case of migrant workers who work in the agricultural sector.





Finally, as an example of a good practice, the interviewee mentioned the European Project “Educate Social Partners toward Ethnic Diversity” that his institution implemented in recent years. The aim of the project and its activities was to train trade union representatives and business executives. According to the interviewee, employers’ organisations are vital in enforcing change and improving the situation; for him, these organisations hold great influence which can be mobilised to bring about positive change. In being asked about what actions he thought crucial to enhance the knowledge of migrants in Cyprus about their workers’ rights, the interviewee’s conclusion was that a more systematic approach should be put to place, which would include the following: awareness activities; training for migrants/local workers/employers/human resource management officers; and raising public awareness about both workers’ rights and migrants.

Interview 2: *This interview was conducted with the participation of two representatives from The Cyprus Refugee Council (CyRC), an independent, non-profit organization. CYRC’s stated mission is to safeguard, support and advocate for the rights of vulnerable groups in Cyprus, promoting their effective integration into the host society. Focusing on refugees, asylum seekers, detainees, trafficking victims and survivors of torture, CyRC works closely with the local society in order to provide quality services at the individual, community and policy level. Embassy and other.*

The interview opened up with the interviewees being asked on their relationship with the topic of migrant workers’ rights. The interviewees noted that their organisation works specifically with people under the asylum procedure (e.g. refugees, asylum seekers, persons under international protection) rather than migrants in general. In addition, the interviewees mentioned that in relation to workers’ rights they often engage in activities such as one-to-one consultation meetings or info session events.

As regards the level of awareness about workers’ rights among the migrant groups they work with, the interviewees noted that from their experience a lot of asylum seekers have gaps in their knowledge about both their rights as workers and how to report violations





of those rights to state agencies. While state agencies do disseminate information about these things, this dissemination does not necessarily mean that such information is comprehensive to people with limited language skills. Therefore, there is certainly an information gap concerning workers' rights. This gap has an impact on how migrant workers respond to violations of their rights – in order to report those violations, they first need to understand how the reporting mechanism works. The interviewees also observed that there is the matter of fear – there have been instances when people did not wish to report violations because they considered how that would have a negative impact on their lives in Cyprus (e.g. loss of welfare benefits). Finally, the interviewees observed that certain migrant groups might not proceed with reporting a violation because their country of origin might not have a similar legal framework regarding workers' rights – this, the interviewees commented, makes access to knowledge about the existence of such a framework in Cyprus all the more significant.

In being asked about how they would envision a training programme which would promote knowledge on workers' rights among migrant groups, the interviewees made three suggestions. First, that such programme should not be “training” necessarily, but instead an info-session (or a series of info-sessions) because the latter would be better in terms of accessibility. Second, that such a programme should be as open-access and widely disseminated as possible. Third, that multipliers should be actively engaged in such an endeavour (e.g. community leaders that can disseminate the information as deep as possible within migrant communities) because that would cover more ground. They also noted that while there is information available online from various professional associations, this has not necessarily created trainings. Finally, the interviewees explained how the “Help Refugees Work Platform” ran by their organisation works as an online source of work-related information and it includes a Q&A section that shares information about barriers and accessibility in the labour market in Cyprus to both migrant employees *as well as* employers. This platform may be thought of as a good practice and in combination with actions like the Career Fair organised by CYRC on





December 4th 2019, they can be viewed as ways to open up opportunities for migrant workers and increase possibilities of employability for both employers and employees.

Regarding obstacles, challenges and vulnerabilities, the interviewees emphasised that *language barriers* and *limitations in outreach* are the main two issues causing gaps in knowledge about working rights – even when information available, that doesn't necessarily mean that it reaches the migrant population. As to whether there are migrant groups who are more vulnerable than others, the interviewees commented that they have come across cases of employers who would refrained from or were hesitant to hire migrants because the latter might come from a specific ethnic background. Even though migrants might have the required skill-set for a job, they might not be hired – this is especially the case in jobs in costumer service. This kind of obstacle is hard to report, because it is often difficult to prove discrimination in not hiring. Furthermore, the interviewees added that certain sectors are more problematic than others – for example the car washing sector often involves harsh working hours. Another obstacle is that employers often receive unofficial prior notice of upcoming Department of Labour inspections – this makes it harder to spot violations as they happen.

