



Funded by the European Union
بتمويل من الاتحاد الأوروبي



وزارة العمل

Project “EU-ILO Collaboration in the Monitoring of Labour Aspects in the Implementation of the EU RoO Initiative for Jordan - Phase II”-Outcome 2

Highlights and insights

International Labour Organization | Nov 2022



Support EU-Jordan agreement on Relaxed Rules of Origin

Promoting decent work and inclusive economic growth through the relaxed rules of origin initiative

Monitoring labour aspects of Rules of Origin Initiative: Plastic, Chemical and Engineering

Better Work Jordan, partners examine improvements, compliance violations

Quality Assurance Quality Control Tool

Trained stakeholders acquire knowledge, skills and experience to comply with BW's quality standards for core services delivery

Improve labour inspection efficiency and labour inspectors' capacity

Developing Jordan's labour inspection system and Inspectors' capacity

Industry seminars and ToT for factory employees

Factory employees improve their knowledge of Jordanian Labour Law, occupational safety and health, and chemical management and receive training on effective communication, coaching, and engagement skills

Better Work Unit at the Ministry of Labour

Ensuring sustainability of Better Work Jordan

► About Project

Through outcome 2 of the Project [“EU-ILO Collaboration in the Monitoring of Labour Aspects in the Implementation of the EU RoO Initiative for Jordan - Phase II”](#), funded by the EU, decent work principles are monitored and promoted in enterprises authorised to benefit from the EU's relaxed RoO ; through:

- Monitoring and facilitating labour aspects in implementing the EU's trade agreement with Jordan in relaxing the Rules of Origin
- Extending the core services of ILO's Better Work Jordan programme to further manufacturing sectors (to include chemical, engineering and plastics manufacturing), to help Jordanian companies abide by the country's labour law and meet international labour standards
- Collaborating with national constituents; Ministry of Labour, to strengthen their capacity to monitor and promote decent work in Jordan's manufacturing sectors.



► Supporting EU-Jordan agreement on Relaxed Rules of Origin (RoO)

On 19th July 2016, the 10th EU-Jordan Association Committee adopted the decision on a temporary [simplification of the EU Rules of Origin](#), with a view to encourage Jordanian exports to the EU, enhance investments and create job opportunities in Jordan's formal sector for both Jordanians as well as Syrian refugees. To benefit from the simplified scheme of rules of origin two main conditions must be met, regardless of the geographical location of the industrial facility, firstly recruiting Syrian Labour within the specified percentage and secondly the production of the specific industrial products covered by the List rules of this Arrangement. In response to the provisions under RoO Agreement, the Ministry of Labour (MoL), the EU and the International Labour Organization (ILO) signed a collaboration agreement to support implementation of the scheme and to ensure decent working conditions in companies exporting to the EU.



The project supports the implementation of the agreement between the EU and Jordan to relax rules of origin through collaboration between Better Work Jordan and Ministry of Labour; where labour standards are monitored through a joint committee comprised of Ministry of Labour inspectors and Better Work labour inspection staff; and advises companies eligible to export to the EU under the RoO Agreement using assessment tools customised under the project. The joint committee conducts unannounced inspections of the factories benefiting from the relaxed RoO to ensure the application of legal provisions related to conditions of work and employment and issuing compliance data built on assessment reports, as well as providing advisory services for targeted in four sectors (Garment, Plastic, Engineering and Chemical).



► Improve labour inspection efficiency and labour inspectors' capacity

The project contributes to providing labour inspection taskforce with the tools, skills and knowledge to undertake factory assessments using the Better Work methodology, as well to build soft and technical skills. Through the project, ILO/Better Work Jordan works with MoL raising awareness of the Labour Law and international labour standards.

Through the project 9200 paper-based violations were archived.



Collaboration with MoL – NEBOSH opening Sept 2022



Archive of 9200 paper-based violations, MoL 2022

Labour inspectors enforce labour legislation, including laws on labour conditions, OSH, child labour and labour relations. They provide technical information, encourage cooperation between employers and workers and their respective representative organizations and collect information about the labour market. The Ministry of Labour in Jordan operates 23 labour offices across Jordan, with 170 labour inspectors. Better Work Jordan worked closely with MoL through this EU-ILO collaboration project to strengthen the capacity of the labour inspection taskforce.

