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MANUAL FOR LABOUR INSPECTION DURING THE PANDEMIC

▶ **MANUAL FOR LABOUR
INSPECTION DURING
THE PANDEMIC**

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Foreword by Director General of Labour Inspection and OSH

Praise and gratitude we would like to offer to Allah SWT for the blessings of His grace, guidance and gift for the finalization of the ***Guideline for Labour Inspection during the Pandemic***. The year of 2021 is a year full with challenges due to the worldwide impact of COVID-19 pandemic, including Indonesia. The COVID-19 pandemic has not only had a negative impact on global health but also hit various different sectors of society, including politics, economy, social and culture, also employment.

The real impact of the COVID-19 pandemic on employment sector is the disruption of all activities in the world of work, from entrepreneurs, workers/employees to governments or in this case Labour Inspectors. Viewed from the aspect of Labour Inspection, it has disrupted the delivery means of inspection, for example advisory, examination, testing and investigation in case of labour-related crimes that includes the handling of labour related cases. These are resulted by the risks of transmission from viruses, such as COVID-19.

The pandemic shall not stop the implementation of labour inspection activities; thus, innovations are needed by making the best use of existing facilities and infrastructures as well as technologies. The Ministry of Manpower through the Directorate General of Labour Inspectorate and Occupational Safety and Health (OSH) in collaboration with ILO Jakarta have made efforts to formulate changes to the procedures for labour inspection during the pandemic through this guideline. Labour inspectors are expected to make the best use of available resources in order to implement labour inspection activities online, offline or through a combination of both as described in labour inspection steps of this guideline.

Publication of this book is therefore aimed to improve the quality and effectiveness of the inspection mechanisms based on integrity and credibility to implement one of the 9 (nine) leaps of the Ministry of Manpower through labour inspection reform.

Finally, to all parties who have helped in the development of this guideline, we would like to thank you.

May it be useful

Jakarta, July 2021



Haiyani Rumondang

Director General for Labour Inspection
and Occupational Safety and Health (OSH)

Foreword by ILO

The COVID-19 pandemic is an immediate health emergency. Measures to address the pandemic also have a direct impact on markets, supply (production of goods and services), demand (consumption and investment) and the world of work. Ensuring that workplaces are safe and healthy is crucial to containing the spread of the virus and to protecting the health of workers and the larger population. In order to reactivate and continue production, enterprises will need to manage occupational safety and health (OSH) risks and comply with legal requirements. Doing so may call for special engineering and administrative arrangements.

Ensuring safety and health at work may present some challenges during this pandemic crisis. First, the risk of transmission is higher for some workers, in particular those in frontline response roles, workers providing essential or critical services, or workers in highly concentrated workspaces. Second, during an outbreak such as COVID-19, the entire population is subjected to increased stress levels that can have serious effects on mental health, especially in cases where mandatory isolation at home is imposed. Workers can be affected by the psychosocial hazards arising from the present and future uncertainty of their work situation or from changes in work processes and arrangements. Lastly, experience shows that violence and harassment (both physical and psychological) can rise during an outbreak, in addition to increases in social stigma and discrimination.

Indonesia has ratified both the ILO Labour Inspection Convention, 1947 (No. 81) and the ILO Occupational Safety and Health Convention, 2006 (No. 187). During a pandemic, labour inspectors may be requested to intensify their efforts to promote compliance with OSH regulations, and may concurrently face greater challenges in enforcing these laws. Restrictive measures against citizens' mobility, together with shortages of necessary items, can result in backlash against staff assigned to enforce the laws (such as labour inspectors). Therefore, it is necessary to provide guidance and protection to labour inspectors. This manual is an effort towards implementing such international standards. The ILO will continue to support the Ministry of Manpower in providing effective labour inspection services to ensure labour compliance, while at the same time ensuring the protection of labour inspectors, and we hope this manual will be implemented widely and effectively to achieve this goal.

The COVID-19 pandemic shows once again the crucial role of labour and OSH compliance for achieving decent work. During this pandemic, cooperation is essential, both at the international level and national level, and we need workers, employers and all stakeholders to all work together in order to build back better. We hope that this pandemic will pass soon.

Jakarta, Juli 2021



Michiko Miyamoto
ILO Director for Indonesia and Timor-Leste

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I. Introduction



1. Background

Over the past 20 years, the world has experienced a number of outbreaks of infectious diseases that spread very rapidly. There are at least three previous outbreaks that should be mentioned, namely Severe Acute Respiratory Syndrome (SARS), Middle East Respiratory Syndrome (MERS), and the Ebola virus. These three outbreaks claimed many lives in Asia, Africa and the Middle East. In addition, the economies of those countries that experienced these three outbreaks experienced a slump, with lives being disrupted and productivity in the world of work falling sharply..

The experience of dealing with these three outbreaks has prompted many countries to see the importance of – or to focus on – the workplace, not only to identify at-risk populations but also to understand the mechanisms of disease spread and to implement successful control and prevention measures. The workplace is space where employers and workers, together, can effectively disseminate information and raise awareness on occupational safety and health (OSH), including preventive and protective measures to reduce the spread of infectious diseases.

Since the beginning of 2020, the world has been facing a more devastating outbreak: coronavirus disease 2019 (COVID-19). The virus, which first developed in Wuhan (China) at the end of December 2019, spread quickly and has

claimed many victims. Concerns grew with the spread of COVID-19 transmission around the world and over a number of countries' ability to control the infection. This is why the World Health Organization (WHO) has designated this viral outbreak as a pandemic. The COVID-19 pandemic is a massive health emergency, and has had a direct impact on markets, supply (production of goods and services), demand (consumption and investment) and the world of work.

Governments, employers and workers and their organizations face major challenges in their efforts to combat the COVID-19 pandemic and protect safety and health in the workplace. Despite the ongoing crisis, there are concerns about restoring activities to the extent that sustains the progress already made in suppressing the spread of the virus. Many of these reports highlight the increased OSH risks due to the spread of COVID-19. Many reports also explore tools to prevent and control spread risks, psychosocial risks, ergonomics and work-related safety and health risks in this pandemic situation.

As a country located in the tropics, Indonesia often experienced disease outbreaks in the era before the 1980s. The many epidemics the people in Indonesia suffered from included: diarrhea and vomiting, smallpox, bubonic plague, malaria and dengue fever. Although they did not take as many lives as COVID-19, these outbreaks also had a direct impact on the economy, especially in the affected areas. In the employment sector, the real impact came in the form of disruption of all activities in the world of work – including the obstruction of labour inspection tasks undertaken to ensure the protection of workers and companies' business continuity.

Viewed from the perspective of labour inspection, outbreaks of disease and pandemics have hampered all forms of labour inspection activities, including fostering good practices, examining and testing, and handling labour cases and investigating labour crimes. This is due to the risk of transmission of disease, such as with COVID-19. Meanwhile, the potential impacts on workers include contracting COVID-19, decreased wages and even layoffs. Furthermore, companies will expect a high level of absenteeism, decreased production, delayed delivery of goods and services, decreased demand for goods and services from users, increased medical costs for workers and even the potential threat of bankruptcy.

In addition to having a negative impact on health and economic growth, the COVID-19 pandemic actually presents its own challenges for labour inspectors in carrying out their duties. The COVID-19 pandemic has led to new work patterns that labour inspectors have not previously had to address, such as teleworking (working from home) or workers otherwise not having to be present in the office, digital-related work, e-commerce, and flexible work hour arrangements. These represent a challenge in and of themselves with regard to how to ensure the protection of these workers under the new emerging patterns. So, while job losses have been one impact of the pandemic, many new types of jobs are now emerging, making it so labour inspectors need to pay special attention and adapt labour inspection methods to the new characteristics of these jobs.

Being aware of the impact of the COVID-19 pandemic – especially on human health – and to prevent/break the chain of transmission, it is necessary to practice social distancing, wash hands with soap and running water, wear masks and avoid crowds. The previous method of conducting inspections – typically visiting the worksite physically – needs to be modified by prioritizing the use of information technology and even maximizing the use of social media and other online systems. In order to continue to serve the working community and employers, online approaches are the right choice. Whether it is requests for information from workers and employers, reports on the results of inspections or inspection notes, much of it can be done online.

The Ministry of Manpower, through the Directorate General of Labour Inspection and Occupational Safety and Health, has issued some new policies regarding labour inspection. One of these policies is around the publishing of this document – the ***Manual for Labour Inspection during the Pandemic***. This manual will be one of the instruments used to optimize the work of labour inspectors by facilitating daily labour inspection tasks in the field.

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2. Definition

To facilitate understanding of this manual, the following are definitions of the concepts used in the manual:

1. "Employment" is any matter relating to the workforce before, during and after the employment period.
2. "Workforce" is any person who is able to do work to produce goods and/or services to meet their end needs and the needs of the community.
3. "Worker" is any person who works for another person compensated with wages or other forms of remuneration.