When asked about any existing practice to promote information in the field of gender equality the interviewees said that, to their knowledge, there is not such a practice in Cyprus. The concluding remark of the interviewees was that it is important to approach the issue of safeguarding migrant workers' rights by first taking it as a given that exploitation exists, even if it is not reported. It is crucial, they argued, that approaches to countering work exploitation do not wait for a violation to reach public channels before acknowledging the existence of violations in migrant workers' rights.

Interview 3: *In this interview, the participant was a representative of the Department of Labour Relations [Ministry of Labour, Welfare and Social Insurance of Cyprus]. The Department's overall mission is to safeguard industrial peace and maintain healthy conditions in the area of industrial relations. Among the responsibilities of the Department*





is the protection of vulnerable groups of workers through the determination of minimum labour standards as well as the promotion and enforcement of Labour Law in Cyprus.

According to the interviewee, the most common violations reported to her department have to do with issues concerning *protection of wages, working hours* and *observation of public holidays*. In the case of migrant workers, the procedure to report a complaint begins in the Department of Immigration. When the complaint is submitted to immigration, migrant workers receive a document which they can bring to the Department of Labour Relations [DLR] to settle their dispute with their employer. The DLR officer assigned on the case drafts an internal report which includes the findings of their investigation; in turn, this report is examined by the Director of the DLR, who takes the final decision as to whether a violation of the employment contract occurred – depending on the specifics of the case, the finalised report may be sent to either the Department of Civil Registry and Migration or the Department of Labour. The interviewee commented that this procedure can be considered to be a good practice, especially given that recent changes have meant that complaints are dealt more promptly and efficiently than before.

Concerning the level of existing knowledge about worker's rights, the interviewee observed that, in general, there is a good level of knowledge about worker's rights. She did note, however, that a key challenge for her department has been the presence of *misinformation* practices about workers' rights, which have led to abuses of the complaint reporting procedure. In this context, the interviewee noted that there is room for improvement in relation to how information about worker's rights is disseminated so as to avoid such abuses.

To the question of whether there are groups of migrant workers who might be particularly vulnerable to issues regarding their working rights, the interviewee noted that the domestic work sector is particularly challenging. A key reason for this is because the workplace of domestic workers is often also their living space – this frequently results to complaints of exploitation in relation to working hours. Furthermore, the interviewee





noted that the blurring of the line between workplace and living space also creates complications in objectively determining whether a violation of working rights occurred. Added to this is also the fact that domestic workers are regularly thought of as carers for their employers – this is a type of work that domestic workers often do not have the expertise, inclination or knowledge to carry through. Occasionally, there are issues of sexual harassment in the domestic work sector, something that is under the competence of the Department of Labour.

Finally, as regards ways of promoting the distribution of knowledge about workers' rights to migrant groups, the interviewee mentioned that the main challenges are *language barriers* and, for some groups, *limited accessibility to the internet* (the latter being a key source of information about workers rights). Her view was that these obstacles could be partly tackled by a) targeted online information campaigns which could be supported by civic organisations and b) by publishing guides which would also be available on a multilingual basis including English and major migrant languages in Cyprus. In addition, due to the fact that issues about migrant working conditions may fall within the competences of different governmental departments [e.g. Labour, Labour Relations, Civic Registry and Migration], it would have been helpful to have a document that could serve as a “manual” – this manual could help avoid miscommunications and misunderstandings concerning complaints procedures. While these kinds of initiatives have not been implemented yet, they form part of DLR's future plan of action.

Iceland

Interview 1 - The Directorate of Labour

Involvement in the labour market

The Directorate of Labour in Iceland involvement in the labour market is wide. Their role relating to worker rights is to make sure all employers follow the law, and service employers and employees that are looking for workers or with individuals that are out of

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job. They are the institution that pays unemployment salary in Iceland. In their work they have a special responsibility towards the groups in Europe today that are considered the most vulnerable on the employment market, that are posting- and employment agencies workers, that are mostly migrant workers. Posting- and employment agencies follow a specific law in Iceland that forces the employer to notify the Directorate of Labour when they have a worker coming into the country beforehand, and to show documents that the worker has a permit and has been working in the field.

