

An Introduction to DOLE Overseas Operations

Labor Attaché BULYOK S. NILONG

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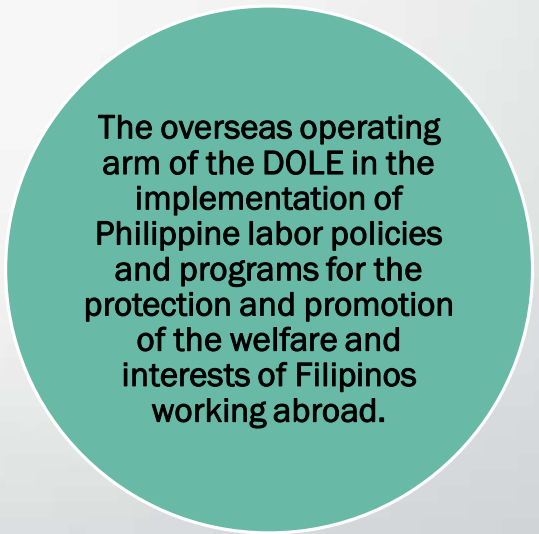
To provide you with a framework for understanding the work of our overseas officers and staff in promoting the welfare and interests of Filipinos working overseas



POLO Mandate, Structure and Programs

A decorative graphic consisting of a cluster of colorful circles in shades of blue, green, orange, and yellow, arranged in a roughly circular pattern. To the right of the circles are two large, stylized chevron arrows pointing to the right, one in orange and one in yellow. The text 'The POLO' is centered within the circle cluster.

The POLO

A teal-colored circular callout box with a white border, containing text.

The overseas operating arm of the DOLE in the implementation of Philippine labor policies and programs for the protection and promotion of the welfare and interests of Filipinos working abroad.



POLO FUNCTIONS

Ensure the promotion and protection of the welfare and interests of overseas Filipino workers and assists them on all problems arising out of employee-employer relations

Promote the Department's overseas employment program consistent with the overall policy thrust of the government

Verify employment contracts and other employment related documents

Perform other work as directed by the OSEC

Monitor and report to the Department situation and policy developments in the host country that may affect migrant workers in particular and the Philippine labor policies in general





LEGAL BASIS



Philippine Constitution

Section 3. The State shall afford full protection to labor, local and overseas, organized and unorganized, and promote full employment and equality of employment opportunities for all.



Labor Code of the Philippines

Article 21 - Foreign Service Role and Participation. To provide ample protection to Filipino workers abroad, the labor attaches, the labor reporting officers duly designated by the Secretary of Labor and the Philippine diplomatic or consular officials concerned shall, even without prior instruction or advice from the home office, exercise the power and duty:



To make continuing studies or researches and recommendations on the various aspects of the employment market within their jurisdiction;

To gather and analyze information on the employment situation and its probable trends, and to make such information available; and

To perform such other duties as may be required of them from time to time.

Under One Country Team Approach (OCTA)

POLO	Embassy/Consulate Assistance to Nationals (ATN)
Labor and employment related matters (all matters arising from employer-employee relationships; salaries, wages, and other benefits; termination of employment; violation/ substitution of work contracts; other terms and conditions of employment; recruitment and deployment; and community outreach and cultural activities)	Non-labor and employment related matters (police cases; expiration, suspension/ withdrawal of visas; registration of migrant workers; mediation in cases of intramurals among and between Filipinos in the community; representation with host government for the repatriation of Filipino migrants; and provisions of regular consular services, including jail visitations and coordination of legal assistance)

POLO's Global Reach



List of 36 POLO Offices

ASIA (11)

Brunei
Hong Kong
Macau
Korea
Malaysia
Singapore
Japan
Taiwan
 Taipei
 Kaohsiung
 Taichung
Australia

