



# COFFEE Project

Cooperation On Fair, Free, Equitable Employment

## Self-Assessment Questionnaire (SAQ) for Labor Brokers

TOOL 16 of 28

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## About Our Funding

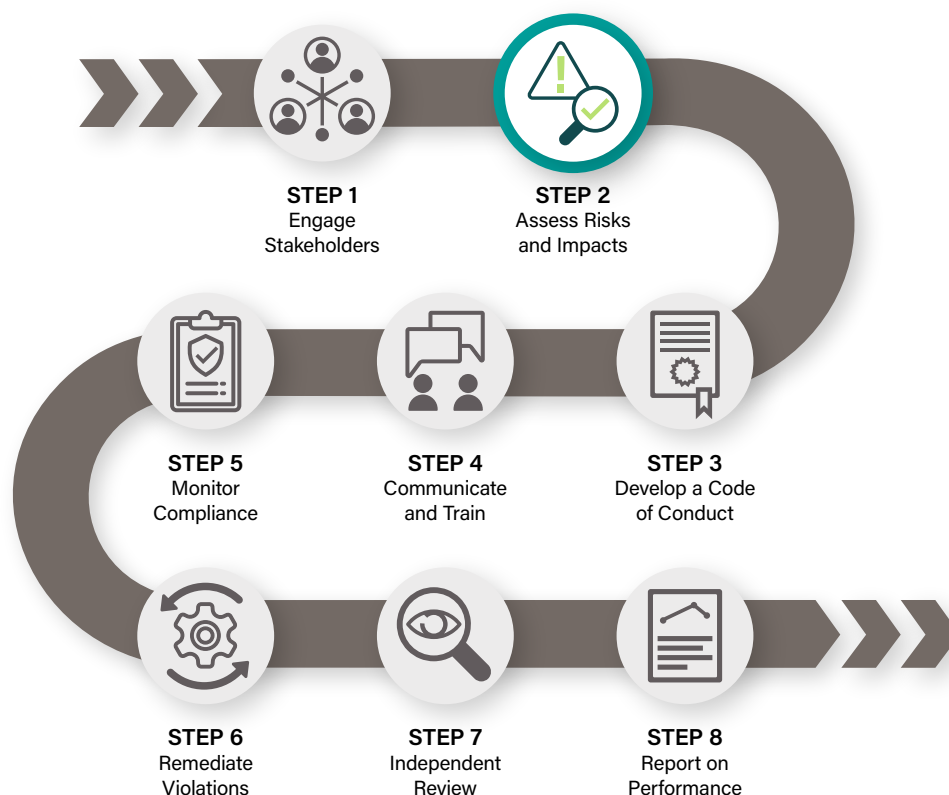
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# About the COFFEE Toolkit

This tool is one of 28 tools and 14 online training modules comprising the [COFFEE Toolkit](#), which was developed as part of Verité’s Cooperation on Fair, Free, Equitable Employment (COFFEE) Project through generous funding from the US Department of Labor’s Bureau of International Labor Affairs (USDOL-ILAB). The purpose of the COFFEE Toolkit is to promote coffee retailer, roaster, trader, cooperative, and farm adoption of socially sustainable sourcing and farming practices in order to promote improved working conditions for farmworkers in the coffee sector.

The COFFEE Toolkit was developed in alignment with USDOL’s [Comply Chain](#) model, with at least one tool created for each of the eight steps of Comply Chain (see graphic below). Many of the tools are derived from tools created for the [Responsible Sourcing Tool](#), developed by Verité with funding from the U.S. Department of State’s Office to Monitor and Combat Trafficking in Persons (J/TIP). The tools can be used á la carte, but it is important that companies have systems and tools in place for each step of Comply Chain.



# Why This Self-Assessment?

The use of third-party labor brokers is a legitimate and common practice in many coffee producing countries, particularly for coffee producers who lack the capacity to directly recruit, select, and hire workers. However, the use of labor brokers has also been associated with higher labor rights risks. Coffee producers who use labor brokers expect them to comply with all applicable laws and Code of Conduct requirements.

A Self-Assessment Questionnaire (SAQ) is a set of questions that allow the user to identify potential risks or gaps in their own standards, systems, and practices. This SAQ focuses on the standards, systems and practices of labor brokers in the coffee supply chain. SAQs can be used by coffee traders and producers or labor brokers, to proactively identify gaps and improve practices, or buyers may require suppliers to report SAQ data in order to identify high or low performing suppliers and areas for improvement.

## About This Tool

The **purpose** of this tool is to identify potential labor risks in the operations of labor brokers, and provide them with benchmarks of good practice for the purpose of continuous improvement. This tool can be used to evaluate all types of labor brokers, formal or informal, registered or unregistered, institutional or individual.

The main **audience** for this tool is farming operations (coffee estates, farms, cooperatives) that use labor brokers to recruit and/or manage workers. Farming operations can use the tool to screen labor brokers before working with them, and to identify areas for improvement in the labor brokers' practices. Labor brokers can also self-administer the questionnaire to identify areas of improvement.

The questionnaire is presented below. Beginning on [page 20](#), users can find **best practice guidance** related to each of the questions in the questionnaire. Farms/ farm groups that wish to test labor brokers' practices should first issue the SAQ without the good practice guidance included.



