



Guidance on Improvements of Occupational Safety and Health in Domestic Environment for Domestic Workers and Employers



Work Improvement in Domestic Environment (WIDE)

PROMOTE PROJECT

International Labour Organization



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FOREWORD

Article 13 of the ILO Convention no. 189 on decent work for domestic worker states that “Every domestic worker (DW) has the right to a safe and healthy working environment. Each (State) member shall take, in accordance with national laws, regulations and practice, effective measures, with due regard for the specific characteristics of domestic work, to ensure the occupational safety and health of domestic workers”

The absence of regulation providing protection for domestic workers in Indonesia makes the implementation and supervision of occupational safety and health (OSH) in domestic sector facing challenge. Although the Government of Indonesia has had Law No. 1/1970 on occupational safety, the existing tools and resources cannot reach the domestic sector.

The ILO has developed a checklist that can help workers conduct self-monitoring on working conditions and make voluntarily improvement. The checklist is expected to help employers and DWs creating an OSH culture in the domestic environment, so that the work-related accidents can be minimized as minimum as possible.

Jakarta, 30 January 2016

TABLE OF CONTENT

FOREWORD	iii
I. Action checklist for Employer and DW in Domestic	1
✓ Environment – How to use the checklist	1
✓ Checklist A. Materials Handling and Storage	2
✓ Checklist B. Work Station	7
✓ Checklist C. Machine and Work Equipment safety	11
✓ Checklist D. Physical Environment	14
✓ Checklist E. Welfare Facilities	19
✓ Checklist F. Wages and Benefit	26
✓ Checklist G. Communication and rights for success	29
✓ Checklist H. Work situation for Child domestic worker	35
✓ Other conditions, if necessary	38
II. Information about checklist	39
III. Implementation of Improvement	56
Example of Improvements (Photos)	58

I. Action checklist for Domestic Worker and Employer in Domestic Environment

HOW TO USE THE CHECKLIST:

1. Define the work area to be checked.
2. Spend a few minutes walking around the work area.
3. For each action:
 - If the conditions are good or no improvement is needed, mark ✓ in column 'NO'.
 - If you propose any actions to improve the conditions in the area, mark ✓ in column 'YES'
 - And if you think improvement is urgent to do, mark ✓ in column 'PRIORITY'.
4. Put your corrective actions to be proposed in the column 'REMARK'.

Notes:

- Ideally the checking is to be done together by Employers and Domestic Workers
- If Domestic Worker do the checking by her/himself, the Domestic Workers need to discuss and negotiate with employers on the implementation of corrective actions.

A. MATERIALS HANDLING AND STORAGE

1. Neat storage of materials in their respective places

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....



2. The use of rollers or wheeled equipments to move heavy objects

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....



3. Good storage for food materials and always covered

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



4. Use of separator to avoid direct contact of goods/ materials and floor

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



5. Use of handhold for all containers (baskets, buckets and boxes of goods)

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:

.....

.....



6. Reachable placement of materials and labelled to prevent errors

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:

.....

.....



7. Use of environmentally friendly materials for shopping bags and goods

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

8. Keeping dangerous materials or goods out of reach of children

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

9. Use of additional tools to lift heavy loads safely and more efficient

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



B. WORK STATION

10. Placement of electrical equipments to be easily seen and reached

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

11. Ensuring electrical connections are safe and not chipped

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

12. Use of competent electrical technicians to repair electrical installations

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:

.....

.....



13. Working at elbow level, below the elbow or slightly lower than elbow

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:

.....

.....



14. Use of stable grip for work equipments

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



15. Provision of a special place for each work equipment

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



16. Use of a secured ladder for working at height level

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....



C. MACHINE AND WORK EQUIPMENT SAFETY

17. Use of protectors/covers for spinning parts of machinery/equipments

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:

18. Available and understandable instruction on how to use the machinery/work equipments

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:

19. Noisy machinery or equipments are always covered

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:

.....

.....



20. Use of good and safe electrical equipments (no damaged parts)

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:

.....

.....



21. Replacement of machinery/
equipments with damaged
parts

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

D. PHYSICAL ENVIRONMENT

22. Rooms and workplaces always have enough light from windows and/or lamps

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



23. Floor is always in dry condition, smooth and slick

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



24. Exhaust or ventilation is always kept clean

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



25. Natural ventilation on windows or doors is kept clean

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



26. Pipe, gas cylinder and regulator are always in good condition and not leaking

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



27. Purchase of cleaning materials, fragrances and insecticides with labels and information on the content and method of use

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



28. Available fire extinguishers and know how to use it

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



29. Flammable materials are stored away from sources of fire

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



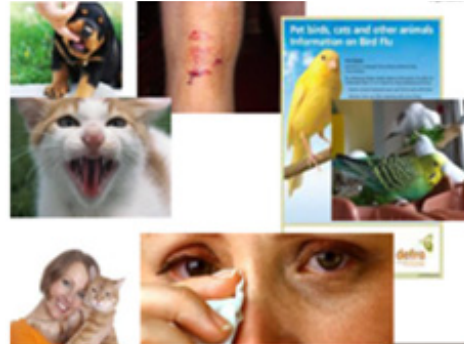
30. Aware and understand the dangers of pets and plants in the home environment

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



31. Work in environmentally friendly way by reducing, reusing and recycling materials in the workplace

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



E. WELFARE FACILITIES

32. Accessible clean and sufficient drinking water

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



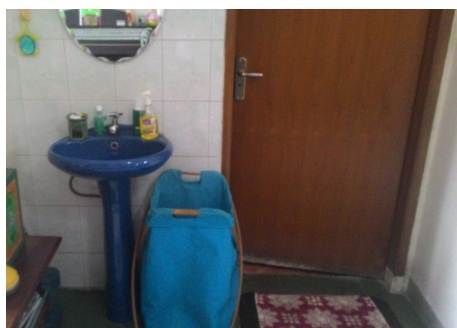
33. Accessible clean toilets and hand washing facilities

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



34. Accessible clean and sufficient meals

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



35. Accessible safe and comfortable private room

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



36. Accessible storage to keep valuable and personal documents safely

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



37. Accessible washing facilities used for personal needs (for live-in domestic workers)

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



38. Working on time in order to have enough time for rest, eat and pray

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



39. Availability of first-aid box and know how to use it

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....