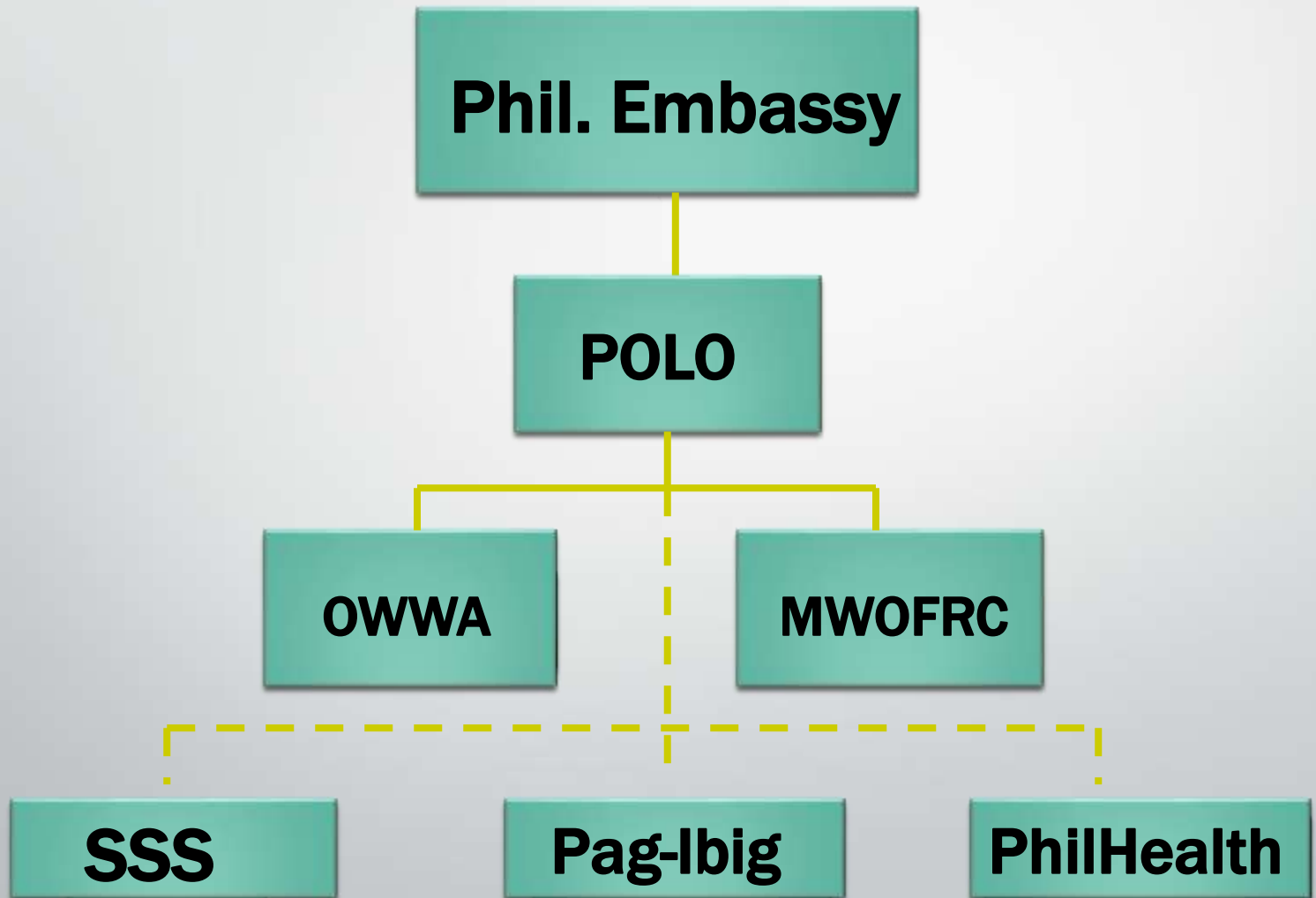
MIDDLE EAST (15)

KSA
 Riyadh, Unaizah
 Alkhobar & Jeddah
UAE
 Abu Dhabi
 Dubai
Kuwait
Bahrain
Oman
Qatar
Lebanon
Israel
Jordan
Libya
Syria

EUROPE/AMERICAS

(10)
Greece
Cyprus
Switzerland
Italy
 Rome
 Milan
United Kingdom
Spain
Canada
 Vancouver
 Toronto
United States of America

Organizational Structure



POLO's On-Site Interventions

1. Direct assistance by Embassy/POLOs
 - legal counseling
 - welfare assistance
 - mediation of labor disputes
2. Verification of Employers and site of employment
3. Linkage with host government/ NGOs,
international organizations
4. Community outreach program

Programs being implemented by the POLOs

Employment Facilitation

- Verification of employment documents and job orders;
- Processing of returning workers through issuance of OECs;
- Labor market information; and
- Name-hire program.