4. "Employer" is an individual, partnership or legal entity who runs a company of his/her own or owned by other people who are domiciled in Indonesia or outside the territory of Indonesia.
5. "Manager" is a person whose task is to direct a workplace or an independent department.
6. "Company" is a form of business with or without legal entity, owned by an individual, a partnership or a legal entity, either privately and state owned, which employs workers and pays them wages or other forms of remuneration.
7. "Workplace" is any station or field, closed or open, movable or fixed, where workers work, or which workers frequently visit for the purposes of a business and is a source of hazard.
8. "Occupational safety and health (OSH) measure" is any activity to guarantee and protect the safety and health of workers through efforts to prevent work accidents and occupational diseases.
9. "Work accident" is an event or incident that causes injury or illness and is related to work, including illness arising from a work relationship, as well as accidents on the way from home to work or while returning home, through usual or reasonable means of use.
10. "Occupational diseases (ODs)" are health disorders, both physical and mental, caused by or exacerbated by work activities or other conditions related to work.
11. "Labour inspection" is the activity of inspecting and enforcing the implementation of laws and regulations in the manpower sector.
12. "Labour Inspectorate employees", hereinafter referred to as "labour inspectors", are civil servants who are appointed and assigned to the functional position of labour inspector to supervise and enforce the implementation of laws and regulations in the manpower sector.
13. "Specialist labour inspectors" are labour inspectors who have special expertise, and are appointed by the Minister to conduct testing of labour norms in accordance with laws and regulations.
14. "Direct/offline labour inspection" is the activity of labour inspectors conducting in-person inspections of companies in the context of supervising and enforcing laws and regulations in the field of manpower.
15. "Indirect/online labour inspection" is the activity of labour inspectors conducting inspections of companies through the use of electronic, internet or digital devices in the context of supervising and enforcing laws and regulations in the field of manpower.
16. "Employment Civil Service Investigator (PPNS)" is a labour inspector who is given special authority by law to investigate employment crimes.
17. "Occupational safety and health experts (OSH experts)" are technical personnel with special expertise from outside the agency in charge of manpower appointed by the Minister to oversee compliance with laws and regulations in the field of OSH.
18. "Manpower development", hereinafter referred to as "coaching", is a series of activities carried out by labour inspectors to improve the ability and understanding of workers/labourers, entrepreneurs, management or members of manpower institutions regarding labour laws and regulations.
19. "Labour inspection", hereinafter referred to as "inspection", is a series of activities carried out by labour inspectors to ensure compliance with the implementation of labour laws and regulations in companies and workplaces.
20. "Labour testing", hereinafter referred to as "testing", is an activity involving that involves evaluating an object of labour inspection through calculation, analysis, measurement and/or testing in accordance with the provisions of the applicable legislation or standards.
21. "Employment crime investigation" is a series of actions carried out by the Employment PPNS in terms of and according to the method regulated in the Criminal Procedure Code in order to seek out and collect evidence related to employment crime(s) that have occurred in order to find the suspect.
22. "Inspection note" is a warning and/or written order by the labour inspector that is addressed to the entrepreneur or management to correct non-compliance with labour norms based on the results of the inspection by the labour inspector.
23. "Labour norms" are all forms of laws and regulations or standards in the field of manpower, and consist of work norms and K3 norms.
24. "Public service" is an activity or series of activities carried out for all citizens by a public institution in the fulfillment of services in accordance with the relevant laws and regulations .

25. "Pandemic" is an epidemic that spreads on a global scale.
26. "Provincial service" refers to the services that carry out government affairs in the field of manpower in a given province. "
27. "Minister" refers to the minister who carries out government affairs in the manpower sector.

3. Purpose

The purposes of publishing this Manual for Labour Inspection during the Pandemic is to:

1. Improving the implementation of labour inspection with the observance to the health protocol;
2. Strengthen the quality of labour inspection procedures during a time of pandemic in the workplace;
3. Contribute to worker protection and business continuity during the pandemic;
4. Build an OSH culture in the workplace.
5. Build company compliance with labour laws and regulations.

4. Target group

This *Manual for Labour Inspection during the Pandemic* is intended for labour inspectors throughout Indonesia.

5. Legal basis

This Manual refers to a number of laws and regulations, particularly those related to labour inspection. The laws and regulations referred to are as follows:

1. Law No. 3 of 1951 concerning the Applicability of the Labour Inspection Act of 1948 No. 23 of the Republic of Indonesia for the whole of Indonesia (State Gazette of the Republic of Indonesia No. 4);
2. Law No. 1 of 1970 concerning Occupational Safety (State Gazette of the Republic of Indonesia 1970 No. 1, Supplement to the State Gazette of the Republic of Indonesia No. 4);
3. Law No. 13 of 2003 concerning Manpower (State Gazette of the Republic of Indonesia of 2003 No. 39, Supplement to the State Gazette of the Republic of Indonesia No. 4279);
4. Law No. 21 of 2003 concerning Ratification of the ILO Convention No. 81 Concerning Labour in Industry and Commerce (ILO Convention No. 81 concerning Labour Inspection in Industry and Trade) (State Gazette of the Republic of Indonesia No. 4309);
5. Law No. 23 of 2014 concerning Regional Government (State Gazette of the Republic of Indonesia of 2014 No. 244, Supplement to the State Gazette of the Republic of Indonesia No. 5587) as amended several times, most recently by Law No. 9 of 2015 concerning the Second Amendment to the Law -Law No. 23 of 2014 concerning Regional Government;
6. Law No. 11 of 2020 concerning Job Creation;
7. Presidential Regulation No. 21 of 2010 concerning Labour Inspection;
8. Regulation of the Minister of Manpower and Transmigration No. 9 of 2005 concerning Labour Inspection Reporting;
9. Regulation of the Minister of Manpower No. 30 of 2015 concerning One-Stop Integrated Services of the Ministry of Manpower;
10. Regulation of the Minister of Manpower of the Republic of Indonesia No. 33 of 2016 concerning Procedures for Labour Supervision in conjunction with Regulation of the Minister of Manpower No. 1 of 2020 concerning Amendments to Regulation of the Minister of Manpower No. 33 of 2016 concerning Procedures for Supervision;
11. Regulation of the Minister of Manpower No. 1 of 2021 concerning Organizational Structure of the Ministry of Manpower;

12. Decree of the Minister of Manpower of the Republic of Indonesia No. 312 of 2020 concerning Manual for the Preparation of Business Continuity Planning in Facing a Disease Pandemic.
13. Letter of the Directorate General of Manpower Supervision and Work Safety No. 5 /228/AS.03.00/IV/2020 concerning the Implementation of Labour Inspection in the COVID-19 Pandemic;
14. Circular Letter of the Minister of Manpower No.8/M/HK.05/V/2020 concerning Protection of Workers in the Work Accident Insurance Programme (JKK) on Occupational Diseases (PAK) due to COVID-19;
15. Circular Letter of the Minister of Manpower of the Republic of Indonesia No.: M/7/AS.02.02/V2020 Business Continuity Plans in Facing the Corona Virus Disease 2019 (COVID-19) Pandemic and the Protocol to Prevent the Transmission of COVID-19 in Companies
16. Letter of the Director-General of Supervision of Occupational Safety and Health No.: 334/AS.02.02/IX/2020 concerning Anticipation of Increasing Confirmation Cases of COVID-19 in the Workplace.

II. Labour Inspection System



Labour inspection is an important part of the labour administration system and performs a fundamental function in ensuring effective labour law enforcement and compliance. Labour inspections serve to ensure fairness in the workplace and help promote national economic development. In essence, labour inspection institutions have two characteristics. On the one hand, they oversee the enforcement of legal provisions, particularly those relating to workers' rights. On the other hand, labour inspection provides information and technical advice on how to apply laws and regulations and how to prevent non-compliance from recurring.

In order to realize the enforcement of labour law, labour inspection institutions carry out an integrated, coordinated and integrated labour inspection system, which in principle includes: (a) the labour inspection work unit; (b) labour inspectors; and (c) labour inspection procedures.¹

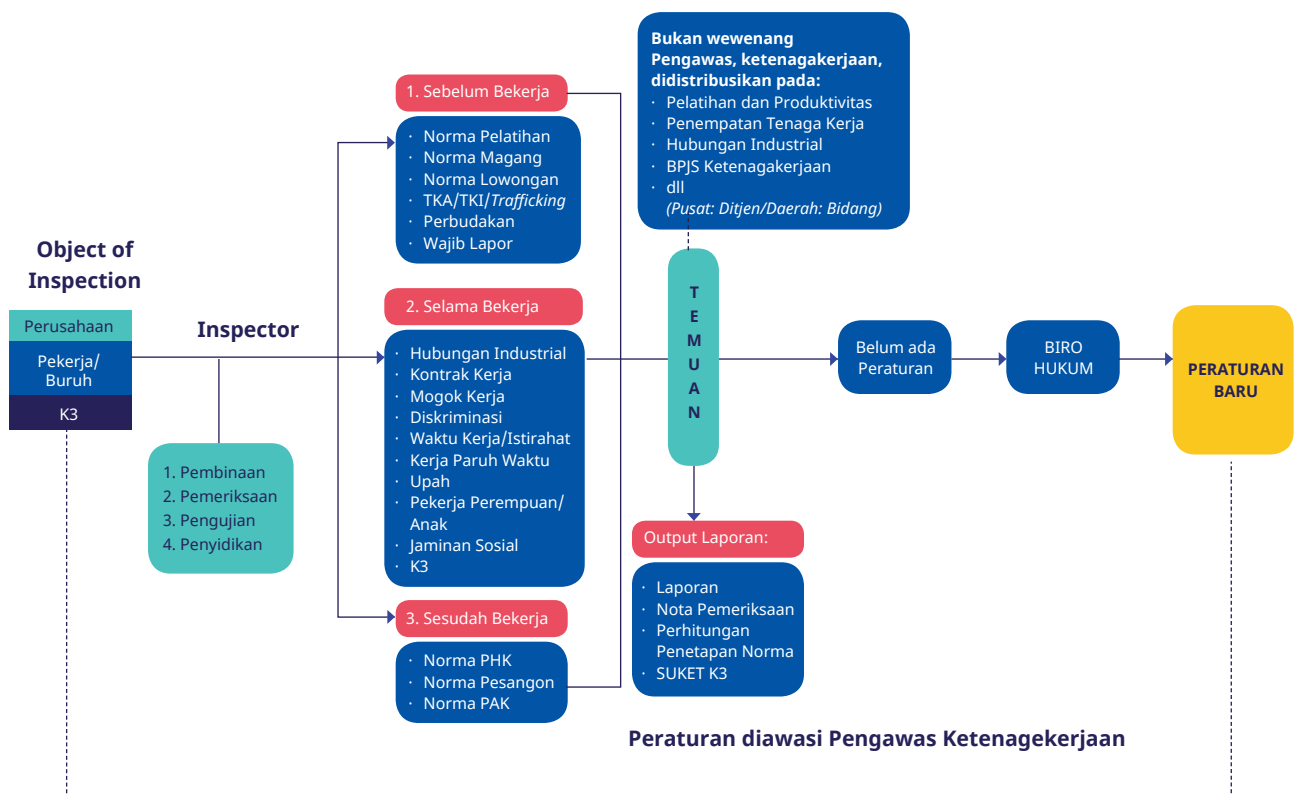
The labour inspection system consists of a series of subsystems and there is an interdependence between one subsystem and other subsystems in order to achieve a common goal. Based on this description, existing subsystems need to be integrated with one another. Ineffectiveness in one subsystem in the labour inspection system will disrupt the effectiveness of labour inspection itself.