Projects or Good Practices examples

Though Iceland could do better in regard to protecting migrant and foreign worker rights on the labour market, there are many good projects going on. The labour unions have been focusing more on these issues, but they have a new project that focuses on posting workers (<http://posting.is/>) with ASÍ (The Icelandic Confederation of Labour) that is an information portal specially for posting workers in Iceland with information on their rights. ASÍ also has a web page with information on the rights of workers in Iceland (<https://www.asi.is/english/the-icelandic-labour-market/>), the problem is that though it is available in English and Icelandic, they don't have any information in other languages. Every Wednesday the Directorate of Labour organizes a meeting that is specially targeted at individuals that just arrived in Iceland, helping them with their first steps in the labour market, and what they have to do, in regards to get a working permit, social security number and more. Icelandic revenue and costumes have a project that is aimed at owners of small and medium sized business, with meetings and an information web portal (<https://litlailand.is>). The mission is to inform the owners of important rights of the workers and more. They mention that in context to the discussion of that often employers don't necessarily know that they are violating rights but is more their own ignorance of the law that comes to play.

Issues on the labour market and hindrances for foreign workers in Iceland

One of the biggest issues is that the system is too complicated and that the information flow and the ability of the institutions that have the role to project the workers' rights,





aren't able to reach them. Because of how many institutions work together in the role to protect the workers, it also causes the problems that the knowledge is widespread among them, so not a single institution in Iceland has all the information on the status of the labour market. In the interview they mention that though they have a good relationship with the other institutions, it would be good if it could be less formal and easier.

Most vulnerable groups and markets

As was mentioned earlier the defined most vulnerable group are posting and employment agency workers, but they have been defined in Europe to be the most likely to be in a position where their rights are violated. But because these groups are acknowledged vulnerable there have been set specific laws to protect them, and the agencies in Iceland have programs and inspectors that are focusing on these groups. So although they are the most vulnerable there are groups that don't seem to have the same focus, this would be individuals coming from less stable welfare- and surveillance countries, individuals that don't have social support from national group in Iceland that many of the bigger migrant groups have, and then individuals that don't speak English or Icelandic. Also mentioned in the interview are individuals that come from countries that have just recently been accepted into the EU (European Union) and don't have as much experience of travelling for work as many of the other countries do and often don't have as much knowledge in English as other groups. The nationalities that are especially mentioned as vulnerable in Iceland are individuals from Croatia, Bulgaria, Romania and Lithuania. Interestingly in the interview there was very little talked about the status of individuals coming to Iceland from outside the EU (European Union) and their vulnerability on the labour market, but it could be that those groups are not big enough in Iceland, apart from individuals from Asia Philippines and Thailand being the biggest groups, but they have a strong community in Iceland, and therefore in their opinion a good social network.

Interview 2: Greta – from the perspective of an immigrant in Iceland

Involvement in the labour market





Works in a municipality where her job is to inform and service especially sensitive groups of asylum seekers that come to Iceland, for example teach them about their human rights. Although she has not been working on issues relating to the labour market she is involved in organization and has been part of a support network for immigrants in Iceland. As she is herself an immigrant in Iceland and has been in Iceland for many years, coming from a country outside of the EU and navigating the labour market herself.

Projects or Good Practices examples

From here perspective in Iceland there are a lot of projects that focus on informing migrant workers of their rights and services that looks to prevent them from exploitation in the labour market but says that these projects have fallen short of helping, the main reason being that they don't reach the group. Although the projects and services are done out of good will and motivation to be good, it is often too formal, the projects and classes are too formal and don't really match the needs of the group. Another problem with the projects is that although many of them are good and could help, they rely on the migrant workers to come to them. She says that when institutions or projects have immigrants or someone that speaks the language, they are much more likely to reach the individuals in need. There is a comfort being able to talk to someone in your national language that has an understanding of your culture. This is similar to what The Directorate of Labour talked about, that when they have had some employees speaking Polish, Russian etc. and that they have been the most popular among their national group.

Issues on the labour market and hindrances for foreign workers in Iceland

In Greta's opinion the main issue is that individuals that come here and are on non-permanent work visas face the challenges of being afraid of going to the institutions in place because of the effect on their application for a permanent visa after 3 years. Often these individuals don't come here out of the blue, but have some sort of a network here, they know that they should not expect to get the same salary as an Icelandic worker, and then it isn't a surprise to them that they don't get the same salary when they start working. Although this is a violation their already their social network has told them this





so they believe this should be this way. So maybe the biggest issue she sees in the system as it is, is that it is not approachable for migrants and as long as migration laws in Iceland are as they are, people will be discouraged to seek help, because they don't want to risk their residency.