40. Availability of gloves, masks and other personal protective equipments (PPE) when needed

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

41. Availability or workplace is adjusted to the needs of pregnant and breastfeeding women

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

342. Working in a varied and more interesting combination of tasks

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

43. Working with a well-organized layout or workflow to reduce unnecessary workload

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

44. Having regular physical exercises, learning and being active in social activities

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

F. WAGES AND BENEFIT

45. A list of daily tasks is available and filled in

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....

DAFTAR TUGAS HARIAN - PRT

Daftar Tugas Harian		Tanggal
Seleksi	Tugas	Catatan/Tugas tambahan
x	Menyiapkan Sarapan	
	Belanja ke pasar	
	Menyiapkan Makan Siang	
	Mencuci Pakaian	
	Sikat Pakaian	
	Melapisi Pakaian	
	Mengasap atau Ngapal Lantai	
	Membersihkan Kamar Mandi	
	Membersihkan Pintu Jendela	
	Memapam Kamar Tidur	
	Memapam Kamar keluarga	
	Mencuci peralatan makan (piring, sendok, gelas, dab.	
	Mengasap Anak Pusing Saliblah	
	Memberi makan Balita, Anak, Lansia/Penyandang Difabel	
	Menemani Balita, Anak, Lansia/Penyandang Difabel	
	Memberi Anak Mengerjakan Pekerjaan Rumah	
	Menemani Balita, Anak, Lansia/Penyandang Difabel	
	Mencuci Kendaraan (mobil/moped motor)	
	Mengasap Tanaman	
	Mengasap Rumpuk	
	Membersihkan Halaman	
	Membubukasi Pohon (pagan rumah)	
	Mengasap Pohon (pagan rumah)	
	Mengasap air	
	Memberi Makan Hewan Peliharaan	
	Merawat Hewan Peliharaan	
	Tugas Lainnya, sebutkan:	

46. Salary/wages receipt in accordance with the income received, including any deductions, installments, bonuses, etc.) is available

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....

GAJI BULAN NOVEMBER 2013			
NAMA: SANTI			
Gaji Pokok	1.000.000	1.000.000	
Serikat	75.000	1.000	75.000
Gesmanan	1.000.000	150.000	150.000
			Total 1.512.500
UANG HARIAN (28 OCT hingga 7 NOV)	150.000	150.000	
UANG HARIAN (8 hingga 14 NOV 2013)	150.000	150.000	
UANG HARIAN (15 hingga 21 NOV 2013)	150.000	150.000	
UANG HARIAN (22 hingga 28 NOV 2013)	150.000	150.000	
UANG HARIAN (29 hingga 30 NOV 2013)	150.000	150.000	
Total diterima			2.262.500
Catatan: Cuti dibayar (dibayar) 4, 7, 10, 12, 13, 14, 15, 16, 17 (9 hari)			
Sisa cuti dibayar: 3 hari			
JAKARTA, 30 Nov 2013			
SANTI			

47. Getting decent salary/wages in accordance with applicable regulation or work contract/ agreement

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

48. Having savings for the future needs or unexpected costs by setting aside a portion of the wages

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

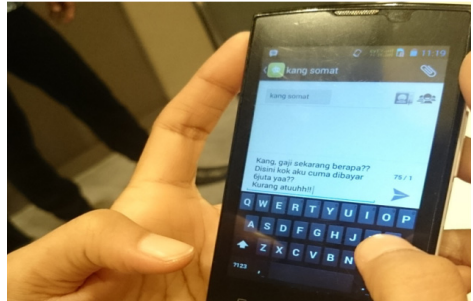
.....

.....

49. Sharing information about salary/wages with other DWs in your community to improve the standard of wages

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

50. Having social security for health and employment protection

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

G. COMMUNICATION AND RIGHTS FOR SUCCESS

51. Knowing and understanding basic rights as a worker

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:



52. Having written contract that outlines requirements and job descriptions of the tasks

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

**Pasal 6
Waktu Kerja**

1. Waktu kerja Pihak Kedua adalah 8 (delapan) jam sehari, atau 40 (empat puluh) jam seminggu.
2. Dalam kondisi tertentu Perusahaan berhak meminta pekerja untuk bekerja melebihi waktu 8 atau sesuai dengan tugas dan tanggung jawab jabatannya.
3. Jadwal jam kerja biasa, shift, dan lembur diatur dan ditetapkan sesuai dengan kebutuhan Perusahaan.
4. Untuk pekerja tertentu tidak diberikan upah lembur dikarenakan sifat dari pekerjaannya yang mewakili kepentingan Perusahaan sebagaimana dimaksud dalam Keputusan Menteri Tenaga Kerja No. KEP-102/MEN/VI/2004 Jo. Peraturan Ketenagakerjaan yang berlaku.

