



Philippine Overseas Employment Administration
Department of Labor and Employment
Republic of the Philippines

***Go online.
Don't fall in line!***



VISION

Excellence in governance for world-class Filipino migrant workers

MISSION

POEA connects to the world and in partnership with all stakeholders, facilitates the generation and preservation of decent jobs for Filipino migrant workers, promotes their protection and advocates their smooth reintegration into Philippine society.

QUALITY POLICY

We pursue excellence in governance to satisfy our customers.

We achieve this by:

- Providing effective and efficient services
- Operating within the requirements and standards governing overseas employment
- Empowering our human resources
- Assuring continual improvement using ISO 9001:2008

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I am immensely delighted and proud to present this 2014 Annual Report of the Philippine Overseas Employment Administration to our clients, partners, and stakeholders, and hope this Report will serve them in good stead. I also warmly congratulate all POEA officers and employees, and all the members of the POEA Governing Board, for making 2014 another exceptional year for the organization. This Report sums up the POEA's hard work in demonstrating once more "excellence in governance".

The POEA is very close to my heart. Thus, I always recall that when I was POEA Administrator and even now that I am Secretary of Labor and Employment and Chairperson of the POEA Governing Board, I am very passionate about how we can always improve our frontline services and make the lives of our clients stress-free as they transact business with the agency as part of our contribution to national development.

The use of the Internet and other modern electronic technology is the key to improving services delivery. To POEA's credit, it has rolled-out in 2014 various online projects and improvements in its service delivery systems, including the *Balik-Manggagawa* Online System (BM Online), New Hire Online System, and the Special Recruitment Authority (SRA)/ Letter of Acknowledgement (LOA) Online Application System. These online delivery systems were intended not only to get rid of queues at POEA offices, but also to speed up transactions, all for our clients' convenience.

The POEA's Online Pre-Employment Orientation Seminar (PEOS Online) is another commendable project implemented during the year. PEOS Online enables jobseekers to have quick and easy access to information on overseas employment, as well as about the risks and the prospects of working abroad. The mobile application to verify the status and job orders of a recruitment agency is also a great tool against scammers and illegal recruiters.

As more of our women and men opt to work overseas, the POEA has consistently lived up to its mission of not only facilitating employment, but also in protecting workers. In 2014, it documented 2.4 million OFWs, the highest record in its history, validating that Filipinos, with their considerable talents and skills, are still the darling of world labor markets. It is this fact that continually challenges the POEA to enhance further its welfare and protection measures and implement more advantageous employment options.

The POEA's valuable contributions to labor migration policy development and its active participation in fruitful negotiations that sealed partnerships with destination countries through bilateral labor agreements, including the ratification of international conventions for the benefit of OFWs, are well-documented in this Annual Report.

The POEA, in all its programs and initiatives during the year, has demonstrated that the well-being of every OFW is a priority. Its anti-illegal recruitment campaign, workers' assistance and placement services, industry and regulation management, adjudication and conciliation of cases, legal assistance, and other support services yielded positive results, a testament to its steadfast commitment to fulfill its mission.

Hence, it is no longer surprising that the POEA team's efforts have resulted to the continued certification of its Quality Management System, covering 39 frontline and support services, as compliant to ISO 9001:2008.

I challenge the POEA not to rest. The road to 2015 and beyond is difficult, but with a corps of men and women strongly united and highly-dedicated to its mission, there is no doubt in my mind that it will continue to engage, motivate, and achieve for every OFW and his/her family.

Congratulations once again and God bless!



ROSALINDA DIMAPILIS-BALDOZ

Secretary and POEA Governing Board Chairman



Called the Year of the HI-Tech Online Services Delivery System, 2014 marked an important moment for the Philippine Overseas Employment Administration. Leading the DOLE agencies in harnessing the power of technology-enabled systems to deliver effective programs and services, we embarked and succeeded in institutionalizing the Balik-Manggagawa Online System, New Hires Online Services which included the e-Payment System for Agency-Hired Workers, Online Recruitment Application on Special Recruitment Authority (SRA) and Letter of Authority (LOA), Online PEOS and the POEA Mobile App for IOS and Android phones. These are part of our efforts to make our services more efficient and transparent for the benefit of the overseas Filipino workers and stakeholders.

Looking back likewise at what we have managed to accomplish and true to our commitment to promote the protection and welfare of our OFWs, it can be said that 2014 was another record-setting year. Let me walk you further through our most meaningful accomplishments for this year:

1. Continued negotiations with host governments to improve further the conditions and terms and benefits of our OFWs in the worksites. Two agreements were signed during the year, namely: (1) Renewal of the Memorandum of Understanding with Korea for the recruitment of Filipino workers under the Employment Permit System (EPS) on 10 April 2014; and (2) PH-Swiss Agreement on the exchange of professional and technical trainees on 14 November 2014.
2. Deployment of 1,832,668 OFWs to 192 compliant countries, contributing a total of US\$24.3B in remittances surpassing the US\$ 22.9B recorded in 2013.
3. Focus on deployment of high end/high value skills category.
4. Increase in deployment of government hires.
5. Above target performance in increasing awareness about illegal recruitment through the conduct of PEOS with the attendance of 488,507 prospective OFWS, a 182% increase from the previous year's total of 173,143 participants.
6. Also an above target performance in voluntary conciliation and compulsory arbitration.
7. Consistent implementation of the "hard to enter policy" in regulation and managing private sector participation in the overseas employment program

8. Recognition of high performing licensed private recruitment and manning agencies through the grant of Agency Awards.
9. Sustained ISO certification and continual process improvements.
10. An empowered workforce espousing our core values of trust, integrity, honesty and camaraderie.