Most vulnerable groups and markets

In the interview Greta wants to mention the group that comes from outside the EU and their issues in the first four years in Iceland. As the group doesn't have a permanent residence, but it's connected to their working visa, they are at more vulnerable to being used on the labour market. This group often swallows abuse in the first years and works under terrible conditions. The goal of the individuals is to get a permanent residence in seven years and are also afraid that seeking help from the services or municipalities in Iceland will have a negative effect on their application. According to Greta they are not wrong, seeking financial or social help from the municipalities has a negative effect on their application. Individuals that don't speak Iceland or English are also really vulnerable on the labour market, in her words the less you know about the system, the less you understand the more vulnerable you are. Though she agrees that having a strong community in Iceland can be a strength to new immigrants, it also poses a risk of wrong information and individuals being used inside these groups. This for example can be because the wrong information is being told about their rights in the labour market, and sometimes people pay others within the group for information because they don't know any better. So, although the community can be a good place to find knowledge it can also be a problem when the group itself is not aware of the laws or rights of the workers. Other groups that she talked about are the Asian communities, the Filipinos and Thailand, although they have a strong network and national group in Iceland, she mentioned that because of where they come from, there is no trust in the government, so they don't trust the authorities. This is a problem because they often are hidden and work like slaves the first years in Iceland.





Interview 3 - The Icelandic Confederation of Labour (ASÍ)

Involvement in the labour market

ASÍ is built from 47 labour unions and their main focus is protecting the rights of their union's workers. In the last years they have been especially focusing on foreign labour workers. To do this they have been involved in inspection in workplaces and handing out brochures in English and Polish and are hoping to be able to translate it to more languages in the coming months. The inspections have been important in reaching the workers that have been violated and gives the union's and ASÍ a chance to reach them, and hand them information and numbers to reach in case of violation. Though they are involved in all this, their role is not to investigate the workplace, but mainly to make sure that wages and union's contract are being followed. Because of this ASÍ also works with the government, providing information on violations to the relevant government organization.

Projects or Good Practices examples

The project “einn réttur ekkert svindl” (e. One right no violations) is their project in informing workers of their rights and is one of the examples in the Good practices chapter. In the interview it is mentioned that not many other projects are going on, but there have been projects focusing on raising awareness about the problems in the union's and meeting with the confidants to be more aware.

Issues on the labour market and hindrances for foreign workers in Iceland

As mentioned in the interview with the directorate of labour, foreign workers face problems when coming to Iceland in regard to getting the right information. The process of getting the right document and working legally in Iceland can be hard and overly complicated. To register and receive a working permit you have to go to many organizations and gather different documents. It seems that those organizations don't have communication between one another so often this ends in many visits to each one

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of them. What differs from the perspective of the directorate of labour is that in the interview it is talked about that employers are not unintentionally violating the workers, they often use the amount of the paper work as an excuse but the interview thought that they knew what they were doing. In the interview it is mentioned that they know of examples of migrant workers arriving at the airport, the employer coming to get them there, they are driven straight to a house provided by the employer, driven to work and to the store, all so they don't have any communication outside the workplace. In her opinion this is done so the workers are less likely to know their rights or have the opportunity to reach out. Language is a problem, especially with individuals that don't speak English. Mo any immigrants struggle with learning Icelandic and being able to attend Icelandic courses, due to it being held in the middle of the day and being expensive. It is also mentioned that individuals that move to Iceland and have university degrees don't get jobs within their field and often end up working in construction or other low paying jobs.

Most vulnerable groups and markets

In the interview there are mentioned few groups as the most vulnerable. Individuals coming from outside the EU are often too afraid to seek help, because they are afraid to be deported. She mentions that they are completely on the mercy of the employer, and because of that is in much more danger of being exploded. Another group is migrant workers coming from post-soviet states, often not being able to speak English and unaware of their rights. These workers often get much more paid than they do in their home countries but sometimes only $\frac{1}{4}$ of the legal wages they should receive, these workers most often work in construction, a market that is known to violate workers' rights, and often through employment agencies. Another group ASÍ has found is at risk are women in the traveling industry, hotel, guesthouse workers, and working in horse rentals. Often the workplace is outside of the Reykjavík city area, making it harder to reach them and comes with housing provided by the employer. This puts workers in a bad situation, because if they complain or are fired, they are at risk to be thrown out of their homes. Human trafficking is becoming a problem in Iceland according the interview,

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they have seen more cases, but the government has not been taking action. In those cases, ASÍ and the unions can't do anything, as they don't have the capacity, or the tools needed.

Lithuania

For the Lithuania National Report, 4 persons have participated in the field- research.

Interviewers: I1 –Kaunas municipality employment service representative; I2- social worker; I3 – adult educator; I4 – academic, Lithuanian language teacher, founder of the Lithuanian language and culture club for Non-Lithuanians.