**Pasal 7
Perawatan Kesehatan dan Keselamatan Kerja**

1. Pihak Kedua berkewajiban melaksanakan pekerjaan dengan mengutamakan aturan kesehatan dan keselamatan kerja.
2. Jika Pihak Kedua mengalami kecelakaan kerja yang terjadi karena tidak dipatuhi aturan kesehatan dan keselamatan kerja, maka Pihak Pertama tidak bertanggung jawab atas kerugian Pihak Kedua yang timbul akibat dari kecelakaan kerja tersebut.
3. Pekerja ikutsertakan dalam program Jaminan Sosial Tenaga Kerja/JAMSOSTEK, dan mengikuti semua ketentuan JAMSOSTEK dan atau Peraturan Perusahaan yang berlaku.

**Pasal 8
Ketentuan & Tata Tertib**

Kedua belah pihak sanggup menaati semua ketentuan ketenagakerjaan sebagaimana diatur dalam Undang-Undang Ketenagakerjaan Nomor 13 Tahun 2003 jundco Peraturan Ketenagakerjaan yang berlaku dan Pihak Kedua sanggup menaati peraturan/keputusan Perusahaan dan atau Tata Tertib yang dibuat oleh Pihak Pertama tanpa merasa dipaksa oleh Pihak Pertama dan mengakuan bagian dari Perjanjian Kerja ini.

**Pasal 9
Berakhirnya Perjanjian Kerja**

1. Pihak Pertama dan Pihak Kedua sepakat untuk dapat melakukan pemutusan hubungan kerja dengan alasan dan atau keadaan sebagai berikut :
 - a. Pihak Kedua tidak mampu melaksanakan tugasnya sesuai dengan Standar Kinerjanya yang disepakati walaupun Perusahaan telah memberikan kesempatan kepada Pihak Kedua untuk memperbaiki kinerjanya.
 - b. Pihak Kedua tidak melaksanakan kesepakatan dalam Perjanjian ini.
 - c. Pihak Kedua melanggar Peraturan Perusahaan, disiplin/tata tertib yang berlaku.

Page:

Page 3 of 5

53. Always learning/practising to improve knowledge and work skills

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

54. Sharing good experiences with other domestic workers about the improvement made in the workplace

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY



Remarks:

.....

.....

55. Employer and emergency phone numbers are kept properly

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



56. Protected from forced labor or work beyond the employment agreement/contract

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



57. Protected from crime acts and or unanticipated incidents

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....



58. Joining DW association/ organization and participating actively communication with the employer to inform employers on domestic workers' rights and needs

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:

.....

.....



59. Internal rules regarding visit of friends and family members to employers' house is available

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



60. Good communication with the employer to inform employers on domestic workers' rights and needs

Do you propose action?

- ☐ NO ☐ YES
- ☐ PRIORITY

Remarks:
.....
.....



61. Self-reporting to local authority
where the workplace is
located

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

G. WORK SITUATION OF CHILD DOMESTIC WORKER (Additional)

Note: The minimum age to work as domestic workers in Indonesia is 18 in accordance to the Regulation of the Minister of Manpower No. 2 of 2015 on the Protection of DWs. In fact, however, there are still many children aged 15 to 17 who work as domestic workers. This additional checklist is intended for those aged 15-17 who economically work in the household environment (CDWs).

62. Working hours is not more than 8 hours a day including standby time

* Standby is the period in which the worker must be ready to work, or in other words are not free to use the time for personal business. Standby should be counted as working time



Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....

63. Available time for rest and play every day

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:

.....

.....

64. Available holiday of 24 hours a week at the least.

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:

.....

.....

65. Having freedom to meet and communicate with family and friends

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

66. Having opportunities to access educational programs (formal and in-formal and courses

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY



Remarks:
.....
.....

H. OTHER CONDITIONS, IF NECESSARY

67.
.....
.....

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....

68.
.....
.....

Do you propose action?

☐ NO ☐ YES

☐ PRIORITY

Remarks:
.....
.....

II. Information about Checklist

A checklist is a practical tool in conducting self-monitoring and participatory improvement. It helps users to find good points and points to be improved based on individual and group-assessments. It contains a list of statements in conducting simple, reasonable and affordable improvements, so that it can be applied widely in the community or workplace.

Note: Checklist is **NOT LIST OF PROBLEMS** but it is a list of solution or practical measures to make some improvements.... !!!

There are five (5) checklists that are used as checking guides for users (DWs and Employers), including workplace conditions regarding productivity and occupational safety and health (OSH), as follows:

1. Checklist A. Material Handling and Storage
2. Checklist B. Work Station
3. Checklist C. Machine and work Equipments Safety
4. Checklist D. Physical Environment
5. Checklist E. Welfare facilities

Meanwhile, for domestic workers (in addition to 5 above), there are 2 additional ones used to improve economic and social conditions in the context of decent work for domestic workers, including:

6. Checklist F. Wages and Benefit
7. Checklist G. Communication and Rights for Success

Special for children aged 15-17 who are (economically) forced to work in the household environment (as CDWs), it should be added one (1) checking area to ensure the fulfillment of child-rights, namely:

8. Checklist H. Work Situation for Child Domestic Worker (additional)

And extra checklist, if some conditions are not included in the previous lists:

9. Other condition, if necessary.

In observation, the user can perform it gradually (it is not necessarily all at once) but the timeframe should be setup in short period. For example, 'checklist A' is implemented first, and when improvements have been achieved, it may go further to checklist B, or C and so forth. Check points in the checklists can increase or decrease depending on the purposes of the work area inspection. When there are check points that are not relevant to a workplace condition, it can be ignored or otherwise when there is any check point that needs to be added, it can be inserted into any appropriate checklist

Overall, there are about 64 check points which are divided into work areas as follows:

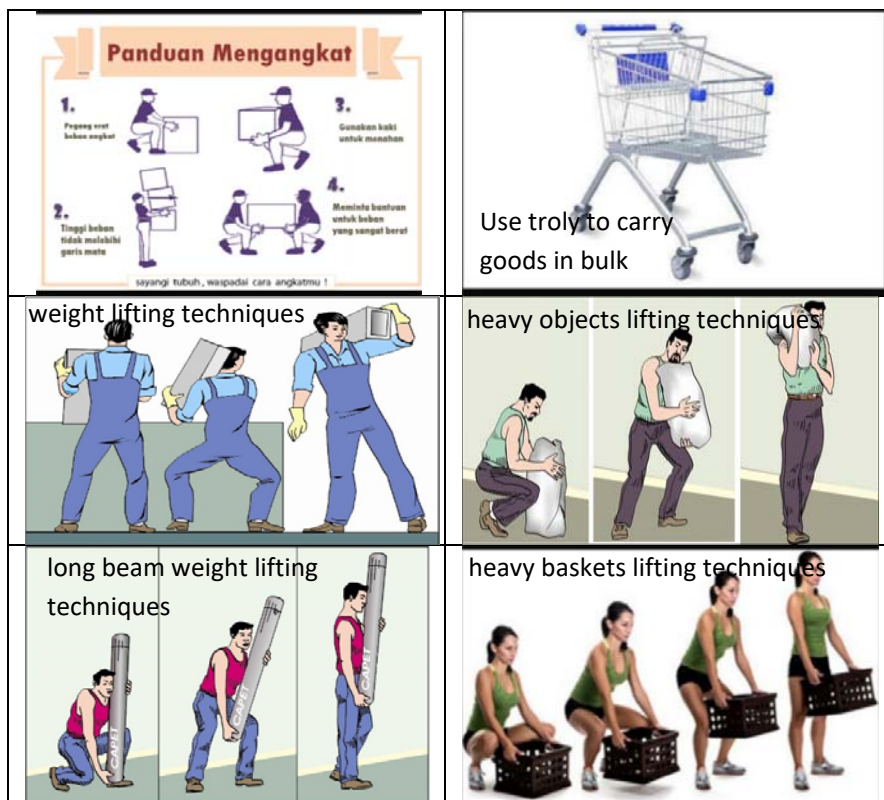
1. Material handling and storage

Material handling and storage is an important activity in a workplace because it concerns productivity. Good material handling and storage indeed does not provide added values but it can prevent work-related accidents, material damage and fatigue in the workplace. Several things to consider include: (1) how to utilize a limited space in storing materials, (2) how to avoid the unneeded time and costs to search for materials stored, (3) how to construct a flow in handling and storing materials, and (4) how to reduce the workload of transporting materials manually.

There are several check points that need to be monitored in handling and storing materials, namely:

1. ***Neat storage of materials in their respective places.*** As much as possible, materials that are not used or damaged are removed or separated to provide a wider space and reduce workload. Separation of materials that have and have not worked on will avoid errors resulting workload.
2. ***The use of rollers or wheeled equipments to move heavy objects.*** Lifting heavy weights make workers quickly tired and put them in a risk of having accidents in their spine.
3. ***Good storage for food materials and always covered.*** Open food materials will be easily contaminated with dirt, dust or diseases-spreading animals so that the foods are easily damaged or cause pain to those who consume it.

4. ***Use of separator to avoid direct contact of goods/materials and floor.*** Floor moisture makes materials damaged easily by fungus, and the iron-made materials can be easily rusting.
5. ***Use of handhold for all containers (baskets, buckets and boxes of goods).*** Handhold on containers are important as the pedestal to make the transportation easy and avoid the use of greater energy.
6. ***Reachable placement of materials and labelled to prevent errors.*** Storage of materials or working equipments often used should be put at close range in order to make the work easy, and should be labeled or signed to avoid unnecessary mistakes.
7. ***Use of environmentally friendly materials for shopping bags and goods.*** It is recommended to avoid the use of plastic as shopping bags in support of environment development program.
8. ***Keeping dangerous materials or goods out of reach of children.*** Many households materials contain dangerous chemicals, and children do not recognize their risks. Therefore, the storage of dangerous materials should be out of reach from children and they should be labeled as dangerous.
9. ***Use of additional tools to lift heavy loads safely and more efficient.*** No need to force lifting heavy weights at a time when it can be done piecemeal. Some techniques in lifting heavy loads safely are shown in the following figures:



2. Work Station

Workstation is a place where workers perform work activities. In this case, DWs' workplace is the employer's home. Typically, a residence is designed considering the aesthetics, style, model and convenience of the owner, without any consideration regarding the safety and health of workers. However, DWs are required to suit their work-related needs and productivity without having to change the design of the workplace. There are several check points related to the workplace design, as follows:

10. **Placement of electrical equipments to be easily seen and reached.** Usually, placing switch or electrical outlet has been designed when building a house. What DWs can do is to make the location of the switch/outlet free from obstruction so that it is easy to reach when needed.

11. ***Ensuring electrical connections are safe and not chipped.*** Many work equipments of DWs are connected to electricity, so when it is known that there is a broken/chipped cable or electrical connection, it is better to immediately notify the employer to repair/replace it.
12. ***Use of competent electrical technicians to repair electrical installations.*** Don't try to repair the electrical installation without sufficient knowledge and skills. Electricity is very dangerous not only for ourselves but also for the members of the household.

Tips. when using the services of technicians, it is important to note:

1. Ask them to show their personal identification;
2. Do not allow the technician to enter or work in a room without being accompanied by the home owner/housekeeper;
3. Observe how they work, when it seems suspicious, stop the work or contact the employer.