### What is a Labor Broker?

For the purposes of this Toolkit, a "labor broker" is any person who identifies, recruits, transports, processes paperwork for, places, or receives a worker anywhere between their source community and the worksite. The defining characteristic of a labor broker is not the nature of their relationship to an enterprise (e.g. formal employee vs. subcontractor) but rather their role in facilitating the acquisition and management of labor by said enterprise. It is the above functions that define a labor broker, regardless of other common functions they might play before, during, or after the brokering of labor, such as housing or managing workers.



## General Questions

1. Are you licensed or registered with the appropriate government entity?
  - ☐ Yes
  - ☐ No
  
2. Is there a written contract in place between you and the farm/farm group, signed by both parties?
  - ☐ Yes, and I have a copy
  - ☐ Yes, but I don't have a copy
  - ☐ Verbal agreement but no written agreement
  - Other (*please describe*): \_\_\_\_\_
  
3. How are you paid for your work? (*Select all that apply*)
  - ☐ Flat fee per worker placed
  - ☐ Flat fee per harvest season
  - ☐ Flat fee per worker managed/supervised
  - ☐ Annual salary
  - ☐ Percentage of crew production
  - ☐ Percentage of farm's season harvest





## Recruitment Costs and Transportation

4. Do you charge workers for any of the following?
- ☐ Paperwork
  - ☐ Service fees
  - ☐ Convenience fees
  - ☐ Tax expenses
  - ☐ Recruitment or job placement fees
  - ☐ Government fees
  - ☐ The cost of transportation to the jobsite or lodging during travel
  - ☐ Costs for job-related medical examinations, tests, or vaccinations
  - ☐ Costs for tools, uniforms, or PPE necessary for the job
  - ☐ Fees to secure identity documents or legalize contracts
  - ☐ Skill evaluation or training/orientation fees
  - ☐ Other fees (*please describe*): \_\_\_\_\_
  - ☐ None of the above (*please continue to "Contracts"*)
5. How are these fees paid? (*Select all that apply*)
- ☐ Workers pay up front
  - ☐ Fees are deducted from workers' pay
  - ☐ Workers pay at the end of their employment
  - ☐ Other (*please describe*): \_\_\_\_\_
6. Do workers have to take out loans to pay the fees?
- ☐ Yes
  - ☐ No (*Please skip next question*)
  - ☐ I do not know
7. Do you offer any loans to workers? If so, do you charge any interest?
- ☐ I don't loan to workers
  - ☐ I offer loans but I don't charge interest
  - ☐ Yes. What percentage? \_\_\_\_\_
  - ☐ I do not know



## Contracts

8. How do you contract workers?
- ☐ We provide a written contract
  - ☐ We provide a verbal agreement (*if selected, please skip to question 12*)
  - ☐ We deliver workers to the farm and the farm provides them a contract
  - ☐ Workers are not provided with a contract (*if selected, please skip to question 12*)
  - ☐ Other (*please describe*): \_\_\_\_\_
9. Are the written contracts given to workers in a language they understand?
- ☐ Yes
  - ☐ No
  - ☐ I do not know
10. When do workers sign their written contracts? (*Select all that apply*)
- ☐ The workers sign them before they leave their communities
  - ☐ The workers sign them when they arrive at the worksite
  - ☐ The workers do not sign their written contracts
  - ☐ I do not know
11. Do workers get a countersigned copy of their contracts?
- ☐ Yes
  - ☐ No
  - ☐ I do not know

12. Which of the following do workers' verbal or written contracts include? *(Select all that apply)*
- ☐ A description of workers' rights and responsibilities
  - ☐ The conditions of employment, including the start and end date of the employment contract
  - ☐ The type of work and tasks the worker is expected to carry out
  - ☐ The full name of the employer
  - ☐ The location of the workplace
  - ☐ Wages and benefits, including the rate and frequency of payment
  - ☐ Working hours and overtime premiums
  - ☐ Any occupational health risks to which workers may be exposed
  - ☐ A description of worker accommodation and associated costs, if applicable
13. What are the requirements for workers for terminating their employment?
- ☐ None; they can quit anytime, for any reason, without penalty
  - ☐ They cannot terminate a contract before it ends
  - ☐ They must give reasonable notice before they can terminate the contract
  - ☐ They can terminate the contract anytime but are penalized. Please describe the penalty.  
\_\_\_\_\_
  - ☐ Other *(please describe)*: \_\_\_\_\_
14. Once the worker terminates a contract, who covers the costs of transporting them back to their communities of origin?
- ☐ Worker
  - ☐ You
  - ☐ The employer





## Discipline

15. Do you discipline workers for any of the following? *(Select all that apply)*

- ☐ Being late/leaving work early without permission
- ☐ Missing a day of work
- ☐ Failing to meet a production quota
- ☐ Failing to work overtime
- ☐ Failing to pay debts on time
- ☐ Bringing children to work
- ☐ Bringing others to work with them
- ☐ Losing tools/PPE/materials given to them
- ☐ Being insubordinate (talking back, complaining, not obeying rules or orders)
- ☐ Harassing other workers
- ☐ Switching work assignment
- ☐ Other *(please describe)*: \_\_\_\_\_

