

Guidelines for Migrant Worker Assimilation in Hostels of the C&A supply chain

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Table of Contents

Acronyms	3
Section I	4
1. Implementation of the Hostel Guideline	4
2. Potential Users of the Facility	4
3. How to Use this Document	5
Section II	6
1. Provisions and Guidelines for Establishing a Hostel Facility	6
2. Guidance and Principles for establishing a hostel	7
Section III	9
1. Infrastructure and Amenities	9
2. Health, Hygiene, Sanitation and Wellbeing	11
Section IV	15
1. Freedom, Dignity and Respect for All	15
2. Life Skills and Emotional Support for Occupants	16
3. Migrant workers in the community	17
Section IV	18
1. Staff Roles and Responsibilities	18
2. Hostel Resident - Code of Conduct	21
3. Grounds for Expulsion	22
4. Room Inspection	23
Section V	23
1. Self Assessment Based on Key Performance indicators	23
2. Documentation and Record Keeping	24
Annexure Documents	25

Acronyms

APA	American Psychological Association
C&A	Clemens and August Brenninkmeijer
CCTV	Closed Circuit Television
EBRD	European Bank for Reconstruction and Development
GDP	Gross Domestic Product
H&M	Hennes & Mauritz
ICC	Internal Complaints Committee
IFC	International Finance Corporation
IHS	Information Handling Services
ILO	International Labour Organisation
IPC	Indian Penal Code
POSH Act	The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
SA 8000	Social Audit 8000
TSF	Tiruppur Stakeholder Forum
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNESCO	United Nations Educational, Scientific and Cultural Organisation
UNFPA	United Nations Population Fund

Section I

The purpose of this guideline is to provide guidance on implementing an intervention to promote migrant workers assimilation into the factory environment that includes the hostel. Swasti's years of experience in gathering evidence on factors that affect the wellbeing of workers and field experience enabled an understanding of the demography of garment factory employees and the struggles they face, on the basis of which the guideline provides 'Areas of Intervention' to improve the living conditions in the hostel. This guideline will serve as a tool to establish, maintain and review the factory hostel facility and ensure that it is recognising the dignity, importance and worth of garment factory workers.

1. Implementation of the Hostel Guideline

The following activities will be carried out as part of the hostel intervention

- A. Read the guidelines and understand it well before the implementation.
- B. Use the Hostel assessment tool provided in the annexure to conduct a needs assessment..
- C. Develop an action plan based on the findings of the needs assessment.
- D. Present the findings and action plan to the factory leadership to get their buy-in before the implementation as there might be resource allocation to be done.
- E. Build the capacity of a team of people such as Warden, HR and aligned hostel staff to implement the road map identified through the study.
- F. At the end of the implementation of the hostel guidelines, conduct an evaluation using the same tool that was used for the needs assessment.
- G. Present the impact assessment reports to the factory leadership and get their feedback.
- H. Continue to implement, sustain efforts, learnings and outcomes in line with hostel guidelines.

2. Potential Users of the Facility

The term 'users' here will refer to the users of the facility (i.e the hostel). The users would include migrant workers who have relocated for work from other states. The facility will address the needs of migrant workers such as a safe accommodation at a subsidized rate, medical facility, food and water and transport to the workplace (in case of vendor being contracted to provide accommodation to hostel workers, transport availability would fall within the purview of the vendor). The occupancy of the hostel will have to be subsumed within the annual plan of the factory and will have to be adhered to until the plan is drafted for the next annual year.

***Note: Hostels may be built to accommodate a certain kind of person/people. When planning your hostel, ensure that you decide whom your facility will cater to. For example, does it accommodate only single men, single women or entire families?*

Consider the following after deciding who the primary occupants will be:

1. How many people can your hostel comfortably accommodate? (i.e can it fit a family of 4 or is it only enough for 1 person)

2. How many factory workers need accommodation? (i.e 10-15? 20-50? 50-100? or more than 100?)
2. Does the food provided by the canteen need to change? (i.e if the hostel accommodates children, then the nutritional count of their diet will be different than that of single men or women)
3. Are the amenities provided safe and safe and sufficient? (i.e are there enough beds, toilets, cupboards etc.)
4. Does the number of staff employed need to increase or decrease? (i.e if your hostel is for a family, you will need more cleaning staff/cooking staff)
5. Does your code of conduct for occupants need to be amended? (i.e what are your expectations? What are the ground rules you will set?)
6. Is your hostel located close to the occupants' place of work? Or near a school (if it is intended for a family)

3. How to Use this Document

This document is intended for the employer, factory management running the hostel and vendor who provides accommodation to migrant workers.

Section I: Provides a glimpse into the legal provisions relating to hostel facilities in general and guidance principles to keep in mind if one is constructing or selecting a workers' hostel.

Section II: Delves into the details of a hostel facility, from the infrastructural requirements, to the facilities and amenities that must be provided to occupants. It addresses concerns like freedom of movement and inserts welfare provisions that protect hostel residents.

Section IV: Details the staff roles and responsibilities, ensuring that no staff member can be asked to perform any task beyond his/her job description, and there may be no room for misunderstanding or confusion as to what one's duty in the facility is. The section describes the Code of Conduct that hostel occupants must follow and the grounds for their expulsion. It also makes room for unscheduled room inspections by the hostel warden.