1. All respondents were in a way related to migrant issues, however not so much to the subject of migrant workers' rights. E.g., employment service cares about employment of a person and handles work permissions, social worker helps TCN's to find a person competent to help; adult educator teaches professions, language and culture teacher – cares about and helps in integration of TCN's.

2. Talking about the Situation in Lithuania, how migrant workers are aware of their rights, respondents mention that: “there are various cases – for example, some TCNs leave their job and look for another one, with better working conditions; others (TCNs) don't see any problems in where we (specialists) see” (I1). “Refugees, they clarify a lot by themselves, via their channels, from co-nationals who stay for a longer time in Lithuania, they know a lot about their rights” (I2) “There are no special training on TCN's rights for refugees, but social workers look for the job they could work right away. Social worker accompanies and helps them during a job interview and contracting. If any problems arise on a work, then refugees come with questions to social worker “(I2).” Often refugees get a job with a salary even higher than Lithuanians do, because the state supports and cover part of refugees' salary costs – subsidize 70 % of their salary. Refugees know that and often negotiate with an employer for a higher salary” (I2). “Sure TCNs know their rights – e.g. Turkish people who are working in the construction sector have organized a strike in January 2020. They protested against poor working conditions and unpaid wages“(I3). “For migrants are most difficult to find a job, and if a person finds it, then could some problems arise – how to keep it and have guarantees. It is difficult to





find a qualified and prestigious job because of lack of native language skills, or because Lithuanian organizations find it's unfavourable for them to employ a TCN. It is bad practice for those, who are well qualified, really want to integrate, know the language, love Lithuania and want to stay here" (I4).

3. Migrant workers capacity to report any potential violation of their rights as workers

There are some information for migrants on where and how to report on violation of their rights. (I1). But refugees don't know enough (I1, I4) – if somebody offend them in the street, e.g. because of scarf dressing, they usually call to their social worker to talk about it but do not report anywhere, because are afraid they don't know the law or support system. Social workers often call police if something discriminating happens in the street, or write complaint for institution were discrimination occurs. (I2). Adult educators always help them with information regarding reporting. (I3). TCNs are in contact with persons and institutions– social, educational, but do not get specialized information. It would be good for TCNs to know the specialized contact – person on department- for specific questions of protection of their rights. (I4)

4. How would a special training program help migrant workers to develop their awareness and knowledge on their rights?

Well-publicized and freely accessed e-platform would help them to know more (I1, I2, and I4). Face-to-face consultations would help most - it would be good to have a special professional, consultant, or a competent person to contact regarding consultations on TCN's rights. (I3) However, as regarding economic migrants - their main interest is work and they dedicate all their time for it. Therefore, they would not be interested in face-to-face learning, especially when they do not see a problem here. (I1).

5. Special training programs

Respondents did not know any special training programs for TCNs, dedicated to their rights at work. However, some useful information on employment procedures and human rights could be find on websites of Red Cross <https://www.redcross.lt/teisine-pagalba> (in Lithuanian only), The Refugees Reception Center <http://www.rppc.lt> (no





specific info on TCN's rights), MIGRIS/ Electronic Migration Services <https://www.migracija.lt/noriu-gauti-prieglobstį-lr> (no specific info on working TCN's rights). Respondents didn't know about any programs for TCN's on their rights.

6. The main obstacles to promote knowledge on migrant workers' rights:

- Lack of motivation of migrants for economic reasons. Their main interest – to earn and be back to their own country (I1);
- The actual information does not reach social workers in time. Social workers search for the information on the internet if clients ask. However, it would be useful to know about existing training - learning courses or e-platforms, and suggest for TCNs some training on their rights, even if they do not ask for it. (I2);
- The local policies need improvements toward covering the personal needs of migrants and organising more training courses for social workers and other specialists to ensure their motivation and appreciate competences to work effectively with migrants (I4).
- The lack of success stories on personal initiatives for both migrants and social workers in charge (I4).
- Sometimes, the attitude toward immigrants is not positive enough, and there are people, who think that TCNs try to take away jobs from locals.