13. ***Working at elbow level, below the elbow or slightly lower than elbow.*** Ergonomically, working position with an object above the elbow is very close and pose risk to face and makes the hand easily tired. When it is unavoidable, it is advisable to use an additional foothold which is stable, sturdy and wide. For jobs that require power, position below the elbow will provide greater pressure, such as when ironing.
14. ***Use of stable grip for work equipments.*** A steady holding point is very important to avoid work-related accidents when carrying or moving materials/goods especially those containing hazardous materials, such as hot water.
15. ***Provision of a special place for each work equipment.*** Work equipments are often scattered and it takes times to find them. It sometimes leads to purchase a new ones because they are considered as lost. Putting back work equipments on a special place will help the effectiveness and productivity of DWs in their work.
16. ***Use of a secured ladder for working at height level.*** If you have to work at certain height, such as cleaning high windows or vents, it is advisable to use a stable ladder to avoid fatigue or accidents.

3. Machine and Equipment Safety

There are many work equipments in household environment using machines that need electric power, such as water pumps, juicers, blenders, vacuum cleaners, lawn mowers, etc. Some points that need to be considered in terms of machine and work equipments safety as follows: (1) increase productivity eventhough using simple machinery and equipments, (2) choose the machine protector without reducing efficiency, (3) improve workers' awareness on safety; and (4) use personal protective equipments.

There are several check points that could be inspected, namely:

17. ***Use of protectors/covers for spinning parts of machinery/equipments.*** The main component of motorized work equipments is the spinning parts which are very dangerous. Therefore, it needs to be equipped with a cover to avoid the risk of work-related accidents
18. ***Available and understandable instruction on how to use the machinery/work equipments.*** Each motorized work equipment must be equipped with rules of use and working methods to avoid damages and for its maintenance. Before machinery or work equipments are used, it is important to understand the rules of use in order to avoid damages to machinery/equipments and also work-related accidents.
19. ***Noisy machinery or equipments are always covered.*** Some household machines or work equipments also produce noise. Continuously exposed by the noise can lead to hearing problems. It is advisable to reduce the noise by isolating it or covering its sources.
20. ***Use of good and safe electrical equipments (no damaged parts).*** Most motorized work equipments in household use electricity as power source. Therefore, it is important to keep in mind to always use National Safety Standard, in Indonesia SNI (Indonesian National Standard). When the equipment is the used ones, make sure all cable connections are in good condition.
21. ***Replacement of machinery/equipments with damaged parts.*** Electricity produces heat when in use, so there should not be any unsteady connections on the cable or damaged parts. Fix the chipped cable using a permanent/steady connection or replace the damaged parts as soon as possible

4. Physical Environment

The physical environment of domestic work is quite spacious including the dwelling house and its surroundings, which also include highways, markets, malls for shopping or school while dropping the employer's children. However, this guide is limited to only the physical environment of dwelling house. Neat, clean and bright working environment can increase DWs' productivity and also prevent the incident of accidents directly affecting DWs or the employer's family members. It is important to know the factors of hazards in the context of occupational safety and health as follows:

- Physical Hazards, such as engine vibration, excessive heat and cold, electricity, noise, ion radiation, fire, lighting, etc.
- Chemical Hazards, such as disinfectants, detergents, floor cleaners, solvents, bleach, dyes, pesticides, etc.
- Biological Hazards, such as bacteria, viruses, fungi, parasites and other microorganisms, insects, pets, spines and fur plants, etc.
- Mechanical and sanitary Hazards, such as electrical work equipment, high-pressure cookers, stoves, irons, unavailable bathroom or clean drinking water, etc.
- Ergonomic Hazards, such as excessive physical load, squatting works or other improper work position, sitting without a backrest, working above the elbow level, etc.
- Psychosocial Hazards, such as long working hours, working without a break/holiday, verbal/physical violence, inadequate and late salaries, uncomfortable situation, etc.
- Workplace condition, such as too high, the slippery and wet floor, the rough and uneven surface, heavy traffic, etc.

There are several check points that need to be inspected and may need improvements regarding the physical environment of domestic work, namely:

22. ***Rooms and workplaces always have enough light from windows and/or lamps.***

Working in a bright atmosphere can increase productivity especially by natural light, therefore it is important to always keep the windows in clean condition. For the workplaces that are not covered by natural light, however, installation of extra lighting is highly recommended in order that the eyes do not get tired and to reduce errors in working.

23. **Floor is always in dry condition, smooth and slick.** Daily passing of occupants of the house is quite high, therefore it is important to keep the floor in dry conditions (slick) to avoid accidents (slip). When the floor is uneven, it needs to be marked by something to prevent falling or tripping.
24. **Exhaust or ventilation is always kept clean.** Kitchen smoke may cause the respiratory disorders, therefore it is important to have good ventilation around the kitchen. When ventilation is non-exist, air drains are very needed.
25. **Natural ventilation on windows or doors is kept clean.** Air circulation is very important to make the house atmosphere always fresh. Therefore, it is necessary to open the window every day, especially morning, for sunlight and air to enter smoothly.

Tips. In the case of gas leak (pungent smell), do not turn off or turn on electrical switches (when the light is switched on, do not turn it off), because the surface of the gas is at a height of the nose and activating the switches will cause a spark which can lead to a fatal consequence. It is advisable to open all the windows/doors and let the gas out until there is no smell of gas and then turn off the lights.

26. **Pipe, gas cylinder and regulator are always in good condition and not leaking.** In addition to electricity, fire can also be triggered by poor cooking utensils. It is therefore important to keep the installation of a gas stove in good condition. Make sure that there is no any leak and always use the SNI-standard equipments.
27. **Purchase of cleaning materials, fragrances and insecticides with labels and information on the content and method of use.** If it must use chemical-based materials, make sure that product labels and information indicating their ingredients, rules of usage and information on handling when the materials expose important parts of body (accidents) are in place.
28. **Available fire extinguishers and know how to use it.** Fire could occur at any time, therefore it is important to provide a fire extinguisher at home and practice how to use it. Practical knowledge of fire extinguishing using a wet sack is also important to know and practice.