I invite you to read this Annual Report to see how POEA has directly confronted the challenges of 2014 head on and succeeding at that!

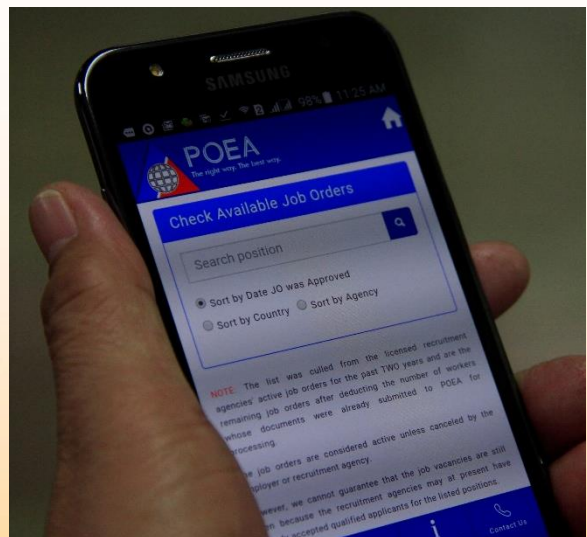


HANS LEO J. CACDAC
Administrator

OVERSEAS EMPLOYMENT FACILITATION SERVICES

Harnessing Technology Through Online Delivery Systems

- The call for a more facilitative deployment of OFWs and enhanced welfare and protection measures saw the Administration embarking and succeeding in institutionalizing online services.
- It was in October 2014 when the Balik-Manggagawa Online System (BM Online) materialized. Allowing BMs or vacationing workers to secure and print their Overseas Employment Certificates anywhere and at their convenience, 78,000 OFWs have been benefitted with 11,000 going through straight online processing without having to go to any POEA or POLO processing centers. The rest of the users passed through the online appointment system.
- A New Hire Online System for agency-hired workers was also developed and pilot tested with 20 licensed agencies using it. OECs processed thru the system benefitted more than 14,000 OFWs.
- The issuance of Special Recruitment Authority (SRA) and Letter of Acknowledgement (LOA) was facilitated with the implementation of an SRA/LOA Online Application System. 169 agencies have utilized the system. 180 and 222 SRAs and LOAs respectively have been issued during the year.
- A Mobile App can now be downloaded in IOS and Android phones. About 79,000 users have installed the application to verify the status of licensed agencies and their updated job orders.



**ONLINE SYSTEMS:
THE WAY TO GO**

OFWs Documented Hit 2.4 Million

- In 2014, the number of POEA documented OFWs had reached a record high of 2,442,360 OFWs based on the issued Overseas Employment Certificates (OECs). The figure is 8.94 percent higher than the 2,241,854 OFWs documented in 2013. Out of the total, 1,924,388 or 78.8% were landbased OFWs while the remaining 517,972 or 21.2% were seafarers.
- Of the total landbased OFWs documented, 33.2% or 639,679 were new hires while 66.8% percent or 1,284,709 were rehires.
- The number of new hires documented grew by 13.7% from the previous year's total of 562,635. The big increase can be attributed to the 14% percent increment of agency hires documented. Name hires and government hires also posted growth rates of 4.2% and 11.2% respectively.
- Rehires documented on the other hand, recorded a modest increase of 6.0%, from 1,211,304 in 2013 to 1,284,709 in 2014. The increase is attributed to the 15.7% percent increment in the processing of rehires at the POEA Regional Offices.
- Seabased workers documented increased by 10.7%, from 467,915 in 2013 to 517,972 in 2014. Seafarers documented by the POEA Regional Offices hiked by 61.4% or 1,903 in 2013 to 3,072 in 2014.

2,442,360

OECs ISSUED



OFWs deployed still at 1.8 Million Mark

- In 2014, a total of 1,832,668 OFWs were deployed. This is a decline of 0.20% from last year's figure of 1,836,345. The decrease can be attributed to the 6.04 percent decline in the deployment of rehires. Rehires deployed went down from 1,004,291 in 2013 to 943,666 in 2014.
- Land-based OFWs deployed numbered 1,430,842 for a 78% share of total OFW deployment in 2014. However, this is 2.6% lower than land-based deployment of 1,469,179 in 2013.
- Land-based new hires deployed increased by 4.8 percent from 464,888 in 2013 to 487,176 in 2014. A huge deployment was recorded from the regions. The total new hires deployed from the regions ballooned to 5,613 in 2014 from 1,992 in 2013 for a 181.8% growth.
- Though deployment of rehired workers decreased in 2014, it still accounted for 66% of the total land-based deployment.
- On the deployment of seafarers, a 9.44% increase was noted. From a level of 367,166 in 2013, deployment rose to 401,826 in 2014. This can be attributed to the increasing demand for Filipino seafarers despite the stiff competition from other Asian and European seafarer-sending countries.

DEPLOYED NEW WORKERS
INCREASED BY **4.8%**



OFW Global Destinations

- The Kingdom of Saudi Arabia remained to be the top destination of both new hires and rehires with a total deployment of 402,837, up by 5.30% from 382,553 in 2013. The United Arab Emirates came in second with 246,231, down by 5.70% from 261,119 in 2013. Singapore occupied the third spot with 140,205 and remained as Asia’s number one destination of OFWs. Qatar, Hong Kong, Kuwait, Taiwan, Malaysia, Bahrain, and Canada round up the top ten destinations of OFWs.
- By World Region, 90% of OFWs are in the Middle East and Asia. The Middle East employed 885,541 OFWs or 61.89% of the total land-based deployment. The figure was 2.59% higher than 863,152 in 2013. Asia hosted 420,106 OFWs or 29.36 % of the total land-based deployment. The rest are in Europe (29,250), Americas (27,615), Africa (22,240), Oceania (21,311) and the Trust Territories (3,867).