¹ See Article 2, Presidential Regulation No. 21 of 2021 concerning Labour Inspection

As provided in the employment provisions, the labour inspection work units are domiciled in the central and the provincial governments. Likewise, the position of labour inspectors falls under the central government and the provincial governments. Reporting is carried out during all inspection activities in stages. Reports are submitted by the labour inspector to the head of the labour inspection unit, who will forward it to the Director-General for Labour Inspection, and then the Director-General for Labour Inspection reports to the Minister of Manpower.

To support their duties and functions as law enforcers who protect (male and female) workers, as guardians of business continuity, and ultimately, as contributors to national productivity in Indonesia, labour inspectors follow an inspection mechanism that can be described as follows:

Figure 1. Labour Inspection in Indonesia



The chart above briefly describes the labour inspection mechanism. Labour inspectors carry out their duties based on a Work Plan (RK) and are provided with an Assignment Order (SPT) from the inspection unit leader. Based on the laws and regulations, inspectors are authorized to enter companies or workplaces that are suspected to have workers working.

Inspection by labour inspectors is implemented across several stages. The first stage is preventive/educational, and is an effort to foster prevention through sensitization of work norms, the provision of technical advice/counseling, training, consultation and mentoring. The second stage is non-judicial repressive, namely issuing enforcement orders outside the judiciary for workplaces to follow the provisions of labour laws based on the results of examinations or tests. The next stage is judicial repressive, namely submitting enforcement orders to the courts based on investigations carried out by labour inspectors as civil service (PPNS) investigators.

In carrying out an inspection, the inspectors systematically oversee the implementation of the provisions of the labour laws around the application of labour norms, including pre-employment, during employment and post-employment norms as well as occupational safety and health. If after an inspection the results show that there is a lack of compliance with labour provisions, the labour inspector will issue an Inspection Note, referred to as Inspection Note I. If after the

time period determined by the inspector, the non-compliance remains, Inspection Note II is issued. If Inspection Note II is not complied with, the inspector will trigger the investigation process by submitting their Inspection Notes to the court.

In addition, while carrying out inspections, labour inspectors often find non-compliance with labour laws and regulations that do not fall under their authority. In such instances, the inspector, as a frontliner for the Ministry of Manpower, will communicate these findings to the authorized unit or technical directorate within the Ministry of Manpower. This step is collaborative, and depends on inspectors not forgetting their function as law enforcers against violations and duty in preventing non-compliance with existing laws and regulations. For example, labour inspectors will:

- ▶ coordinate with the work unit who handles apprenticeship-related tasks and functions if the company concerned needs apprentices, as required by the laws and regulations;
- ▶ discuss and coordinate with the unit that has the task and function of facilitating the settlement of labour disputes, if the inspector finds a potential labour dispute in the company being inspected.

Often in carrying out inspection tasks in the field, labour inspectors also find a number of things that are not provided for in the regulations. In such cases, the labour inspector, through the inspection unit where he works, can draft regulations to be forwarded to the unit that formulates new regulations at the ministry level in order to issue new regulations. Henceforth, it will be the labour inspector who will oversee enforcement of the new regulation.

The chart above explains that the implementation of labour inspection aims to support the enforcement of the laws and regulations in the field of manpower, as well as the compliance of employers and workers with those laws and regulations. In the macro context at the national level, the labour inspection system is designed to play an important role in ensuring protection for workers in all sectors and at all levels, as well as compliance with national labour laws. At a time of increasing globalization and competition, rapidly changing technology and new production methods, protecting workers will remain an important – and challenging – task of labour inspection.

1. Object of Inspection

The object of inspection is the company, workplace or place regarded as being a location where the work process is carried out, as well as the workforce, including the implementation of occupational safety and health (OSH) measures. Labour inspection ensures company/workplace compliance in following/meeting laws and regulations. The company/workplace compliance is about four things: people, equipment, machine environment and regulations (PEMER). By ensuring the compliance of these four things, the risks that are potentially harmful to workers, equipment, materials and the work environment and that may lead to work accidents and violations of work norms can be prevented.

2. Labour Inspector

From the description above, the role of labour inspectors is very important to ensuring the protection of the rights of workers and employers, as well as that all workplaces can be utilized safely, securely and healthily to ensure that the production process will run smoothly, such that it will improve business productivity and worker welfare. Thus, effective labour inspection requires labour inspectors to be independent, reliable, professional and dignified, and able to use modern methods of working.

To improve the professionalism of labour inspectors, the Government issued the Regulation of the Minister of Apparatus Empowerment and Bureaucratic Reform (PermenpanRB) No. 30 of 2020 concerning the Functional Positions of the Labour Inspector. The Regulation has clarified the duties, functions and levels of various labour inspector positions. A labour inspector is a functional position in the specialist category, and can be at the following levels: First Specialist Labour Inspector, Junior Specialist Labour Inspector, Middle Specialist Labour Inspector and Senior Specialist Labour Inspector. Each position level has clearly regulations stipulating its duties and functions for carrying out labour inspection services.

3. Duties of the Labour Inspector

Labour inspectors carry out their duties based on a work plan, and their assignments are triggered through an Assignment Order (SPT) from the head of the inspectorate unit. Based on the statutory regulations, the inspector is

authorized to enter a company or work place regarded as operated by workers.

4. Stages of Labour Inspection

Inspection by labour inspectors goes through several stages:

- ▶ The first stage is preventive education, namely efforts to foster prevention through sensitization to *work norms* and the provision of technical advice/counseling, training, consultation and mentoring;
- ▶ The second stage is *non-judicial repression*, in which an enforcement order is made outside of the judiciary to ensure compliance with the provisions of labour law, and which is based on the results of the examination or inspection;
- ▶ The next stage is *judicial repression*, in which an enforcement order is made as a result of an investigation carried out by a labour inspector as a civil servant investigator, the result of which is submitted to the court.

5. Procedures for Labour Inspections

The procedure or mechanism for labour inspection is designed so that the inspection can take place in a structured and systematic way, while also being effective and efficient in achieving its objectives. Three things are part of the inspection procedure.

a. Labour Inspection Planning

Planning is the first step in anything. The workplan for implementing labour inspections is the starting point for improving the performance of individual labour inspectors, labour inspection work units, and the Ministry of Manpower. The purpose of the inspection visit, the type of activity to cover, things to monitor, or the issues to monitor or correct are matters that need to be formulated before conducting labour inspection. Thus, clarity of planning will ease the implementation of labour inspection.

Labour inspection planning also determines the priority areas for the inspection, how the inspection will be done, the duration of the inspection and the resources needed for such an inspection. In order to plan for an inspection, data and information related to manpower are required. The data instruments contained in the mandatory employment reports that companies have been submitting since 1953 can be used as a baseline for implementing labour inspection, both nationally and regionally. The data contained in the mandatory employment report contains information that is closely related to manpower, such as job training; placement of workers; data on wages, working hours and rest periods; employment relations; trade unions; bipartite cooperation institutions; the use of foreign workers; social security; work equipment; work environment; OSH personnel and welfare facilities.

b. Implementation of Labour Inspections

The implementation of a labour inspection is carried out through engaging in the following activities: (1) education; (2) inspection; (3) testing and/or (4) labour crime investigation.

1) Education

The education component of labour inspection is part of the effort to prevent violations of work norms and to provide learnings or knowledge. This activity is to inform the producer of labour laws and regulations. With regard to newly established companies, these advising activities can take the form of providing technical advice and assistance. Education, in this case, is interpreted as part of a broad law enforcement effort through the provision of technical advice on ways to comply with labour laws and regulations and prevent repeated violations. This form of activity can be carried out through sensitization, mentoring, discussion and consultation.

2) Examination

Examination is a series of activities carried out by labour inspectors to ensure compliance with the implementation of labour laws and regulations in companies and workplaces. This activity includes collecting and processing data, information, and/or evidence, which is to be carried out objectively and professionally based on a standard. The purpose of the inspection is to test the compliance with and fulfillment of the obligations of the company and all parties in the workplace.

In doing the examination, the inspector oversees the implementation of the provisions of labour laws systematically and conducts in-depth interviews regarding the implementation and application of labour norms, which include norms pre-, during and post-employment, including occupational safety and health norms.