Section V: This section deals with measurement indicators and how the management may review the hostel facilities/systems to ensure its full and efficient functioning. It discusses annual planning, a checklist for hostel infrastructure and systems, documents required for efficient functioning, review (monthly) and for presentation at the time of audit.

Section II

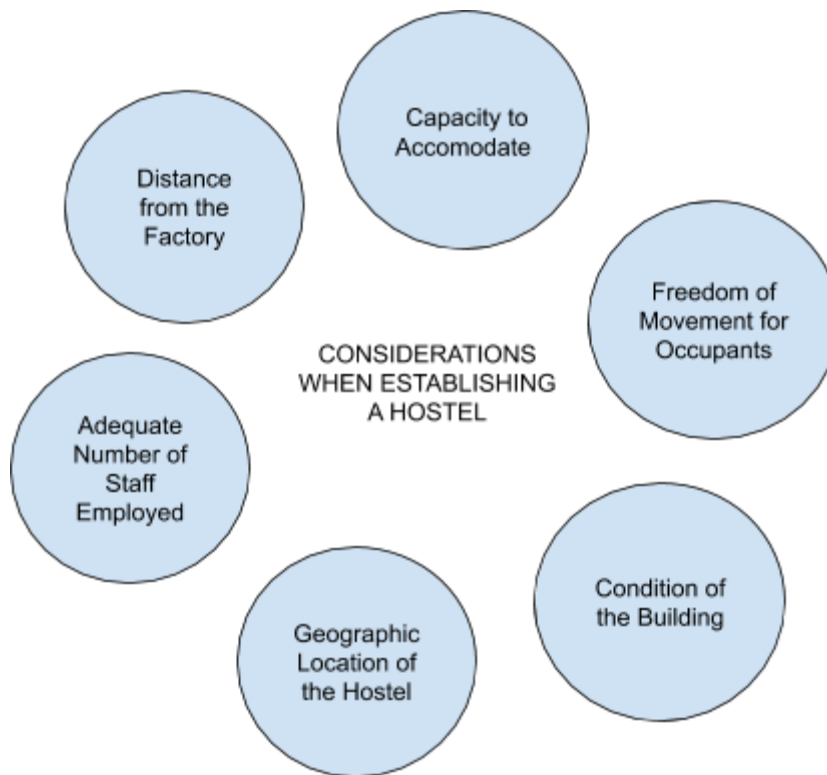
1. Provisions and Guidelines for Establishing a Hostel Facility

The hostel accommodation facility is not governed by any central laws that make it mandatory for employers to establish hostel facility, however state laws in Tamil Nadu have been introduced for establishment of hostel facilities for migrant workers. The following are a list of state laws and guideline documents that were referred to develop the hostel guidelines.

- [Tamil Nadu's 'Hostels and Homes for Women and Children \(Regulation\) Act, 2014-15'](#) lays down twenty-three guidelines for establishing and maintaining hostels. This Act was developed in direct response to the gang rape of two minor girls in Pollachi who had been pulled out of their hostels late at night by two unidentified men.
- [The ILO's Workers Housing Recommendation, 1961](#) asks employers to recognise the significance of providing workers with accommodation and maintaining that housing facility. The ILO's Standards for Workers Housing is a further elaboration of this document, detailing the facilities and other such provisions in any workers housing arrangements.'
- The International Finance Corporation (IFC) and European Bank for Reconstruction and Development (EBRD) guidance document (2008) entitled "[Workers' accommodation: processes and standards: A guidance note by IFC and the EBRD](#)" provides a needs and impact assessment of workers accommodation and the management/construction plans to ensure that ILO workers housing standards are being met.
- The [SA8000 Guidance Document](#) outlines the standards that must be met for hostels or dormitories provided by an individual's place of work (Section 3.9)
- Tirupur Stakeholders Forum - [Guidance for Migrant Women Workers in Hostel & the Recruitment Process - Spinning/Garment Factories](#) gives a thorough, detailed outline of how the process of recruitment of workers and their housing is to be conducted

2. Guidance and Principles for establishing a hostel

The guiding principles for establishing a hostel accommodation lays down certain key factors that are crucial and need to be considered when establishing or improving a hostel facility. The principles examine key areas such as distance from the factory, capacity to accommodate, freedom of movement for occupants, condition of the building, geographic location and staffing.



Distance from the factory: It is recommended that the hostel be located in close proximity to the factory. This would reduce travel time and the fatigue due to travel. However, please note that the accommodation facility is **not** to be provided on the production floor or close to the production unit.

Capacity to accommodate: The hostel facility should have adequate infrastructure in terms of air, lighting, living space, water, food and safety to be able to comfortably accommodate the migrant workers. The hostel should provide adequate safety and medical facilities to the workers. In this context, each room should accommodate adequate number of workers - a 3.5 sq.m. room is expected to accommodate 5 to 6 persons. It is important to ensure that overcrowding does not occur and all workers are able to avail the facilities in the hostel.

Freedom of movement for occupants: The hostel accommodation shall take into account the right to freedom of movement of workers, allowing workers the freedom to 'move' outside the hostel. At the

same time, it can ensure their safety by having certain cut off time for re-entry at night. The rules and regulations shall be equally binding for men and women. Workers should be allowed to meet their parents and local guardians on assigned days and spend adequate time with the. Workers shall not receive any punishment related to freedom of movement, rather they should have access to support in case they are unable to reach the hostel premises on time (medical emergencies, safety issues while traveling to the hostel etc.).