16. Which of the following measures do you use to discipline workers? *(Select all that apply)*

- ☐ Deductions from workers' pay
- ☐ Fines
- ☐ Dismissal
- ☐ Switching work assignment
- ☐ Blacklisting
- ☐ A progressive series of verbal and written warnings
- ☐ Threats to fire workers
- ☐ Threats to fire family members
- ☐ Increases or reductions to workers' hours of work
- ☐ Other *(please describe)*: \_\_\_\_\_



## Grievance Mechanisms and Resolution

17. How can workers file complaints or report any issues during recruitment or employment? *(Select all that apply)*

- ☐ Talking directly to me
- ☐ A suggestion box, email address, or phone number
- ☐ The farm has its own system
- ☐ There is no system for workers to report grievances
- ☐ Other *(please describe)*: \_\_\_\_\_



Source: Thang/Adobe Stock



## Training

18. Do you provide workers any type of training?

- ☐ Yes
- ☐ No (*if selected, please skip to next section "Children and Families"*)

19. What topics are covered by trainings? (*Select all that apply*)

- ☐ How to do their job better
- ☐ Health and safety
- ☐ Worker responsibilities
- ☐ Child labor and juvenile work
- ☐ Worker's labor rights
- ☐ The terms and conditions of their contracts
- ☐ Sexual harassment
- ☐ Complaint and grievance mechanisms
- ☐ Living conditions
- ☐ Other (*please describe*): \_\_\_\_\_

20. If you provide workers with health and safety trainings, what topics are covered? (*Select all that apply*)

- ☐ We do not provide health and safety training
- ☐ First aid
- ☐ Agrochemical/pesticide handling and application
- ☐ Areas of the worksite and tasks that are dangerous
- ☐ How to properly use work equipment and tools
- ☐ How to properly use PPE
- ☐ When to use PPE
- ☐ Emergency procedures and responsible persons
- ☐ Heat stroke/heat exhaustion
- ☐ Dehydration
- ☐ Other (*please describe*): \_\_\_\_\_



## Children and Families

21. How do you make sure you are in compliance with national child labor laws? *(Select all that apply)*

- ☐ I conduct a thorough review of relevant laws and standards
- ☐ I rely on parents to monitor their children
- ☐ I inform all parents that child labor is not permitted
- ☐ I talk to workers on a regular basis to confirm they are of legal working age
- ☐ I require workers to submit official government identification documents, with date of birth, before being hired
- ☐ I know the people in my community and only hire adults
- ☐ I monitor all work areas to ensure that no children are working
- ☐ Other *(please describe)*: \_\_\_\_\_

22. How do you ensure that juvenile laborers (adolescents between the minimum age for work and 18 years of age) are working in legally permissible activities? *(Select all that apply)*

- ☐ I conduct a thorough review of relevant laws and standards
- ☐ I speak with workers on a regular basis
- ☐ I train workers on the types of work that are and are not permitted for juvenile laborers
- ☐ I post notices regarding permissible and non-permissible work
- ☐ I refuse to hire anyone under the age of 18
- ☐ I conduct regular inspections of work areas
- ☐ We do not have any procedures





## Health and Safety

23. Do workers have to pay for any equipment? *(Select all that apply)*

- ☐ They must pay for all the equipment provided to them
- ☐ They must pay for some of the equipment
- ☐ They have to pay if they damage their equipment
- ☐ They have to pay if they lose their equipment
- ☐ All equipment is provided free of charge and workers are not charged if they damage or lose their equipment

24. Do you provide the following?: *(Select all that apply)*

- ☐ Potable water
- ☐ Toilet facilities
- ☐ Shaded rest areas
- ☐ Regularly scheduled breaks



Source: Imagination Stock/Adobe Stock



## Working Hours

25. How are working hours determined? *(Select all that apply)*

- ☐ Workers are allowed to work as long as they please
- ☐ Workers have to complete production targets or quotas
- ☐ Workers may not work in excess of legal limits on regular working hours
- ☐ Workers may not work in excess of legal limits on overtime hours
- ☐ Other *(please describe)*: \_\_\_\_\_

26. Why do workers do overtime work?

- ☐ Workers are assigned overtime work
- ☐ Workers can request overtime
- ☐ We do not provide overtime
- ☐ Other *(please describe)*: \_\_\_\_\_

27. Are workers who are paid by production/piece rates paid overtime premiums when they work over the standard workday hours?

- ☐ Yes
- ☐ No
- ☐ I do not know

28. Is overtime ever used as a form of disciplinary measure for any worker?

- ☐ Yes. If "Yes," please describe: \_\_\_\_\_
- ☐ No

29. Is overtime ever mandated for any worker?

- ☐ Yes
- ☐ No



## Worker Supervision and Payment

30. Who supervises workers on the worksite?

- ☐ Farm owner or farm employee
- ☐ Me (labor broker)
- ☐ Crew leaders
- ☐ Other (*please describe*): \_\_\_\_\_

31. Who pays the workers?

- ☐ The farm pays workers
- ☐ I (labor broker) pay workers
- ☐ Crew leaders pay workers
- ☐ Other (*please describe*): \_\_\_\_\_

32. How often are the workers paid?

- ☐ Daily
- ☐ Each week
- ☐ Every 2 weeks
- ☐ Every month
- ☐ At the end of their contract
- ☐ At the end of the harvest season
- ☐ I do not know