A simple examination looks at how the labour laws and regulations are implemented by employers as well as by workers. To do an inspection properly, a labour inspector must prepare a list of important points from the substance of the legislation that will be examined for their implementation. The labour inspector can compile a checklist and list of questions as a manual for conducting inspections, so that the questions can be more focused and better targeted. It is recommended that in carrying out the inspection, the labour inspector should bring a complete set of stationery, recording equipment, camera or video camera. Examination can also be done visually or verbally, including in-depth interviews for each object being examined. Inspectors are required to take note or record all information obtained and accompany it with supporting evidence. One thing to remember is that the information obtained either visually or verbally at the first opportunity is data and information that **“tends to be accurate”**, so it must be given special and important attention.

Every labour inspector who conducts an inspection is obligated to write a report on the results, which will include findings, analysis (gaps between regulations and their implementation, and what is causing these gaps), conclusions and suggestions for actions to take. The report is addressed to the head of the labour inspection unit to obtain follow-up directions. The report must describe the factual conditions when the examination was carried out, along with the evidence. The report must be prepared immediately after completing the inspection according to the date on which the order expires. A good report is one that is timely, so that it will allow for appropriate and accurate action in response to the facts uncovered. Too long a delay in preparing reports, even if the contents and the physical form look very good, will make them meaningless, since the situation might have changed, and taking delayed action will risk mistakes being made, as the situation might not be the same in terms of conditions and timing.

Labour inspectors should always keep in mind that the tasks they perform are closely related to legal and human rights issues. Therefore, every action must be recorded, traced and based on evidence that strong, timely and of sufficient quantity. The carrying out of examination tasks must be done in good faith and in an official, professional and dignified manner.

3) Testing

This activity is an evaluation of a labour inspection object through calculation, analysis, measurement and/or testing in accordance with the provisions of the legislation or applicable standards. This activity aims to measure and assess the extent to which the object being tested meets the requirements specified in the standard.

Employment testing is a follow-up series after the examination of labour norms is carried out. Testing activities are more to ensure on a technical level that the equipment, materials, work environment, occupational health and working methods can ensure that workers, production processes and other people in the workplace will be healthy and safe. Testing can be done in addition to follow-up inspections, but also at the request of the company. Tests are carried out by the functional positions of occupational safety and health examiners (specialist); specialist labour inspectors, according to their fields of expertise; or specialists in occupational safety with reference to legislation or certain standards.

The output of the test would be assurance that the equipment, materials, work environment, occupational health and working methods can guarantee the health and safety of workers, production processes and other people in the workplace. To facilitate validation, a certificate of “OSH Assurance” is issued.

In carrying out the test, the testing officer is obliged to record and report the test results in the test result report, which will be used to determine the actions to be taken for occupational safety and health. The examiner must be careful and accurate in presenting the data of the object being tested, based on professionalism, good faith and dignity.

Specifically for occupational safety and health tests carried out on the basis of recommendations or requests from the labour inspector as a follow-up to a labour inspection, the test results must be submitted to the inspecting labour inspector to be used for a follow-up inspection.

4) Employment investigation

Employment crime investigation is a series of actions by the civil servant investigator under the terms of and according to the method regulated in the Criminal Procedure Code to seek and collect evidence that will shed light on employment crimes that have occurred in order to determine the offender. This activity is the last step

after the education and examination steps, and after the company has not followed up on the orders from Inspection Notes I and II issued by the labour inspector.

In the investigation of labour crimes, the collection of information and evidence is critical. The information and evidence obtained or collected must be stated in the minutes of the examination (investigation report), which is to be signed by the investigator and the person being questioned. The information and other evidence obtained is compiled in one case file as material to be submitted to the Prosecutor's Office (when the requirements are complete according to Article 21 of the Criminal Procedure Code). If the public prosecutor declares that the file is complete and acceptable, they will then proceed with submission stage II (according to Article 22), which is to present the suspect and the evidence to the Prosecutor's Office. The task of the investigator has actually been completed at the stage of presenting the suspect and evidence to the Prosecutor's Office, and the next phase will be the judicial process, which is beyond the investigator's jurisdiction. However, when a trial is held at the District Court, investigators can of course be asked for their statements regarding the case they were investigating.

The process of investigating employment crimes as well as criminal investigations in general, must be carried out by authorized and professional officers. All actions must be carried out officially using warrants, must be recorded and traceable, and must be accompanied by sufficient evidence. Investigations of labour crimes must be coordinated from the early stage with the Indonesian National Police through the Coordination and Supervisory Section of Civil Servant Investigators (Korwas PPNS) to receive guidance, consultation and assistance, including technical, tactical and investigation personnel.

The PPNS (civil servant investigator) in collecting information can ask witnesses to provide testimony. The witnesses can be employers, workers, victims and/or experts. In addition, the PPNS can also confiscate any related evidence, and request assistance from the PPNS Korwas for searches, the summoning of witnesses, arrests or detentions (if necessary), the imposing of travel bans or the use of forensic laboratories.

Inspection Notes as a follow-up to labour inspection

If the labour inspection finds that labour provisions have not been met, the labour inspector will issue an Inspection Note I. The Inspection Note I will state a number of obligations related to the inspection findings that must be corrected within a certain period of time, as determined by the inspector. If one of the obligations has not been fulfilled within that time period, the inspector will issue an Inspection Note II. If the corrections have not been made within the specified time, the process will move on to employment investigation activities. This means that the violation case will be brought to court.

Often, while carrying out an inspection on the ground, labour inspectors find issues that are not provided for in legal provisions or that have not been regulated. When encountering this situation, labour inspectors need to identify, record and discuss the findings with colleagues. Furthermore, the labour inspection group needs to propose to the unit or to the Legal Bureau of the Ministry of Manpower to discuss, formulate and establish new rules related to the findings. The new regulation will serve as a legal reference for labour inspectors during their next inspection visit and to carry out law enforcement.

The Labour Inspectorate has strategic functions and roles as :

- Law enforcer
- Source of information
- Legislator
- Collabourator

► Law No. 21 Year 2003

Therefore, based on these functions and powers, labour inspectors have a central role in handling manpower issues. They serve as a legal eye, source of information, and rulemaker (legislator). They can also carry out duties as a collaborator with other units and/or agencies, including inside and outside the Ministry and the Manpower Office, the police, and other stakeholders.

c. Labour Inspection Report

This is the last procedure in labour inspection. This reporting aims to inform in detail the implementation of activities, including developments, opportunities, obstacles and suggestions for the implementation of further labour inspection activities in the future. Without reports, inspectors and labour inspection units will not be able

to respond to changes.

Labour inspection reporting is also a key to improving labour conditions in Indonesia. In the end, improving labour conditions will contribute to the protection of workers and their families, as well as business continuity and national productivity.

6. Occupational Safety and Health Services – The Inspectors’ Public Services Duties³

Occupational safety and health (OSH) services are an important part of providing employment services. OSH services focus on those services that ensure that occupational safety and health measures can guarantee the safety and health of workers, production processes and other people in the workplace. The services can be brought about through checking OSH norms, testing OSH features, and also education of OSH personnel and fostering OSH institutions.

The work unit of inspection and occupational safety and health also has public services related to OSH, which include, among others:

- a. Appointment and Development of Occupational Safety and Health (OSH) personnel;
- b. Appointment and Development of Occupational Safety and Health Services Company (PJK3);
- c. OSH equipment approval.

³ Regulation of Manpower Minister No. 30 of 2015 concerning One-Stop Integrated Services Ministry of Manpower

III. Indonesian Labour Inspection Responses to a Pandemic



1. Responses with regard to Regulations during a Pandemic

Labour inspection is a public function and is the key to effective enforcement of laws and regulations in the field of manpower. Labour inspection has broad powers and functions, including enforcement and sanctions to prevent violations of labour laws through providing corrective or technical advice, developing guidelines, using preventive tools and promoting best practices in the workplace. Labour inspections make sure and arrange that its functions should be balance as part of a comprehensive compliance strategy to ensure decent working conditions and a safe working environment. This means that labour inspections' functions through the applicable systems and mechanisms play a key role in the world of work: protecting workers, ensuring business continuity, and ultimately increasing national productivity.

In the context of the pandemic, the Indonesian Ministry of Manpower through the Directorate General of Labour Norms Inspection and OSH, has since early January 2020 been observing news and information regarding COVID-19. It is the Indonesian Ministry of Manpower's view that the pandemic has to be responded to as a disaster, as an unpredictable event. The COVID-19 pandemic and other pandemics have shocked all sectors of life, including the employment sector.

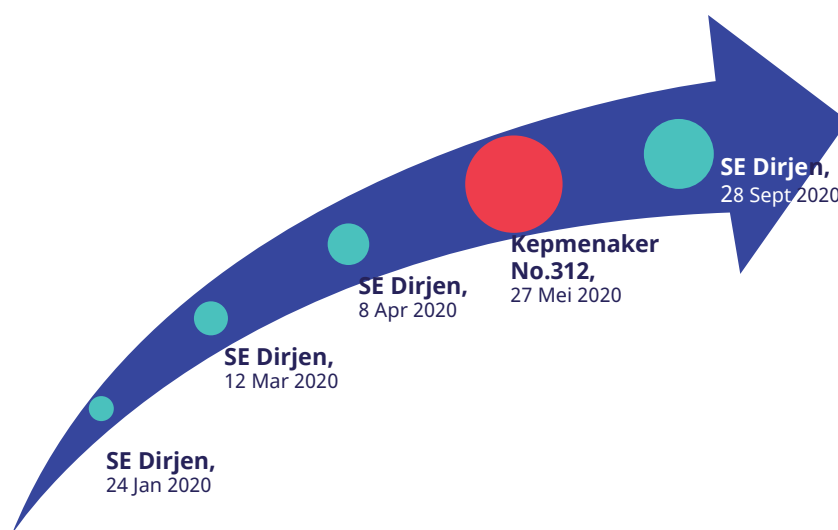
Two important strategies related to labour inspection carried out by the Ministry of Manpower of the Republic of Indonesia since January 2020 are:

1. Formulate effective guidance policies for a safe return to work;
2. Implement national policy guidelines for a safe return to work at the workplace level.