“My personal initiative was Lithuanian language and culture club for non-Lithuanians. I saw a need TCNs have when appear in a different culture and surrounded by language they do not know – they try to understand the culture, what is going on around. Sometimes the attitude toward immigrants is not positive enough, and there are people, who think – what for those TCNs are coming here, they take our jobs. However, the reality is that many perfect persons are coming – they often love the country, Lithuanian peoples, are happy about things around and want to live here.” (I4)

7. The labour market challenges and obstacles that migrant workers most often face

- Inadequate accounting of working time, improper billing for work, inappropriate living conditions. (I1)





- Language and low education could be an obstacle for a good job. (I2) For example, doctoral student –they can easily get a job – researcher position - at the university. Much depend on background of a TCN.

- Barrier of language, culture differences (I3, I4)

- Sometimes TCNs do not know well enough about regulations, rules and legacy that can be different compare to their country. So different interpretations and different TRUTH can lead to a different interpretation of a situation and so to a conflict. (I4);

8. Examples of “good practices” that work towards supporting and ensuring migrant workers’ rights in Lithuania

-In 2019, based on Morta’s group initiative the leaflets on migrant’s rights in Ukrainian were prepared ad disseminated widely; representatives of police, work inspection and employment service, in Kaunas district were visiting migrants’ families and workplaces, also their employers , with a main purpose of educational activities regarding migrant’s rights (I1).

- Employers’ positive attitude toward good workers. (I2).

- TCNs’ adaptation in society – learning language, acquiring a new qualification (I3).

- Lithuanian Language and Culture Club for Non-Lithuanians, established for language and culture learning, for promotion of cultural communication among TCNs and Lithuanians (I4).

9. Migrants’ groups that are more vulnerable than others or being exploited or manipulated by employers:

- *Illegal employees* – they feel bad themselves and rarely ask law enforcement or other institutions for help (I1).

- *Refugees* are most vulnerable group just because of their complicated life situations. Very of-ten, they have psychological problems - post-traumatic syndrome, etc. Sometimes the problems at work based on their past life-experience (I2).

- *TCNs from the countries with no cultural connections with Lithuania.* They face problems regarding culture and thinking differences, religion difference in particular. For example,





Muslims – if they need praying time during the work hours, the employer faced a challenge guarantee or not them the right to have time to pray (I2).

- *Africans* – there are problems with their understanding of a time – very often, punctuality does not exist for them. And it is hard to tolerate it for our employers; on the other hand, we don't know what the reasons why many Africans are not punctual are (I3).

- *TCNs working in the Construction and Transport Sectors*. The problems relate to GDP and domestic economics, marketing. The TCNs have a temporary permission to work and they do not care about GDP, do not want to pay taxes, because they leave from Lithuania. This problem is actual in Construction and transport sector, because in that sector work many temporary migrants and they change often (I3).

- Muslims. Because their different appearance, religion.

10. Awareness of taking initiatives of promoting information on the rights of foreign workers

- Specialist of employment service does not think she could promote this information adequately, as only a small part of migrants come to employment services - only refugees are registered for unemployed person status. For others, employers manage documents via employment service. (I1)

- Social worker, adult educator and language teacher would be interested in doing that: "For employers would be good to know about migrant rights, about their groups and culture, what are the countries migrants arrive from. Both, employers and employees need to know more about the reality of each other, expectations" (I2). "I need also to gain knowledge on employment, on migrants' rights, because I want to help them enter the labour market. I help them with CV or letter of motivation." (I4).

11. Ideas for raising awareness among relevant bodies

- We would care about promotion of info on human rights and its violations if any occur, in order society would be alert and intolerant for violations of human rights (I1).

- In the places where migrants attend, there should be placed information on human rights and contacts whom and where to contact or report if there is a need for help (I1).





- Special events, meetings, may be at organization, may be informal – invite employers, mi-grants, specialists for a talk, discussion, and some short, interesting, interactive and intriguing lectures. In language that could understand everybody. In English, may be. With translation, if needed. Translations could be done by volunteering peers. Invite the employers who have already employed refugees or migrants, because those are interested for sure (I2).

- It is important to promote intercultural competence of Lithuanians. Start with common activities of Lithuanians and non-Lithuanians (I4).

“The main problem is a notion: “Lithuania is for Lithuanians”. However, Lithuania was multicultural for ages. Our narrow vision and thinking is a problem. Communication among natives and mi-grants changes it – people get many good emotions from communication among different cultures. The best sides of migrants we can experience - how they are interested in our culture, learn about traditions and traditional arts, how they integrate their ideas into our contexts, learn Lithuanian language. It is important to promote intercultural competence of Lithuanians. Start from common activities of Lithuanians and non-Lithuanians. Many interesting things can bring non-Lithuanians to us. Based on this understanding, I have already established a Lithuania Language and Culture Club for non-Lithuanians. I am happy that many Lithuanians come there for common events too” (I4)

Spain

Interview 1: Miriam del Olmo

Q1. The interviewee, Miriam del Olmo Morena, has been working in an organisation providing work related training and counselling for migrants to find work; They worked with people residing in Spain for 5-6 years and provided information on labour rights for migrants and counselling for enterprises.