33. How are workers' wages calculated?

- ☐ Set wage (Hourly/weekly/bi-weekly/monthly)
- ☐ By task (set amount for clearing a field, etc.)
- ☐ By production (by amount of coffee harvested, etc.)
- ☐ By contract (once they finish their 2-month contract, etc.)
- ☐ By harvest season
- ☐ Other (*please describe*): \_\_\_\_\_

34. Are workers provided with any written records of their pay and deductions (paystubs, receipts, etc.)?

- ☐ Yes
- ☐ No
- ☐ I do not know

35. What information is included in these payment records? *(Select all that apply)*

- ☐ Amount produced/harvested
- ☐ Number of tasks completed
- ☐ Rate of pay (per hour/day/production/task)
- ☐ Detailed calculations of piece rate pay based on production/tasks completed
- ☐ Deductions made from payment
- ☐ Calculation of overtime earnings
- ☐ I do not know

36. Do you guarantee that all workers are paid at least the legal minimum wage for their work, including workers paid on a piece rate basis?

- ☐ Yes
- ☐ No
- ☐ I do not know





## Living Conditions

37. Are any of the workers you recruit, hire, and/or supervise provided with accommodation and/or food? *(Select all that apply)*
- ☐ Yes, they are provided with accommodation
  - ☐ Yes, they are provided with food
  - ☐ No *(if selected, please continue to the next section "International Recruitment")*
38. Are families, including children, allowed to stay in the provided accommodation and/or eat the food provided?
- ☐ Yes
  - ☐ No
39. Who provides the workers with the accommodations and/or food?
- ☐ The recruiter(s)
  - ☐ The farm
  - ☐ Other *(please describe)*: \_\_\_\_\_
40. If you provide the accommodation and/or food, who pays for it? *(Select all that apply)*
- ☐ The worker
  - ☐ The recruiter
  - ☐ The farm
  - ☐ Other *(please describe)*: \_\_\_\_\_

41. Does the accommodation have the following? (*Select all that apply*)

- ☐ Toilets
- ☐ Hot water
- ☐ Showers
- ☐ Clean drinking water
- ☐ Lockers or individual compartments to store valuables
- ☐ Emergency exits
- ☐ Security guards
- ☐ Somewhere to store food safely
- ☐ Somewhere to cook food safely
- ☐ Cleaning supplies
- ☐ Electricity
- ☐ Cots or beds for each individual
- ☐ The ability to lock the facility
- ☐ Other (*please describe*): \_\_\_\_\_





## International Recruitment

42. Do you or your associates recruit and/or hire foreign workers?

- ☐ Yes
- ☐ No (*please continue to "Next Steps"*)

43. How do you hire foreign migrants?

- ☐ Directly in their home countries
- ☐ Using a formal, legally registered, labor broker in the worker's home country
- ☐ Using an informal labor broker in the worker's home country
- ☐ Through a formal agency in the receiving country
- ☐ Through informal labor brokers in the receiving country
- ☐ Through official government programs
- ☐ Other (*please specify*): \_\_\_\_\_



Source: Stock Photo 4 U/Adobe Stock



# Good Practice Guidance





## General Questions

### Questions

1. Are you licensed or registered with the appropriate government entity?
  - ☐ Yes
  - ☐ No
  
2. Is there a written contract in place between you and the farm/farm group, signed by both parties?
  - ☐ Yes, and I have a copy
  - ☐ Yes, but I don't have a copy
  - ☐ Verbal agreement but no written agreement
  - ☐ Other (*please describe*):  
\_\_\_\_\_
  
3. How are you paid for your work? (*Select all that apply*)
  - ☐ Flat fee per worker placed
  - ☐ Flat fee per harvest season
  - ☐ Flat fee per worker managed/supervised
  - ☐ Annual salary
  - ☐ Percentage of crew production
  - ☐ Percentage of farm's season harvest

### Good Practice Guidance

In countries/ regions where labor brokers are regulated and registered by the government, it is recommended that labor brokers register and that farms prioritize working with registered labor brokers.

Labor brokers and their clients should always have written contracts in place. Contracts should specify the worker protections that each signatory is responsible for (See [Tool 19: Sample Social Responsibility Agreements](#) for sample contract language).

There is no single "best practice" method of payment between client and labor broker. However, any method of payment should be structured to allow the labor broker to comply with all conditions related to worker protections.



## Recruitment Costs and Transportation

### Questions

4. Do you charge workers for any of the following?

- ☐ Paperwork
- ☐ Service fees
- ☐ Convenience fees
- ☐ Tax expenses
- ☐ Recruitment or job placement fees
- ☐ Government fees
- ☐ The cost of transportation to the jobsite or lodging during travel
- ☐ Costs for job-related medical examinations, tests, or vaccinations
- ☐ Costs for tools, uniforms, or PPE necessary for the job
- ☐ Fees to secure identity documents or legalize contracts
- ☐ Skill evaluation or training/orientation fees
- ☐ Other fees (*please describe*):  
\_\_\_\_\_
- ☐ None of the above (*please continue to "Contracts"*)

5. How are these fees paid? (*Select all that apply*)

- ☐ Workers pay up front
- ☐ Fees are deducted from workers' pay
- ☐ Workers pay at the end of their employment
- ☐ Other (*please describe*):  
\_\_\_\_\_

### Good Practice Guidance

Workers should not be charged any fees or costs for these services. Under the "employer pays principle," these costs should be paid by the employer or labor broker. If a labor broker covers these costs, they should be built into the costs charged to the employer.

