

Foreign Workers in Taiwan

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A、Foreign workers in Taiwan

1. Purposes of immigrating Foreign Worker

- (1) In recent years, the unbalanced labor supply and demand in Taiwan has resulted in a lack of basic manpower. This can be attributed to a number of economic factors such as the transformation of industrial structure, rising per capita income, rapid growth in service industries, higher education levels, and a change in job values. In response to these issues, the Council of Labor Affairs (CLA) decided to open up Taiwan's job market to foreign workers starting from October 1989. Now, migrant workers from Thailand, Philippines, Indonesia, Malaysia, Vietnam and Mongolia are employed in Taiwan as part of the government's efforts to solve the problems of labor shortages.
- (2) It supplies more basic manpower as well as encouraging small and medium enterprises (SMEs) to keep their investment in Taiwan and offer more job opportunities;
- (3) It allows Taiwan to utilize global human resources to increase national competitiveness and speed up public construction;
- (4) It provides sufficient caretakers to those households in need so that others can fully participate in the job market.

Although migrant workers have contributed greatly to Taiwan's economy and to the society as a whole, they do find it quite difficult to adapt to a new working environment due to some barriers in language, religious belief, family ties, culture and customs. Therefore, major efforts are being made by the people in Taiwan to safeguard the best interests of foreign workers and ensure their equal rights and opportunities.

2. Classification of Foreign Workers

In order to comply with domestic economic development and social needs, major infrastructure/construction and major investment projects of manufacture industry is allowed to hire house care assistants, housekeepers, as well as foreign shipmates as employees.

(1) Major Infrastructure/Construction

In order to response to country's major infrastructure projects, projects authorized by government agencies are allowed to hire foreign workers for the projects. Also, construction projects with purpose of encouraging private investment that approved by government agencies are allowed to hire foreign workers for it projects as well.

In addition, major investors of manufacture industry and companies win the project of private and public schools construction, construction project of social welfare institutions, and hospital construction projects are allowed to hire foreign workers.

(2) The Major Investment Projects of Manufacture Industry

In order to attract more investments and increase career opportunities, it is agreed to hire foreign workers for major investment projects. Industrial Development Bureau, Ministry of Economic Affairs will classifies projects into either "non-traditional industry" or "traditional industry" depending on the types of manufacturing production. In order to classify as "Non-Traditional Industries", the total investment amount shall be more than NT \$500 hundred million dollars and its machinery investment amount shall be more than NT\$ 300 hundred million dollars. As the qualification of "Traditional Industries", its total investment amount shall be more than NT\$ 200 hundred million dollars and machinery investment and factory investment shall be more than NT\$ 1 hundred million dollars.

(3) Housekeeper

In order to response to social needs, families with children under the age of three, multiple birth, and people who have accumulated more than 16 points can apply to hire foreign housekeeper. In addition, in order to encourage foreign investments, those foreign investments, foreign CEO, and foreign executive level managers whose salary has exceeded the specified level can apply for foreign home care assistant.

(4) Home Care Assistant

In order to response to the unbalanced labor supply and demand in lack of basic manpower in home care assistant, needed family and psychological institution provided by welfare system; the foreign home care assistant can be hired with on case by case basis, only by hiring the foreign home care assistant can there be enough care for the patients in vegetated state, heavily disabled, and people with other disable conditions.

(5) Foreign Shipmates

In order to take current fishery development into consideration, long range fishing and offshore range fishing whose bases are located in foreign states, are allowed to hire foreign shipmates if they have already fulfilled minimum required quota. However, the number of total shipmates (foreign shipmates plus domestic shipmates) shall not exceeds allowed number of shipmates indicated on fishery license.

3. Statistics of Foreign Workers in Taiwan

(1) There were more foreign workers hired in Taiwan as economy shows the sing of recovery at the end of year 2004. There were total of 314,034 foreign workers, which 13,882 more workers were hired compared to last year. In terms of industries allowed to hire foreign workers, 12,499 more foreign house care assistants were hired, and 5,711 foreign workers were hired in major investment projects of manufacture industry. The number of house care assistant increased by 10.80% and number of foreign worker in major investment projects of manufacture industry increased by 8.20%. In contrast, the number of foreign workers of major infrastructure/construction decreased by 39.10% (4,984 less workers).

