The Foreign Workers' Call Center within the Framework of Bilateral Agreements:

Data for 2025

A Review of Activities, Insights, and Trends

Center for International Migration & Integration
CIMI
Founded by the American Jewish Joint Distribution Committee

רשות האוכלוסין וההגירה
Population & Immigration Authority
سلطة السكان والهجرة

Introductory Statement by the Director of the Foreign Workers Administration

The Foreign Workers' Call Center was established in 2012 by the Population and Immigration Authority (PIBA) in collaboration with the Center for International Migration and Integration (CIMI), operating as part of the Bilateral Agreements Division of the Foreign Workers Administration.

The Center was founded to provide foreign workers employed in Israel with a professional, accessible, and efficient response to the variety of inquiries and needs that arise during their period of employment in the country.

Over the years, particularly in recent years, we have confronted major challenges, including emergency situations and complex crises, all of which underscored the need to strengthen the services provided to foreign workers.

Consequently, we've significantly broadened the activity of the Call Center, extended the scope of services it provides, and expanded the Call Center's hours, based on the understanding that foreign workers require a professional, accessible, and reliable service that provides answers, guidance, and assistance throughout their stay and employment in Israel.

In anticipation of future challenges, particularly those of the upcoming year, the Call Center's activities will emphasize assisting all of the foreign workers residing in Israel, whether those arriving through the Bilateral Agreements or via private recruitment tracks.

The Call Center is a key element in the system protecting the rights of foreign workers and enhancing their sense of security. Through it we strive to improve access to information, provide professional responses in a variety of languages, guide callers through their inquiries, and assist in the resolution of complex issues, in collaboration with all relevant parties. The following report is a summary of the Center's activities in 2025, presenting the data, achievements, insights, and trends arising from our work.

I wish to thank all the workers of the Call Center and our partners for their dedication, professionalism, and commitment to high-standard, humane, and respectful service. I believe that in future years we will continue to improve our services and promote the welfare of foreign workers in Israel.

"The stranger who resides with you shall be to you as the native-born among you; you shall love the stranger as yourself, for you were strangers in the land of Egypt"

Leviticus 19:34

Moshe Nakash

Director of the Foreign Workers Administration

Statement by CIMI's Director

In 2025, over 60,000 people made the brave decision to leave their homes, their families, and everything they knew in order to provide for their loved ones through several years of work in Israel. They arrived here with no family support, no knowledge of the local language, and they faced the need to simultaneously adjust to a new culture, perform strenuous work, and cope with the separation from their familiar surroundings. In this situation, the Foreign Workers' Call Center fulfills a role that surpasses any technical or bureaucratic problem-solving. When a worker calls the Center, the response he receives goes beyond the provision of information or issue resolution. On the other end of the line is an open heart and an attentive ear: a human being who understands the worker's native language and culture, is able to offer a professional response, but above all, does so with the sensitivity necessary to acknowledge the human element in each inquiry. Beyond the significant investment in systemic solutions and bureaucratic streamlining, our top priority is the human connection forged during the first telephone call between the worker and the Call Center's translator.

Year after year, our scope of activity continues to grow and break records: the number of foreign workers entering Israel steadily increases, as does the number of inquiries we receive. In 2025, the Call Center registered a record 9,056 new inquiries, showing that workers' confidence in the Center is growing, while at the same time demonstrating the ongoing challenge of providing a high-quality response to each and every inquiry.

The past year has confronted us with unique challenges. Operation Rising Lion tested the Call Center's resolve and resilience in old-new ways: many workers contacted us with urgent questions regarding safe rooms, Home Front Command guidelines, and ways to leave Israel. The Call Center collaborated closely with the Home Front Command and PIBA to translate and supply the foreign worker community with vital information in real time. In parallel, we continued to streamline the inquiry handling process and develop different options for workers to receive information independently, directly to their mobile phone.

This investment – in technology, training, and cultural sensitivity – allows us to continue providing a satisfactory response to all those assisting the Israeli economy in these challenging times. I wish to thank the dedicated staff of the Call Center, our partners at PIBA for their committed leadership, and all our partners promoting the rights and welfare of foreign workers in Israel.

Alon Akerman

CEO, CIMI

Background

The Foreign Workers' Call Center is operated by CIMI for the Population and Immigration Authority, fielding workers' inquiries in their native languages and providing reliable information regarding their rights and obligations in Israel. The annual data booklet, published since 2014 by CIMI and PIBA's Division for Policy and Strategic Planning, presents data on the numbers and types of inquiries and the main topics they concern. Its aim is to reflect the Center's activities, identify current trends, and improve the handling of workers' needs.

The Center provides services to foreign workers employed in all the sectors overseen by PIBA, including workers in the construction sector who arrived in Israel through contractors.* Since the outbreak of the Iron Swords War in October 2023, services have also been provided to workers arriving through private recruitment agencies.

The Center was founded in July 2012 as part of Israel's first bilateral agreements on the employment of foreign workers. Since its establishment, it has fulfilled a crucial role in protecting the rights, welfare, and access to information of foreign workers in Israel.

Core Operations of the Call Center

1. **Handling inquiries and complaints:** workers contact the Center to address issues related to wages, working or living conditions, safety concerns, and workers' rights. Inquiries are handled by multilingual representatives, and. cases requiring further action are referred to the relevant government bodies.
2. **Disseminating information:** the Center provides information regarding employment, life in Israel, and workers' rights through text messages, the CIMI website, dedicated apps, and social media. This also includes emergency information and Home Front Command guidelines, which are disseminated during wartime to ensure workers' safety and welfare.
3. **Supporting new workers:** the Call Center provides orientations for new workers through dedicated apps, including vital information on employment conditions, rights and obligations, available services, and major aspects of daily life.
4. **Mapping and monitoring:** the Call Center performs ad hoc surveys and routinely collects information to identify new needs, uncover emerging trends, and gather insights to improve its service.