Regardless of the mode of payment, none of these fees or costs should be charged to workers.

## Questions

6. Do workers have to take out loans to pay the fees?
- ☐ Yes
  - ☐ No (*Please skip next question*)
  - ☐ I do not know
7. Do you offer any loans to workers? If so, do you charge any interest?
- ☐ I don't offer loans to workers
  - ☐ I offer loans but I don't charge interest
  - ☐ Yes. What percentage?
- 
- ☐ I do not know

## Good Practice Guidance

Regardless of how workers obtain the money to pay fees/costs, none of these fees or costs should be charged to workers. If workers must take out loans to pay for the cost of their recruitment, they are extremely vulnerable to debt bondage, a form of forced labor.

Workers should never be charged interest, as it can further increase their debt and the time it takes to pay it off, making them even more vulnerable to debt bondage.





## Contracts

### Questions

8. How do you contract workers?
- ☐ We provide a written contract
  - ☐ We provide a verbal agreement (*if selected, please skip to question 12*)
  - ☐ We deliver workers to the farm and the farm provides them a contract
  - ☐ Workers are not provided with a contract (*if selected, please skip to question 12*)
  - ☐ Other (*please describe*):  
\_\_\_\_\_

9. Are the written contracts given to workers in a language they understand?
- ☐ Yes
  - ☐ No
  - ☐ I do not know

10. When do workers sign their written contracts? (*Select all that apply*)
- ☐ The workers sign them before they leave their communities
  - ☐ The workers sign them when they arrive at the worksite
  - ☐ The workers do not sign their written contracts
  - ☐ I do not know

### Good Practice Guidance

Whether workers are hired directly or through labor brokers, it is essential that they be provided with thorough, accurate information about the nature and conditions of work during the recruitment and hiring process.

Workers who are not able to read written contracts can be provided with detailed verbal descriptions of their contracts, in languages they understand.

Written employment contracts should be provided to workers in a language they understand.

Contracts should be signed by the workers when they accept the position, and workers should be given a countersigned copy.



## Questions

11. Do workers get a countersigned copy of their contracts?
- ☐ Yes
  - ☐ No
  - ☐ I do not know
12. Which of the following do workers' verbal or written contracts include? *(Select all that apply)*
- ☐ A description of workers' rights and responsibilities
  - ☐ The conditions of employment, including the start and end date of the employment contract
  - ☐ The type of work and tasks the worker is expected to carry out
  - ☐ The full name of the employer
  - ☐ The location of the workplace
  - ☐ Wages and benefits, including the rate and frequency of payment
  - ☐ Working hours and overtime premiums
  - ☐ Any occupational health risks to which workers may be exposed
  - ☐ A description of worker accommodation and associated costs, if applicable

## Good Practice Guidance

Having a signed and countersigned contract helps protect workers from contract substitution and use of supplemental agreements to replace an original contract terms.

Contracts should include all of this information.

## Questions

13. What are the requirements for workers for terminating their employment?

- ☐ None; they can quit anytime, for any reason, without penalty
- ☐ They cannot terminate a contract before it ends
- ☐ They must give reasonable notice before they can terminate the contract
- ☐ They can terminate the contract anytime but are penalized. Please describe the penalty:

---

☐ Other (*please describe*):

---

14. Once the worker terminates a contract, who covers the costs of transporting them back to their communities of origin?

- ☐ Worker
- ☐ You
- ☐ The employer

## Good Practice Guidance

Workers should have the right to voluntarily terminate their employment contracts and leave their place of work without penalty at any time, upon giving reasonable notice.

The employer or labor broker should cover all transportation costs back to workers' communities of origin.



## Discipline

### Questions

15. Do you discipline workers for any of the following? (*Select all that apply*)

- ☐ Being late/leaving work early without permission
- ☐ Missing a day of work
- ☐ Failing to meet a production quota
- ☐ Failing to work overtime
- ☐ Failing to pay debts on time
- ☐ Bringing children to work
- ☐ Bringing others to work with them
- ☐ Losing tools/PPE/materials given to them
- ☐ Being insubordinate (talking back, complaining, not obeying rules or orders)
- ☐ Harassing other workers
- ☐ Switching work assignment
- ☐ Other (*please describe*):

---

### Good Practice Guidance

Disciplinary measures are not problematic in and of themselves. Discipline is an expected part of a healthy work environment, but only if the expectations and consequences are clear and legal. Therefore, the employer should clearly define and communicate its expectations on these issues, and communicate its disciplinary measures and procedures to all workers.

## Questions

16. Which of the following measures do you use to discipline workers?

- ☐ Deductions from workers' pay
  - ☐ Fines
  - ☐ Dismissal
  - ☐ Switching work assignment
  - ☐ Blacklisting
  - ☐ A progressive series of verbal and written warnings
  - ☐ Threats to fire workers
  - ☐ Threats to fire family members
  - ☐ Increases or reductions to workers' hours of work
  - ☐ Other (*please describe*):
- 

## Good Practice Guidance

Disciplinary measures should include a series of verbal and written warnings, except in cases of severe transgressions such as sexual harassment and abuse. Workers should, however, never be subjected to fines or blacklisting.