Labour inspectors' roles and responsibilities

In close collaboration with the MoL, Better Work Jordan is working to transfer its assessment tools and methodologies to the MoL, including OSH advisory services. For that purpose, the programme held in March 2022 on the roles and responsibilities of labour inspectors within the Better Work Jordan capacity building programme. The training focused on labour inspectors from OSH and Central Inspection directorates; including an MOL EU Committee, formed following the Decision on the Relaxation of the Rules of Origin for Export to the European Union No. 1 for the year 2019, published in the Jordanian Official Gazette. The training was designed in line with instructions of inspection of factories benefitting from the RoO Initiative.

Strategic Compliance Planning (SCP)

Assisting Jordan's MoL in improving the national inspection system and regulatory compliance, ILO/Better Work Jordan organised a training workshop in March 2022 on strategic compliance planning for ministry officials. The training, in which labour inspectors and other officials from various ministry departments took part, was aimed at improving labour inspection activities and regulatory compliance in target sectors. It was conducted in collaboration with the ILO Labour Administration, Labour Inspection and Occupational Safety and Health Branch (LABADMIN/OSH), which developed a six-step exercise to formulate, sequence and operationalize broader thinking and action, helping labour inspectors attain the goal of sustained compliance.

Behavioural change and communication

With support from the ILO/Better Work Jordan, the MoL is developing the national labour inspection system. As part of this process, this project supported provide training for 170 labour inspectors, who took part in a course on behavioural change and communication skills at work. The training was aimed at enhancing how inspectors communicate and deal with workers and employers. "Training improved our understanding of workers' pressures and," said Tamara, a participant.



NEBOSH Group of LIs, Sept 2022

NEBOSH Accredited Program

The NEBOSH International General Certificate in Occupational Health and Safety (IGC) provides a broad understanding of health & safety issues and is an essential qualification for labour inspectors. Better Work Jordan/ILO, in partnership with MoL, organised with support of the EU-ILO collaboration project a training programme in September 2022 for (20) MoL inspectors on NEBOSH. It provided LIs with essential knowledge on Management of International Health and Safety and Risk Assessment to apply in their day-to-day inspection visits.



Strategic Compliance Planning refresher workshop, March 2022



Behavioural change training, March 2022



LIs during capacity building activity

The EU-ILO collaboration project supported customization of the Compliance Assessment Tools for the three additional sectors: Plastic, Chemical and Engineering. Here below links for the 4 CATs:

[CAT Non-Garment](#)

[CAT Garment](#)

► Monitoring labour aspects of Rules of Origin Initiative: Plastic, Chemical and Engineering

Better Work Jordan through this EU-ILO collaboration project has presented findings of its pilot [assessment](#) report of non-garment factories at a [meeting](#) with representatives of these factories, MoL, petrochemical trade union, Jordan Chamber of Industry (JCI). It revealed an average non-compliance rate of 41 per cent in the first year of participation in the programme, despite signs of improvement in these enterprises. Carried out in collaboration with the MoL and the EU, the [first synthesis report](#) on the assessment covered three factories in the plastics sector, one in the chemicals sector, and one in the engineering sector.



There are currently five non-garment factories registered with Better Work Jordan. Three factories are in the plastics sector, one is in chemicals, and one is in engineering. The majority of the factories were previously located in Syria but moved to Jordan due to the conflict in Syria. The factories have been operating for an average of 10 years in Jordan. Across the five non-garment factories, Better Work Jordan and MoL have conducted 16 assessments between 2019 and Q4 2022 and more than 100 advisory visits; mostly lead by MoL labour inspectors of the EU-committee.

These factories started with significant non-compliance issues, particularly with regards to occupational safety and health (OSH) and management systems. There is preliminary evidence that participation in the programme can improve the compliance situation, however, this is conditional on factory management being willing to make changes and work constructively with workers. However, there are not many international buyers sourcing from non-garment factories in the programme, and so far, Better Work Jordan has not seen much engagement on the issue of working conditions from local buyers. More work remains to be done to address the compliance violations and ensure decent working conditions across all sectors in Jordan.

► Industry seminars and ToT for factory employees

Industry seminars form an integral part of Better Work Jordan advisory process as they provide important learning opportunities for factories. Seminars are participatory, learner-centred workshops that aim to tackle collectively areas of needed improvement identified across factories. Through this project and with EU support Better Work organised a total of three learning seminars for different groups of middle management employees at participating factories exporting to the EU from Jordan's garment, chemical, plastics, and engineering sectors.