Meanwhile, other related strategies are:

1. Encourage management, Indonesia Employers' Association (Apindo), trade unions, OSH Expert Association, to implement Covid-19 prevention in the company to protect workers;
2. Support the companies to stay productive and safe while adapting with Covid-19 through business continuity plan;
3. Support the application of COVID-19 as part of occupational disease by obliging the implementation of work accident program (JKK) to protect workers from exposure of COVID-19 due to performing his/her work;
4. Improve inspection development in order to prevent and address the Covid-19 spread;
5. Improve collaboration among the stakeholders;
6. Implement socialization, information and publication sharing to prevent and address COVID-19 at the workplace with information technology and other media platforms.

Figure 2. Indonesia's Labour Inspection Response to the COVID-19 Pandemic



The formulation, implementation and dissemination of policies has manifested itself in one ministerial-level decree and four circulars signed by the Director-General of Labour Inspection and OSH, from January 2020 to September 2020. In these five policies are provisions to maintain the existing mechanism, while incorporating the strategy of using the online methods in labour inspection activities.

Meanwhile, concerning the stages and activities of labour inspection, the provisions in place before the pandemic still apply; that is, those relating to labour norms at the *pre-employment*, *during employment* and *post-employment* periods.

► The Five Policy Formulations concerning Indonesian Labour Inspection in Relation to COVID-19 and a Safe Return to Work

1. Circular of the Director-General of Labour Inspection and Occupational Safety and Health No. B.5/51/AS0202/I/2020 Concerning Precautions for the Spread of Severe Pneumonia of Unknown Cause in Workers, 24 January 2020;
2. Circular of the Director-General of Labour Inspection and Occupational Safety and Health No. 5/193/AS.02.02/III/2020 concerning Preparedness in Confronting the Spread of COVID-19 in the Workplace, 12 March 2020;
3. Director-General's Letter No. 5/228/AS.03.00/IV/2020, Regarding the Implementation of Labour Inspection in the COVID-19 Pandemic, 8 April 2020;
4. Decree of the Minister of Manpower of the Republic of Indonesia No. 312 of 2020 concerning Manuals for the Preparation of Business Continuity Planning in the Face of a Disease Pandemic, 27 May 2020;
5. Circular of the Director-General of Labour Inspection and Occupational Safety and Health No. 5/334/AS.02.02/IX/2020 Regarding Anticipation of Increasing Confirmed Cases of COVID-19 in the Workplace, 28 September 2020.
6. Decision of the Director-General of Labour Inspection and Occupational Safety and Health No.5/76/HM.01/VII/2020 Regarding OSH Protocol for Return to Work in Preventing COVID-19 spread.
7. Decision of the Director-General of Labour Inspection and Occupational Safety and Health No.5/77/HM.01/VII/2020 Regarding Guide to Develop Business Continuity Plan Towards Corona Virus Disease 2019 (COVID-19) Pandemic for Small and Medium Enterprises (SME).
8. Decision of the Director-General of Labour Inspection and Occupational Safety and Health No.5/151/AS.02/XI/2020 Regarding OSH Guide of the Examination of Health Workers in the time of COVID-19 Pandemic.
9. Circular Letter of the Minister of Manpower of the Republic of Indonesia No. M/3/HK.04/III/2020 Regarding Protection of Workers and Business Continuity to Prevent and Address Covid-19.
10. Circular Letter of the Minister of Manpower of the Republic of Indonesia No. M/7/AS.02.02/V/2020 Regarding Business Continuity Plan Towards Corona Virus Disease 2019 (COVID-19) Pandemi at the company.
11. Circular Letter of the Minister of Manpower of the Republic of Indonesia No. M/8/HK.04/V/2020 Regarding Protection of Workers in JKK Programme for the PAK case due to Corona Virus Disease 2019 (COVID-19);
12. Decision of the Minister of Manpower No. 312 Year 2020 Regarding Guide to Develop Business Continuity Plan Towards the Pandemic Diseases.
13. Decision of the Minister of Manpower No.317 Year 2020 Concerning Healthy Workers' Gymnastic (*Senam Pekerja Sehat*)

2. Online and Offline Monitoring Models

An important issue in Indonesia's labour inspection response during the 2020 COVID-19 pandemic is the use of the internet during the pandemic. Thus, labour inspection in Indonesia has two methods in labour inspection: online and offline, and a mixture of both.

The use of these two methods is aimed at: first, to protect labour inspectors from contracting the virus; second, ensuring the implementation of the duties and functions of labour inspection in order to contribute to the protection of workers and business continuity; and third, contributing to national productivity, particularly in the employment sector.

The online method of labour inspection can be utilized in all the stages of labour inspection: planning, implementation

of activities, and reporting. In planning and reporting, online methods need to be applied more deeply.

However, in certain cases, it is necessary to continue using the offline method of labour inspection. For example, in handling cases of accidents resulting in death, an explosion or poisoning, labour inspection needs to be carried out using an offline model. Of course, compliance with strict OSH protocols for labour inspectors must be implemented.

a. Online Inspection Methods (Online Model)

When using this method while carrying out a labour inspection of a company, the inspector will use technological tools that enable communication with the company and can capture the information to be collected in accordance

► Online Inspection Method Infrastructure

Internet connection; computer; mobile phone; meeting platform application; talking platform application; appraisal application; drones and other information technology tools that can assist labour inspections to help companies carry out a *management walkthrough*.⁴

with the purpose of the inspection. The activities can include education, inspection or testing.

Regarding the use of technology, labour inspectors may use technological tools in accordance with the objectives of the labour inspection. If it is only for interviews and taking a look at workplace conditions, an application on an Android mobile phone with access to the internet can be used. Or, if you want to ask for confirmation from a group of people from the company regarding the handling of a case, the inspector can use a meeting platform application that can be downloaded from an Android mobile phone or computer.

For education activities, labour inspectors can use the online method. However, for inspection activities, inspectors need to prepare many things if they are going to use online methods, such as a list of questions for assessing whether the company or workplace has met labour norms.

b. Direct inspection model (offline model)

The direct or offline inspection model means that the inspector carries out labour inspections of companies by directly visiting their sites. The direct inspection model is for urgent reasons, such as an accident that results in death, an explosion, poisoning, or strike. **Labour inspection activities are carried out by implementing strict safety protocols to prevent the transmission and spread of the virus.**

For these field implementations, labour inspectors must undertake careful planning for the cases to be handled. For example, in handling cases of work accidents resulting in death, labour inspectors, before leaving for the field, need to quickly examine the factors that may potentially cause such accidents by referring to existing references. This quick research will help the inspectors to hypothesize causes of accidents, analyze matters quickly and draw conclusions carefully. Thus, in-person visits can take place effectively while still reducing contact with other people during the pandemic.

c. Pandemic area zoning and labour inspection procedures

Along with the development of COVID-19 cases in Indonesia, especially during the period of August – October 2020, the Indonesian Government also introduced the concept of red, orange, yellow and green zones.⁵ These zones represent those areas where the virus has spread. The Ministry of Manpower also responded to the zone concept and put them in the policy in place for labour inspection.

⁴ *Management Walkthrough (MWT)* is a means for management to find improvement opportunities for managers and workers/labour together to realize expectations and develop improvement solutions for the company.

⁵ These zones represent area with COVID-19 cases. Red is severe, orange is dangerous, yellow is alert, and green is safe. Zone determination is conducted by the institution that in charge for disaster management based on the report from province/regency/city, including local disaster management unit. See BNPB, Management of COVID 19, 2020.

Table 1. Procedures for Labour Inspection and Pandemic Zones

Procedures	Red Zone	Orange Zone	Yellow Zone	Green Zone
1. Planning	Online	Online	Online	Online/Offline
2. Implementation				
• Education	Online	Online	Online/Offline	Online/Offline
• Examination	Online	Online	Online/Offline	Offline
• Testing	Offline	Offline	Offline	Offline
• Investigation	Offline	Offline	Offline	Offline
3. Reporting	Online	Online	Online	Online/Offline

The table above is an important reference for every labour inspector in determining the implementation of the inspection procedure during the planning, implementation (education, examination, testing and investigation) and reporting stages.

In terms of public services in the OSH field, the Ministry also applies safety protocols as outlined in the Decree of the Minister of Manpower No. 312 Year 2020.

IV. Labour inspection procedures during the pandemic



The procedures applied for labour inspection during the pandemic are basically just to continue the existing general labour inspection procedures before the pandemic. These procedures are already regarded as an embodiment of the full implementation of management aspects: planning, implementation and reporting. The technical aspects of labour inspection during the pandemic still also refer to the process flow that has been regulated and structured to date.

4.1 Planning Stage

In planning labour inspection activity, labour inspectors need to:

- 1) Read the work plan document of the labour inspection unit as an initial reference for the implementation of labour inspection activities;
- 2) Identify the workplaces or sites suspected of being a place where the work process is operational, as well as the locations where the implementation of labour inspection activities will take place;
- 3) Determine the inspection activities to do: education, examination or investigation;
- 4) Identify the location of the companies and check it against the zoning issued by the authorities in charge of disaster management issues;

- 5) Determine the monitoring method to use (online or offline);
- 6) Prepare a workplan for the implementation of labour inspection activities during the pandemic, and request approval from the head of the work unit;
- 7) After obtaining approval from the head of the work unit, put an entry into the monthly workplan of the labour inspector (which has been agreed upon) in the labour inspection system – SISWASNAKER.