62% OF OFWs DEPLOYED TO MIDDLE EAST COUNTRIES



More Principals Registered; 900,878 Job Orders Made Available for Filipinos

- There were 27,925 foreign principals or employers registered from January to December 2014. Of the total, about 97.15% or 27,129 were land-based employers and the remaining 2.85% or 796 were manning principals. The 31.26% growth rate in the number of registered principals over last year generated a total of 900,878 job orders.
- The job orders made available for Filipinos in 2014 represented a 0.80% decrease from 908,147 recorded in 2013. Majority of these approved job orders were for (a) production and related transport equipment workers, (b) service workers, and (c) professionals and technical and related workers. The bulk of these job orders come from countries in the Middle East, particularly Saudi Arabia, United Arab Emirates and Qatar.



Filipino Seafarers Still Number One in the World

- Filipino seafarers continued to dominate the world’s seafaring industry making up 30% of the world’s maritime workforce. This is translated to more or less 1.3 million in numbers. As to their annual total deployment, the figure in 2014 was registered at 401,826 or 9.44 percent higher than 367,166 in 2013.
- Majority of 401,826 seafarers who were profiled in 2014, were males and they were deployed on board bulk carriers (91,205 or 22.70%), passenger vessels (79,941 or 19.89%), containers (46,888 or 11.67%), oil/product carriers (26,093 or 6.49%), and tankers (22,988 or 5.72%).

- The 2014 figure also showed that the bulk of those profiled were ratings (154,963), followed by non-marine or passenger ship personnel (151,402). Officers number 93,686.
- The top 10 flags of registry of Filipino seafarers in 2014 were: Panama (71,356), Bahamas (50,379), Liberia (35,974), Marshall Islands (32,179), Malta (23,793), Singapore (22,561), Bermuda (16,509), Norway (13,323), Netherlands (12,582), and Italy (12,297).

1.3 Million
 FILIPINO SEAFARERS IN
 OCEAN-GOING VESSELS



Wikipedia

Impact of Overseas Employment: Billions of Remittances for OFW Families

- Sustained demand for Filipino manpower worldwide – particularly professionals and skilled workers – combined with greater access by OFWs and their beneficiaries to expanded remittance facilities contributed immensely to the growth in remittances in 2014. Data from the Bangko Sentral ng Pilipinas (BSP) showed that cumulative remittances of overseas Filipinos coursed through banks for 2014 summed up to US\$24.3 billion. This was 5.83 percent higher than the US\$22.9 billion level recorded in 2013.
- The bulk of remittances came from the United States of America, Kingdom of Saudi Arabia, United Arab Emirates and the United Kingdom..

2014 OFW REMITTANCE

US\$24.3 B



Protection of OFWs Brought to Fore

The policy thrust of the government remained geared towards affording protection and promoting the welfare of overseas Filipino workers in a liberalized and open global labor market. This was the core deliverable carried out through bilateral and multilateral negotiations with destination countries and in all international conferences and fora on migration and development where the POEA participated either as resource person or delegate.

During the period, the POEA actively participated in the development of bilateral agreements, bilateral and multilateral negotiations and ratification of international conventions. These were with the Kingdom of Saudi Arabia, United Arab Emirates, Bahrain, Oman, Kuwait, Iraq, Libya, Italy, British Columbia (Canada), Saskatchewan (Canada), Canada, Russia, Azerbaijan, New Zealand, and Mongolia.

Two Bilateral Labor Agreements were concluded and signed, namely:

- Sending and Receiving of Workers to South Korea under the Employment Permit System (renewal), 10 April 2014
- Exchange of Professional and Technical Trainees with Switzerland, 14 November 2014

The Philippines also participated in the process of drafting an ASEAN instrument to implement the Cebu Declaration on the Protection and Promotion of Rights of Migrant Workers.

The Philippines further participated in Regional Consultative Processes (RCP) which were aimed at developing and implementing cooperative initiatives toward more ethical and efficient management of labor mobility: Colombo Process (Asian labor sending countries) and Abu Dhabi Dialogue (Asian labor sending countries with receiving countries belonging to The Gulf Cooperation Council)

The year saw the DOLE and POEA participating in twenty (20) technical discussions concerning employment protection and rights of OFWs including seafarers:



- Riyadh, KSA – Agreement on Domestic Worker Recruitment between the Ministry of Labor of the Kingdom of Saudi Arabia and the Department of Labor and Employment of the Philippines.
- Jakarta, Indonesia – 11th ASEAN Committee on the Implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers Drafting Team (ACMW-DT) Meeting
- Palais Wilson, Geneva, Switzerland – 20th Session of the United Nations Committee on Migrant Workers
- Geneva, Switzerland – 1st Meeting of the Special Tripartite Committee on MLC, 2006
- Colombo, Sri Lanka – Senior Officials Meeting of the Colombo Process
- Myanmar – 7th Meeting of the ASEAN Committee on the Implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers
- Kuwait – Abu Dhabi Dialogue Senior Officials Meeting (ADD-SOM)