OSH Management System, 16 Aug 2022



Chemical Management, Dec 2021



Labour Code 16 Jun 2022

The seminar conducted in June 2022 provided participants learning on Jordanian Labour Law and its amendments. Including description on employment contracts, worker responsibilities; types of leaves, provisions on childcare facilities; and termination and disciplinary procedures. At another seminar, held in August 2022, the project held focused learning on Occupational Safety and Health (OSH) including OSH legal requirements, risk management, and incident investigation. The third seminar which was organised in December 2021, examined various aspects of chemical management with factory employees. The participants learned about chemical terms, forms, and types, as well as hazards, storage specifications, and legal requirements.

Training of Trainer (ToT)

The project organized in May 2022 a Training of Trainers course for employees of garment, plastic, chemicals and engineering factories. The five-day training course aimed at enabling targeted employees in participating factories to deliver training courses at the factory level targeting workers and other middle-management staff. "The training was very engaging, helping us break the fear barrier, and explore new skills and potential as facilitators" said one female participant. The ToT equipped the participants with effective communication, coaching, and employee engagement skills to enhance social dialogue at factory level.



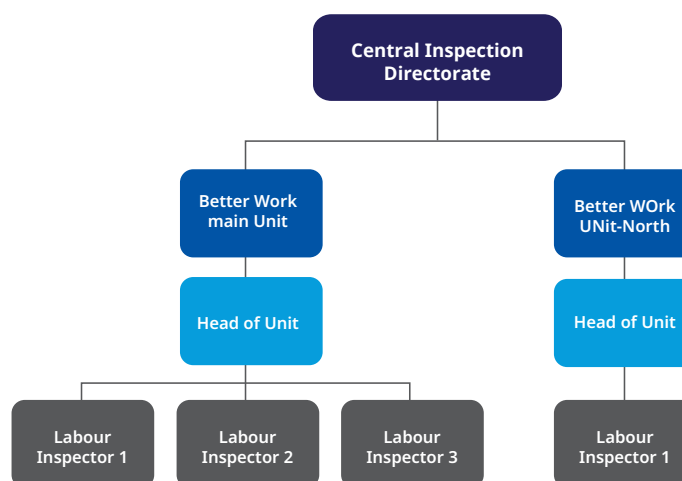
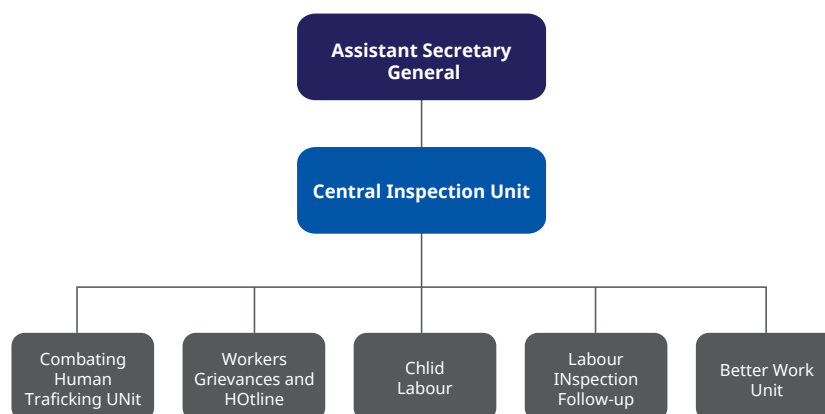
ToT, May 2022

► Better Work Unit at the Ministry of Labour

Better Work Jordan's sustainability plan focuses on building stakeholders' capacity to implement programme core services while ensuring their quality. Each stakeholder already has a key mandate, and Better Work Jordan is focused on increasing capacity, effectiveness, and responsibility of these partners. In line with its plan, the programme is gradually transferring its assessment tools and methodologies to the MoL. A major milestone was reached in May 2020, when the ILO and the MoL signed an MoU establishing a Better Work section within the ministry. This unit is now part of MoL organisational structure, under the Directorate of Central Inspection, and one additional sub-unit established in the North at Al-Hasan Industrial zone.