Referring to all of the Circulars of the Director-General mentioned above, the steps for planning labour inspection activities during the pandemic can be further described as follows:

Table 2. Labour Inspection Planning

Labour Inspection Planning	Online		Offline		Follow-up	Note
	Yes	No	Yes	No		
1) Identify the object of inspection based on the potentiality for problems in the area of the respective inspector.						
2) Make a monthly work plan; include the company name, inspection time and company address and type of activity:						
- Education						
- Examination						
- Testing of norms and OSH						
- Investigation						
3) Create and submit an Assignment Order (SPT) to the head of the inspectorate unit at work.						
4) General labour inspectors make a workplan for 5 (five) companies every month.						
5) Specialist labour inspectors make a workplan for 8 (eight) companies every month.						
6) Prepare a report for the inspectorate unit every 25th day of the following month.						
7) The Labour Inspection Unit reports to the Director-General of Labour Inspection and OSH every 5 months.						

4.2 Implementation Stage

• Education

Education is part of the implementation stage of labour inspection. This activity aims to improve the ability and understanding of companies (workers, employers, management or members of trade unions) regarding labour regulations. This activity is carried out through sensitization, technical advice, consultation meetings, training and mentoring.

Referring to all of the Circulars of the Director-General mentioned above, labour inspectors need to pay attention to the steps of implementing education activities as part of labour inspections during the pandemic, which can be further broken down as follows:

Table 3. Implementation of Education during Labour Inspections

Implementation of Education during Labour Inspections	Compliance		Follow-up	Note
	Yes	No		
1) Prepare electronic devices that are connected to the internet, such as mobile phones, laptops, computers, etc.				
2) Prepare materials and forms that can be accessed online. The inspectorate unit can develop these using the Google Forms application, Survey Monkey, or other applications.				
3) Prepare labour inspectors' email accounts.				
4) Know and understand how virtual storage apps like Google Drive work.				
5) Coordinate with the company before conducting an online inspection.				
6) In the event of offline activities, visiting labour inspectors are required to equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit.				
7) After an education activity, the labour inspector will go through a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector remains in good health after carrying out the assignment.				

In addition, the steps for each type of education activity can be explained as follows:

Sensitization

Sensitization is an activity carried out by labour inspectors of disseminating information regarding labour laws and regulations to the owners or managers or administrators of workplaces and workers. Sensitization has two categories. One is for newly established companies. The second is to inform companies about new labour regulations.

In conducting **sensitization activities with new companies during the pandemic**, labour inspectors need to take the following steps:

- 1) One can form a sensitization team consisting of work norms and work safety inspectors. The aim of this step is that the sensitization is carried out comprehensively and thoroughly.
- 2) Concerning conducting sensitization **online or offline**, prepare sensitization materials related to all existing labour provisions. The material can be prepared in computer programmes such as PowerPoint, Excel and Word or in a pdf. Or, it can also be prepared in the form of a short film that is officially produced by the Labour Inspection Unit. The explanatory material should include norms covering pre-employment, during employment and post-employment, including OSH norms.
- 3) Coordinate with the company concerning the labour inspection activities.
- 4) Instruct the owner or workplace manager/administrator to include all workers in the sensitization event.
- 5) Before or after conducting **online** sensitization, request the manager or workplace management to conduct a field review using the agreed application.

- 6) Before or after conducting **offline** sensitization, conduct field reviews so as to obtain a comprehensive picture of the conditions of the workplace or the place where work is regarded to have occurred.
- 7) For offline sensitization, visiting labour inspectors are required to equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit. After conducting the sensitization, the visiting labour inspector shall undergo a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector is in good health after carrying out the assignment.
- 8) Prior to explaining the applicable norms, throw key questions to each party present in the workplaces or places regarded of being the place where the work process is carried out. The key question can be as follows:

► **Key Questions: Education – Sensitization to New Company**

- Was the workplace established using the risk-based analysis required by the State?
- Do the owners or workplace managers/administrators know about labour regulations at the time of the workplace establishment?
- What labour regulations do the owners or workplace managers/administrators and workers know about?
- How many people have knowledge of how to apply these labour regulations?

- 9) Systematically explain to the participants the applicable labour regulations based on the period of the provisions of the labour norms sociologically, economically, politically, in the aspect of labour law and benefits to the company.
- 10) Open a question-and-answer session and discussion with the owners or workplace managers/administrators and workers participating in the event to get feedback and check their understanding of the sensitization materials.
- 11) As part of the education, the inspector may ask the owners or workplace managers/administrators to inform them of and/or show documentation related to employment that they already have in the company as an example.
- 12) Draw conclusions from the sensitized materials and ask the company to comply with these provisions.
- 13) Explain that intensive assistance will be carried out until the workplace or the place regarded as being the place of work complies with all labour regulations.
- 14) Determine and re-affirm the schedule for education through sensitization activities.
- 15) Record and report the results of the education activity.

Meanwhile, to carry out **sensitization activities on new labour laws and regulations issued during the pandemic**, labour inspectors need to take the following steps:

- 1) One can form a sensitization team consisting of work norms and work safety inspectors. The aim of this step is that the sensitization is carried out comprehensively and thoroughly.
- 2) Concerning conducting sensitization **online or offline**, prepare sensitization materials related to all existing labour provisions. The material can be prepared in computer programmes such as PowerPoint, Excel and Word or in a pdf. Or, it can also be prepared in the form of a short film that is officially produced by the Labour Inspection Unit. The explanatory material should include norms related to the newly enacted or issued labour regulations.
- 3) Coordinate with the company to let the know there will be activities to introduce new labour regulations.
- 4) Instruct the owner or workplace manager/administrator to include all workers in the sensitization event.
- 5) Before or after conducting **online** sensitization, while directly seeking information about the situation at the workplace, request the managers or workplace administrators to conduct a field review using the agreed upon application.
- 6) Before or after conducting **online** socialization, conduct field reviews so as to obtain a comprehensive picture of the conditions of the workplace or the place where work is regarded as to have occurred.
- 7) For conducting **offline** sensitization, visiting labour inspectors are required to equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit. After the sensitization activity, the labour

inspector shall undergo a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector is in good health after carrying out the assignment.

- 8) Before providing an explanation of the new applicable labour regulations, throw key questions to each party present in the workplace or place regarded as being where the work process is carried out. The key questions can be as follows:

▶ **Key Questions: *Education* – Dissemination of New Labour Regulations**

- Do the owners or workplace managers/administrators or workers have knowledge of the new labour regulations?
- To what extent do they know about the new labour regulations? Who has received the materials on these labour regulations?
- What different situations were present in the workplace before and after these labour regulations were enacted or issued?

- 9) Systematically explain to the sensitization participants the applicable labour regulations based on the period of such labour norms provisions, in the aspect of sociologically, economically, politically, labour law and benefits to the company.
- 10) Open a question-and-answer session and discussion with the owners or workplace managers/administrators and workers participating in the event to get feedback and to assess their understanding of the sensitization materials.
- 11) As part of the education, the inspector may ask the owners or workplace managers/administrators to inform them of and/or show documentation related to employment as an example.
- 12) Draw conclusions from the sensitized materials and ask the company to comply with these provisions.
- 13) Explain that intensive assistance will be carried out until the workplace or the place regarded of being the place of work complies with all labour regulations.
- 14) Determine and re-affirm the schedule for another education session through sensitization and mentoring.
- 15) Record and report the results of the education activity.

Assistance

This activity is one of the things that labour inspectors can do in order to help companies meet their needs with regard to solving labour problems. Usually, assistance activities are carried out in newly established companies or companies that are expanding and seeking to comply with a number of labour regulations. Labour inspectors must provide intensive assistance. They must also focus on solving problems and meeting needs, so that the company can provide protection for workers and business continuity.

In the assistance provision process, labour inspectors can take the following steps:

- 1) Upon getting a request from a company or workplace, identify and codify the problems or needs of the company. Inspectors also need to identify and collect the available documentation and can be used as references in providing assistance to companies in fulfilling their needs.
- 2) Coordinate with the company to let them know there will be assistance activities within the context of labour inspection education.
- 3) Regarding the provision of online and offline assistance, prepare materials related to mentoring issues. The material can be prepared in a computer programme such as PowerPoint, Excel or Word, or in a pdf. These materials can contain ways to solve problems or fulfill needs and meet timelines;

► Assistance by Labour Inspectors

In one area, a large-scale foreign investment company will be established. Sensitive and professional labour inspectors certainly think that the company will need a lot of new workers (job vacancies). In order to avoid jealousy and social problems among local residents, a labour inspector uses his authority to order the company to give local residents the opportunity to work in the company.

However, many of the local residents do not have the skills demanded or required by the company. Therefore, it is difficult for the company to admit them as workers. The inspector coordinates with local governments to issue policies for the company to conduct and finance a training for local workers.

Making use of his/her power to enter the workplace, the inspector is aware of the business' processes and workplace conditions. S/he is also able to analyze the strengths, needs and challenges faced by the company. Based on this knowledge, s/he determines that the company can apply an empowerment model for local residents so that local residents are able to meet the criteria to become workers demanded by the company.

The inspector suggests that the company apply a corporate development (CD) model or corporate social responsibility (CSR) funds to provide skills-building training for local residents. Following the training programme, the company identified that a larger number of local residents are qualified to be company employees.

In this situation the inspector acts as a *collaborator*. S/he assists and cooperates with the company to prevent the social unrest that will potentially occur if the issue of recruiting local residents is not addressed simply because the local residents fail to meet the requirements or skill level required.

