

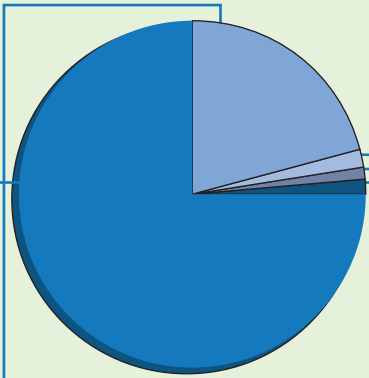
2019 A YEAR IN REVIEW



Investigation and Victim Identification Team

TOTAL MONETARY RECOVERIES

5,333,000+
HKD



4,000,000 HKD
in illegal debts
effectively cancelled

1,158,000 HKD
in agency fee refunds

80,000 HKD
in refunds for false
trade descriptions

45,000 HKD
in Labour Tribunal
recoveries

50,000 HKD
in other recoveries

6

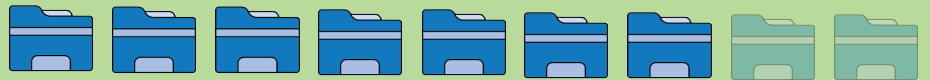
HUMAN TRAFFICKING CASES

5 victims of Talent (Kenya) Company Limited
Numerous Labour Tribunal case wins, EAA complaints, and ongoing investigations into the agency, financial institutions, and facilitators;
Coordinated with Christian Action

1 victim of agency facilitated trafficking to Mainland China

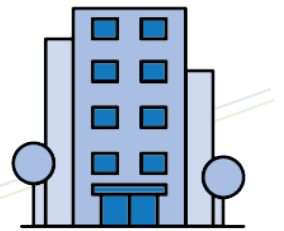
Worker was successful in Labour Tribunal and returned to Hong Kong to work with a new employer.

Our cases accounted for **77.7% (7/9)** of agency convictions in 2019.



7

Philippine Overseas Labor Offices (POLO) Agency Suspensions



9

Ongoing Prosecutions



8

Arrests



25

Ongoing Investigations



Our cases accounted for
80% (4/5)
 of Employment Agency license
 revocations or refusals in HK

3 EA Accreditations
 Suspended (Philippines)

15 Warning
 Letters



OFFICIAL COMPLAINTS AND STATEMENTS

55+
 EAA
 Statements

14+
 TDO
 Complaints

10
 Immigration
 Statements

15
 Police
 Reports

40+
 Company
 Ordinance (CO)
 Complaints

22
 PDPO
 Requests

3
 PDPO
 Complaints

4
 Suspicious
 Transaction
 Reports Filed

DECEMBER SPRINT



7
 EAA
 Statements

8
 CO
 Complaints

13 PDPO
 Requests,
2 PDPO
 Complaints

SOCIAL MEDIA IMPACT



165,000+
 FB Group
 Members



40,000+
 FB Page
 Followers



800,000+
 FB Post Interactions
 Per Month (Avg.)



7 Investigative Reports

- Agency Website Compliance With Code of Practice and Companies Ordinance
- Agency Compliance With PDPO
- Agency Corporate Record Compliance With Companies Ordinance
- Improved Communication Methods For Complaint Filing
- Analysis Of EAA Operations And Suggested Improvements
- LegCo Redress Letter
- The Need For Text Based Complaint Channels

Stories Contributed To

Featured Hong Kong News
Filipino accused of running off with thousands of dollars from job seekers, employers

20 November 2019
2 Pinay staff of rogue agency arrested as Customs joins probe

12 November 2019
 By The SUN



Complainants say they were charged between \$7k-\$12k for the fake jobs

Owner of rogue recruiter WHT set to be charged in court

16 November 2019

Fernandez Employment Travel Service in North Point convicted of overcharging two foreign domestic helpers and fined HK\$24,000

By DimsumDaily Hong Kong - 7:38PM Mon December 16, 2019

Poor service and dodgy practices blight Hong Kong's domestic helper hiring agencies, says consumer watchdog as it urges authorities to crack down

- There were 193 cases last year with complaints ranging from poor sales tactics to unprofessional services
- Employers typically paid fees of more than HK\$10,000 to about HK\$20,000

By **Karis Leung**
 Published: 3:48pm, 15 May, 2019

Recruitment agency found guilty of overcharging domestic helpers

By Purple Romero
 © December 17, 2019

友源專業僱傭中心
 FERNANDEZ EMPLOYMENT TRAVEL SERVICE

Screen shot of the company's logo

Cheers fined \$10k for collecting 1,400 Phl passports as security for loans

22 November 2019
 By Daisy CL Mandap



Consul Paul Saret inspects the 1,413 passports turned over by police after the raid on Cheers on June 5