The Better Work Unit at MoL is tasked, inter alia, with conducting inspections in the garment sector and beyond jointly with Better Work Jordan staff. To enable MoL to effectively deliver as per the BWJ methodology and to boost and strengthen the Better Work Unit's performance the project supported the physical establishment of the Better Work Unit at the Central Inspection Directorate/MoL premises and ensures continuous coaching and capacity building to the labour inspectors supporting the unit mission through a dedicated Standard Operating Procedures (SoPs) developed and shared with MoL BW Unit in November 2022, and equipped the unit with learning, documentation, tools and systems as per BW methodology and quality assurance/quality control tool.

"The ministry hopes that the Better Work Unit at MoL encourages the private sector to comply with legal standards for decent work in all sectors. The initiative started in the garment sector, and we look forward to expanding this initiative to all other sectors," said Haitham Al Najdawi, head of MoL Inspection Directorate.

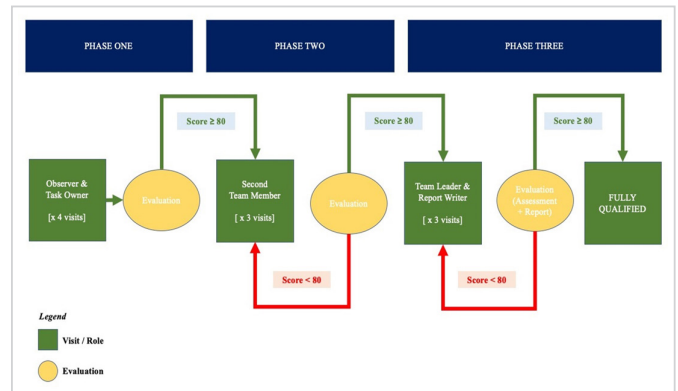
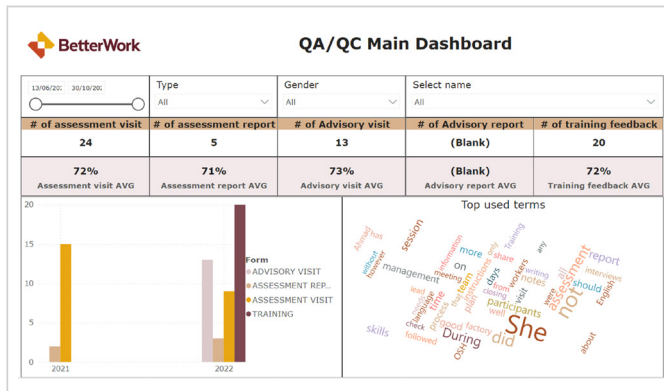


▶ Quality Assurance Quality Control Tool

BWJ has a project-informed nature and does not aim to replace the roles and functions of any national stakeholders. As such, it has a start and an ending point with clearly framed objectives to achieve. This project piloted a BETTERWORK Quality Assurance/Quality Control tool (QA/QC) to;

Consistently transferring BWJ's expertise to local stakeholders through a comprehensive theoretical and practical induction process, and equip them with the required knowledge, skills and experience to deliver required tasks: this is its Quality Assurance component.

Ensure that trained stakeholders acquire the required knowledge, skills and experience to comply with BWJ's required quality standards for services delivery: this is its Quality Control component.



Trainee Role	Assessment Visit Number									
	Phase One				Phase Two			Phase Three		
	1	2	3	4	5	6	7	8	9	10
Observer/Tasks	Green	Green	Green	83/100						
Team Member					Green	Green	82/100			
Team Leader								Yellow	Yellow	80/100
Report Writer								Red	Red	78/100

See this link on video developed with support from EU-ILO Collaboration project on Relaxed Rules of Origin

مشروع التعاون بين الاتحاد الأوروبي ومنظمة العمل الدولية في رصد الجوانب العمالية لتنفيذ مبادرته بشأن تخفيف قواعد المنشأ في الأردن (المرحلة 2)

"EU-ILO Collaboration in the Monitoring of Labour Aspects in the Implementation of the EU's Rules of Origin Initiative for Jordan - Phase II"

<https://streamable.com/oy8tpj>



Better Work Jordan is a partnership between the ILO and the International Finance Corporation (IFC). The ILO flagship programme brings together stakeholders from all levels of the global garment manufacturing industry and beyond to improve working conditions, enhance respect for labour rights, and boost competitiveness.