- 4) Instruct the owners or workplace managers or administrators to include parties who can contribute to the fulfillment of the company's needs, including the involvement of selected workers.
- 5) Before or after **online** assistance, while directly seeking information about the situation at work, ask the managers or workplace administrators to point out any disturbances and take the opportunity to help address their problems/needs.
- 6) Prior to **offline** assistance activities, visiting labour inspectors are required to equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit. After assistance has been provided, the labour inspector shall undergo a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector is in good health after carrying out the assignment.
- 7) Discuss and provide input for problem solving or fulfillment of needs.
- 8) Determine and re-affirm the schedule for assistance provision through sensitization and mentoring.
- 9) Record and report the results of the assistance.

Technical Advice

This activity is the response of labour inspectors to companies that face specific/technical labour problems or issues. This activity is usually carried out by (competent) labour inspectors who have knowledge of the issues, are strong analytically, and have substantial work experience. This activity allows the labour inspector to become the company's *problem solver*, which can have implications for the implementation of laws and regulations. To become advisers, inspectors need to keep learning and improving their competence and professionalism. Consequently, their advice can contribute to the protection of the welfare of workers, to business continuity and to increasing company productivity.

Within the technical advice process, labour inspectors can take the following steps:

- 1) Study and analyze the information related to cases or issues presented by the company.
- 2) Prepare and present materials as problem solving proposals to the company.
- 3) Encourage discussion within the company to formulate or strengthen policies and to prevent similar issues/problems from arising in the future.
- 4) Instruct the owner or workplace managers or administrators to include parties who can contribute to the prevention of the similar issue/problem in the future.

- 5) Prior to **offline** technical advice activities, visiting labour inspectors are required to equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit. After carrying out technical advice, the labour inspector shall undergo a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector is in good health after carrying out the assignment.
- 6) Determine and re-affirm the schedule for education through sensitization and technical advice.
- 7) Record and report the results of the education.

▶ The Pandemic and Violence against Female Workers

The COVID-19 pandemic has had a significant impact on workers, both male and female. Many women who work part-time or in the service sector have been hard hit by COVID-19, and many of them have lost their jobs. One company reports that it strictly enforces OSH protocols. However, apparently, there were reports that the company's security officers were too strict in implementing the protocol, especially against female workers. Whereas more subtle treatment is carried out on male workers. Employers or company managers are concerned that this issue will develop further into sexual harassment or discrimination. Therefore, the company management has asked the labour inspector to provide advice.

After asked for advice, a labour inspector studied the case. Analyzing it carefully, he identifies a number of things. First, he finds that knowledge about the issue of COVID-19 and sexual harassment is new for them. Second, the company does not yet have a system to prevent protection, especially for female workers in the company.

Finally, he recommended that the company:

- Fill out and regularly update the form provided in the Circular of the Director-General of Labour Inspection and Occupational Safety and Health No. 5/334/AS.02.02/IX/2020 Regarding Anticipation of Increasing Confirmed Cases of COVID-19 in the Workplace, 28 September 2020.
- Increase protection for female workers and managers in the company from discrimination, sexual harassment and other sexual violence in all work processes (recruitment, training, programme implementation and inspection) through the establishment of written policies (company regulations or collective bargaining agreements – CBAs).
- Study and adopt the system issued by the Ministry of Manpower to protect women workers from discrimination (SI LINA NAKER PD).
- Appoint senior personnel with integrity who will be tasked as advisers who will be the person to ask around about the issue of the protection of women workers, and to oversee (supervise) daily actions in all work processes (recruitment, training, programme implementation, and supervision) related to the protection of women workers.
- Cooperate with labour inspections to strengthen the protection of women workers in the company.
- Share information with other companies about the above activities in order to expand safeguards in the workplace.

Training

Training is an activity carried out by labour inspectors within the context of providing understanding and improving the skills of workers and employers.

The steps that need to be taken by the inspector are as follows:

1. Labour-related training is based on company needs.
2. Determine the training approach or media: online, offline or a mix of online and offline (hybrid).
3. Determine the methods to be used during the training (delivery of concepts/theories, simulations, group discussions, games, plenary, focus group discussions (FGDs), etc.).

4. Prepare comprehensive training materials (e.g., presentations in electronic files, syllabus, etc.) so that participants can easily grasp all the presented material.
5. Prepare trainers or facilitators who have expertise in the fields.
6. Prepare preliminary test material before the training is conducted in order to assess to what extent the various materials can be delivered to the training participants. Also, conduct a final test at the end of the training to assess whether participants have improved knowledge, skills and work attitudes.
7. Before conducting offline training, visiting labour inspectors are required to equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit. After the training, the labour inspector shall undergo a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector is in good health after carrying out the assignment.
8. Prepare exam and evaluation forms.
9. Assessing trainees' results to ensure eligibility to receive competency certificates.

Key Question:

- What makes the company need this training?
- Who should benefit from this training?
- What will be the use of this training for companies and workers in the face of a pandemic?

• Examination

Examination in labour inspection is a series of activities carried out to ensure compliance with labour laws and regulations in the company or workplace. This activity includes a visit or physical attendance. In practice so far, inspection activities consist of several types:

- The first inspection, this examination is a thorough examination of labour norms;
- Periodic inspections, inspections carried out after the first inspection and that have been agreed upon;
- Special inspections, inspections carried out on public complaints, company requests or orders from the Inspectorate Unit leadership; and
- Re-examination, which is carried out by inspectors of higher ranks and positions.

In the pandemic era labour inspectors shall basically carry out online inspections. However, a direct field visit to a company for urgent reasons may be required, such as for an accident leading to death, an explosion, poisoning, strike or similar reasons according to the judgment of the labour inspector/head of the Labour Inspection Unit.

Referring to all of the Circulars of the Director-General mentioned above, labour inspectors need to pay attention to the steps for implementing examination in labour inspection during the pandemic, which can be developed further as follows:

Tabel 4 Pelaksanaan Pemeriksaan Pengawasan Ketenagakerjaan

Implementation of Examination in Labour Inspection	Method		Follow-up	Note
	Online	Offline		
General Steps				
1) Visiting labour inspectors must equip themselves with high standard personal protective equipment (PPE) provided by the Inspectorate Unit. After sensitization, the labour inspector shall undergo a medical test (SWAB or antigen test) provided by the Inspectorate Unit to indicate that the labour inspector is in good health after carrying out the assignment.				
2) Coordinate with the company and make checklists and prepare other supporting tools for the implementation of tasks in order to carry out labour inspections more quickly, precisely and effectively.				
3) Prepare and use official vehicles rather than public transport.				
4) Ensure safety protocols during inspections and until inspectors arrive safely at their respective homes.				
5) Prepare questions in virtual forms such as Google Forms, Survey Monkey, Zoho Survey, and other form-building applications.				
6) Conduct online checks on the company through virtual meeting applications such as Zoom, Google Meet, Skype, WhatsApp video call, Microsoft Teams by providing the specified virtual form.				
7) Carry out systematic checks on employers; on the company profile; on implementation of labour laws before, during and after employment; on OSH and on supporting documents.				
8) Field visit, conducting in-depth interviews (in depth interviews) with workers, TUs and OSH specialists to validate previous employers’ statements, in order to obtain the truth through detailed, valid and comprehensive information.				
9) After checking with the workers, TUs and OSH specialists, explain to the employer the labour regulation provisions that they have fulfilled or any findings/violations found in the company during the inspection.				
10) Issue an Inspection Note on all findings of labour violations, with a requirement to address the non-compliance within a reasonable timeframe.				
11) Submit the inspection completed report.				

Implementation of Examination in Labour Inspection	Method		Follow-up	Note
	Online	Offline		
12) Verbally report the results of the inspection to the head of the Labour Inspection Unit where the inspector works.				
13) Make an Inspection/Examination Note for the company based on the findings during the inspection, with orders to comply within a reasonable timeframe.				
14) Send Examination Note to the company via company email.				
15) Order the company to send the corrective measures to the labour inspector's email, copied to the Director-General of Labour Inspection and OSH by email: wasnakereracovid19@gmail.com.				
16) Monitor the implementation of the corrective measures online.				
17) If there is an urgent situation that requires OSH testing of equipment/machinery/installation, the competent inspector is required to directly refer to the health protocol.				
18) Check body temperature for 14 days after examining the company and immediately consult a doctor if you have symptoms of the pandemic.				
19) Inspector monitors, evaluates and analyzes the results of the inspection for further monitoring activities.				
Inspection of Work Norms and OSH⁶				
20) Systematically and thoroughly examines the norms for inspection:				
a. <i>Pre-employment</i> norms such as training/ internship, placements/vacancies (Indonesian migrant workers/foreign migrant workers/ <i>trafficking</i>), mandatory reporting, etc.				
b. Norms while working (during employment) such as employment relationships (employment contracts, fixed-term work agreements – PKWTs, non-fixed-term work agreements – PKWTTs, part-time workers, discrimination, strikes, TUs), wages, rest periods, child/female/foreign workers, social security, work accidents, OSH, etc.				
c. Norms after work (post-employment) such as termination of employment (layoffs), severance pay, occupational diseases (ODs), etc.				

6 Refers to the pattern and practice of supervision that has been applied so far

Implementation of Examination in Labour Inspection	Method		Follow-up	Note
	Online	Offline		
Occupational Safety and Health (OSH) Protocol on Return to Work in Prevention of Pandemic Transmission ⁷				
21) Explain the background of why the Government has issued these provisions and their relation to the protection of workers and business continuity.				
22) Explain the purpose of this OSH protocol being issued:				
a. Explain the objectives of the OSH protocol as a being a manual for employers and workers to adapt to normal times by satisfying the OSH protocol as an object of inspection.				
b. Compile in detail the sequence of OSH protocols for employers to implement (attached in Appendix 2).				
c. Oversee the implementation of the OSH protocol as an object of inspection by looking at the situation and condition of the company.				
d. Request and receive reports on the application of the OSH protocol as an object of inspection online.				
Manuals for the Preparation of Business Continuity Planning in the Face of a Pandemic ⁸				
23) Systematically explain the 7 (seven) stages towards ensuring worker protection and business continuity.				
24) Check the information on the completed forms and the application of the completed forms.				
Anticipating the Increase in Confirmed Cases of COVID-19 at Work ⁹				
25) Check the information on the completed form and the application of the completed form.				