* As of the end of 2025, some 7,500 foreign workers from China and Turkey were residing in Israel, subject to the regulations that apply to foreign contractors.

2025 in Numbers

This booklet presents the Center's activities, achievements, and data insights for 2025, while offering recommendations for improvements in the coming years.

The main data for 2025 includes:

113,518 incoming calls were fielded by the Call Center

9,056 inquiries were made to the Call Center

8,836 inquiries were opened by the Call Center

5,399 workers contacted the Call Center

77% of inquiries were handled in less than 19 days

Access to the digital platform for foreign workers: beginning in 2025, the Call Center has made PIBA's digital platform accessible for foreign workers by providing guidance, answering questions, and supplying technical support for users.

Workers arriving under new agreements: the Center developed culturally appropriate resources for 3,579 Sri Lankan workers in the restaurant, hotel, renovations, and infrastructure sectors and 45 Indian workers in a pilot program for the homebased caregiving sector. Additionally, 2025 saw a significant increase in the arrival of Thai workers headed for the agriculture sector, totaling 11,705 workers.

Responses and information during the Rising Lion Operation: the Call Center responded to workers' needs related to the security situation in Israel, including access to protected spaces, understanding Home Front Command guidelines, leaving and entering the country, as well as problems related to wages and lack of employment during the war. A majority (65%) of all inquiries related to the security situation were opened in June, following the Rising Lion Operation. In addition, the Call Center collaborated with the Home Front Command in translating and disseminating vital safety information during the war to migrant worker communities.

Bilateral Agreements for the Recruitment of Foreign Workers[2]

The bilateral agreements signed by Israel for the recruitment of foreign workers are intended to promote the recruitment of skilled and professional workers while putting an end to the phenomenon of illegal recruitment fees, protecting workers' rights, and preventing modern-day slavery and human trafficking. Since signing the first bilateral agreement in 2012, Israel has expanded its partnerships both to new partner countries and to new employment sectors.[3] In 2025, it had agreements with 13 countries regulating 5 employment sectors, with additional agreements in different stages of negotiations.

Countries from which workers arrived in 2025 under bilateral agreements:



Dates of Implementation of Bilateral Agreements between Israel and other Countries

Timeline of the signing of bilateral agreements:*

2010
Thailand
Agriculture

2011
Bulgaria
Construction

2012
Moldova
Construction

2014
Romania
Construction

2016
Ukraine
Construction

2017
China
Construction

2018
Philippines
Homebased caregivnig
Hotels

2020
Sri Lanka
Homebased caregiving
Georgia
Institutional caregiving
Nepal
Institutional cargiving

2022
Uzbekistan
Homebased caregiving

2023
Sri lanka
Agriculture
Construction
India
Homebased caregiving

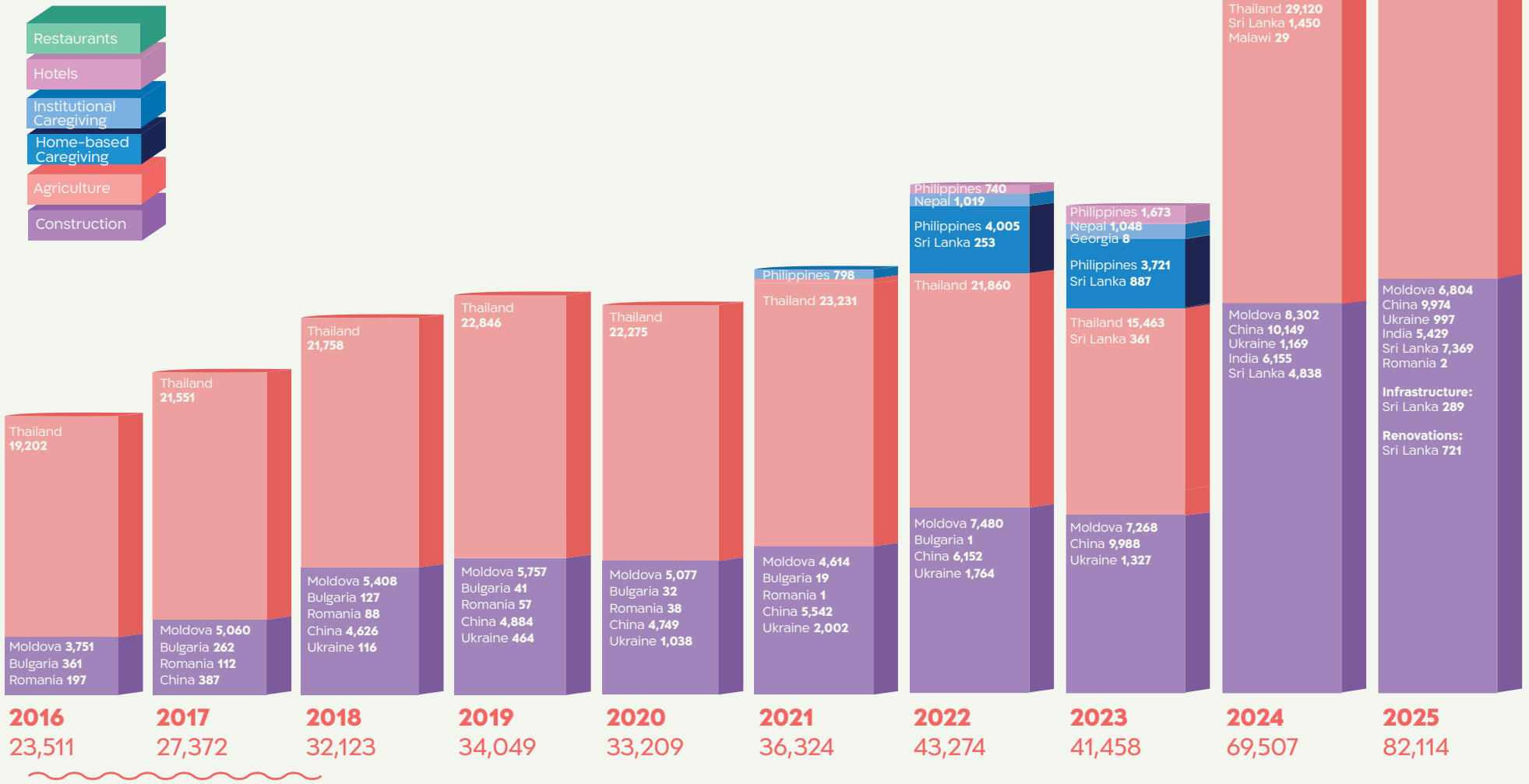
2024
India
Construction
Sri Lanka
Hotels
Restaurants
Industry
Malawi
Agriculture
Ecuador
Agriculture

2025
Sri Lanka
Trade & Services
Cambodia
Agriculture

* This list includes agreements that Israel signed and were formerly implemented but are no longer implemented, as well as agreements that have been signed but not yet implemented.