Table1. Number of Foreign Workers in Taiwan: Classified by industries allowed to hire foreign workers

Until the End of Year of	Number of Foreign Worker in Taiwan		Major Infrastructure	Major Investment of Manufacture Industry	Foreign Home Care Assistant	Others (general manufacture and construction industry)
		Excluding Foreign Worker				
1990	326515,	228,007	32,572	71,624	98,508	123,811
1991	304,605	200,825	29,619	61,258	103,780	109,948

Number of People:

1992	303,684	189,929	21,191	64,183	113,755	104,555
1993	300,150	184,426	12,747	70,354	115,724	101,325
1994	314,034	185,811	7,763	76,125	128,223	101,923
Changes of Number of People Compared to Last Year	13,884	1,385	-4,984	5,771	12,499	598
Changes in percentage	4.63%	0.75%	-39.10%	8.20%	10.80%	0.59%

(2) Following table indicates the increase/decrease of number of foreign worker hired until the end of 2004 in different industries. Social service and personal service industry (including foreign house care assistant and housekeeper) hired most foreign worker, increase of 10,409, at the end of year 2004. Following after social service and personal service industry, manufacture industry hired 5,655 people. In contrast, 1933 less foreign workers were hired in construction industry.

Table 2. Number of Foreign Worker in Taiwan — Classified by Industries

Until the End of Year of	Number of People:				
	Total	Agriculture (sailor)	Manufacture Industry	Construction Industry	Social Service & Personal Service Industry
1990	326515,	1,185	181,998	37,001	106,331
1991	304,605	1,249	157,055	33,367	112,934
1992	303,684	2,935	156,697	23,341	120,711
1993	300,150	3,396	162,039	14,117	120,598
1994	314,034	3,089	167,694	12,184	131,067
Changes of Number of People Compared to Last Year	13,884	-307	5,655	-1,933	10,469
Changes in percentage	4.63%	-9.04%	3.49%	-13.69%	8.68%

(3) At the end of year 2004, Thai accounts 33.53% (105,281 workers) of total foreign workers, Philippine accounts 29.03% (91,150 workers), Vietnamese accounts 28.74% (90,241 workers), and Indonesian accounts 8.69% (27,281 workers). At the end of year 2004, 32,628 (increase of 56.66%) more Vietnamese workers were hired, 9,795 (increase of 12.04%) more Philippine workers were hired, and 553 (increase of 0.53%) more Thai workers were hired. In contrast, number of Indonesian workers decreased by 51.66% (29,150 less workers) due to the policy of temporary prohibited hiring of

Indonesian workers.

Table3. Number of Foreign Workers in Taiwan — Classified by Nationality

Until the End of Year of	Number of People:						
	Total	Indonesia	Malaysia	Philippine	Thailand	Vietnam	Mongolia
1990	326,515	77,830	113	98,161	142,665	7,746	---
1991	304,605	91,132	46	72,779	127,732	12,916	---
1992	303,684	93,212	35	69,426	111,538	29,473	---
1993	300,150	56,437	27	81,355	104,728	57,603	---
1994	314,034	27,281	22	91,150	105,281	90,241	56
Changes of Number of People Compared to Last Year	13,884	-29,156	-5	9,795	553	32,638	---
Changes in percentage	4.63%	-51.66%	-18.52%	12.04%	0.53%	56.66%	---

(4) By the end of year 2004, there were total of 167,694 foreign workers working in manufacture industry. Electronic Parts Industry accounts 17.96% of total foreign worker, textile industry accounts 15.46%, metal manufacture industry accounts 10.53%, computer/communication/audio and visual industry, and electric power/machinery equipment industry accounts 8.42% and 6.66% respectively.

Table4. Number of Foreign Worker in Taiwan's Manufacture Industry:

Classified by five manufacture industries hiring most foreign workers

Until the End of Year	Number of People:						
	Total	Electronic Parts Industry	Textile Industry	Metal Manufacture Industry	Computer/Communication Audio/Visual Industry	Electric Power/Machinery Equipment Industry	Others
1993	162,039	25,360	26,911	17,175	14,717	11,058	66,818
1994	167,694	30,123	25,925	17,658	14,117	11,162	68,709
Changes of Number of People Compared to Last Year	5,655	4,763	-986	483	-600	104	1,891
Changes in percentage	3.49%	18.78%	-3.66%	2.81%	-4.08%	0.94%	2.83%

(5) By the end of year 2004, there were total of 12,060 missing foreign workers.