Q2. Regarding the situation in Spain, workers are not really aware of their rights; they are vulnerable as they lack information in regards to working hours, holidays and days off, amount of salaries, collective agreements on wages. The lower their educational level the higher their problems and risks of discrimination. In Malaga there are many migrants working in tourism and cleaning sector.





Q3. Actually, there are only some cases reported about potential violation of their rights as workers. They miss information and fear repressions and losing their job. They also do not know where to get counselling for free.

Q4. A special training program should inform on their rights, holidays or medical treatment for example; it could be a kind of exchange on good practice, very participative within the peer group.

Q5. Actually, the interviewee is not aware of any training program/course/class on migrant workers' rights. There are trainings in general by different entities, like for example "Instituto de la Mujer" but not specifically on labour rights.

Q6. One of the main obstacles to promote knowledge on migrant workers' rights is the lack of information of enterprises, they are lacking the interest to help and to support migrant workers. Public administration in Spain is complicated and even Spanish natives are not really informed on their rights.

There is a lack of trust in trade unions and such representatives in general.

Q7. The biggest labour market challenges and obstacles that migrant workers most face are the language, cultural obstacles and discrimination.

Q8. As examples of "good practices" that work towards supporting and ensuring migrant workers' rights in your country, the interviewee is not really aware of such in Andalucía. There are good practices for work in general, for example Málaga Acoge is doing a lot of work with unaccompanied minors or the red cross, but they are individual cases providing support in general not only labour rights.

Q9. Vulnerable groups are especially migrant women with family duties or handicapped migrants, migrants with mental illnesses or depressions are especially at risk. They are at risk because of their fear, mistrust, the lack of information and lack of humanity.

Q10. Regarding initiatives of promoting information on the rights of foreign workers through actions in the field of labour relations, safety and health at work, equality and no gender discrimination, the interviewee is not actually aware.

Q11. If the interviewee were responsible for raising awareness among relevant bodies (for instance, business trade unions, hospitals and the general public) about the existence, nature, and features of labour exploitation and also the need to ensure the rights of migrant workers, she would conduct a campaign involving the important stakeholders of all involved parts, enterprises, public administration. Staff there has to be sensitized and spoken to to show up importance. This participation in training and campaign should be mandatory.





Interview 2: Laura González

Q1. Laura González works in an organization that responds to the needs of people in vulnerable situations, especially migrant population. From the employment area, they help migrants find a job through training actions and personalized itineraries in order to know each other's situation and identify needs beyond employment advice.

Q2. Regarding the situation in Spain, migrant workers in an irregular situation are the most vulnerable ones, because they cannot sign an employment contract, working illegally in very precarious jobs and with very bad conditions. Many of them arrive with a tourist visa, and when their visa expires, they have to wait 3 years to regularize their employment status. Most of them do not know what that means and from Red Incola they must help them because they are not aware that for 3 years, they will not be able to work with a legal employment contract and that they have to gather documentation to justify that they have been irregularly in Spain for 3 years.

Q3. Although many times they are aware of their rights because they come with a lot of information from their countries or have the support in Spain of migrants already established, they are not in a position to report the violation of their rights. They are afraid of reprisals or the need to keep the job because it is their only source of income.

Q4. All free training provided for migrants to know their rights will always be positive.

Q5. Concerning any special training programs/courses/classes on migrant workers' rights, Red Incola teaches a specific training on labour rights and duties within the integration course for migrants, with the objective of informing them of the functioning of the Spanish Employment System. All courses are completely free.

Take a look here: <https://redincola.org/>

Q6. One of the main obstacles to promote knowledge on migrant workers' rights is that all entities offer subsidized free training, and by requiring some controls, this training is not accessible to migrants in an irregular situation. In addition, these people live in a state of vulnerability that prevents them from enrolling in training courses, because they have several jobs or a difficult family situation and they have to take care of it and other situations derived from that vulnerability.

Q7. Among the labour market challenges and obstacles that migrant workers most often face, we have to highlight that the Spanish labour market is currently very precarious and that limits job opportunities for everyone. The problems of homologation of educational qualifications makes migrants with high qualifications take positions of low qualification.