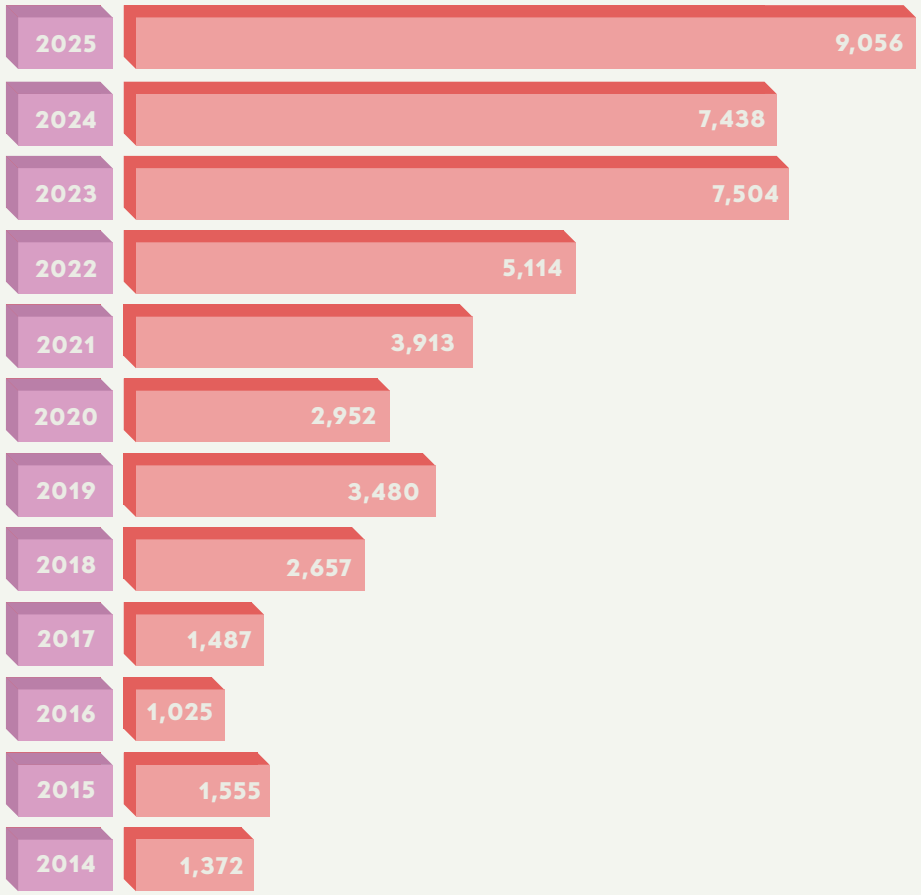
Number of Workers Residing in Israel under the Bilateral Agreements, by Employment Sector and Year (2016-2025)*

By sector and year



* The data includes workers residing in Israel with a valid visa. The table does not include additional groups that are served by the Call Center: construction workers who arrived through foreign contractors (7,542) and caregivers who arrived as part of trial agreements with Sri Lanka and Nepal (23). In addition, it does not include veteran workers in these sectors and from these countries residing in Israel, but who arrived in the country before the implementation of the bilateral agreement. Also excluded are workers who arrived through private recruitment agencies.

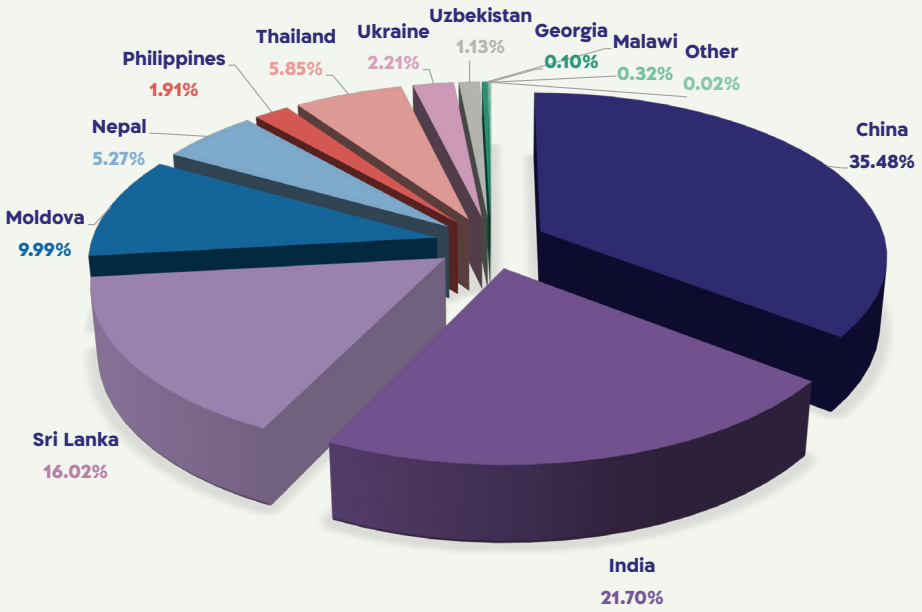
Number of Inquiries Received by the Call Center, by Year[4]



Workers Who Contacted the Call Center in 2025 (%)*

By Country of origin**

As the table below demonstrates, over 70% of all inquiries were made by workers from only three countries: China, India, and Sri Lanka.