Condition of the building: The building chosen as the hostel accommodation should be in good physical condition, devoid of any cracks, crevices and other dangers that pose a threat to the building. In this context, it is recommended that the building should be inspected for safety and durability. It would be better to identify buildings which have open spaces, with proper air, ventilation, light and hygiene. The building should accommodate a hygienic kitchen and adequate number of toilets. Additional open spaces such as gardens or lawns that allow for workers to move about and relax will allow for unwinding will further contribute to their wellbeing. The building should have spaces for recreation, sports etc. during holidays.

Geographic location: The geographic location of the hostel is important in ensuring the well being of migrant workers. It is recommended that the hostel is located close to the factory. In addition the location should allow easy access to hospitals, banks, ATMs, restaurants, cinema halls and other recreational spaces for workers. Workers should be able to access these services easily. It is recommended that workers are escorted to these spaces on weekends and on other holidays by the factory transport. Certain days during the weekends could be designated as their day out wherein workers are escorted outside to visit and shop for food and other essential items. They could also be taken for picnics or local tourist spots to explore the city and get used to life in their new location.

Staffing: The hostel should be equipped with adequate number of staff to ensure the wellbeing and safety of migrant workers. The hostel should have a Warden who is invested with the overall responsibility of the hostel occupants. The hostel should consist of housekeeping and kitchen staff to maintain hygiene in the hostels. At the same time, the hostel occupants should be sensitized on their responsibilities in maintaining discipline and cleanliness within the premises. The kitchen staff should ensure that workers are provided with nutritious food. A nurse or doctor can be available on call or in person, when workers are ill, to consult for medication and treatment. Workers can also visit the clinic in the factory, or nearby ESIC/private hospital based on their need.

Section III

This section lists the expected standards of infrastructure, health, hygiene, sanitation and occupant care within the hostel facility. This section is a synthesis of the Tirupur Stakeholders Forum ([TSF Guidelines](#)) and the ILO's Workers Housing Guidelines ([ILO- WHG](#)) which Swasti has contextualised based on over a decade long experience in this field. The minimum standards described in this guideline document assume an occupancy of 20 or more workers, but can be contextualised to suit the requirements of different factories.

1. Infrastructure and Amenities		
Sl. No	Item	Recommended Standard
1	Washrooms	<ul style="list-style-type: none"> ● Shower facility = 1 for every 5 people ● Toilet bowl = 1 for every 6 people ● Washroom size = 4' x 5' ● Provision of glazed tiles up to 1.5 M ● Roof with tuft light ● Waste bin =1 ● Tube light = 1 ● Bucket with mug = 1 ● Cold water tap = 1 ● Hot water tap = 1
2.	Lighting	<ul style="list-style-type: none"> ● Tube lights per room = 2 ● Night lamp per room = 1 (best practice)
3.	Sleeping area and Bedding	<ul style="list-style-type: none"> ● Bed = 1 ● Pillow = 1 ● Netlon mesh = 1 per bed (with fixtures to attach it over the bed) ● Blanket = 1 ● Please note: As per the ILO- WHG "Floor are should not be less than 7.5 square meters in rooms accommodating two persons; 11.5 square meters in rooms accommodating three persons; or 14.5 square meters in rooms accommodating four persons. If a room accommodates more

		<p>than four persons, the floor area should be at least 3.6 square meters per person. Rooms should indicate the permitted number of occupants.”</p>
4.	Privacy Measures	<ul style="list-style-type: none"> ● Privacy screen for occupants to change clothes = 1 ● Lock and key for each cupboard = 1 per occupant (warden will have a master key) ● Key for occupant’s room = 1 per occupant (warden will have a master key)
5.	Room facilities	<ul style="list-style-type: none"> ● Shoe rack = 1 ● Floor mat at the entrance = 1 per room ● Fans = 1 or 2 per room ● Broom stick with winnow = 1 ● Water jug = 1 ● Mirror = 1 per room ● Cupboards = 1 per occupant ● Clothes hangers = 3 per occupant
6.	Laundry and Clothes Washing	<p><u>For every 200 residents</u> (if the facility is indoors)</p> <ul style="list-style-type: none"> ● Water Tap = 5 ● Washing Stone = 5 ● Bucket / Basin = 2 ● Roof with Tuf Light = 2 (number may change based on room size) <p><u>For every 200 residents</u> (if the facility is outdoors)</p> <ul style="list-style-type: none"> ● Sun-lit, open air space (20 square meters) ● Rows of clothes lines = 1 for every 20 occupants (number may change based on the need) ● Water Tap = 5 ● Washing Stone = 5 ● Bucket / Basin = 2
7.	Sick Room	<ul style="list-style-type: none"> ● Beds = 3 (total) ● Band-aids = 20 ● Savlon/Dettol (or any other such disinfectant) = 2 bottles ● Cotton = 1 roll (number may increase based on need) ● Gauze bandages = 3 (number may increase based on need) ● Crepe bandages = 3 (number may increase based on need) ● Basic medicines like crocin, meftal spas, cough syrup etc.. = 2 boxes (will need to be restocked based on need)

