



## DISCLOSURE MATERIALS

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire and B Lab deems them to be material, the company must:

- 1) Be transparent about the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue.
- 3) Demonstrate that management systems are in place to avoid similar issues from arising in the future.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to background checks by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

**This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.**



## DISCLOSURE QUESTIONNAIRE

Company Name: We Are Caring  
Date Submitted: 01/25/2023

Industries & Products	Yes	No
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.		
Animal Products or Services		✓
Biodiversity Impacts		✓
Chemicals		✓
Company Explanation Of Disclosure Item Flags		✓
Disclosure Alcohol		✓
Disclosure Firearms Weapons		✓
Disclosure Mining		✓
Disclosure Pornography		✓
Disclosure Tobacco		✓
Energy and Emissions Intensive Industries		✓
Fossil fuels		✓
Gambling		✓
Genetically Modified Organisms		✓
Illegal Products or Subject to Phase Out		✓
Industries at Risk of Human Rights Violations	✓	
Monoculture Agriculture		✓
Nuclear Power or Hazardous Materials		✓
Payday, Short Term, or High Interest Lending		✓
Water Intensive Industries		✓
Tax Advisory Services		✓

Supply Chain Disclosures	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones		✓
Child or Forced Labor		✓
Negative Environmental Impact		✓
Negative Social Impact		✓
Other		✓

Outcomes & Penalties	True	False
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior		✓
Breaches of Confidential Information		✓
Bribery, Fraud, or Corruption		✓
Company Explanation Of Disclosure Item Flags		✓
Company has filed for bankruptcy		✓
Consumer Protection		✓
Financial Reporting, Taxes, Investments, or Loans		✓
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)		✓
Labor Issues		✓
Large Scale Land Conversion, Acquisition, or Relocation		✓
Litigation or Arbitration		✓
On-Site Fatality		✓
Penalties Assessed For Environmental Issues		✓
Political Contributions or International Affairs		✓
Recalls		✓
Significant Layoffs		✓
Violation of Indigenous Peoples Rights		✓
Other		✓

Practices	True	False
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing		✓
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)		✓
Company Explanation Of Disclosure Item Flags		✓
Company prohibits freedom of association/collective bargaining		✓
Company workers are prisoners		✓
Conduct Business in Conflict Zones		✓
Confirmation of Right to Work		✓
Does not transparently report corporate financials to government		✓
Employs Individuals on Zero-Hour Contracts		✓
Facilities located in sensitive ecosystems		✓
ID Cards Withheld or Penalties for Resignation		✓
No formal Registration Under Domestic Regulations		✓
No signed employment contracts for all workers		✓
Overtime For Hourly Workers Is Compulsory		✓
Payslips not provided to show wage calculation and deductions		✓
Sale of Data		✓
Tax Reduction Through Corporate Shells		✓
Workers cannot leave site during non-working hours		✓
Workers not Provided Clean Drinking Water or Toilets		✓
Workers paid below minimum wage		✓
Workers Under Bond		✓
Other		✓



## B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: **We Are Caring** UPDATED AS OF: **01/25/2023**

<b>DISCLOSURE QUESTIONNAIRE CATEGORY</b>	Risk of Human Rights Violations
<b>TOPIC</b>	Company is a recruitment company for international domestic helpers
<b>SUMMARY OF ISSUE</b>	We Are Caring is a recruitment company based in Singapore that places international domestic workers with families. They recruit female domestic workers to work in Singapore. They do not charge any recruitment fee and are IRIS Certified. The company has implemented various different practices to protect these workers' rights and to ensure that their working conditions are not exploitative.
<b>SIZE/SCOPE OF ISSUE</b> (e.g. \$ financial implication, # of individuals affected)	The company has roughly 15,000 applicants annually and to date they have provided placements for 4,000 helpers. Retention rates are at 75%. According to the Singapore government database, the company ranks as one of the top agencies for having the lowest transfer rate and highest retention rates. Experienced helpers generally earn ~ SGD\$800 to \$1000.
<b>IMPACT ON STAKEHOLDERS</b>	The recruitment industry for international domestic helpers/workers is an industry at risk of human rights violations as foreign domestic workers in Asian countries often face low wages, exploitative working conditions, and long working hours. Singapore has a large proportion of female domestic workers employed from countries like The Philippines, Indonesia and Sri Lanka. These female foreign domestic workers are heavily dependent on employment agencies for the opportunity to work in Singapore. Some recruitment agencies exploit this fact by charging exorbitant fees to be placed in families.
<b>IMPLEMENTED MGT PRACTICES</b>	<p>We Are Caring is the first agency to adopt ethical hiring through a "zero-recruitment fees" model for the workers in order to create a lasting change within the employment agencies for female foreign domestic workers in Singapore. This service ensures that helpers are not required to pay for agency fees, allowing them to avoid sustaining debt and have sufficient income for themselves and their family. They carry out in country recruitment with their partner, Concord International who is paid a fixed fee by the company per deployment. Helpers do not pay for paperwork, trainings, or flights. A medical check is carried out before being issued the visa and they are required to undergo an orientation training called NC2.</p> <p>The company has achieved the IRIS Certification, a new international recruitment standards set up by the IOM (International Organisation of Migration) and the United Nations which focuses on 7 principles:</p> <ol style="list-style-type: none"> <li>1. Respect for laws and fundamental principles and rights at work</li> <li>2. Respect for Ethical and Professional conduct</li> <li>3. Prohibition of Recruitments Fees and Related Costs to the Migrant workers</li> <li>4. Respect for Freedom of Movement</li> <li>5. Respect for Transparency of Terms and Conditions of Employment</li> <li>6. Respect for Confidentiality and Data Protections</li> <li>7. Respect for Access to Remedy</li> </ol> <p>The Certification process includes audits visit to both the company and their in country recruiter as well as random helper interviews. Employers of domestic workers are required to undergo Employer Orientation training and pay for helpers' medical treatment and insurance and cannot pay less than SCG 6,000 per month. Helpers reside at their place of work and there are</p>



## B Corp Certification - Disclosure Questionnaire Documentation

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specifications about their living quarters which include not sharing rooms with a man. Helpers are guaranteed at least one day off per week and a minimum of 8 hours rest between shifts. Should the helper wish to leave her contract, or if she has concluded her contract. The employer is responsible for repatriation costs by law. The helpers keep their documentation at all times.

Helpers are provided a work contract that outlines their working duties, conditions, pay, and notice period. The company has translated these documents into two languages - English & Bahasa Indonesia or Tagalog (for the Philippines). Helpers must also complete the video questionnaire to ensure that they fully understand the contract terms. All helpers are provided with a mobile phone and can contact the company at any time to report grievances. The company has implemented a robust tracking mechanism for their grievances in line with the IRIS Certification. The company has contact with the helpers periodically throughout their placements via phone, whatsapp or an in person visit. Company trains staff to be alert for signs of abuse, restriction of movement, isolation, intimidation, retention of documents, withholding of wages, debt bondage, excessive overtime. The company has a Code

The company occasionally takes referrals from the Ministry of Manpower, for helpers under specific schemes and they also work with two NGOs for helpers who run shelters in Singapore. Singapore does not have any minimum wage and international domestic helpers are not recognised as workers by the Government.

The company also provides financial literacy trainings to the helpers and has created an E Book called 'The First 1,000 dollars'.