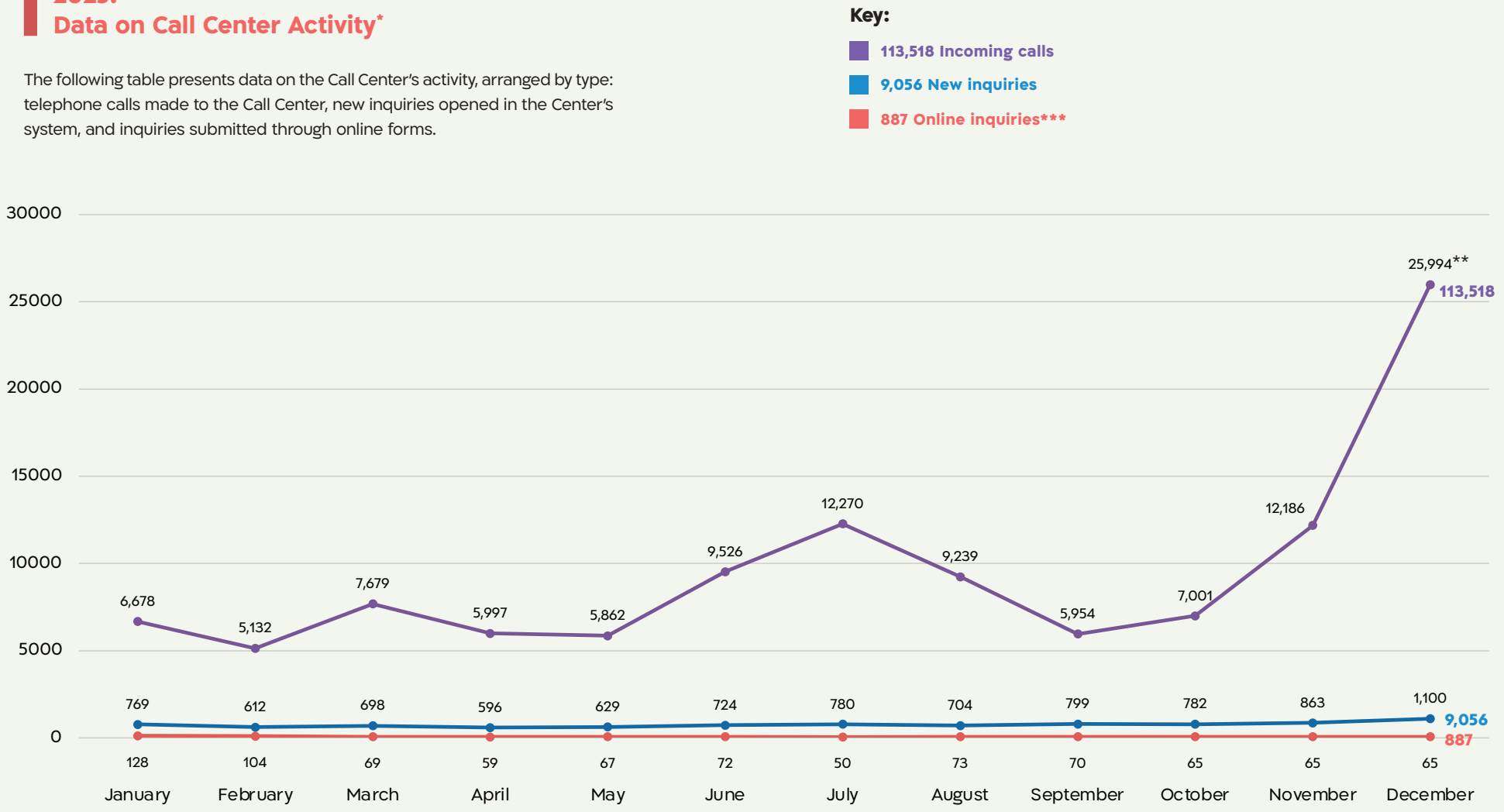


* In 2025, 13 inquiries were received from workers employed by Chinese contractors, and another 27 from Chinese workers who arrived as employees of Israeli companies through private recruitment agencies.

** These figures include 280 inquiries from workers who arrived through private recruitment agencies, mostly from Uzbekistan, Sri Lanka, and China, in a variety of sectors including construction, agriculture, industry, caregiving, etc.

2025:
Data on Call Center Activity*

The following table presents data on the Call Center's activity, arranged by type: telephone calls made to the Call Center, new inquiries opened in the Center's system, and inquiries submitted through online forms.



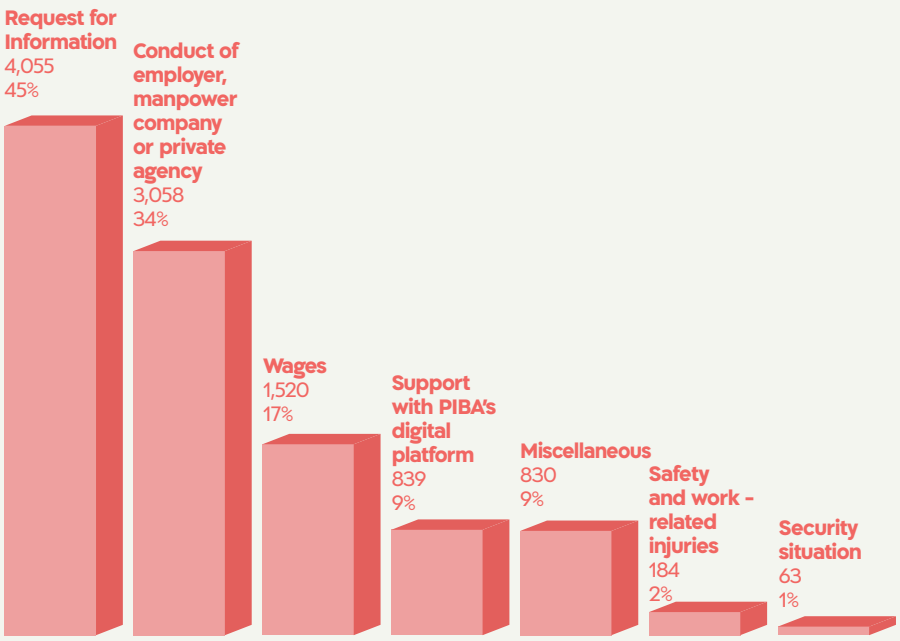
* An incoming call differs from an inquiry that is opened in the system for further investigation. Thus, there may be several incoming calls from the same worker regarding one inquiry, regarding complaints that have already been addressed, among other similar reasons. The Call Center's activity also includes outgoing calls to the worker as part of the handling of his or her inquiry, for example, to request additional information, follow up, and provide a response to the inquiry. In 2025, the Center made 35,579 outgoing calls.