- Yangon, Myanmar – 6th Experts Working Group (EWG) Meeting on ASEAN Convention on Trafficking in Person (ACTIP) and Regional Plan of Action (RPA)
- Jakarta, Indonesia – 1st Coordination Team Meeting of ASEAN-EU Human Rights Cooperation Programme under READ Facility
- Chiang Mai, Thailand – 12th ASEAN Committee on the Implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers Drafting Team (ACMW-DT) Meeting
- Nay Pyi Taw, Myanmar – 13th ASEAN Committee on the Implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers Drafting Team (ACMW-DT) Meeting
- Bangkok, Thailand – Sub Regional Meeting to Develop the CLM Work Plan with the ASEAN Triangle Project
- Sri Lanka – 2nd Senior Officials Meeting of the Colombo Process and 3rd ASIA-EU Dialogue Conference
- Penang, Malaysia – 14th ASEAN Committee on the Implementation of the ASEAN Declaration and the Protection and Promotion of the Rights of Migrant Workers Drafting Team (ACMW-DT) Meeting
- Doha, Qatar/Muscat, Oman/Manama, Bahrain/Riyadh and Alkhobar, KSA/Abu Dhabi, UAE/Dubai, UAE – 3rd Ministerial Consultation of the Abu Dhabi Dialogue and Assessment of POLOs and Migrant Workers Welfare Administration (MWOFRFC)
- Saudi Arabia – Gulf Cooperation Council-Health Ministers Council (GCC-HMC) and the Ministries of Labor and Health of the aforementioned countries the problems arising from the GAMCA checking system, and to resolve the impasse caused by the insolvency of the Mohammed Al-Mojil Group of Companies (MMG)



- Lao PDR – 15th ASEAN Committee on the Implementation of the ASEAN Declaration and Protection of the Rights of Migrant Workers Drafting Team (ACMW-DT) Meeting
- Macau, SAR/Hong Kong, SAR/Korea/Japan – Pilot Testing and Development of the Foreign Labor Operation Information System (FLOIS) at the POLOs
- Korea – 10th Year Anniversary of the Employment Permit System (EPS)
- Horizon Lake View Hotel, Nay Pyi Taw, Myanmar – 7th ASEAN Forum on Migrant Labor

Participation in International Conferences/Fora on Migration and Development

The POEA participated in various international conferences/fora on labor migration and development, some of which are: (1) Trafficking-in Persons Conference in Singapore; (2) International Dialogue on Migration, South to South Migration Partnering Strategically for Development, Geneva, Switzerland; (3) 7th Global Forum on Migration and Development (GFMD), Stockholm, Sweden; (4) Regional Capacity Building Workshop on Advocacy to Protect Migrant’s Rights and Health Issues, Malaysia; (5) Regional Workshop on Anti-Trafficking in Person, Mexico; (6) Dignity Rights and Domestic Work in the Arab State, Turkey; (7) ILO-DWAB Pilot Project for Migrant Health Professional and Skilled Workers, Belgium and Norway; Labor Migration Workshop on EPS and Reintegration, Korea; (8) 7th AEAN Forum on Migrant Labor (AFML), Myanmar; (9) Experts Meeting on International Recruitment Integrity System, Geneva

Labor Market Information

Market updates and advisories on current labor market developments in Yemen, Canada, Australia, Cayman Island, Qatar, Oman, Singapore, Brunei, UAE, Uzbekistan, Taiwan, Belgium, Turkey, Canada, Kenya, Syria and Macau served as useful marketing tools for private recruitment and manning agencies and guided the workers and the general public on overseas employment opportunities.

Inbound Study Visits

the POEA received eight (8) inbound missions consisting of foreign government and private sector delegations from Papua New Guinea, Mongolia, Azerbaijan, Palau, Canada, Italy, KSA, and UAE.



WORKERS' ASSISTANCE AND PLACEMENT SERVICES *POEA Maintains 6 Government Clients*

- In 2014, the POEA, under its government to government hiring program, continued to serve three (3) regular government clients, namely: National Ambulance of UAE; Ministry of Health, Saudi Recruitment Office; and, Federal Employment Agency (BA)/International Placement Agency (ZAV) of Germany. Special Hiring Programs for Korea, Japan and Taiwan were likewise pursued.

2.6% Increase in Deployment Under Government Hiring Facility

- From 8,022 in 2013, the number of OFWs deployed under the government hiring facility increased by 2.6% to 8,234. Majority of workers deployed were males.



Increase in Skills Registration

- A total of 173,793 land-based worker applicants registered with the POEA. This number is a 27.3% increase from the previous total of 136,527 in 2013. This was brought about by the 145% increase in the number of land-based registrants under the Korean Employment Permit System (EPS). From 20,423 in 2013, EPS registrants rose to 50,092 in 2014.
- The profile of 167,993 worker registrants at the POEA Central Office show that about 63% of the applicants were males. Of the total, 7,766 applicants were referred by POEA to job openings, 4,449 were referred to licensed recruitment agencies and the remaining 3,317 were referred to the government hiring facility. Twenty-two licensed agencies utilized the POEA manpower registry during the period, up by 10% from 20 recorded in 2013.



Voluntary Conciliation

- The year also saw a notable performance in voluntary conciliation with the Administration achieving an 85.6% disposition rate. Settlement rate was at 76% translated into a total of Php 163,828,003 benefitting 3,473 OFWs.



INDUSTRY REGULATION AND MANAGEMENT

Issuance of License

- Seventy (70) new licenses were issued during the year consisting of 58 land-based agencies and 12 manning agencies. In terms of job generation, 7,279 additional job opportunities were opened for professionals, managerial, skilled, construction, production, and health workers and 633 new job opportunities for our seafarers.
- Consistent with the difficult to enter policy, the 70 new licenses issued represent only 34.8% of the 201 applications acted upon. Thirteen (13) applications were denied while 86 were returned for failure to comply with licensing requirements.