Welfare Assistance Program

- Custodial and counseling services;**
- Repatriation services;**
- Para-legal assistance services;**
- Conciliation and mediation services;**
- Medical and hospital assistance; and**
- Family welfare assistance.**

Employment Enhancement Program

- Workers development (computers, language, etc.);**
- Training and skills upgrading;**
- Livelihood projects;**
- Entrepreneurial programs; and**
- Reintegration Program**

Information Dissemination

- DOLE Programs and Projects (OWWA Voluntary Membership Onsite, etc);**
- Pag-ibig Overseas Programs (POP);**
- PhilHealth Overseas Workers Programs;**
- SSS Overseas Programs; and**
- Programs of other government agencies.**

Activities at the POLO Offices

- Networking with social partners (e.g. OFWs' communities, host government, employers/ foreign recruitment agencies; and NGOs);
- Staff development/team building; and
- Periodic reports covering activities, significant developments and other relevant labor market information.

Filipino Resource Centers (FRCs) On-site

- FRC is established by the DOLE in countries with large concentrations of OFWs.
- POLO maintains and manages the Filipino Resource Center (FRC).
- As of today, the DOLE has 20 FRCs in various posts: 6 in Asia; 11 in the Middle East and 3 in Europe and the Americas.
- These FRCs provide 24/7 information and welfare assistance to our OFWs.



Responsibilities of POLO Officers and Staff

Labor Attaché

- Under OCTA, exercises control and supervision over POLO officers and staff at the Post
- Leads the promotion of the general welfare and protection of the interest of OFWs on-site
- Coordinates the Department's overseas employment promotion mandate in accordance with the overall thrust of the government

Labor Attaché

- **Fosters harmonious relations and understanding between the employers and workers in the country of assignment and consequently the host country and the PH**
- **Updates the DOLE on significant economic, political, social and policy developments affecting employment and protection of Filipino migrant workers**
- **Exercises control and supervision over local hires**

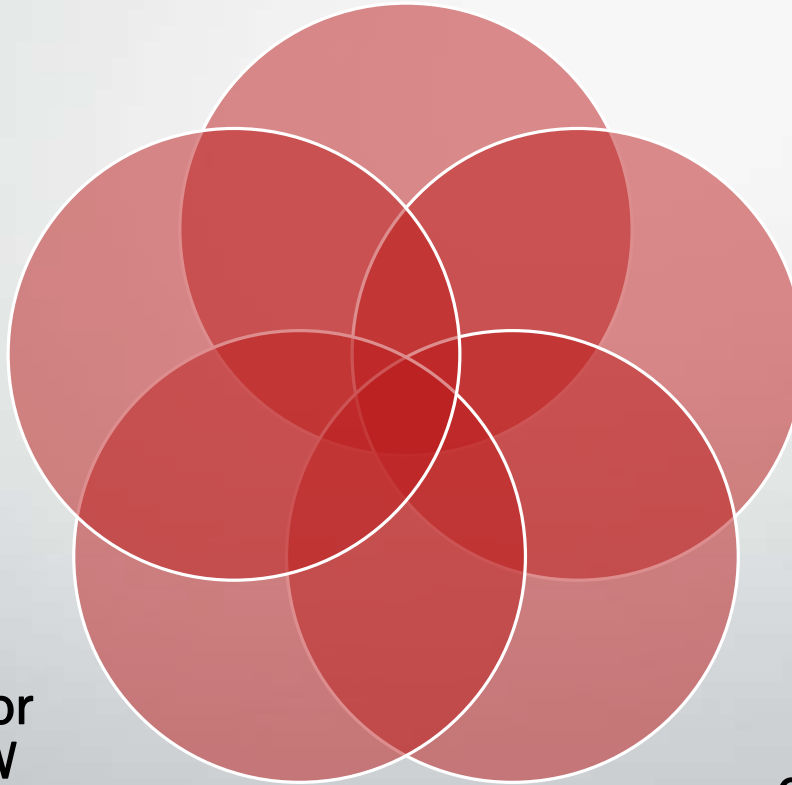
Welfare Officers

Coordinate with employers and agencies on expeditious resolution of cases of OFWs