## Grievance Mechanisms and Resolution

### Questions

17. How can workers file complaints or report any issues during recruitment or employment?

*(Select all that apply)*

- ☐ Talking directly to me
- ☐ A suggestion box, email address, or phone number
- ☐ The farm has its own system
- ☐ There is no system for workers to report grievances
- ☐ Other *(please describe)*:  
\_\_\_\_\_

### Good Practice Guidance

Workers should have access to a confidential and effective grievance mechanism to ensure that they can file a complaint without being subject to retaliation. Grievance mechanisms should be available in workers' native languages. They can be provided by the employer, the labor broker, or both. Ideally, workers have access to multiple alternative grievance channels.





## Training

### Questions

18. Do you provide workers with any type of training?

- ☐ Yes
- ☐ No (*if selected, please skip to next section "Children and Families"*)

19. What topics are covered by trainings? (*Select all that apply*)

- ☐ How to do their job better
  - ☐ Health and safety
  - ☐ Worker responsibilities
  - ☐ Child labor and juvenile work
  - ☐ Worker's labor rights
  - ☐ The terms and conditions of their contracts
  - ☐ Sexual harassment
  - ☐ Complaint and grievance mechanisms
  - ☐ Living conditions
  - ☐ Other (*please describe*):
- 

### Good Practice Guidance

Whether an employer provides training depends on a number of factors, including the worker's qualifications and experience, the nature and complexity of the job, and the salient risk issues at the worksite.

All of these topics are appropriate for worker training.

## Questions

20. If you provide workers with health and safety trainings, what topics are covered? *(Select all that apply)*

- ☐ We do not provide health and safety trainings
  - ☐ First aid
  - ☐ Agrochemical/pesticide handling and application
  - ☐ Areas of the worksite and tasks that are dangerous
  - ☐ How to properly use work equipment and tools
  - ☐ How to properly use PPE
  - ☐ When to use PPE
  - ☐ Emergency procedures and responsible persons
  - ☐ Heat stroke/heat exhaustion
  - ☐ Dehydration
  - ☐ Other *(please describe)*:
- 

## Good Practice Guidance

All of these topics are appropriate for worker health & safety training.



## Children and Families

### Questions

21. How do you make sure you are in compliance with national child labor laws? (*Select all that apply*)
- ☐ I conduct a thorough review of relevant laws and standards
  - ☐ I rely on parents to monitor their children
  - ☐ I inform all parents that child labor is not permitted
  - ☐ I talk to workers on a regular basis to confirm they are of legal working age
  - ☐ I require workers to submit official government identification documents, with date of birth, before being hired
  - ☐ I know the people in my community and only hire adults
  - ☐ I monitor all work areas to ensure that no children are working
  - ☐ Other (*please describe*):
- 

### Good Practice Guidance

Labor brokers should be familiar with all relevant laws and standards. They should inform all workers that child labor is not permitted, and explain the ages and types of work allowed/not allowed. In addition, they should verify age documentation at the time of recruitment. If labor brokers also supervise workers, they should continually monitor job sites to ensure no children are working.

## Questions

22. How do you ensure that juvenile laborers (adolescents between the minimum age for work and 18 years of age) are working in legally permissible activities? *(Select all that apply)*

- ☐ I conduct a thorough review of relevant laws and standards
- ☐ I speak with workers on a regular basis
- ☐ I train workers on the types of work that are and are not permitted for juvenile laborers
- ☐ I post notices regarding permissible and non-permissible work
- ☐ I refuse to hire anyone under the age of 18
- ☐ I conduct regular inspections of work areas
- ☐ We do not have any procedures

## Good Practice Guidance

Most of these answers are positive steps that labor brokers can take to avoid child labor. Depending on the applicable national laws, it is not always necessary to refuse to hire anyone under age 18. If national laws allow hiring juvenile laborers in the coffee sector, juvenile laborers above the minimum age for child labor can be employed in the sector as long as they are authorized to do so by government authorities, are not performing hazardous work tasks or working longer hours than allowed by law, and their work does not interfere with their education.



### Questions

23. Do workers have to pay for any equipment?  
(*Select all that apply*)

- ☐ They must pay for all the equipment provided to them
- ☐ They must pay for some of the equipment
- ☐ They have to pay if they damage their equipment
- ☐ They have to pay if they lose their equipment
- ☐ All equipment is provided free of charge and workers are not charged if they damage or lose their equipment

24. Do you provide the following?: (*Select all that apply*)

- ☐ Potable water
- ☐ Toilet facilities
- ☐ Shaded rest areas
- ☐ Regularly scheduled breaks

### Good Practice Guidance

Any personal protective equipment that is needed to protect workers from health and safety risks should be provided to workers free of charge.

All of these should be provided to workers free of charge.