		<ul style="list-style-type: none"> ● Pain relief spray such as Volini or Moov = 2 cans (will need to be restocked based on need) ● IEC materials (i.e posters about menstruation/ anemia/blood sugar/stress etc..) ● Menstrual products - The hostel must provide at least one of the following for its women occupants at zero cost: <ul style="list-style-type: none"> ○ (i) sanitary napkins = 3 packets (number may increase based on need) ○ (ii) menstrual cups = procured based on expressed need ○ (iii) cloth pads = 3 packets (number may increase based on need)
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2. Health, Hygiene, Sanitation and Wellbeing		
Sl. No	Item	Recommended Standard
1.	Canteen Facility	<p>Infrastructure: The kitchen staff will be designated one area for cooking and eating. They will be in charge of ensuring that the cleaning staff disinfects the eating/dining area daily.</p> <p>Hygiene: The kitchen staff will ensure hygienic food preparation by providing personal equipment like gloves, masks, hair nets to staff members handling the food in the kitchen. They will ensure that the cleaning staff sets aside one bin near the kitchen area for the disposal of organic/food waste.</p> <p>The Factories Act 1948 mandates the creation of a Canteen Managing Committee or whose job is to:</p> <ul style="list-style-type: none"> ● In any hostel providing food for residents, there must be a canteen committee, consisting of 5-6 elected members among the residents who will ensure the quality preparation and delivery of the food. ● The committee will oversee the weekly menu prepared by the kitchen staff (it must be displayed in the canteen) ● The canteen committee ● The committee should ensure that hygiene is maintained in the dining halls and the wash areas at all times. ● The committee can make recommendations if they find that the dining hall is not properly ventilated

		<ul style="list-style-type: none"> • The committee will ensure that an adequate number of fans are installed in the dining hall and servicing areas • A proper system of waste segregation and disposal must be created and followed regularly • The committee must insist on medical check-ups for all canteen personnel, once every six months • The committee will decide the uniform for kitchen staff • The committee will monitor the wastage of food items and display their findings for all occupants to see, become aware and adopt measures to reduce it • Committee members must ensure that all vessels, plates and glasses are clean
2.	Medical Facility	<p>The hostel, may as a best practice set aside a separate room for occupants who are ill/need a place to rest. Additionally, the hostel may ask the factory nurse to visit the hostel premises once a month. The hostel management should be able to contact the nurse and the ambulance at any time of the day and address doubts/queries over the phone. It is recommended that a visiting nurse must come to the facility at least once a month, and give informative sessions on personal hygiene and maintaining good health. However, the hostel warden and factory management could arrange for more frequent visits (maybe once a week) by the Nurse to monitor the health status of the hostel occupants to ensure their wellbeing.</p>
3.	Food and Nutrition	<p>The Canteen Managing Committee must bring all concerns and suggestions regarding the menus, food quality, meal timings, kitchen/dining staff or kitchen/dining area in the hostel to the Canteen Committee at the factory level.</p> <p>In a hostel with more than 50 occupants, an internal hostel Food Committee may be formed to directly address concerns and bring them to the Canteen Committee at the factory.</p> <p>Complaints may once again be registered via the Grievance Box or Grievance Form mechanism.</p>
4.	Water	<ul style="list-style-type: none"> • Adequate quantity of hygienic drinking water from water filters shall be made available to the workers • Adequate and safe water shall be available for other purposes such as bathing, washing clothes, washing the kitchen, toilets, mopping floors etc.

		<ul style="list-style-type: none"> • Hot water shall be provided at specific times during the day (i.e morning and night) • The hostel building could have its own borewell water supply in addition to supply of water from the municipality (as applicable).
5.	Grievance Redressal	<p>In order to develop a robust grievance redressal mechanism, Swasti expects that the hostel provides all of the following:</p> <p>(i) Grievance Box (ii) Grievance Forms (iii) Grievance Committee</p> <p>For more information about the types of Grievance Redressal Mechanisms and how to implement each one, please access the Annexure 2 in the Hostel Guideline Annexures</p>
6.	Transportation	Swasti urges the hostel to provide the option of transportation facilities for the residents to go to banks, shopping, outings, etc. once a month. This will ensure the safety of the hostel residents, particularly women and girls.
7.	Sanitation of Washrooms	<p>In order to deal with the first broad area under sanitation, the cleaning staff will:</p> <ul style="list-style-type: none"> • Ensure that there are a sufficient number of well maintained toilets. Staff will ensure that toilets are in good working condition by: <ul style="list-style-type: none"> a) Providing soap and toilet paper in toilets b) Provide paper towels c) Provide a separate bin for menstrual hygiene products (i.e sanitary napkins, tampons) • Disinfect toilets on a daily basis, making sure to: <ul style="list-style-type: none"> a) Check that toilet facilities are in good working order at all times b) Keep toilets clean and the floor dry at all times c) Clean and sanitise toilet bowls, urinals and hand wash basins d) Check all sanitary pipes and fittings: Water pipes and sewage pipes are not to run parallel to each other as a leak in one could lead to water borne disease e) Clean drains every 2 weeks f) Display the cleaning schedule
8.	Sanitation of Other Surfaces	In order to deal with the second broad area under sanitation, the cleaning staff will conduct the following:

		<ul style="list-style-type: none"> ● Daily disinfection of surfaces with frequent human contact: such as door knobs/handles, staircase railings, lift buttons, counters and tabletops ● Daily cleaning of common areas/rooms ● Regular checks to ensure no stray animals are living inside the compound ● Sessions administering a strict no littering/spitting policy ● Thorough cleaning of walls, ledges, vents and partitions which are dirty ● Ensure that there is sufficient water for the purpose of washing and cleaning. ● Designate a well ventilated space (indoors or outdoors) for the washing and drying of clothes.
9.	Infection Control	The cleaning staff will teach all occupants of the hostel how to recognise signs of pest infestation and check for stagnant water. They will instruct occupants to report any stagnant water found around the premises as it could encourage mosquito breeding and vector borne diseases. The rooms must be well lit and ventilated in order to minimize the spread of infection. All rooms shall be regularly sanitised and pest control must be conducted regularly in order to prevent and check the spread of infections and diseases that can be caused due to pests and insects.
10.	Waste Disposal	<ul style="list-style-type: none"> ● Wastes shall be segregated as bio degradable and non biodegradable ● The biodegradable wastes shall be collected in a separate bin and disposed of either by putting it in the earth pit or burnt according to the material ● Incinerators shall be installed to handle menstrual hygiene product disposal (i.e sanitary napkins) ● In case of other non-biodegradable wastes, the same shall either be sold for reuse or disposed by other means without polluting the environment ● The cleaning staff will explain the importance of waste segregation to all hostel occupants. They will be in charge of demonstrating how to segregate waste into the appropriate bins provided ● The cleaning staff will provide enough dustbins to ensure segregation of waste. They will wash and disinfect litter bins daily
11.	Recreational/ Assimilative Activities	<ul style="list-style-type: none"> ● Provision for TV ● Provision for indoor and outdoor games ● Skill building activities ● Arrangement of picnic

		<ul style="list-style-type: none"> ● Self development and motivational programmes ● Cultural programmes / competitions (specific to migrant’s culture) ● Library facilities <p>These activities can be further strengthened through street plays, role plays by the hostellers, quiz competitions and other activities that promote learning and harmony</p>
12.	Protocols	<p>Emergency:</p> <ul style="list-style-type: none"> ● Clear signs and/or arrows leading occupants to a designated safe assembly point ● One occupant in every room will be chosen as a “Safety leader” who will be trained by the Warden to guide his/her co-occupants to the safe assembly point in the event of an emergency. ● A list of emergency services with contact numbers displayed prominently in public spaces within the hostel. ● The employer could establish partnerships and tie-ups with such service providers to ensure that the hostel is prepared for an emergency. (i.e ensure that an ambulance from a nearby hospital can reach the hostel easily if needed) <p>Safety:</p> <ul style="list-style-type: none"> ● Sufficient number of trained security personnel on duty 24/7 ● If the hostel caters to only single women, it is recommended that a woman security guard be appointed ● Installation of CCTV cameras that cover the entire premises in any space with 50 or more occupants ● Emergency exits are to be clearly marked and free of clutter ● An evacuation plan must be displayed in all visible points within the hostel ● All hostel residents shall be oriented on this evacuation plan and participate in regular evacuation drills ● Secured balconies and windows in hostels having more than one storey ● Training for occupants on fire safety and first aid. Required materials are to be quality checked and replenished when necessary. ● Availability of fire fighting equipment and first aid materials in easily accessible locations. In hostels having more than one storey, such equipment is to be available on each floor. These are regularly checked and should be functional

Section IV

1. Freedom, Dignity and Respect for All

- Freedom of movement and Gender Equality - The rules regarding freedom of movement must be uniform for males and females. Women's safety must not be cited as a reason for the strict enforcement rules in the women's hostel, when the same rules for men are made flexible. A reasonable curfew must be imposed on both men and women fairly.
- Access to electronic devices - Men and women must be able to use their cellphones and should have the liberty to report any ragging and abuse via the anonymous grievance forms made accessible to them every month.
- Corporal Punishment - The management must not at any time use methods of corporal punishment against occupants. Appropriate action, including legal measures, must be taken if any such cases are reported.
- Sexual/Emotional/Verbal Abuse - No woman or man will be subject to any form of abuse against them. If such an event occurs, they must directly contact the Internal Complaints Committee (ICC) in the factory who is legally bound to take action and protect the victim as per the The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 or [\(POSH Act\)](#).
- Working for Personal Benefits - Hostel occupants will not be asked to work beyond their stipulated working hours in the factory for the personal benefit of hostel management/staff. For example, no hostel occupant can be asked to perform chores or run errands for the hostel management. Similarly, hostel management cannot pay hostel occupants to perform such tasks.
- Ragging - Any instance of ragging must be reported immediately to the warden (if she/he is not the accused), or to the Grievance Committee/Welfare Officer at the factory. It must be made public to all hostel occupants that ragging is legally punishable by the [Indian Penal Code \(IPC\)](#) and several other legislations that are state specific.
- Discrimination based on caste/class/language/sex - Given that hostel occupants are largely migrants, discrimination on grounds of caste/class/language/sex will be strictly prohibited. Such actions violate the Indian Constitution's provision of equality, dignity and freedom. As such, any case of discrimination can be brought to the warden (if he/she isn't the accused) or to the Grievance Committee/ Welfare Officer who is legally obligated to take action.

- Self Protection: As a best practice, every woman should be trained in basic self defense. The factory may allow for this through hiring a self-defense specialist/coach to conduct a class every weekend. This class can be made mandatory for female hostel occupants.
- Hostel Help Desk: As a best practice, the hostel staff, with help from the factory management and Swasti, should help desk could be established in the hostel that could serve as a single window for accessing services such as HR related information, medical and counselling support, and financial and social protection products and services. This help desk could ensure provision of basic services in places where the hostels are located far away from cities or towns.