Implements and delivers OWWA programs and services on-site

Acts on requests for assistance of OFW and their families

Decides on operational issues on-site pertaining to OWWA

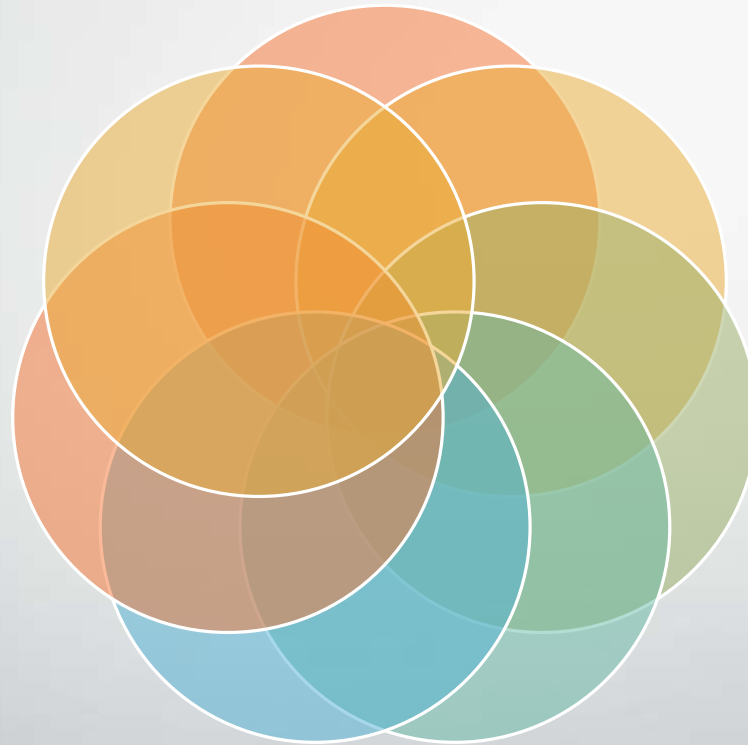


Welfare Officers

Ensures timely preparation and submission of reports to OWWA head office

Leads and facilitates in community building activities

Assists in managing the operations of the FWRC



Acts as Special Disbursement and Collection Officer

Disseminates information on OWWA policies and programs

Maintains updated record of cases of OFWs

DOLE/OWWA Administrative Staff

Processes/ verifies
employment documents

Collects verification
fees, OWWA
membership fees, and
other legal fees
determined by the
DOLE

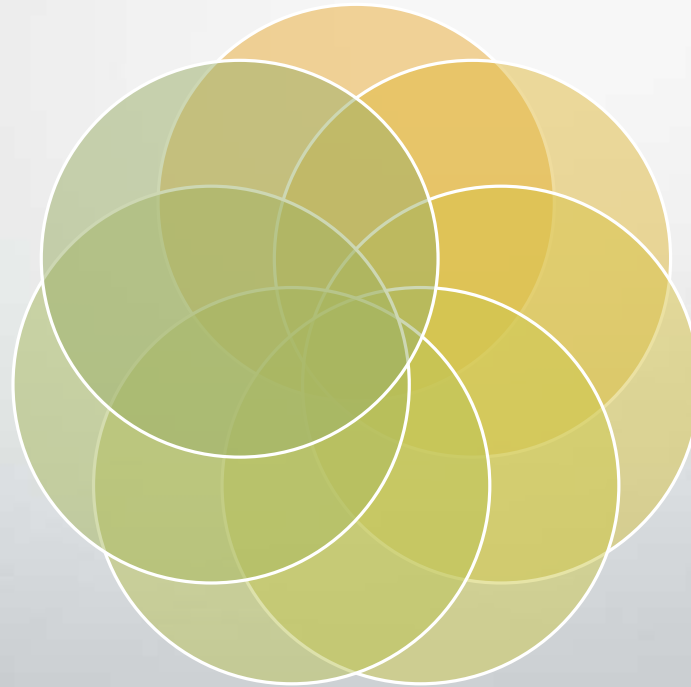
Others as may be
required

Renders support in
handling welfare and
labor cases of OFWs
and program
implementation

Acts as property
custodian

Participates in efforts to
promote harmonious
relations with OFW and
host country

Prepares reports of
POLO/OWWA





Policy Thrust

“The ultimate policy goal of President Duterte is to create an environment that will generate enough decent and adequately remunerated work for every Filipino here in our own country so that no one will have to seek overseas work as a matter of compulsion or necessity”

- Secretary Bello