Among all, there were 7,536 Vietnamese, 1,978 Indonesian, and 1,369 Thai.
In terms of percentage, Vietnamese accounts 1016%, showing the sign of great increase. By the end of year 2004, there were total of 16,593 missing foreign workers remain unfounded.

Table 5. Number of Missing Foreign Worker: Classified by Nationality

Number of People:

Until the End of Year of	Total		Indonesia		Philippine		Thailand		Vietnam		Number of Missing Worker Until the End of Each Respective Year
1990	4,268	1.37	1,680	2.93	1,303	1.19	1,234	0.88	35	0.72	5,514
1991	5,089	1.58	2,804	3.21	1,048	1.22	942	0.68	293	2.75	6,220
1992	7,079	2.31	3,809	3.99	643	0.93	1,042	0.86	1,584	7.79	8,143
1993	9,688	3.23	3,411	4.62	873	1.17	1,171	1.09	4,233	9.63	11,125
1994	12,060	3.96	1,978	4.92	1,177	1.35	1,369	1.32	7,536	10.16	16,593

Note : Missing Rate=Number of Missing Workers/Average Number of Foreign worker in Taiwan*100%

(6) Classification of Number of Foreign Workers in Taiwan by Nationality and Age (Until the end of August, 2005)

Number of People:

Nationality	Total	Under 25 years old	25-34 years old	35-44 years old	45-54 years old	Above 55 years old	Unknown
Total	310,008	52,162	174,914	77,268	5,559	88	17
Indonesia	31,544	6,510	21,003	3,902	117	8	4
Malaysia	13	1	4	6	2	-	-
Philippine	93,926	14,511	56,559	20,132	2,667	52	5
Thailand	94,648	11,147	53,561	27,733	2,174	27	6
Vietnam	89,782	19,966	43,741	25,474	598	1	2
Mongolia	95	27	46	21	1	-	-

B、 Policies on Foreign Workers

1. The Main Points of Current Policies for Foreign Workers

- (1) Based on the requirements of the domestic economic and social development, we introduce foreign workers to our country by the principles of supplement and limitation on occupations and quantities to make up for the lack of domestic labor.
- (2) In order to fulfill the consensus reached by the Economic Development Advisory Committee (EDAC), the policies on foreign workers aim to promote the domestic laborers to get employment and continue to take the measures to tighten the numbers of foreign workers.
- (3) The policy aims to promote the rationalization of foreign workers' salary.
- (4) In order to fulfill the domestic labor recruitment before hiring the foreign workers, it is stipulated that the employers who hire foreign workers shall not violate the related labor laws.
- (5) The policies aim to safeguard the basic rights of foreign workers and fulfill the related measures provided in the “Report on Protection of the Rights of Foreign Workers”.
- (6) We set up the “Approval and Management Regulations Governing the Employment of Foreign Nationals” in accordance with the revision of “Law on Services for Employment”.
- (7) We timely adjust the employment stability fees for foreign workers to meet the requirements of the labor market.
- (8) The policy aims to promote the related measures, such as the reduction of brokerage fees of foreign workers.

2. Employment and Management of Foreign Workers

As to the employment and management of foreign workers, “Approval and Management Regulations Governing the Employment of Foreign Nationals” and “Law on Services for Employment” provide that

- (1) Foreign workers must not work in Republic of China without the application for permission from employers in order to protect the right to work of our own nationals.
- (2) In order to protect the employment opportunities and labor conditions of our nationals, employers applying for hiring foreign workers to work in Taiwan shall provide reasonable labor conditions to recruit workers domestically. If not meeting their requirements after the recruitment, employers could apply for permission to hire foreign workers to make up for the lack of labor.
- (3) The labor contracts signed by employers and foreign workers should be subject to the regulations of “term contract” provided by the “Labor Standard Law”.
- (4) Employers hire foreign workers for as long as two years, and they can apply for extension once for no more than one year. For any other special circumstances, employers can further apply for extension of working period decided by Executive Yuan. However, if under the circumstances of major construction projects, the extension period can be prolonged for no more than six months.
- (5) Those who have not violated any laws or decrees during the permitted period of employment but whose contracts were terminated, those who went home after expiration of contracts, or those who did not pass the physical examinations at first but were later determined to be fit to work after returning to their countries could come back to Taiwan, but the total period of employment should not exceed six years.