2. Life Skills and Emotional Support for Occupants

Migrant workers often move to big cities in search of jobs due to poverty and lack of employment or livelihood opportunities in their hometowns. While they enter the workforce with aspirations of providing for their families back home, relocating to a new environment is often daunting. Migrant workers are faced with many challenges, of which language is a major barrier. This renders them vulnerable to being cheated and taken advantage of in their new environment. Migrant workers feel displaced and find it difficult to integrate and assimilate into their new environment. In this context life skills training and counselling support becomes very important as it equips migrants with skills to safeguard themselves and promote their integration into their new environment, the factory culture and systems, making them feel 'safe' and 'cared for'.

The following activities could be implemented to ensure the assimilation of migrant workers into the hostel environment:

- I. The factory management can reach out to Swasti to implement Migrant Intervention, wherein migrant workers will be trained on life skills, which is a crucial component of the assimilation process. This is a separate program that empowers migrant workers with 15 hours of training on (i) Communication (ii) Balancing work and life (iii) Gender Awareness (iv) Financial Management (v) WaSH (water, sanitation and hygiene), (vi) Nutrition and Anemia (vii) Menstrual Health (viii) Workplace Safety and (ix) Workplace Relationships.
- II. The factory management can request Swasti to run a separate hostel intervention, wherein the hostel warden, nurse and support staff will be sensitized on ensuring workers' adherence to the hostel rules and guidelines, and access to adequate facilities -- health services, safe environment, nutritious food, etc.
- III. The factory hostels could promote an inclusive environment to make migrant workers feel they are a part of the system and culture by (a) organizing dance, drama, role plays closely associated with their culture, (b) organizing sports and games -- including competitions, tournaments etc. (c) celebrating festivals -- related to migrant workers (d) training sessions for migrant workers in the local language in the hostel.

- IV. Arrange for recreation activities in the hostel - television, board games etc to engage migrants, facilitating full day trips, sightseeing activities.

3. Migrant workers in the community

- I. It is recommended that the factory trains all migrant workers on 'City Culture Shock' to help them confront the challenges of translocating to a new city/ geography, and deal with them in an appropriate manner to safeguard themselves.
- II. The factories could encourage migrant workers to go in a group when they step out of the hostel for shopping and other activities to ensure their safety.
- III. It is recommended that the hostel provides for a counsellor to visit the factory at least once a month and be available on call daily. This measure can ensure that hostel occupants are available to access emotional support based on their needs.

Section IV

This section clearly lays out the roles and responsibilities of each of the staff in the hostel in achieving wellbeing of the occupants. It describes the various capacities that are required in a hostel and how their actions can lead to a safe, hygienic and enabling environment for the migrant workers.

1. Staff Roles and Responsibilities

All hostel staff members will be inducted on their roles and responsibilities by Swasti facilitators within the first 3 months of the hostel becoming operational or the guideline document being applied in the case of an already existing facility. After the initial induction, it will be left to the factory management to ensure that the staff is performing their duties. The factory management may also reach out to Swasti if external help is required.

(i) The Hostel Warden(s) -A person responsible for the supervision of a particular place or activity or for enforcing the regulations associated with it. Hostels shall have a full time resident manager (preferable female), whose credentials and antecedents shall be checked and verified.

Role of the warden:

- Is responsible for the welfare of the residents
- Must settle disputes between hostellers
- Must settle disputes between hostellers and staff
- Can take disciplinary action in the event of some conflict
- Cannot expel a person from living in the hostel but should report misconduct so that action is taken by the appropriate authority

- Will keep a register of hostellers, their documents and their medical history/requirements
- Must keep records of the staff working to ensure functionality of the hostel
- Officials have the authority to check the room and visit the hostel occupants at any time
- Is in-charge of all facilities and property on the hostel premises
- Has to verify the stock of food/medicine/supplies (i.e toilet paper, dustbins, pads) periodically
- Is in charge of supervising the cleaning staff and the cooking staff
- Must settle inter-staff conflict
- Must ensure that the ambulance is available at all times in case of emergency
- May make rules about the timings within which hostellers must return to the hostel However, the warden cannot make these rules different for men and women
- Can make rules limiting hostellers from bringing external parties into the premises
- Must make public a strict zero tolerance towards ragging in any form
- Must make public a strict zero tolerance towards sexual harassment/abuse
- Must make the creation of a grievance committee public knowledge
- Must issue 'leave forms' and approve leave requests without bias

(ii) The Kitchen Manager- A person or a group of people in command of the kitchen, its equipment and food prepared there.