Tips. How to extinguish the fire source using wet burlap:

1. Take a burlap or any kinds of fabric, such as gloves, a blanket, or thick cloth available in the house;
2. Moisten or soak it using water;
3. Expand the moistened burlap or cloth;
4. Make sure your body is shielded by holding the moistened burlap or cloth properly. Do not go to the source of fire from the opposite direction of the wind;
5. Place the moistened burlap or cloth exactly covering the source of fire slowly - *do not throw a wet sack to the source of fire because it could lead to further spread of fire source and make it difficult to control*;
6. Make sure the source of fire or stove or exploded gas cylinder fully covered so that the source of fire is loss of oxygen.

29. ***Flammable materials are stored away from sources of fire.*** Fires occur if there are three elements: a heat source, fuel and air, in one place. Therefore, it is advisable to prevent fires by keeping the element of flammable materials away from heat sources.
30. ***Aware and understand the dangers of pets and plants in the home environment.*** Many dwelling houses have pets, such as cats, dogs, hamsters, birds, or may also include wild animals such as snakes, civets, etc. Even though they look funny, the animals are dangerous with their bites or scratches and feces as the agents disease spread. Similarly, ornamental plants may have thorns, liquid or fur that cause allergies. It is therefore important to know the hazards and risks posed by domestic animals and plants in the home environment.
31. ***Work in environmentally friendly way by reducing, reusing and recycling materials in the workplace.*** In line with the environment program, it is also important to know and implement the principles of 3Rs, namely (1) reducing the excessive use of materials for savings, (2) reusing used items for other benefits, and (3) recycling the used items by processing them into valuables. Those all will provide benefit of savings and possibly additional income.

5. Welfare Facilities

Welfare facilities help to increase the welfare and productivity of domestic worker and also to strengthen social relations between DW and employer including the employer's family. However, most people think that welfare facilities are associated with additional costs. The facilities are not necessarily expensive, but the most important is that basic human needs are provided, and also for urgent things (Emergency).

There are several check points to be monitored and may need to be improved for welfare facilities, namely:

32. ***Accessible clean and sufficient drinking water.*** Drinking water is vital to human life. It is not only to prevent dehydration during work, but also to improve concentration at work that affect productivity.
33. ***Accessible clean toilets and hand washing facilities.*** These facilities are also important to remove dirt from human body in order to stay healthy. Since most DWs' jobs are related to dirty entities, including foods, hand washing facilities are indispensable and it can be shared with family's facility.
34. ***Accessible clean and sufficient meals.*** Without healthy and sufficient meals, a person may not work optimally and productively, it is therefore important for DWs to be able to have clean meals quite flexibly.
35. ***Accessible safe and comfortable private room.*** For live-in domestic worker, a private room is absolute for individual protection and privacy. Although it is not necessarily large and luxurious, the private room should at least clean and healthy and is equipped with key for having rest and sleeping comfortably and safely.
36. ***Accessible storage to keep valuables and personal documents safely.*** Personal documents are a collection of records and securities of a person, such as ID card, passport, account bank, ATM cards, etc. Because of important and personal in nature, these documents must be kept well and tidily, including other valuables, such as mobile phones, jewelry, money, etc. It is important to provide a special place that is closed and secure.
37. ***Accessible washing facilities used for personal needs (for live-in domestic workers).*** Like a private room, a washing facility for personal belonging is needed by domestic workers living in the employers' home. This

facility should not be made specially, but it is important that DWs are provided with flexibility to use the facility for their personal use (sharing the washing facility with the employer).

38. ***Working on time in order to have enough time for rest, eat and pray.*** Working on time shows the professionalism of a worker in managing the time. Although having rest, eating and praying are workers' rights, the activities should not be at the expense of their obligations during the working time.
39. ***Availability of first-aid box and know how to use it.*** First aid is an urgent assistance for people with wounds or injuries or having accidents that require medical treatment before they get treatment by competent medical experts. This first aid box is very important to be provided in the household including the procedures on how to use it for the urgent situation (emergency), in case of illness or accident.
40. ***Availability of gloves, masks and other personal protective equipments (PPE) when needed.*** Some jobs in the household are hazardous and likely to cause an accident or a disease, it is important to provide the workers with protection when performing such jobs, such as gloves to avoid direct contact with chemicals or sharp objects, masks to protect from dust or bacteria/virus, etc.
41. ***Availability or workplace is adjusted to the needs of pregnant and breastfeeding women.*** Most DWs are women and, by nature, they will be possibly pregnant and breastfeeding. It would be very valuable when the social relationship between DWs and employers is strengthened by providing special facilities appropriate for DWs who are pregnant or breastfeeding.
42. ***Working in a varied combination and more interesting.*** The type of work within household is the most varied, ranging from preparing breakfast, sweeping, washing, shopping to cleaning the kitchen before going to bed. To make it more interesting and not boring, it is good to combine variations of the work according to the situation and conditions, such as: taking the employer's children to school while shopping, sweeping the floor while soaking or washing clothes using machine, keeping children while cleaning rooms or yard, etc.
43. ***Working with a well-organized layout or workflow to reduce unnecessary workload.*** There are several types of household chores that are overlapping and will add to the workload when they are not planned well. For example, cleaning the living room, the correct sequence of

it is to clean the dust first and then sweep the floor and, last, mop the floor.

44. ***Having regular physical exercises, learning and being active in social activities.*** The social scope of DW is limited, only around the employer's house. In order not to feel bored and be always fresh, it is necessary to have sport activities on a regular basis outside the home and also to be active in social activities with other DWs in the community.