Renewal of License

- License of 261 agencies were renewed consisting of 228 land-based and 33 manning agencies. The renewed licenses during the period represent 95.6% of the 274 applications for renewal acted upon. Five (5) applications for renewal were denied.

Agency Education Programs

- The POEA conducted ten (10) Pre-Licensing Orientation Seminars (PLOS) which were attended by 727 agency owners/executives applying for issuance of license. The seminars conducted and attendees were higher by 25% and 39.8%, respectively from the previous year's total of 8 sessions and 520 participants. This activity was aimed at providing timely and relevant information to applicant-agency executives on the various requirements needed for setting up and managing a recruitment agency.
- There were 56 Continuing Agency Education Program (CAEP) seminars conducted in 2014 with 5,186 participants as compared with 21 seminars and 1,877 participants in 2013. The big leap in numbers is attributed to the strict implementation of the 100% mandatory attendance of agency executives and employees of licensed agencies in CAEP seminars as a requisite for renewal of license.



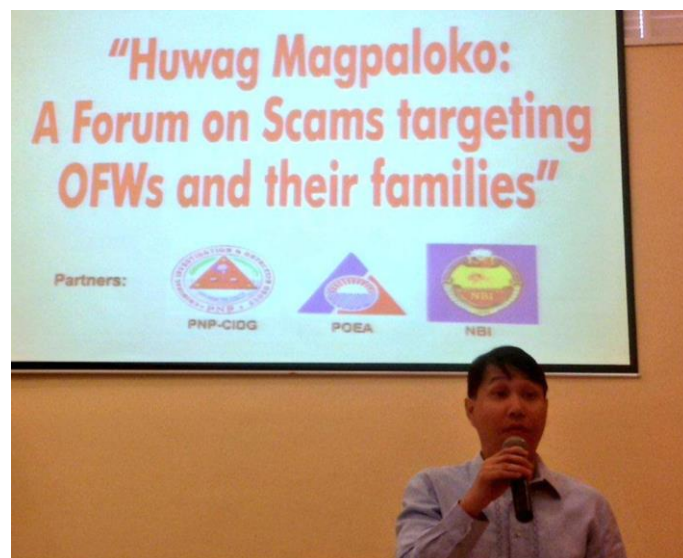
Agency Performance Evaluation and Awards

- The Outstanding Agency Awards with the theme "Achieving Excellence Through Ethical Recruitment in the Service of Overseas Filipino Workers" was held at the Rizal Hall, Malacañang Palace on February 10, 2014. Since its implementation, the three-tiered award system has given recognition to 179 agencies with outstanding performance in the overseas employment program consisting of 13 Presidential Awardees, 31 Awardees of Excellence and 135 Top Performers. New names were added to the elite group for the year in review with the conferment of awards to 5 Presidential Awardees, 9 Awardees of Excellence and 4 Top Performers.

WORKERS PROTECTION

Anti-illegal Recruitment and Trafficking in Persons Campaign

- The POEA Anti-Illegal Recruitment-Trafficking in Persons (AIR-TIP) Campaign nationwide has gained headway as more support were generated from different local government units to help fight illegal recruitment and trafficking in persons, and more entrapment operations were conducted which resulted to the arrests of a large number of illegal recruiters.
- The preventive aspect of the AIR/TIP Campaign focused on workers' protection through empowerment. For 2014, a total of 1,856 Pre-Employment Orientation Seminars (PEOS) nationwide were conducted surpassing 1,453 sessions the previous year by 27.7%. The PEO program was aimed at assisting prospective OFWs and their families to develop intelligent decisions on whether to consider overseas employment or not. PEO modules provide complete and timely information on the risk and benefits of overseas employment to prospective OFWs and their families. An attendance of 488,507 was recorded in 2014, boasting an increase of 182.1% from the previous year's 173,143 participants.
- AIR-TIP seminars nationwide were also conducted and attended by 6,075 participants. Capability Enhancement Trainings (CET) were participated in by 1,840 LGU Personnel, PESO managers, members of Provincial and City Prosecution Offices, and law enforcers.
- The intensified AIR-TIP campaign generated strong support from the local government units as well as from the academe, civil society and faith-based organizations. A total of 156 Memoranda of Understanding (MOUs) were forged to evidence continued partnership and networking.
- Supplementing the mass-based PEOs is the online PEOs. Launched in July 2014, this internet-based facility was designed to provide easy, convenient and quality information on overseas employment. Jobseekers can take on the learning modules, review their learnings by answering all questions at the end of each module and print their own PEOs certificates. Some 26,825 jobseekers have accessed the online PEOs.



Legal Assistance to Victims of Illegal Recruitment and Recruitment Violations

- From January to December 2014, the POEA assisted a total of 8,757 complainants of illegal recruitment and recruitment violations against licensed agencies. Of the total, 427 were complainants involving cases of illegal recruitment, 7,415 were complainants of recruitment violations, 189 were complainants in filing Disciplinary Action against Workers (DAW) and 375 were complainants for Disciplinary Action against Employers (DAE).
- The POEA also conducted surveillance of 167 establishments allegedly engaged in illegal recruitment activities. These operations resulted in the closure of 12 establishments confirmed to be engaged in illegal recruitment activities.

Fewer Cases Endorsed for Preliminary Investigation

- For 2014, the POEA endorsed a total of 137 cases involving 235 complainants to the different City and Provincial Prosecution Offices for the conduct of preliminary investigation. While this number is lower than 2013's total of 187 endorsed cases, still these cases manifested the willingness and cooperation of the complainants in the prosecution of illegal recruiters. With the intensified AIR-TIP Campaign seminars conducted nationwide, victims of illegal recruitment were informed of their rights to go after their recruiters even if recruitment happened three to four years ago.