** December 2025 saw a significant increase in the number of calls, mostly concerning requests for updates on visa status. This led to an uptick in the number of unanswered calls. We returned these calls in early 2026.

*** Online inquiries are included in the number of new inquiries and are not in addition to them.

Trends and Insights: Main Topics of Inquiry

The following table presents the number of inquiries to the Call Center in 2025, arranged by topic. As the table shows, many inquiries were requests for information. In order to better handle such inquiries, a number of tools and channels were developed to improve workers' access to information: a platform for foreign workers developed by PIBA, an information center for agriculture workers on the CIMI website, and information pages and recorded explanations on a variety of topics, which are disseminated to workers through various apps.



Breakdown of inquiries by topic*

Information requests:

42% Information about the manpower company
25% Information regarding visas
14% Information on changing employers

Inquiries on conduct of employer, manpower company, or private recruitment agency:

37% Lack of assistance from/availability of the agency/corporation
27% Working without/before completion of registration
26% Lack of assistance in visa renewal

Inquiries on wages:

44% No pay slip
41% Unpaid wages
18% Partially paid wages

Miscellaneous inquiries:

54% Deposit was not withdrawn
27% Lack of employment
14% Medical condition

The following tables present a breakdown of inquiries by workers from the various employment sectors: construction, agriculture, homebased caregiving, institutional caregiving, and hotels.

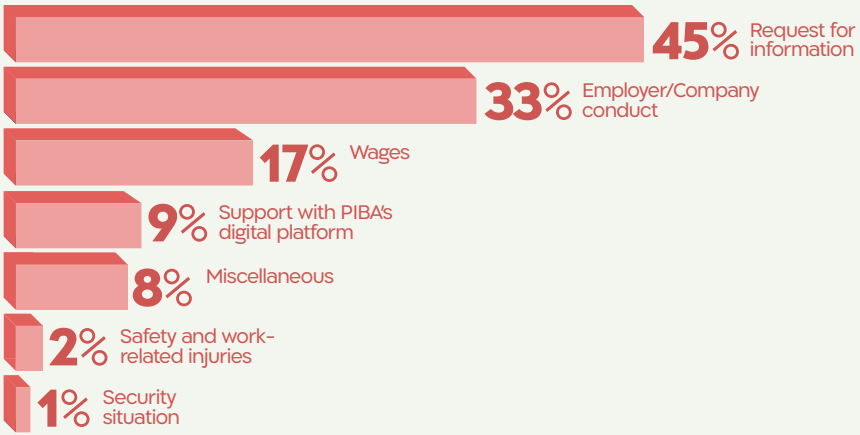
* An inquiry can include more than one topic; therefore, the categories above are not mutually exclusive. Accordingly, while the percentage refers to the number of times a topic was raised out of the total number of calls, the percentages do not necessarily add up to 100%.

Inquiries by Sector
Construction*

In 2025, 7,057 new inquiries were opened for workers in the construction sector.
Most of the inquiries were requests for information.

	2023	2024	2025
Number of inquiries	5,438	5,769	7,057
Number of workers residing in Israel who arrived through bilateral agreements	18,583	30,591	30,800
Number of workers who made inquiries	2,958	3,517	3,993
Percentage of callers out of total resident workers	16%	12%	13%

Main Topics of Inquiry for 2025 (%)**



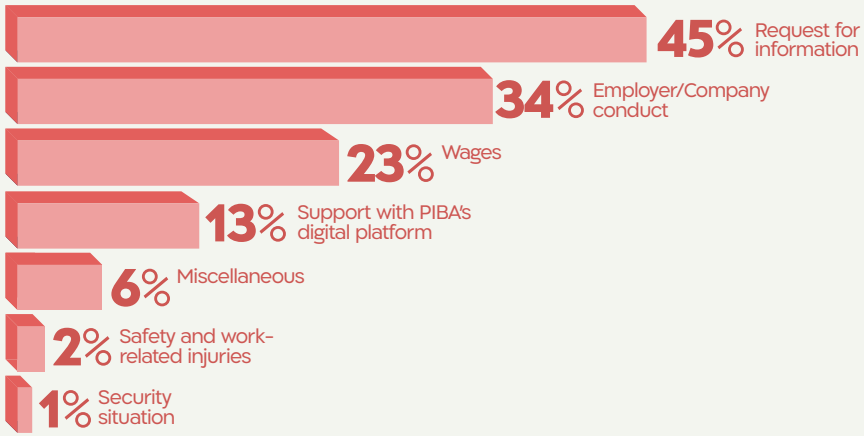
* The new sectors launched in 2025 – infrastructure and renovations – are sub-sectors of the construction sector. A total of 15 workers from these sub-sectors contacted the Call Center (less than 1% of all resident foreign workers), and therefore separate breakdowns cannot be displayed for them. These workers are not included in the data presented above for the construction sector.