6. Wages and Benefit

The employment purpose of people is to ensure their living and well-being through wages and benefits they will receive. Wage is the right of a worker/ laborer received in return for a job and established by an agreement. Wages and benefits are positively correlated with labor productivity, the more productive of a person will have higher wages and benefits. In some country like Indonesia, domestic worker has not been regulated so that the wages are not decent, while at the same time, it is very important to ensure DW family's continuity of life and welfare.

There are several check points that need to be monitored and may need some improvements, namely:

45. ***A list of daily tasks is available and and filled in.*** Due to many types of tasks are under the DW's responsibility, it is sometimes that DW is missed some tasks. It is therefore important to make up the daily tasks for a week and mark anything that has been done. The list of tasks is useful to measure the performance and, at the same time, as the materials of evaluation for employers. (See table of daily tasks for Live-in and live-out domestic workers in the annex)
46. ***Salary/wages receipt in accordance with the income received, including any deductions, installments, bonuses, etc.)*** is available. It is important to know for the DWs how many the wages and benefits they received in accordance with the agreement and services already provided. Salary/wage receipt is a piece of paper containing a record of amount of wages and other benefits received including any deductions to be paid. Salary/wage receipt can be used as an evaluation material in determining standards and policies on wages for the DWs.
47. ***Getting decent salary/wages in accordance with applicable regulation or work contract/agreement.*** The DWs work to get a salary/wages required in

accordance with the minimum wage standard which is the basis of sufficient income for life, if there is such a minimum wage regulation for DWs. In case of there is no such a regulation, DWs' wages are based on an initial agreement by taking the DWs' minimum needs for life into consideration.

48. ***Having savings for the future needs or unexpected costs by setting aside a portion of the wages.*** In some countries like Indonesia, working as domestic work is not covered by social security or national health insurance, thus they are included in poor vulnerable groups. When getting sick (not working) they definitely have no income and no money to pay for the healthcare. Therefore, it is important to manage the wage/salary as well as possible, especially for savings. In addition for the unexpected needs, it is also important as a reserve fund for the future.
49. ***Sharing information about salary/wages with other DWs in your community to improve the standard of wages.*** Having information on income of other DWs performing the same/similar work allows you to compare the rate of wages. It is important to know how actually the common price is, which is appropriate for the service provided in a region. This information also allows you to have better negotiation with the employers (employers groups), on the basis of actual knowledge about how the income of DWs from other regions is.
50. ***Having social security for health and employment protection.*** In Indonesia, the government has launched a social security program for health and employment managed by BPJS (Social Security Agency) that can be used by DWs to access the social protection for health and employment. For health security, it covers the cost of health care and hospital treatment, while for employment security it offers pension insurance, old age insurance, accident insurance, etc.

7. Communication and Rights for Success

Working relation between employers and DWs has different goals or interests. In one side, the employer has an interest on cheap labor and, on the other side DW has an interest in high wages. This difference needs to be discussed together in a good manner and good communication between DWs and employers, especially regarding their rights as workers. Effective communication will prevent conflict and negative things in the workplace and reduce differences. It is important for DWs and employers to always

have a social dialogue “not-debate” which allows the parties concerned to achieve economic and social targets in a balance.

There are several check points that need to be monitored and may need some improvements, among others:

51. ***Knowing and understanding basic rights as a worker.*** The most important thing when negotiating or communicating with employers is to understand the basic rights of DWs as workers, such as a living wage, social protection, holidays and leave, work hours and rest, freedom of association, etc. So that when communicating with the employers, a two-way discussion will take place equally by referring the applicable regulations or standards.
52. ***Having written contract that outlines requirements and job descriptions of the tasks.*** A work contract is an important document as the basis of a work relation between DW and employer that includes profiles, job description and consequences as well as the rights and obligations of both parties. An employment contract does not only serve as employers’ assignment letter to their DW but also protect DWs’ rights in case of something undesirable.
53. ***Always learning/practicing to improve knowledge and work skills.*** To improve the bargaining position of the DWs, they need to keep learning on work skills and also other skills that can improve their knowledge and insight, such as computers, internet, language, religion, politics, entrepreneurship, financial education, organizing, etc. It is important to enrich references by communicating with others as part of the rights for success in life.
54. ***Sharing good experiences with other domestic workers about the improvement made in the workplace.*** It is also important to always spread the positive ‘viral’ among DWs to show their existence and ability to work. In addition to adding new knowledge, it can also accelerate communication process and make successful negotiation.
55. ***Employer and emergency phone numbers are kept properly.*** Unexpected events can happen anytime and anywhere to domestic worker. It is therefore important to always keep important numbers in the mobile phone, such as the numbers of the employer, police, hospital, fire department and certain NGOs/agencies/organizations, in case of emergency or urgent situation such as crime, work-related accidents or violence.

56. ***Protected from forced labor or work beyond the employment agreement/contract.*** Forced labor is to perform a work under threat, sanctions or punishment, in which a DW does not have the freedom to agree on the work performance or it is performed under force and usually accompanied by sanctions such as threats of violence or delay of wages, confiscation of personal documents, etc. It is therefore important to specify the type of work in the contract to avoid working beyond the agreement.
57. ***Protected from crime acts and or unanticipated incidents.*** The DWs' responsibility is quite great, not only to themselves but also to their employers' family and assets. The threat of crime on DWs could come from those closest and also outsiders who have intention to commit criminal acts against their employers' assets. It is therefore important for DWs to understand and improve their knowledge as an effort to prevent such crime.