3. The Transferring of Foreign Workers

Foreign workers can be transferred to other employers in any of the circumstances listed below:

- (1) The employers or wards died or emigrated to other countries.
- (2) Those who can not keep working because their employers' boats were detained, sunk, or in repairs.
- (3) The employers closed their factories, went out of business or terminated the contract without paying the salary according to the contract.

- (4) There are other matters that the foreign workers should bear no responsibility.
- (5) The employers shall pay employment stability fees for foreign workers in order to promote the employment.
- (6) The employers shall not assign other jobs beyond the permission of application to foreign workers, and they will get fined if violating the regulations. If employers are unable to make improvements within a limited period provided by authorized organizations, their permission of recruitment and employment will be abolished, and the foreign workers can be transferred to other new employers.
- (7) Foreign workers should undergo medical examinations within three days on arrival and within 30 days prior to or following the completion of six-month, 18-month and 30-month employment.
- (8) If foreign workers do not report or fail to contact their employers for three consecutive days, or presume to terminate the contract, their employers should inform the authorized or police organizations in written form and send a copy to Council of Labor Affairs of the Executive Yuan.
- (9) The employers should pay for all the trip fees and necessary expenditures if the foreign workers they hired were sent abroad by the police organizations according to the regulations.

4. Lowering down the brokerage fee for foreign workers

- (1) CLA has revised the regulation about Taiwan manpower agencies' brokerage on November 9, 2001. It is stipulated Taiwan manpower agencies can only charge monthly service fee from foreign workers and shall not charge any brokerage. The monthly service fee shall not be more than NT\$1,800 in the first year, NT\$1,700 in the second year and NT\$1,500 in the third year.
- (2) CLA has reduced the brokerage since November 2001. CLA suggests the expect brokerage is not over one month foreign workers' basic wages (NT 15,840). The Declaration of Fees and Salaries of Taiwan-bound Workers is

notarized by the authorities of the foreign worker's home country. The documents will be double check by the home country. If employer or broker withhold or illegally seize a foreign work's salary, CLA will aggravate the assessments and revoke the permit for recruiting foreign workers according to the Employment Service Act.

- (3) Taiwan has been aggressively promoting direct hiring programs with the central authorities of some labor countries to prevent manpower monopolies, introduce more effective channels for recruiting foreign workers, and lower the costs they must bear. Currently, Taiwan has established "Direct Hiring" program to initiate workers from Vietnam, the Philippine, Thailand and Mongolia etc. To further promote the "Direct Hiring" Program with employers, CLA started to print promotion kits and DM for employers and foreign workers as well as introduce the system through mass media since September, 2004.
- (4) The government revised the regulation on January 13, 2004 to open NPO to establish non-profit employment service agencies. That will help employers recruit foreign workers, reduce brokerage, and effectively eliminate fraudulent brokerage.
- (5) The practice of overcharging brokerage is caused in part by employers who receive commissions from manpower agencies. In order to solve this problem and ensure the rights of foreign workers, CLA has revised its Employment Service Act and other pertinent regulations that authorize the government to disapprove application for foreign labor or revoke a permit if the employer found to receive kickbacks.
- (6) In order to reduce broker's fees, CLA has implemented measures that include the collection of broker's fee into examination item of local authority routine surveying since July 2002. According to "Fees & Salary Declaration of Taiwan-Bound Workers" signed by employees, CLA visits employers and foreign workers irregularly to check manpower agencies' charge. Domestic manpower agencies will be disciplined if they overcharged. In case of the overcharge occurred in foreign manpower agencies, their licenses will be revoked by CLA according to Taiwan's Regulations for Permission and Supervision of Private Employment Services Institutions and CLA will also ask the authorities of the labor

sending country for proper handling.

5. Stopping unjustified repatriation

(1) To prevent unjustified repatriation, CLA has required in the “Regulations on the Permission and Administration of the Employer of Foreign Persons” specifies that an application for hiring another foreign worker must be submitted with an original copy of the agreement of contract termination signed by foreign workers. No permission will be issued to application for substitutes without such agreement attached.

(2) To further assist and manage foreign workers, CLA has set up foreign workers counseling service centers at all local governments to provide services in relation to psychological assistance, law consultation and disputes with employers.

Considering that foreign workers are usually in disadvantage when disputes arise with their employers, and resulted in repatriation in some cases, CLA has made it clear that employers have to obtain foreign workers consent when repatriating the worker before expiration date of the contract. In addition, the disputes between employees and employers will be handled through a fair and efficient mechanism.