Inquiries by Sector
Agriculture

In 2025, 913 new inquiries were opened for workers in the agriculture sector.
Most of these inquiries concerned employer conduct.

	2023	2024	2025
Number of inquiries	523	790	913
Number of workers residing in Israel who arrived through bilateral agreements	15,824	30,596	38,075
Number of workers who made inquiries	423	607	697
Percentage of callers out of total resident workers	3%	2%	2%

Main Topics of Inquiry for 2025 (%)



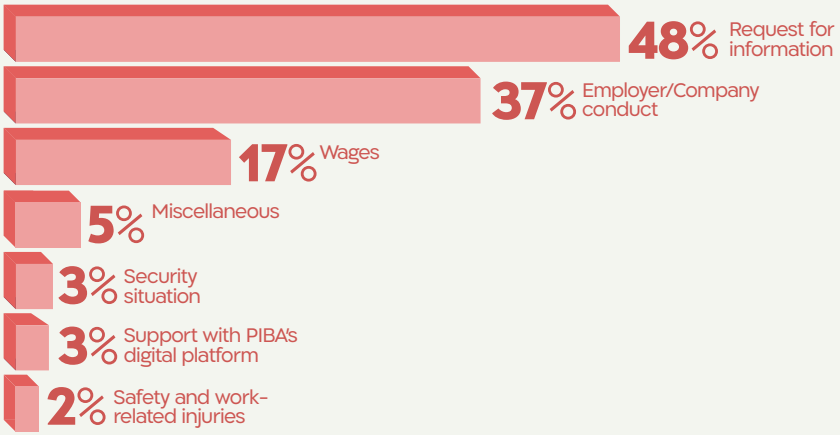
** An inquiry can include more than one topic; therefore, the categories above are not mutually exclusive. Accordingly, while the percentage refers to the number of times a topic was raised out of the total number of calls, the percentages do not necessarily add up to 100%.

Inquiries by Sector
Homebased Caregiving

In 2025, 270 new inquiries were opened for workers in the homebased caregiving sector. Most of these inquiries concerned employer conduct.

	2023	2024	2025
Number of inquiries	694	294	270
Number of workers residing in Israel who arrived through bilateral agreements	4,608	5,433	5,903
Number of workers who made inquiries	539	248	216
Percentage of callers out of total resident workers	12%	5%	4%

Main Topics of Inquiry for 2025 (%)*



* An inquiry can include more than one topic; therefore, the categories above are not mutually exclusive. Accordingly, while the percentage refers to the number of times a topic was raised out of the total number of inquiries, the percentages do not necessarily add up to 100%.

Inquiries by Sector
Institutional Caregiving

In 2025, 465 new inquiries were opened for workers in the institutional caregiving sector. Most of these inquiries were requests for information.

	2023	2024	2025
Number of inquiries	619	433	465
Number of workers residing in Israel who arrived through bilateral agreements	1,056	1,271	2,345
Number of workers who made inquiries	259	243	259
Percentage of callers out of total resident workers	25%	19%	11%

Main Topics of Inquiry for 2025 (%)



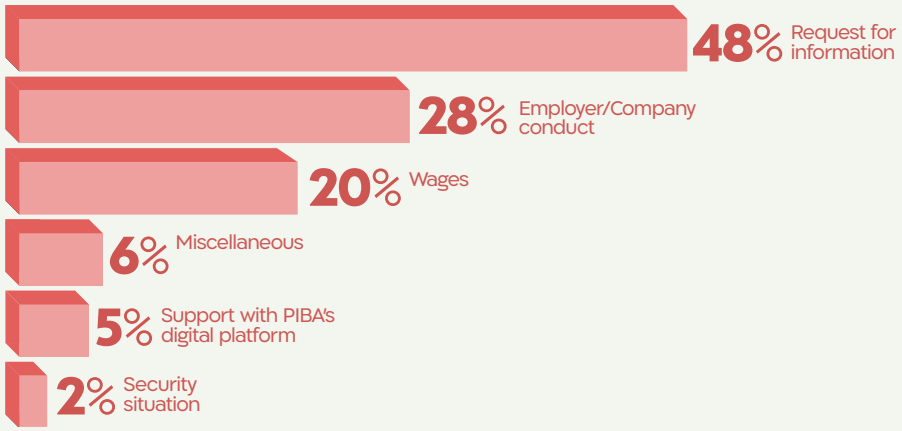
Inquiries by Sector
Hotel Sector

In 2025, 190 new inquiries were opened for workers in the hotel sector.

Most of the inquiries concerned the Iron Swords War.

	2023	2024	2025
Number of inquiries	290	141	190
Number of workers residing in Israel who arrived through bilateral agreements	1,673	1,591	2,791
Number of workers who made inquiries	211	65	134
Percentage of callers out of total resident workers	13%	4%	5%

Main Topics of Inquiry for 2025 (%)*



* An inquiry can include more than one topic; therefore, the categories above are not mutually exclusive. Accordingly, while the percentage refers to the number of times a topic was raised out of the total number of inquiries, the percentages do not necessarily add up to 100%.

Inquiries by Sector
Restaurant Sector

In the course of 2025, 40 workers employed in the restaurant sector contacted the Call Center (totaling 53 inquiries). These workers represent about 4% out of the 1,004 resident workers in the sector at the end of 2025. Most inquiries concerned requests for information (57%) and employer conduct (51%).

In the Spotlight:
Improving Workers' Access to Information through Technological Innovation

One of the main goals of the Call Center's staff is to enable workers to obtain information independently, by improving access to information on many topics through various platforms. These efforts are expected to reduce the number of inquiries made to obtain information, and thereby allow the Center's staff to devote more time and resources to complex inquiries, offering a better and more effective response.

- In late 2025, PIBA launched an online platform for migrant workers with information on work visas, registration, deposits, and more. This platform enabled workers to obtain personal information, thereby reducing the number of inquiries to the Center regarding these issues.
- Access to information was regularly provided by disseminating information through the Call Center's digital communities and through online guidance provided to workers arriving in the country and throughout their stay.
- In the course of 2025, the Call Center developed information centers for workers on the CIMI website in English, Hindi, Sinhala, Chinese, and Thai.