## Working Hours

### Questions

25. How are working hours determined? *(Select all that apply)*

- ☐ Workers are allowed to work as long as they please
- ☐ Workers have to complete production targets or quotas
- ☐ Workers may not work in excess of legal limits on regular working hours
- ☐ Workers may not work in excess of legal limits on overtime hours
- ☐ Other *(please describe)*:  
\_\_\_\_\_

26. Why do workers do overtime work?

- ☐ Workers are assigned overtime work
- ☐ Workers can request overtime
- ☐ We do not provide overtime
- ☐ Other *(please describe)*:  
\_\_\_\_\_

27. Are workers who are paid by production/ piece rates paid overtime premiums when they work over the standard workday hours?

- ☐ Yes
- ☐ No
- ☐ I do not know

### Good Practice Guidance

The total number of hours worked per week, including overtime, should not exceed limits set by applicable laws, and in no case should they surpass 60 hours per week, including overtime. Workers should never be obligated to work overtime, including to meet production targets or quotas.

All overtime work must be voluntary. No one should be forced to work overtime under the threat of any penalty.

All overtime hours should be paid at the legally established premium rates, regardless of whether workers are paid by piece, task, hour, or month.

## Questions

28. Is overtime ever used as a form of disciplinary measure for any worker?

☐ Yes. If "Yes," please describe:

\_\_\_\_\_

☐ No

29. Is overtime ever mandated for any worker?

☐ Yes

☐ No

## Good Practice Guidance

Mandatory overtime should never be used as a disciplinary measure.

All overtime work must be voluntary.



## Worker Supervision and Payment

### Questions

30. Who supervises workers on the worksite?

- ☐ Farm owner or farm employee
  - ☐ Me (labor broker)
  - ☐ Crew leaders
  - ☐ Other (*please describe*):
- 

31. Who pays the workers?

- ☐ The farm pays workers
  - ☐ I (labor broker) pay workers
  - ☐ Crew leaders pay workers
  - ☐ Other (*please describe*):
- 

32. How often are workers paid?

- ☐ Daily
- ☐ Each week
- ☐ Every 2 weeks
- ☐ Every month
- ☐ At the end of their contract
- ☐ At the end of the harvest season
- ☐ I do not know

### Good Practice Guidance

Any of these supervisory arrangements are acceptable, as long as supervisors are registered, trained, and held accountable for ensuring that workers' rights are respected.

Any of these payment arrangements are acceptable, as long as the party managing payment is registered and trained, and pays workers fairly and accurately, in accordance with their contracts and labor law.

All payments should be made directly to workers at regular intervals as established by law. It is a good practice to pay workers at least bimonthly.

## Questions

33. How are workers' wages calculated?

- ☐ Set wage (Hourly/weekly/bi-weekly/monthly)
  - ☐ By task (set amount for clearing a field, etc.)
  - ☐ By production (by amount of coffee harvested, etc.)
  - ☐ By contract (once they finish their 2-month contract, etc.)
  - ☐ By harvest season
  - ☐ Other (*please describe*):
- 

34. Are workers provided with any written records of their pay and deductions (paystubs, receipts, etc.)?

- ☐ Yes
- ☐ No
- ☐ I do not know

## Good Practice Guidance

Workers who are paid by piece rate or production shall not be paid less than the legally established minimum wage for their work during regular working hours, regardless of production.

Workers should be provided with pay slips that itemize their earnings, hours worked, and deductions. When necessary, verbal explanations of earnings and deductions shall be provided in a language workers understand.

## Questions

35. What information is included in these payment records? *(Select all that apply)*

- ☐ Amount produced/harvested
- ☐ Number of tasks completed
- ☐ Rate of pay (per hour/day/production/task)
- ☐ Detailed calculations of piece rate pay based on production/tasks completed
- ☐ Deductions made from payment
- ☐ Calculation of overtime earnings
- ☐ I do not know

36. Do you guarantee that all workers are paid at least the legal minimum wage for their work, including workers paid on a piece rate basis?

- ☐ Yes
- ☐ No
- ☐ I do not know

## Good Practice Guidance

Pay slips should include all of these details.

Whoever is directly responsible for paying workers should be able to provide this guarantee.





## Living Conditions

### Questions

37. Are any of the workers you recruit, hire, and/or supervise provided with accommodation and/or food? *(Select all that apply)*

- ☐ Yes, they are provided with accommodation
- ☐ Yes, they are provided with food
- ☐ No *(if selected, please continue to the next section "International Recruitment")*

38. Are families, including children, allowed to stay in the provided accommodation and/or eat the food provided?

- ☐ Yes
- ☐ No

39. Who provides the workers with the accommodations and/or food?

- ☐ The recruiter(s)
- ☐ The farm
- ☐ Other *(please describe)*:

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### Good Practice Guidance

Any accommodation provided should meet all applicable standards (legal, certification, code of conduct).

If families use the accommodation, each family should have a separate, private, secure space to sleep and should be provided with an adequate amount of nutritious food.

Either of these options is acceptable, as long as the accommodation provided meets all applicable standards (legal, certification, code of conduct).