Role of the Kitchen Staff

- To submit attendance records of the employees working under him/her to the hostel warden
- To prepare hot, nutritious meals for the hostellers
- To decide the menu and delegate work to his/her assistants in the preparation of food
- To ensure that the kitchen is kept clean and hygienic
- To ensure that all cooking staff wear gloves, masks and hair nets while handling food
- To ensure that kitchen equipment is not damaged or misused
- To settle disputes between members of his/her team
- To report any disputes between kitchen staff and hostellers to the warden
- To ensure kitchen safety through the following measures

Water:

- Ensuring use of safe water for drinking, cooking, washing of utensils and hand washing
- Using potable water for drinking and preparing beverages
- Regularly emptying, cleaning and drying water containers including water dispensers

Food Handling

- Avoiding contact between raw and cooked food
- Cleaning hands, unsoiled equipment work surfaces and any other place that comes in contact with the food
- Avoiding re-use of cooking oil
- Washing fruits and vegetables in clean potable water before cutting and use for cooking
- Preparing fresh food, storing previously prepared food under refrigeration

- Throwing away food that is very old
- Clearing the kitchen trash on a daily basis

Personnel Hygiene

- Motivating and encouraging the kitchen staff to ensure their own health and wellbeing
- Supervising the kitchen staff to ensure that they do not handle food when they are ill
- Ensuring that the kitchen staff wear clean clothing. It is recommended that the kitchen staff wear gloves while handling food or wash their hands with soap before handling food
- Ensuring that the kitchen staff do not wear their street shoes inside the kitchen
- Making available adequate hand washing facilities for the kitchen staff
- Asking the kitchen staff **not to** -- (1) chew or smoke tobacco (2) chew betel nut or gums (3) Touch their mouth, tongue, nose, eyes or other body parts (4) • Spit, sneeze, cough etc. (5) Handle food and money at the same time

Kitchen Environment:

- Building/locating the kitchen in a clean, dry, well lit, ventilated and hygienic airy environment and not in a damp and wet place.
- Removing waste regularly.
- Ensuring there are no open drains, garbage stacks or toiles near the kitchen

(iii) The Cleaning Staff - A group of people who work to ensure the hygiene and cleanliness of a place

Role of the Cleaning Staff

- Daily disinfection of surfaces with frequent human contact: such as door knobs/handles, staircase railings, lift buttons, counters and tabletops
- Daily cleaning of common areas/rooms
- Carry out regular checks to ensure no stray animals are living inside the compound
- Impose and make public a strict no littering/spitting policy
- Clean walls, ledges, vents and partitions which are dirty
- Explain the importance of waste segregation to hostellers/kitchen staff
- Demonstrate how to segregate waste to hostellers/kitchen staff
- Provide enough dustbins to ensure segregation of waste
- Wash and disinfect litter bins daily
- Conduct a thorough cleaning of drains every 2 weeks
- Teach hostellers to recognise signs of pest infestation and check for stagnant water which could encourage mosquito breeding and vector borne diseases

(iv) Nurse on Call - A trained medical expert available on call, capable of diagnosing illnesses, curing them and/or preventing them (Illnesses here, could be physical or mental)

Role of the Medical Staff

- Be available on call at all times in case of an emergency in the hostel
- Encourage washing of hands with soap and water before and after meals and after visiting the toilet
- Strongly discourage littering and spitting on the premises
- Demonstrate how to cough or sneeze into one's elbow or into a tissue (which is to be disposed immediately), explain why it is important
- Explain the importance of dental hygiene (i.e how to properly brush one's teeth, and how frequently one must do this)
- Explain to hostellers and staff that personal items (e.g. toothbrush, razors) must not be shared
- Ensure that there is a separate room with bed and medical staff (constructed/established in existing space) for hostellers who are ill
- Educate female hostellers/staff on proper reproductive and menstrual hygiene practices
- Recommend routine medical examinations when appropriate
- Refer patients to other hospitals/doctors if the illness requires treatment beyond the hostel's medical/infrastructural capabilities
- Maintain a register of all patients and their illnesses
- Submit the patient register to the warden on demand

2. Hostel Resident - Code of Conduct

A print out of this table will be displayed on the main door of each room (in English and in one local language - i.e Hindi, Kannada) to ensure that the occupants and the hostel staff are aware of the ground rules.

Do's	Don'ts
Keep your rooms and apartments tidy, neat and clean at all times. Inspection may be done at any time. Treat the cleaning staff with respect and dignity.	Do not leave your room untidy. Do not vandalise or damage any of the amenities provided to you (i.e bed, fan, toilet etc.).
Lock your room always, even when going out for	Do not under any circumstances meddle with the

short durations for security reasons.	locks on room doors. Be respectful of each other's privacy.
Show your Identity Card to security personnel or any other authorities of Hostel /Workplace as is necessary	Do not bring alcohol/cigarettes/gutka, paan or any other such substance onto the premises.
Take special care of your mobiles and give your number to only authorized persons.	Do not create a loud noise or disturbance in the hostel.
Keep your valuables (i.e money, jewelry etc..) locked in a cupboard or on your person.	Do not bring pets or extra furniture into the hostel facility.
Save water.If there are any issues with plumbing bring them to the attention of the warden immediately.	Do not leave water taps running. Keep your showers short.
Switch off the fans and lights whenever you leave the hostel room.	Do not leave lights and fans running when you are not in the room.
Share your problem(s) either individually with the authorities or use the anonymous grievance boxes/forms. Report any bullying/teasing/harassment immediately.	Do not tease, harass, bully or haze any occupant in the hostel for any reason. There is a strict Zero Tolerance policy toward such behaviour.
Feel comfortable using the sick-room and canteen facility. Be respectful of the medical and canteen staff.	Do not make a mess when using the sick room or canteen facility. If there is any mess please clean it before you leave the area.
Be considerate of your roommate(s). Make an effort to get to know the person and build a positive relationship with him/her. Participate in assimilative and recreational activities organised by the hostel staff.	Do not do or say things that upset your roommate(s). If conflicts arise deal with them immediately either by yourselves or with the warden as a mediator. Under no circumstance is physical, verbal or sexual abuse tolerated.
Respect the warden's rules and regulations, but speak up if you feel unjustly treated.	Do not show any disregard or contempt for the warden's disciplinary rules and regulations unless you have a valid case to refute their relevance or fairness.
Make an effort to mix with people from other communities/states. Be understanding and respectful of differences.	Do not, for any reason, discriminate against fellow occupants on the basis of sex, race, ethnicity, language or any other differences.