Workers Protection Through Compulsory Arbitration

- Expeditious disposition of cases was a main agenda in 2014. From a target of 4,200 adjudication cases, a total of 3,896 cases were disposed for a 92.8% disposition rate, a manifestation of the Administration's seriousness in implementing its deployment policies. These include the cancellation of 63 licensed agencies for the blatant disregard of recruitment rules and regulations.



INTERNAL MANAGEMENT AND SUPPORT SYSTEM
QMS Certification Sustained

- Having passed the 4th surveillance audit last August 27, 2014 with no non-conformities, the certifying body conferred on the Administration the continued certification of its Quality Management System to ISO 9001:2008 on October 20, 2014 for its 17 frontline services, 13 support services and 10 general provisions. This is a renewed commitment to provide excellent service to our clients – the OFWs, recruitment and manning agencies, other stakeholders and the general public.



Increased POEA Visibility Through Integrated Public information and Education

- It was in 2014 that POEA maximized the use of social media and partnered with some private institutions to increase its visibility to the public. About 60 press releases on vital overseas employment concerns got to be published. Weekly guestings on radio programs as well as TV interviews of POEA officials provided media mileage to POEA programs and services.
- During the period, the POEA Information Center, which operated Monday to Saturday, attended to 40,513 phone calls or a daily average of 111 calls. The top four phone queries received by the Information Center were: (1) Questions on job vacancies; (2) Procedures in hiring; (3) Processing of documents; and (4) Information concerning OFW Welfare. Popular job searches involved Canada and South Korea.



- The POEA also attended to 50,164 walk-in clients or a daily average of 137 customers.
- For 2014, the Information Center recorded minimal reports on un-authorized or illegal recruitment entities. Instead, it noted an upsurge in the number of complaints or reports on recruitment violations of licensed agencies such as collection of excessive fees; recruitment without approved job orders; withholding of passports; signing of contracts different from the POEA - approved ones. Said complaints or reports were endorsed to and acted upon with priority by concerned offices.
- Aimed at sharing the best practices on managing labor migration to other countries, the POEA provided briefings to sixteen (16) study visits of foreign delegates from Nigeria, Qatar, Germany, Bangladesh, Tajikistan, Indonesia, Myanmar, Finland, Cambodia, Lao PDR, Nepal, United Kingdom and Korea

Human Resource Development and Employee's Welfare and Benefits

- Twelve (12) capacity-building programs, including two (2) supervisory training programs were facilitated benefitting 80% of the existing rank-and-file manpower complement of the Administration. Third level executives also participated in various executive training programs offered by the Career Executive Service Board (CESB) and its partner training institutions.
- By the end of 2014, 44 employees who rendered 10, 15, 20, 25, 30, 35, and 40 years of service at DOLE/POEA were given loyalty awards. A recognition was also given to 12 employees who retired from the service – 3 compulsory retirees and 9 optional retirees.
- The Administration's Efficiency and Integrity Development Plan was approved by the Efficiency and Integrity Board composed of the members of the Directorate, employee representatives; private sector representative and a labor sector representative.. Both private and labor sector representatives were re-appointed as members of the POEA Tripartite Efficiency and Integrity Board (TEIB) for the next three (3) years.
- By end of 2014, 36 out of 51 administrative cases lodged before the POEA Administrative Complaints Committee or 90.5% were disposed.



Improved Records Management System

- Records management has kept up with the times with the conversion of a total of 101,905 OFW records to digital/scanned copies for easy retrieval. In addition, with authority from the National Archives of the Philippines (NAP), disposal of a total of 15.96 cubic meters of valueless records was effected with a money equivalent of P36,832 which, subsequently, was remitted to the national coffers.

Safe and Client Friendly POEA Offices

- In cooperation with the Office of Civil Defense and the National Disaster Risk Reduction Management Council, earthquake and fire drills were conducted.
- For a more professional look and client friendly atmosphere, renovation of the *Balik-Manggagawa* Processing Center and the Second Floor were almost complete by year end. Seven (7) new air-conditioning units were installed on various locations within the building providing both employees and clients a cooler environment.
- The POEA's entire perimeter fence was given a make-over with a mural painting containing core messages/slogans against illegal recruitment and human trafficking. Very visible and truly eye catching, the mural painting was a subtle way of educating the public on POEA's Anti-Illegal Recruitment and Trafficking in Persons Campaign.



POEA Governing Board

ROSALINDA DIMAPILIS-BALDOZ
DOLE Secretary
Chairman



HANS LEO J. CACDAC
POEA Administrator
Vice-Chairman



ESTRELITA S. HIZON
Representative
Private Sector



MILAGROS ISABEL A. CRISTOBAL
Representative
Women Sector



ALEXANDER E. ASUNCION
Representative
Land-based Sector



FELIX M. OCA
Representative
Sea-Based Sector

POEA Directorate



HANS LEO J. CACDAC
Administrator



AMUERFINA R. REYES
Deputy Administrator
Management Services



LIBERTY T. CASCO
Deputy Administrator
Employment and Welfare



JESUS GABRIEL C. DOMINGO
Deputy Administrator
Licensing and Adjudication



NIMFA D. DE GUZMAN
Director IV
Welfare and Employment Office



ROBERT L. LARGA
Director IV
Licensing and Regulation Office



NINI A. LANTO
Director IV
Pre-Employment Services Office

OFW Statistics

TABLE 1 - Number of Workers with Contracts Processed by Type

TYPE	2013	2014
Total	2,241,854	2,391,152
Land-based Workers	1,773,939	1,873,180
New Hires	562,635	639,679
Rehires	1,211,304	1,233,501
Sea-based Workers	467,915	517,972