## Questions

40. If you provide the accommodation and/or food, who pays for it? *(Select all that apply)*

- ☐ The worker
- ☐ The recruiter
- ☐ The farm
- ☐ Other *(please describe)*:

---

41. Does the accommodation have the following? *(Select all that apply)*

- ☐ Toilets
- ☐ Hot water
- ☐ Showers
- ☐ Clean drinking water
- ☐ Lockers or individual compartments to store valuables
- ☐ Emergency exits
- ☐ Security guards
- ☐ Somewhere to store food safely
- ☐ Somewhere to cook food safely
- ☐ Cleaning supplies
- ☐ Electricity
- ☐ Cots or beds for each individual
- ☐ The ability to lock the facility
- ☐ Other *(please describe)*:

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## Good Practice Guidance

Some farms provide free accommodation and food, while others charge workers for it. Charging workers is acceptable only if:

- It is legally permissible
- It is made clear during the recruitment and hiring process
- The cost is reasonable (compared to local rates for similar food and housing)
- Workers are not required to live in employer- or labor broker-provided housing

Many of these facilities are typically required by law or company and certification standards. It is good practice to provide workers with all of them.



## International Recruitment

### Questions

42. Do you or your associates recruit and/or hire foreign workers?

- ☐ Yes
- ☐ No (*please continue to "Next Steps"*)

43. How do you hire foreign migrants?

- ☐ Directly in their home countries
- ☐ Using a formal, legally registered, labor broker in the worker's home country
- ☐ Using an informal labor broker in the worker's home country
- ☐ Through a formal agency in the receiving country
- ☐ Through informal labor brokers in the receiving country
- ☐ Through official government programs
- ☐ Other (*please specify*):  
\_\_\_\_\_

### Good Practice Guidance

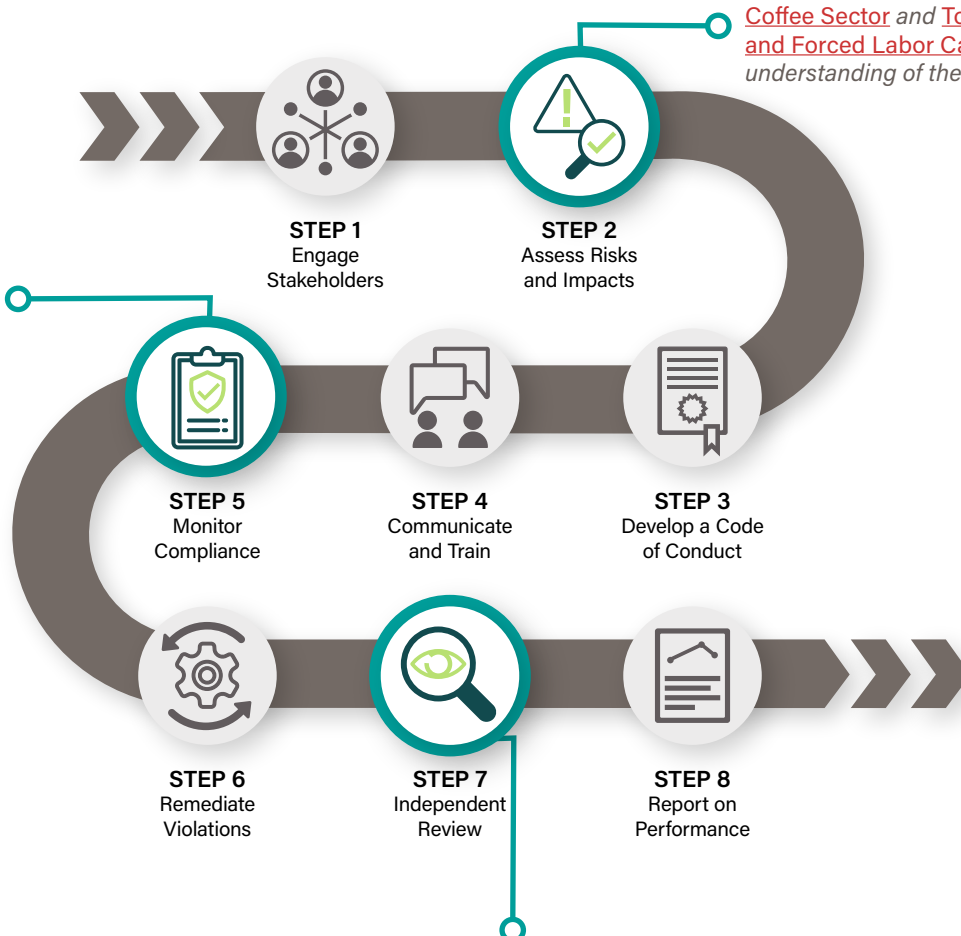
Labor brokers should follow all legal requirements when recruiting foreign workers. Foreign workers should be provided the same labor protections as workers who are nationals of the country.

In countries/regions where labor brokers are regulated and registered by the government, it is recommended that labor brokers register and that farms prioritize working with registered labor brokers.

# Next Steps

After using this tool to screen and select labor brokers, farms and cooperatives can use [Tool 21: Guidance on Monitoring Labor Brokers](#) to monitor their performance on an ongoing basis and ensure that they are complying with legal and code of conduct requirements in practice.

This tool can be used in tandem with [Tool 2: Primer on Labor and Recruitment-Related Risks in the Latin American Coffee Sector](#) and [Tool 6: Recruitment and Forced Labor Case Study](#) for a deeper understanding of the risks being screened.



During audits, labor brokers' compliance should also be verified using [Tool 27: Labor Broker Interview Questions](#).