Inform the warden when you want to leave the hostel for any reason. You can use the leave forms that are kept with the warden.	Do not leave the hostel without the permission of the warden. Do not bring other people back to the hostel with you.
Inform your absence for a particular meal to the concerned Warden well in advance, to avoid wastage of food.	Do not cook in your rooms. Do not bring outside food to the hostels. However, food items brought by parents /guardians/authorized visitors are permitted. This will ensure that the room is protected from accidental fires and insect infestation.
Inform and take permission (at least a day in advance) from the Warden to receive visitors in the hostel.	Do not download / screen / circulate any pirated/restricted/pornographic/unlicensed movies or video clips.

3. Grounds for Expulsion

1. Ragging - It is a punishable offence by law and is in any form is banned inside and outside the hostel premises.
2. Consumption/possession of alcohol, smoking or use of tobacco, narcotic drugs, possession of obscene pictures, posters, pornographic materials, lethal weapons or inflammable materials and the related products are strictly banned.
3. Allowing unauthorized people into the hostel premises without prior permission from the hostel authorities.
4. Playing with dry/wet colours or with plain water, using crackers inside the hostel premises even with excuses of celebrations and festivals are strictly prohibited.
5. Defacing or damaging hostel property.
6. Loitering is prohibited during working hours, no worker may remain in the hostel during this period unless they have received permission from a nurse and the hostel authority.
7. Engaging in sexual, physical, verbal and/or emotional abuse. This includes voyeurism, eve-teasing, inappropriate gestures, use of lewd language, molestation, unwanted sexual comments (whether in person or via social media).

4. Room Inspection

All rooms are subject to periodic and/or unscheduled inspection by the warden of the hostel. He/she is empowered to inspect the entire room, including personal bags, lockers and belongings if there is a serious reason to do so.

Section V

This section describes the methods of measuring the impact of the hostel intervention. Gathering evidence from implementation of the hostel guideline will provide information on the program design and any corrective measures that are to be adopted to ensure sustainability of the initiative. Given below is a hostel checklist, which can be used to evaluate the existing hostel facilities. Measurement of impact will be strengthened by the use of specific tools to measure knowledge, awareness and practices among migrant workers during the beginning and end of the intervention.

Measurement Indicators

1. Self Assessment Based on Key Performance indicators

Key Performance Indicators for Hostel Guideline Implementation

1. # of workers living in the hostel
2. # of workers who reported improved infrastructure in the hostel
3. # of workers who reported improved discipline in the hostel
4. # of workers who reported improved hygiene in the kitchen
5. # of workers who reported improved access to clean, nutritious food in the hostel
6. # of workers who reported availability of water in the hostel for bathing, cooking, etc.
7. # of workers who reported improved sanitation and hygiene in the hostel
8. # of workers who reported improved health facilities in the hostel
9. # of workers who reported being able to raise complaints of discrimination or harassment
10. # of workers who reported adequate safety and security in the hostel
11. # of workers who reported freedom of movement in the hostel
12. # of workers who reported availability of recreational activities in the hostel
13. # of workers who reported being able to access counseling support in the hostel

Key Outcomes of the Hostel Intervention:

1. More number of migrants using the hostel facility
2. Robust hostel providing all facilities, safety and security to migrant workers
3. Warden reporting improved discipline in the hostel
4. Easy access to health services for migrant workers
5. Enabling environment free of discrimination and harassment
6. Migrant workers being assimilated into the factory hostel, systems and environment
7. Support system established to address workers' personal and workplace issues
8. Good interpersonal relationships between the workers and hostel warden; workers are able to raise voice and have their issues addressed
9. Migrant workers adjust to life in the city and hostel

2. Documentation and Record Keeping

Documents Required at Times of Inspection: Records of all hostel occupants (including visitors) must be kept. Occupants will be required to sign the attendance register upon entering or leaving the premises. Documentation will be kept with the warden, who will produce it immediately upon request of the auditor/inspector. The visiting nurse/doctor will keep all patient files and will be mandated to produce them immediately upon request of the auditor/inspector. The documents that must be kept at the ready are:-

- Identification cards and numbers of all occupants
- Attendance registers (Separate ones to be maintained for staff and residents)
- Medical records of all occupants
- Anti-ragging affidavits to be signed by all occupants
- Financial Statements for the previous 2 years
- Annual and budget plans
- Hostel checklists
- Life insurance plans for occupants
- Health insurance plans for occupants

Annexure Documents:

- Annexure 1: Process of Document Preparation
- Annexure 2: Types of Grievance Redressal Mechanisms
- Annexure 3: Tools to identify needs and measure the impact of hostel / accommodation guideline implementation
- Annexure 4: Worker Interview Tool
- Annexure 5: Observation Checklist
- Annexure 6: List of Useful Secondary Resources

[Please click here for the [Hostel Guideline Annexures](#)]