Q8. As example of "good practice", Red Incola is part of several local groups and commissions that aim to improve the working conditions of migrant workers. The





religious entity "The Company of Jesus" (Jesuits) has a welfare network called "Jesuit Migrant Service", with a research group on the working conditions of domestic work that seeks to defend their working conditions and bring to light their bad practices.

Q9. Those who are in an irregular administrative situation, women and groups that have more problems with Spanish or a very low educational level are the most vulnerable. Moroccan women have problems because of nationalities, because of the veil, which causes rejection among the population.

Q10. As a initiatives of promoting information on the rights of foreign workers, the Spanish trade union, CC.OO, has an overseas service, where they receive legal advice on labour rights.

Q11. If the interviewee were responsible for raising awareness among relevant bodies about the existence, nature, and features of labour exploitation and also the need to ensure the rights of migrant workers, she would remark:

- Awareness on the riches of diversity and the benefits that migration offers to Spanish society, facing all those rumours and false hoaxes that exist about migrants.
- Visibility of the labour exploitation that migrants suffer, because many times the Spanish citizens do not know that they are developing abusive practices or labour exploitation, especially with domestic workers where conditions are completely illegal, without a contract and with completely abusive working times.

Interview 3: Sara Fernández

Q1- The San Vicente de Paul Society has an employment guidance service, where they manage a job board, and during the itineraries of insertion, migrants are informed about their labour rights. The entity also participates in a local network of entities that work with immigrants and address issues related to the employment and labour rights of migrants, not only to inform them, but also to sensitize the general population.

Q2 - Sara thinks that the majority of migrants arriving in Spain know their rights as workers, but it depends on the origin of the migrants. Migrants who come from Europe or America know their rights perfectly, however, those who come from sub-Saharan Africa in many cases ignore the Spanish labour reality.

Q3 - It depends on the situation in which they find themselves. If migrants are in an irregular situation, they do not have the capacity to report a potential violation of their rights as workers. Although they have the way through Trade Unions and other entities that give legal advice, and sometimes accompany them in a complaint process, but if they are in an irregular situation, they are very limited.





Q4- Migrants can be helped with an informational program aimed especially at those most vulnerable migrants and those who have less information about labour rights and obligations in Spain, teaching them all that information they need to prevent the violation of their rights.

It would also be interesting to develop a training and information program for employers, because in many cases it is they who must avoid abusive and labour exploitation practices.

Q5 - Sara mentions as an example of specific training on labour rights for migrants the informative talks about the conditions of access to employment that they make within the itineraries of insertion. In these talks, from the entity they show migrants all their rights, but also their obligations, because sometimes cultural differences do not take into consideration pre-established norms in European culture, such as complying with the schedule or justifying the lack of assistance , which in other cultures is not as common and it is necessary to also insist on these aspects to prevent problems with employers.

Q6 -The main obstacles to promote knowledge on migrant workers' rights is the lack of time that migrants have to attend the informative talks, because although they are unemployed, they move a lot looking for jobs and attend many job interviews, which makes only attend these talks if they are in any other specific training.

Q7 - In your opinion, what are the labour market challenges and obstacles that migrant workers most often face.

The challenges and obstacles of the labour market that migrant workers face most frequently is the regularization of their situation, since in many cases they find offers that match the demands of employment, but migrants cannot access the offer because they are in an irregular administrative situation in Spain.

Q8 - Sara mentions as an example of good practices, the development of a salary table to regulate domestic service, and try to end the situation of vulnerability in which many migrant women are in Spain. The salary table has been developed jointly with other entities that work with immigrants and with the Public Administration, through the local network to which they belong. 90% of the offers of domestic employment in Valladolid are now regulated by this salary table, and also the people who request this service are informed of the conditions they must offer to domestic workers, who are mainly migrant women.

Q9 - Among the most vulnerable groups, Sara highlights the group of women because of her situation of inequality, especially if they are in an irregular situation. Mainly it is because they are in a circle where they accept to work without a contract (mainly in domestic service), given their irregular situation and then it is very difficult to get out of that situation.





Q10 - Sara considers that she has already answered in the previous questions. It would be the example of the informative talks and the initiative of development of the salary table of the domestic service.

Q11 - Sara believes that to raise awareness about the situation of labour exploitation that migrants suffer, the Public Administration should be much more serious and rigorous in labour inspections, especially in those sectors where it is known that there is a labour exploitation of migrants, as in the agricultural sector.





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