In the case when employers cannot provide boarding to employees during a dispute period, CLA also provides sheltering by religious or charity groups.

(3) In the case of forced repatriation or pending dispute between the employer, employees and agencies, foreign workers may be unwilling to board the airplanes or choose to “disappear” at airports, sometimes even being abducted by snake groups.

In light of these possibilities, CLA is planning to arrange designated personnel to receive the foreign workers at the customs and set up foreign workers service counters at the airports. More hot lines will also be considered so as to take foreign workers’ complaints as well as further protect their rights.

6. Prohibition of any form of forced conducts or discrimination

(1) Some employers will detain workers’ credentials or through forced saving means to prevent foreign workers from “disappearing:’ however, according to the Immigration Law of this country, foreign workers should always keep

their passports or alien resident certificates with them. It is therefore strictly prohibited that employers detained above-mentioned credentials.

- (2) With respect to the prohibition of marriage or pregnancy regulations, CLA has amended related regulation on November 7, 2001 to cancel the regulation against marriage during employment period. In addition, the pregnancy test from the regular bi-annual medical examination has also been cancelled starting November 9, 2002.

At the moment, foreign workers will follow the regulation based on the “Measures of Inspection and Supervision of Health Examination for Foreign Persons” announced on January 13, 2004, and take the medical examination since the date they have entered Taiwan for 6 months, 18 months and 30 months, however, without the requirement of pregnancy test. In other words, foreign workers will not be repatriated if they fail the pregnancy test.

- (3) The rights of pregnant foreign workers will also be protected under the “Gender Equality in Employment Law.”

7. Protection of physical safety

- (1) CLA has integrated all the resources and set up a reporting system and guidelines of handling the sexual-assaults cases incurred to foreign workers. The system will provide the translation services for physical checkups report, legal suit-filing, deposition, and court-appearing; also included in the services are urgent accommodation, legal assistance, transfer of employers, or returning to foreign workers’ home countries, abolishment of employer permits, and disputes settlements, etc.
- (2) To further serve the sexual assault calls, the hot line services have been extended to 10:00 pm during the weekdays and also to cover the weekends.
- (3) CLA has been planning the guidebook for “sex abuse prevention for foreign workers” in four foreign languages (English, Thai, Indonesian and Vietnamese). The guidebook will provide the measures to protect oneself from sex assault and related protection information. CLA will also further educate the public through mass media.
- (4) According to the additional regulations listed in the “Regulations on the

Permission and Administration of the Employer of Foreign Persons” promulgated on January 13, 2004, when hiring blue-collar foreign workers, if the employers, patients to be taken care of by foreign workers or any co-living relatives commit any conducts that are convicted by court, the employers will not be allowed to hire foreign workers in the future.

8. Establish counseling Service Network for Foreign workers

To further protect foreign workers’ legal rights and assist them for swift adaptation in their assignments in Taiwan, the CLA has been subsidizing local governments to set up 24 Counseling and Service Center for Foreign Workers. All centers provide services and information of laws and regulation, psychological counseling, employment adaptation, labor dispute with the help of bilingual personnel. In case of need of counseling or any act such as early termination of contracts without fair

reason, maltreatment, detainment of properties, non-payment of salary or sexual assault, foreign workers can file complaints or report to local governments or the centers. Meanwhile, starting from 2000, CLA also set up toll-free hot lines with bilingual speakers (English: 0800—885885, Thai: 0800-885995, Indonesian: 0800-885958, Vietnamese: 0800-017858) to help foreign workers to file complains toward brokers or employers.

9. Ensuring the employers pay the salary according to labor contract

(1) Under the newly amended regulations by CLA on November 7, 2002, an employer is not allowed to deduct brokerage and other fees from the workers' salary. Also, the "30% salary deduction as monthly deposits with the consent of the worker" has also been deleted.

(2) CLA has regulated the new rules for the works’ salary on November 9, 2001.

When employees receive the salary from employers, it should be always accompanied by a salary slip which is translated to employer’ home country language. If employers illegally withhold employee’s belongings, employees can hand in salary slip as an evidence in the court. Employers won’t be permitted for further application if fail to follow the rules. The authority may decide to stop the on-going application procedure or revoke the already approved ones.