English: https://www.cimi-eng.org/migrant-workers-english

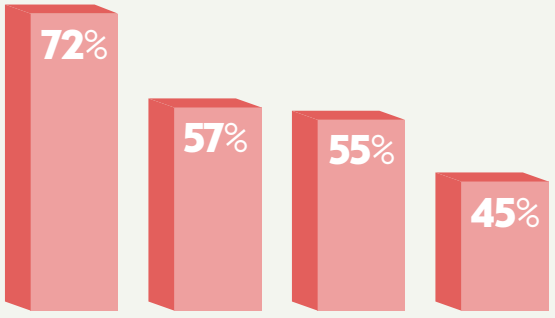
Hindi: https://hi.cimi-eng.org/information-center

Sinhala: https://si.cimi-eng.org/migrant-workers-sinhala

Chinese: https://zh.cimi-eng.org/informationcenter

Thai: https://th.cimi-eng.org/migrant-workers

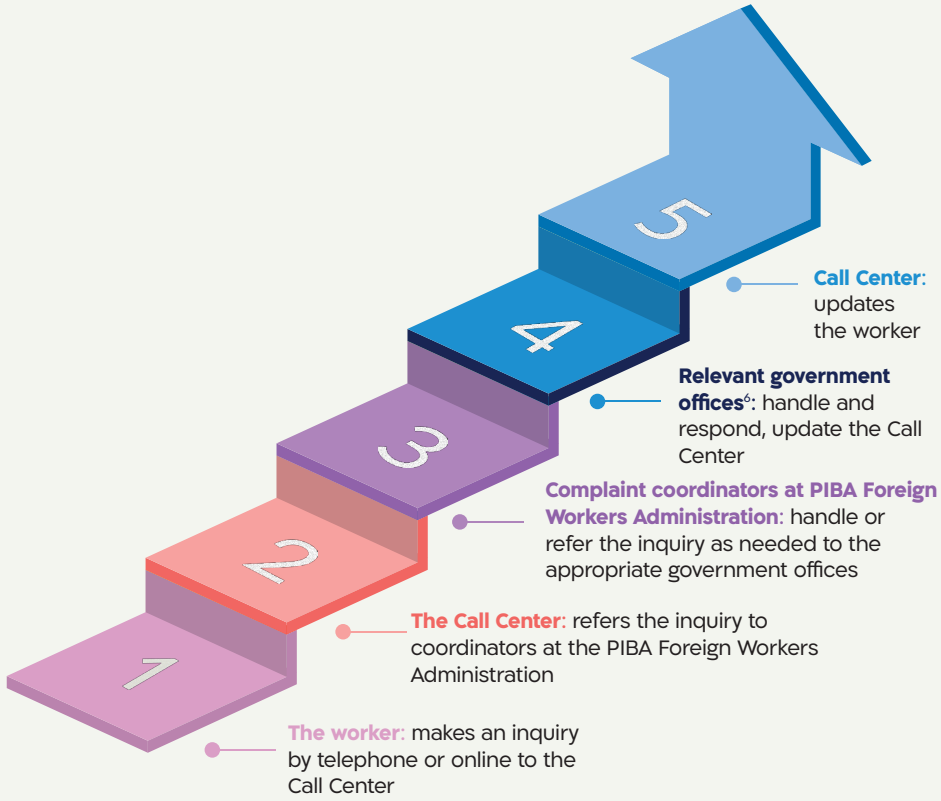
The following table shows the significant impact of these efforts on the number of inquiries made to the Call Center requesting information over the past years:



Requests for information as a percentage of all inquiries

Inquiry Handling Procedure

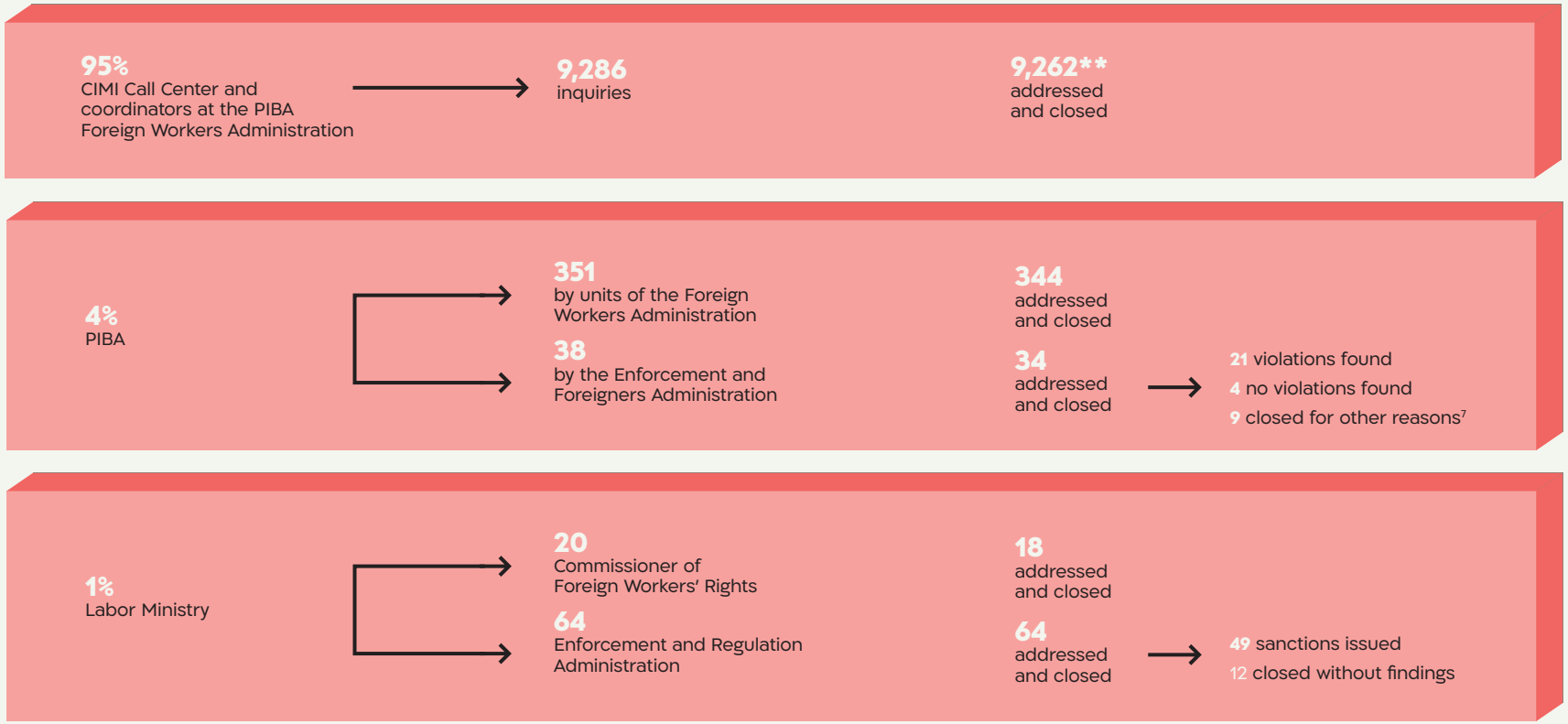
Inquiries are referred to relevant bodies according to topic. The length of time needed to address the complaint varies in accordance with its content and circumstances. For the most part, Call Center and Foreign Worker Administration coordinators assist in providing information; PIBA handles employer/manpower agency conduct and change of employers; and the Labor Division at the Ministry of Economy and Industry handles complaints regarding wages,[5] employment conditions, and work safety.