Tips. If there are people who claim as officers/repairmen who want to fix household appliances:

- Do not open the gate before asking for their identity and their purpose;
- Make sure their purpose by confirming it to the employer;
- Do not let the technicians come in/work in the room without being accompanied by the house owner/guard;
- In case of any suspicious situation, immediately call the police station or the chairman of neighborhood or closest friends;
- Observe to the way they work, when it is suspicious, stop the work.

58. ***Joining DW association/organization and participating actively communication with the employer to inform employers on domestic workers' rights and needs.*** One of the basic principles in the workplace is freedom of association. In Indonesia it is guaranteed in the constitution (1945) regarding freedom of association and assembly to express opinion. The weak position of DWs requires the support from other fellow DWs. It is therefore important for DWs to be united to fight for their rights as workers.

59. ***Internal rules regarding visit of friends and family members to employers' house is available.*** The DWs' workplace is the employer's home which may have certain rules that restrict DWs to meet family or friends. To convey them directly, there may be an uncomfortable feeling or it lead to misunderstandings. Therefore, it would be helpful to explain things that can and cannot be done by outsiders (other than the house occupants) in the employer's home.
60. ***Good communication with the employer to inform employers on domestic workers' rights and needs.*** Effective communication occurs without any intermediary or directly to the employer in order to avoid any misunderstanding, a lack or excessive message. To establish good communication, there are 5 things to consider, namely: respect, the ability to listen, ability to convey a message understandably, caring attitude and humility.
61. ***Self-reporting to local authority where the workplace is located.*** Different with formal worker, the presence of domestic worker is only noted or known by the employer. It is important to report the profile or personal information to local authority so that the presence will be known not only by two parties but also by third party for the protection purposes.

8. Work Situation of Child Domestic Workers – CDWs (additional)

Domestic work is one of the worst forms of child labor (WFCL) so that the presence of child DWs should be abolished. In Indonesia, the minimum age to work as a DW is 18. Nevertheless, the fact is that there are still many children aged 15 to 17 who are forced to work as DWs due to economic factors. In line with ILO Convention 182 on WCFL, children should not be employed at night and given the task of doing harm work, while according to ILO Convention 189, for DWs aged below 18 and above the minimum age of employment, namely 15-17, the work they carried out should not obstruct and interfere them to get the chance for further education or vocational training.

There are several areas of work that need to be monitored (additional) and require some improvements to meet their rights, namely:

62. ***Working hours is not more than 8 hours a day including standby time.*** standby is a period in which DWs are not free to use such time and remain in the employer's home to carry out order or work). Children (aged 15-17) still needs to grow and develop normally, therefore it need to

consider the working time of a child DW in order not to exceed the limits of normal working time, which is 8 hours.

63. ***Available time for rest and play every day.*** Children's world is playing, therefore it is important to give them the opportunity to play and rest. Playing accompanying the employer's children is not a free time, so that it could not be considered as a playing or rest time. Similarly, staying at home after the employer go or the employer's children sleep is not a part of rest.
64. ***Available holiday of 24 hours a week at the least.*** Holiday (time-off) is a right of workers including leave and rest. Special for child DWs, this right is important to give them a freedom to engage in their private activities as they please or might be in accordance with their talents and hobbies. Time-off is 24 hours without being burdened or interrupted by any domestic chores, and should be given every week.
65. ***Having freedom to meet and communicate with family and friends.*** Children still need the affection of their parents, since the work location force child DWs separated from their parents and family. Therefore, it is important to give the children rights to keep in touch with their parents or family or friends.
66. ***Having opportunities to access educational programs (formal and in-formal and courses.*** In line with 12 years compulsory education in Indonesia, children are expected to complete their education program to the high school level. In addition to formal education through schools, there is also the equivalency program (informal education) which can be followed by CDWs, namely Packet A (equivalent to elementary school), package B (equivalent to junior high school) and packet C (equivalent to senior high school) or may be skill trainings to improve their skills and knowledge for the provision of life in their future.

III. Implementation of Improvement

To carry out the improvements, the users (DW or employer) should work in collaboration or, when it is carried out separately, make sure to always discuss with the employer, when it is related to cost or license. User should fill out the checklist based on subjective observation to determine good points and points to be improved. When there are many points that need to be improved, users can specify a measurable improvement priorities – what points need to be improved and when it will be implemented?

To help determine the points to be improved, user is guided by list of statements on the checklist that contains the answer 'YES' and 'PRIORITY'.

Short-term Action Plan

Ideally, short-term action plan is carried out within 3 months by selecting three (3) priorities that are easy to do, low cost and locally made, or urgent improvements related to certain hazards or risk of accidents.

Long-term Action Plan

As for the long-term, the actions are made during 6-12 months for two (2) priorities that require a gradual improvement or require a particular effort to make improvements, such as changing the design of workplaces that require the approval of the employers.

After compiling a list of action plan and signed, participants (DWs or employers) put the list with the entire checklist that is already filled in their workplaces in order to be easily visible or always remind a commitment to make improvements.

For each point of improvement, the users are asked to take photos before the improvement and after the improvement to compare the conditions of before and after.

Monitoring and Evaluation

Monitoring of the improvement is conducted by the training facilitator or organizers at the 3rd month and 6-12 months after the training. Monitoring is intended to remind the users on their commitment in carrying out the improvements, and when the improvements have been made, it will be a reference for other participants or the next training.

Monitoring Form

N a m e :
Address :
Checkpoint :

Photos Before Improvement	Photos After Improvement
Remarks/Findings:	

Evaluation is conducted 12 months after the training to find out the progress of improvements or to determine the challenges in implementing the improvements. Evaluation is a forum for users to share good practices that could be disseminated or discussed about the improvement solutions. Evaluation forum can be packaged in a meeting by displaying photographs of the improvements or visiting each other among users.

Example of Improvements (Photos)



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



SEBELUM



SESUDAH



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



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