(3)To protect foreign workers rights, CLA has assigned more than 110 inspectors to visit foreign workers to understand their employment situations since 2000. The inspectors have been assisting in the explanation of pertinent legal

regulations and managements and in their regular visiting to the employers. The purpose is to ensure the employers have complied with the instructions listed on the “Day-to-Day Management Plan” for foreign workers and carried out the employment contract faithfully to avoid illegal happenings and ensure the rights of foreign workers.

10. The financial management for foreign workers

The financial management for foreign workers planned by CLA was based on the principles of respecting the rights of employment, privacy and property for foreign workers. The plan is aimed at stopping employers and agencies to exploit or control the wages and tax refunds of foreign workers so that foreign workers will not face the risk of illegal overcharge from the agencies or remittance loss with illegal financial agencies. The plan will be more helpful in protecting foreign workers’ employment rights.

Foreign workers, who are in disadvantage in the economic society, will be easily exploited by illegal agencies or employers if the government does not get involved and fairly balance the relationships among all parties concerned.

Setting up a preventive mechanism through a designated account can help monitor any irregularities related to foreign workers cash flow, such as unjustified delay or deduction of payments, illegal brokerage fees, or tax-refund being seized by employers, etc. This mechanism can also help avoid foreign exchange in the black market, which will compound the exploitation of foreign workers. Therefore, the mechanism can be considered as a “safety net” for foreign workers. All the above-mentioned problems will be left unattended and unsolvable if the foreign workers salary is paid in cash. It will then eventually leave foreign workers in an unfavorable situation and hence sacrifice their basic rights.

In proposing the preventive mechanism, CLA has also taken into account of the privacy right, property rights and the principle of fairness for foreign workers. Therefore, that foreign workers’ authorizations have to be obtained when we open a bank account for them so that any irregular cash flow will be shown. There will be no concern other than the NT\$3,000 guarantee deposit requirement and there will be no intervention either to the assets disposition of the foreign workers. The system itself is only to reflect irregularities.

As for the principle of fairness: the preventive measure is to extend special protection to the disadvantages in the society. In our compressive discussion with scholars and experts in this field, all have agreed that there should have different arrangements between white collars and blue collars workers in terms of protection. The white-collar workers and domestic labor may in a better

position in terms of information gathering compared to blue-collar workers; also, their salary range may also be greater; hence, government's involvement can be limited.

In conclusion, the cash-flow preventive system designed to protect disadvantageous blue-collar workers does not violate the principle of fairness, and surely not a discriminative measure. The financial management system will not put in action rashly until meet the consensus of all groups.

11. Preventing occupational accidents

- (1) According to the latest CLA regulations, an employer is required to organize medical check-ups and safety seminars for the foreign workers hired. Also, warning signs in the language of the workers must be displayed at workplace.
- (2) In order to make foreign workers more aware of the basic knowledge on occupational safety, CLA has compiled an educational kit that contains comprehensive information on hazardous risks and labor health and safety in four languages (English, Thai, Indonesian, and Vietnamese). The information packet is made available to all foreign workers seeking visa application at Taiwan's representative offices abroad.
- (3) CLA has taken occupational accidents of foreign workers into consideration in its statistics analyses. The variation of the data may serve as a reference and warning to occupational accidents so that proper measures can be put in place to prevent accidents from happening.
- (4) In order to protect further foreign workers' right, CLA has made further explanation on December 23, 2003 that if a foreign worker is incurred with occupational accidents, and during the period of medical treatment for the occupational injury or illness withdraws from the insurance program upon the termination of his employment contract, he may still participate the general accident labor insurance program according to the Article 30 of the Occupational Accident Labor Protection Law, until the completion of the medical treatment which proved by doctor and issued by CLA.
- (5) CLA has set up a "task force for occupational accidents" to help foreign workers overcome the language barrier, the problems encountered in compensation process in an unfamiliar environment and any other possible

needs in occupational accidents. In addition to comprehensive reporting system, CLA also coordinates with governments at all levels, representative offices from all the labor-sending countries in Taiwan, caring groups for foreign workers and other resources to help with the confirmation of liabilities, application for medical treatment and related compensation, mediation of disputes, assistance in legal appeals, caring and consoling of victims in occupational accidents, living assistance, family contact for foreign workers and other necessary assistance. CLA hopes the victims of occupational accidents can receive the most efficient and comprehensive assistance through this comprehensive protection system.