TABLE 2 - Number of Deployed Overseas Filipino Workers by Type

TYPE	2013	2014
Total	1,836,345	1,832,668
Land-based Workers	1,469,179	1,430,842
New Hires	464,888	487,176
Rehires	1,004,291	943,666
Sea-based Workers	367,166	401,826

TABLE 3 - Number of Deployed Land-based Overseas Filipino Workers by Top Ten Destinations, New Hires and Rehires

DESTINATION	2013	2014
All Destinations	1,469,179	1,430,842
Saudi Arabia	382,553	402,837
United Arab Emirates	261,119	246,231
Singapore	173,666	140,205
Qatar	94,195	114,511
Hong Kong	130,686	105,737
Kuwait	67,856	70,098
Taiwan	41,145	58,681
Malaysia	34,088	31,451
Bahrain	20,546	18,958
Canada	18,120	18,107

TABLE 4 - Number of Deployed Land-based Overseas Filipino Workers by Top Ten Destinations, New Hires

DESTINATION	2013	2014
All Destinations	464,888	487,176
1 Saudi Arabia	166,744	193,457
United Arab Emirates	81,926	56,589
3 Taiwan	29,174	48,922
4 Kuwait	34,211	36,731
5 Qatar	28,453	26,831
6 Hong Kong	22,477	22,226
7 Singapore	16,787	14,885
8 Malaysia	14,094	14,840
9 Japan	6,307	8,973
10 Bahrain	9,275	8,641

TABLE 5- Number of Deployed Land-based Overseas Filipino Workers by Top Destinations, Rehires

DESTINATION	2013	2014
All Destinations	1,004,291	943,666
1 Saudi Arabia	215,809	209,380
2 United Arab Emirates	179,193	189,642
3 Singapore	156,879	125,320
4 Qatar	65,742	87,680
5 Hong Kong	108,209	83,511
6 Kuwait	33,645	33,367
7 Malaysia	19,994	16,611
8 Italy	19,314	14,727
9 Canada	13,061	11,690
10 Bahrain	11,271	10,317

TABLE 6 - Number of Deployed Land-based Overseas Filipino Workers by Major Occupational Group, New Hires

MAJOR OCCUPATIONAL GROUP	2013	2014
Total	464,888	487,176
Professional, Technical and Related Workers	53,840	53,296
Administrative and Managerial Workers	1,947	1,909
Clerical Workers	12,893	11,579
Sales Workers	9,220	8,402
Service Workers	230,030	251,747
Agricultural Workers	2,233	2,452
Production Workers	147,776	149,008
Others (Not Elsewhere Classified)	6,949	8,783

TABLE 7 - Number of Deployed Land-based Overseas Filipino Workers By Top Ten Occupational Categories, New Hires

OCCUPATIONAL CATEGORY	2013	2014
All Occupational Categories	464,888	487,176
1 Household Service Workers	164,396	183,101
2 Nurses Professional	16,404	19,815
3 Waiters, Bartenders and Related Workers	14,823	13,843
4 Caregivers and Caretakers	6,466	12,075
5 Charworkers, Cleaners and Related Workers	12,082	11,894
6 Laborers/Helpers General	11,892	11,515
7 Wiremen and Electrical Workers	9,539	8,226
8 Plumbers and Pipe Fitters	8,594	7,657
9 Welders and Flame-Cutters	7,767	7,282
10 Cooks and Related Workers	7,090	5,707

TABLE 8 - Number of Deployed Seafarers by Top Ten Flags of Registry

FLAG OF REGISTRY	2013	2014
Total	367,166	401,826
1 Panama	69,297	71,356
2 Bahamas	41,627	50,379
3 Liberia	35,585	35,974
4 Marshall Islands	27,444	32,179
5 Malta	19,249	23,793
6 Singapore	18,820	22,561
7 Bermuda	15,203	16,509
8 Norway	11,877	13,232
9 Netherlands	7,921	12,582
10 Italy	11,865	12,297

TABLE 9 - Number of Seafarers by Top Ten Occupations

OCCUPATION	2013	2014
Total	367,166	401,826
1 Able Seaman	51,537	58,219
2 Oiler	29,730	32,263
3 Ordinary Seaman	26,046	28,437
4 Chief Cook	14,040	15,890
5 Second Mate	13,591	14,873
6 Bosun	13,208	14,645
7 Third Engineer Officer	12,031	13,184
8 Messman	11,146	11,711
9 Third Mate	10,546	11,586
10 Waiter/Waitress	9,426	11,538

TABLE 10 - Number of Seafarers by Top Ten Vessel Types

VESSEL TYPES	2013	2014
Total	367,166	401,826
1 Bulk Carrier	80,649	91,205
2 Passenger	68,863	79,941
3 Container	47,251	46,888
4 Oil/Product Tanker	22,203	26,093
5 Tanker	22,808	22,988
6 Chemical Tanker	19,436	21,690
7 General Cargo	16,884	19,017
8 Supply Vessel	9,739	11,683
9 Tugboat	10,456	11,405
10 Pure Car Carrier	9,772	11,030

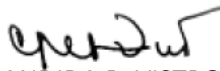
TABLE 11 - Number of Seafarers by Category

CATEGORY	2013	2014
Total	367,166	401,826
Officer	86,636	93,686
Rating	139,211	154,963
Non-Marine	132,396	151,402
Others	8,923	1,775

STATEMENT OF MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL STATEMENTS

The management of Philippine overseas Employment Administration is responsible for all information and representations contained in the accompanying Statement of Financial Position as of December 31, 2014 and the related statement of Financial Performance, Statement of Cash Flows, Statement of Comparison of Budget and Actual Amounts, Statement of Charges in Net Assets/Equity and the Notes to Financial Statements for the year then ended. The financial statements have been prepared in conformity with the Philippine Public Sector Accounting Standards and generally accepted state accounting principles and reflect amounts that are based on the best estimates and informed judgment of management with an appropriate consideration to materiality.