Handling of Inquiries in 2025*

The following graphs present numerical data on the handling of inquiries by various bodies in 2025.

9,056 inquiries were received over the past year. Out of these, 8,956 inquiries were addressed and closed.



* Data is current as of June 29, 2026.

** Includes inquiries opened prior to 2024 but closed during 2025.

Success Stories –
Outstanding Examples of Inquiries Handled by the Foreign Workers Call Center in 2025

1. Two Sri Lankan workers in the restaurant sector contacted the Call Center to complain that their employer was holding their passports. In a call with the Center's translator, it transpired that additional violations had been committed by the employer, including payment beneath the minimum wage, payment in cash, and threats to return the workers to their country of origin.

   The case was referred for urgent handling by PIBA's Trade and Services Division. On the following day, the Call Center contacted the workers to ascertain their condition. They reported that the employer had demanded they sign a document stating they had been intoxicated and had contacted PIBA by mistake, and that they wish to cancel their complaint against the employer. The workers did not sign the document; consequently, the employer evicted them from their living quarters.

   This information was transferred to PIBA, whose representatives immediately spoke with the employer and prohibited him from evicting the workers. The workers were then returned to their apartment, but reported to the Call Center that they are afraid and have no food or money to purchase food. In the following days the Call Center spoke with the workers several times a day to check on their situation. A few days later the employer again demanded that they leave their living quarters. PIBA intervened, and the workers were allowed to return to their accommodation. A criminal complaint was subsequently filed against the employer.
2. A Thai worker in the agriculture sector contacted the Call Center on behalf of himself and nine other workers employed on a farm in northern Israel, as the workers' passports were being held by the employer. The employer had taken their passports on their first workday to register them for health insurance, but failed to return the passports. For months, the workers asked the farm manager for their passports back, but he refused. Later they contacted the agency through which they had arrived in Israel. A representative from the agency promised to assist, but was unable to bring about the return of the passports. Consequently, the workers contacted the Call Center. The inquiry was classified as urgent and referred to the PIBA Agriculture Division for administrative enforcement. The Division investigated the case, contacted the employer, and within a week the issue was resolved and the employer returned the passports to all the workers.
3. A Sri Lankan worker in the construction sector contacted the Call Center to report inadequate living conditions. During the call, it transpired that the workers had no hot water, no private storage space to store their belongings, and that the living quarters were moldy, filled with debris, and crawling with cockroaches. The Administrative Enforcement Unit inspected the living quarters, and consequently the employer improved the workers' living conditions.

Notes

1. The information presented in the different parts of this booklet is accurate as of its date of publication.
2. The terms in this booklet refer to the different worker groups as formulated in Israeli law. They do not necessarily reflect the terms used by CIMI and the way in which the organization views the use of these terms.
3. See government resolution no. 4024, July 31, 2015: https://www.gov.il/he/departments/policies/2005_des4024
4. The Call Center receives inquiries on various topics. Some of the inquiries are complaints that are referred for further handling. See pp. 24-25.
5. In the case of complaints regarding wages, the Regulation and Enforcement Administration at the Labor Division of the Ministry of Economy and Industry cannot return sums of money owed to the worker, but can only issue an administrative or criminal sanction to the employer after completing an investigation into the case. Therefore, regardless of whether the handling of the case vis-à-vis the employer has ended or is ongoing, in order to receive legal aid and compensation the worker must, in parallel, submit a lawsuit through a civil court.
6. The relevant units include: the PIBA Foreign Workers Administration, the Regulation and Enforcement Administration, the Safety Administration, the Commissioner of Foreign Workers' Rights at the Labor Division of the Ministry of Economy and Industry, and the Israel Police.
7. Other reasons include: the worker rescinded their complaint; the complaint lacked details; the worker failed to cooperate with the investigation; a police investigation is ongoing; the complaint was addressed without opening an investigation; the worker left the country and consequently the investigation could not be continued.

General information:

Population and Immigration Authority website:
piba.gov.il

The Center for International Migration and Integration website:
cimi.org.il

Contact details for workers:

Phone number of the Foreign Workers Call Center:
1-700-707-889 / 077-999-85-67

Online: cimihotline.formtitan.com/homepage