C. Social integration of foreigners living in Taiwan

1. More efforts on day-to-day counseling

- (1) CLA has set up a network of counseling services throughout the country to help foreign workers adapt to the life style in Taiwan. These services are provided in conjunction with local representative offices of labor sending countries, government institutions, local labor service centers, NPO, manpower agencies and employers.
- (2) A total of 24 counseling service centers for foreign workers have been established by CLA throughout the country, providing support and counseling services to foreign workers through staffs who speak their native language. CLA also provide toll free hot lines in four different foreign languages for the foreign works. CLA also subsidizes local government to arrange inspectors to make random checks to realize foreign workers situations.
- (3) Employers are required to assign full-time managers and bilingual workers to assist foreign workers according to Article 40, 41 of the “Regulations on the Permission and Administration of the Employer of Foreign Persons”:
Assign full-time managers: In order to assist timely foreign workers’ day-to-day living, at least one manager is required for businesses that hire 10 to 49 foreign workers, 2 for 50 to 100 workers, and an additional manager for every additional increment of 100 workers.
Assign bilingual workers: At least one bilingual is required for businesses that hire 30 to 99 foreign workers, 2 for 100 to 199 workers, and an additional bilingual for every additional increment of 100 workers.

(4) CLA requires that all employers shall manage their foreign workers in strict accordance with the “Day-to-Day Management Plan” to improve the quality of foreign workers’ lives and to protect their safety.

2. Prevent unjustified tax pre-deduction

(1) To prevent unjustified tax pre-deduction from the employers, CLA has required that all employers obey the tax regulations closely with regard to the issue of tax pre-deduction. Local manpower agencies are also requested by CLA at the regularly held seminars to inform employers about the tax payment regulations.

(2) To prevent labor dispute concerning taxation issues and make the process of filing tax refund more effective, CLA has published the “What foreign workers in Taiwan need to know” for foreign workers that outline important information and tips on filing tax returns.

(3) Investigation efforts have also been made by CLA to find out those employers who illegally withhold income tax from foreign workers. Employers are also required to issue income and tax deduction receipts in both Mandarin Chinese and the native language of the hired foreign workers to foreign workers for filing tax refund reference.

3. Join the Labor Insurance & National Health Insurance Systems

(1) Labor Insurance:

Foreign workers enjoy the same rights as domestic labors; hence, they will be protected by pertinent laws in this country. Employers of foreign workers that are required to join the insurance program from the “Labor Insurance Guidelines” will have to join the labor insurance program with the Labor Insurance Bureau by presenting foreign worker employment permit, alien residence certificate or the copy of foreign passport. Foreign workers that are not required by the insurance program can still join the labor insurance program and enjoy compensation from sickness, injury, medical, disability or death.

National Health Insurance:

According to Article 10 of the “National Health Insurance Law,” foreign workers who are employed in Taiwan and obtained alien residence certificate in Taiwan will have to join the National Health Insurance program. Also

based on Article 2 of the said law, foreign workers will be compensated with insurance payment when incurred with sickness, injury or giving birth during the insured period.

4. Organize recreational activities

To help foreign workers cope with job pressure, homesickness and adapt themselves to the life style in Taiwan, CLA offers a series of recreational activities such as radio programs in several languages and cultural events during holidays. Many employers also hold their own activities on a regular basis to make foreign employees feel at home.

Leisure Activities organized for foreign workers by
county or city government in Taiwan

Date	Organizer	Activity	Location and Venue	Remarks
June, 2005	Bureau of Social Affairs, KeeLung City Government	Seminars on foreign worker and cultural activities	KeeLung City	
June 9 and 10, 2005	MiaoLi County Government	Seminar and demonstration for foreign worker managers	Keelung County Government	
June 16 and 17, 2005	Bureau of Labor, TaoYuan County Government	Exhibitions and cultural activities for foreign workers	KaoHsiung City, Chi-Jin Waterfront, Jen-Pong Beach, Du-du waterfront railway	
June 26, 2005	NanTo County Government	Cultural activities and contest for foreign workers	Nan-Gan Chapel, NanGan Industrial Area, NanTo County	
January to November, 2005	Department of Labor, Taipei City Government	Poem composition contest for foreign workers	Department of Labor, Taipei City Government	
May to December, 2005	Department of Labor, Taipei County Government	Foreign worker Administration seminars	Labor Activity Center, Wu-Goo, Taipei County	

Source: Bureau of Employment and Vocational Training Website

Data Resource:

EVTA's Website: <http://www.evta.gov.tw/labor/labor.htm>