In this regard, management maintains a system of accounting and reporting which provides for the necessary internal controls to ensure that transactions are properly authorized and recorded, assets are safeguarded against unauthorized use or disposition and liabilities are recognized



CANDIDA B. VISTRO
Director II, Finance Branch



HANS LEO J. CACDAC
Administrator

STATEMENT OF CASH FLOWS
FORTHEYEAR ENDED DECEMBER 31,2014

Cash Flows From Operating Activities	
Cash In Flows	
Receipt of Notice of Cash Allocation	
Collection of Income/Revenues	465,739,796.00
Refund of Cash Advances & Expenses	434,580,960.42
Collection of Receivables	5,173,516.97
Receipt of Trust Liabilities	5,001,215.76
Restoration of Cash Equivalent of Unreleased Checks	104,070,485.67
Transfer to Trust Account the Refund of Processing Fees	9,190,752.70
Adjustments-Balance of Due from National Treasury	198,756.64
Other Adjustments	219,695,462.52
Total Cash Inflow	376,695.80
	<u>1,244,027,642.48</u>
Cash Outflow	
Remittance to National Treasury	482,329,879.02
Remittance of Tax	1,006,028.75
Payment of Expenses	228,646,033.60
Purchase of Inventories	9,323,229.68
Purchase of Machineries, Equipments & Furnitures	15,933,188.38 11
Grant of Cash Advances	44,670,239.11
Prepayments	430,400.00
Refund of Deposits/Bid Bonds	210,375.72
Payment of Terminal Leave Benefits	5,017,532.88
Remittance of Personnel Benefit Contributions and Mandatory Deductions	43,498,132.27
Other Trust Disbursements	20,822,942.23
Other Trust Disbursements-payments to Claimants	14,023,778.24
Other Trust Disbursements-Refund of Processing Fees	34866.60
NCA for trust	15,200,815.00
Reversal of Unutilized NCA	103,942,677.38
Adjustment	4,923,043.39
Total Cash Outflows	<u>990,013,156.25</u>
Cash Provided by (Used In) Operating Activities	<u>254,014,486.23</u>
Total Cash Provided by operating, Investing and Financing Activities	<u>254,014,486.23</u>
Add: Cash Balance, Beginning January 1, 2014	<u>20,493,564.53</u>
Cash Balance, Ending December 31, 2014	<u>274,508,050.76</u>

**CONDENSED STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED DECEMBER 31, 2014**

Revenue		
Service and Business Income		475,295,535.30
Shares, Grants and Donations		84,622.49
Total Revenue		475,380,158.39
Less Current Operating Expenses		
Personnel Services		216,970,9M.64
Maintenance and Other Operating Expenses		132,089,427.49
Non-Cash Expenses		14455,780.91
Total Current Operating Expenses		363,516,053.04
Surplus from Current Operations		111864,105.35
Financial Assistance/Subsidy		378,599,340.09
Gains		1,457,159.40
Surplus for the period		491,910,604.93

**STATEMENT OF ACCUMULATED SURPLUS
AS OF DECEMBER 31, 2014**

Government Equity, Beginning		
Regular Agency	205,219,490.26	
National Government	11,939,075.26	217,157,555.52
Adjustments of the following Accounts due to Conversion to Revised Chart of Accounts		
Items in Transit (284)	(2,306,939.74)	
Due to National Treasury (411)	3,388,319.49	
Due to Other Funds (424)	405,444.17	1,496,923.92
Accumulated Surplus, Beginning		218,644,379.44
Prior Years' Adjustment	2,933,650.64	
Recognition of COA Disallowance	871,500.00	
Refund of Prior Years Expenses & Cash Advances	145,097.07	
Donation of Equipments	500,000.00	
Purchase of Equipments Charged to Trust Fund	878,537.62	
Refund of Prior Years' Income	(176,717.68)	
Refund of Excess Trust Fund	6,000.00	
Balance of Collections Deposited to BTr	(482,420,602.46)	
Surplus from Current Operations	491,910,604.83	14,548,070.02
Accumulated Surplus, Ending		233,192,449.46

CONDENSED STATEMENT OF FINANCIAL POSITION AS OF
DECEMBER 31, 2014

ASSETS**Current Assets**

Cash and Cash Equivalents	274,508,050.76
Receivables	20,353,302.59
Inventories	<u>3,989,471.53</u>
Total Current Assets	298,850,824.88

Non-Current Assets

Property, Plant and Equipment	191,770,754.90
Intangible Assets	3,649,863.60
Other Assets	<u>9,929,431.62</u>
Total Non-Current Assets	205,350,050.12

Total Assets**504,200,875.99****LIABILITIES****Current Liabilities**

Financial Liabilities	76,303,875.96
Inter-Agency Payables	12,058,072.81
Intra-Agency Payables	(31,155.00)
Trust Liabilities	182,795,322.32
Other Payables	<u>(117,690.55)</u>
Total Liabilities	271,008,425.54

NET ASSETS/EQUITY

Accumulated Surplus	<u>233,192,449.46</u>
Total Net Assets/Equity	<u>233,192,449.46</u>

Total Liabilities and Net Assets/Equity**504,200,875.00**



Department of Labor and Employment
PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
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