⁷ See Order of the Director-General of PPK No. 5/76/HM.01/VII/2020 Regarding Occupational Safety and Health (OSH) Protocols on Return to Work OSH in Prevention of COVID-19 Transmission

⁸ See Decree of The Minister of Manpower of the Republic of Indonesia No. 312 Year 2020.

⁹ See the Directorate General of Labour Inspection and Occupational Safety and Health No. 5/334/AS.02.02/IX/2020

In terms of conducting online inspections, labour inspectors need to prepare examination question materials with a list of questions related to all applicable labour provisions, including norms before employment, during employment and post-employment, including OSH norms. The list of questions can refer to the Online Examination (see Appendix 1). In the context of a pandemic, labour inspectors can also refer to the examination or other legal products issued by the Ministry of Manpower during the pandemic, as attached in Appendices 2, 3 and 4.

In carrying out the inspection, there are two things that need to be undertaken by the labour inspector. First, labour inspectors must examine and obtain information/data through interviews with employers on the comprehensive and in-depth application of labour laws and regulations. Second, to obtain data or other information for comparison purposes, labour inspectors also need to do the same thing by collecting data from workers and trade unions within the company. Third, in special cases of OSH inspections, labour inspectors can also seek information from OSH experts/specialists.

• Testing

Testing is an activity of evaluating an object of labour inspection through calculation, analysis, measurement and/or testing in accordance with the provisions of the legislation or applicable standards. In principle, there are two types of testing: first, the testing of work norms; and second, the testing of OSH norms. These two types of testing are aimed at fulfilling the rights of workers and/or OSH requirements.

The examination of work norms covers a number of issues, including: working time/rest periods, the wage system, female workers, child labour, social security, welfare, morality, discrimination, employment relations, freedom of association, and prayer times according to their respective religions and beliefs. In practice, the testing of work norms includes two types: special testing and re-testing. The special and repeated testing applies the same concepts used in examination activities. This work norm testing activity is carried out through the following stages: document checking; visual inspection; request for medical consideration; calculation and analysis; and reporting of test results. The test results can be in the form of recommendations, stipulations, and/or orders to fulfill the rights of workers.

Meanwhile, the testing of OSH norms is much more complex. This test includes OSH requirements related to the use of machines, pressure vessels, work tools, materials, environment, nature of work, working methods, production processes and occupational health services. Types of OSH norm testing include: first, periodic, special, and repeated tests. One important difference is that OSH norm testing can be carried out by labour inspectors, OSH specialists and/or OSH experts.

The first test is carried out via the following stages: preparation for the implementation of testing in the workplace; inspection of technical documents; visual inspection; testing, measurement, calculation and analysis; as well as the preparation of test results reports. Periodic testing is carried out after the first test, according to an agreed upon period and carried out via the same stages as the first test. Special tests are carried out based on public complaints, company requests and/or orders from the Inspectorate Unit leadership based on complaints, reports, media news or other information.

In carrying out testing activities, the steps of labour inspector needs to take are as follows

- 1) Ensure an assignment is received from the head of the Labour Inspection Unit to conduct testing.
- 2) Analyze the results of the examination and testing.
- 3) If the test is carried out by an inspection service company, the labour inspector checks the legal requirements of the inspection service company.
- 4) Assist the inspection service company when the company conducts inspections or testing.
- 5) Examine the test report results and approve if the test results are appropriate.
- 6) Write down the test findings in the labour inspection certificate.
- 7) Issuance of permit on behalf of the head of the Inspectorate Unit in the region (at the regional level) or on behalf of the Director-General of Labour Inspection (at the central level), or issue a permit to use the equipment requested by the company on behalf of the head of the Inspectorate Unit in the region (at the regional level) or on behalf of the Director-General of Labour Inspection (at the central level).

8 Lihat Kep. Menteri Ketenagakerjaan RI No. 312 Tahun 2020.

9 Lihat Direktorat Jenderal Pembinaan Pengawasan Ketenagakerjaan dan Keselamatan dan Kesehatan Kerja Nomor 5/334/AS.02.02/IX/2020

Labour inspectors exercise strict control over the tests carried out by inspection service companies. This step is to maintain the reliability of the test results so that the company can avoid accidents involving the equipment that has been tested.

• Inquiry

An inquiry is a series of actions by the civil servant investigator for employment in the manner regulated by the Criminal Procedure Code to seek and collect evidence that will clarify/shed light on the employment crime that occurred in order to find the suspects.

The steps that need to be taken during the inquiry by the labour inspector who acts as civil servant investigator are:

- 1) coordinate with the police and the prosecutor's office to carry out investigations on labour related crimes;
- 2) summon and examine suspects, witnesses, letters, instructions by making a Minutes of Investigation (investigation report);
- 3) create a case filing;
- 4) submit the file so that it is received by the police (P1).

Coordination with other parties, especially the police and the prosecutor's office, is important for civil servant investigators when conducting investigations. Coordination is indeed important to ensure the file is declared complete. To this extent, the PPNS (civil servant investigator) on a labour case can be sure that their duties and mandates have been carried out.

However, in addition to satisfying the existing regulations, the civil servant investigator needs also to monitor the implementation of post-employment investigation activities, when the police submit the case file to the prosecutor's office and the prosecutor's office has forwarded it to the District Court (trial procedure; reading of indictments to suspects; examination of witnesses, letters, instructions and oaths; examination of suspects; court decisions; and sending a copy of the decision to the civil servant investigator). In fact, if necessary, the civil servant investigator monitors the trial of cases that result from their investigation.

It is important that all information on the results of this monitoring is reported to the head of the Inspectorate Unit. So, keep the leadership informed. Information updates to the leadership aim at two things: (1) to receive directions and referrals to improve the quality of future employment investigations; and (2) practically assisting the leadership to be ready when the public, including the media, request information on the progress of the case being investigated. These two things will strengthen the existence of inspectorate institutions in the eyes of the public, in addition to creating a deterrent effect for companies.

Meanwhile, on a broader scale, efforts to monitor case progress (starting with case filing, case completion, and trial) have two important uses. First, civil servant investigators ensure that law enforcement is running effectively. Second, civil servant investigators can take lessons so that during the process of investigating future employment crimes, they have already learned about the steps to take for enforcing labour law in Indonesia.

4.3 Reporting Stage

Inspectors are required to make official reports on observed violations if they are important. Inspectors should revisit the company as soon as possible to verify whether suggested actions have been taken. They can also ask employers to bring evidence to their office to validate that the inspector's observations have been followed up, if the nature of the verification allows this to be done.

Efficient and effective labour inspections must be well funded, adequately staffed, and well organized. The need to strengthen the monitoring system has become clearer in recent years. Labour inspection provides a comprehensive solution to various problems that occur in response to globalization. Strong labour administration, combined with good corporate social responsibility and industrial relations can be a "win-win" strategy to promote sustainable development.

There are two types of labour inspection reports. The first is the labour inspector's report. This first type of report is carried out personally by the inspector after an inspection activity. This report uses the format determined by the regulation of the Minister of Manpower. This report is submitted to the head of the Labour Inspection Unit.

The second is the report of the Labour Inspection Unit. This report is prepared by the head of the Inspectorate Unit every three months. This report contains information on general labour data, a recapitulation of the results of labour inspector activities during the reporting period and other important matters in a report that uses the format determined by the regulation of the Minister of Manpower. This report is submitted to the Director-General, the governor and the Minister of Manpower.

The steps and methods of preparing and submitting reports are as follows:

Table 5. Labour Inspection Report

Labour Inspection Report	Inspection				Follow-up	Note
	Online		Offline			
	Yes	No	Yes	No		
1 Review of important things that were recorded when carrying out inspection activities (education, inspection, testing and investigation).						
2 Describe all results of inspection activities by referring to all records examined during labour inspection activities.						
3 Propose follow-up actions based on in depth analysis of all inspection results, which should be based on information from employers, workers, OSH experts, and others, and a comparison with existing regulations in order to obtain rational, valid, credible, and comprehensive conclusions as material for subsequent monthly inspections and as input for the Inspectorate Unit.						
4 Submit inspection report every month.						

4.4 Public service

Labour inspection public services will continue to be operational during the pandemic. This is to fulfill the mandate of Minister of Manpower Regulation No. 30 of 2015 concerning One-Stop Integrated Services of the Ministry of Manpower. Public services related to OSH (SLK3) will continue to run online to avoid face-to-face contact and to reduce the transmission and spread of the pandemic.

Table 6. Labour Inspection Public Services

Labour Inspection Public Service	Inspection				Follow-up	Note
	Online		Offline			
	Yes	No	Yes	No		
1 Appointment of occupational safety and health (OSH) personnel.						
2 Appointment of occupational safety and health service company						
3 Approval of occupational safety and health equipment						
4 Conducting various webinars on new legal products related to inspection, various actual issues regarding OSH, various meetings with stakeholders						

4.5 Use of drones and other technology to strengthen labour inspection methods during the pandemic

Efficient and effective labour inspection must be well funded, adequately staffed, and well organized. The need to strengthen the monitoring system has become clearer in recent years. Labour inspection provides a comprehensive solution to various problems in response to globalization. Strong labour administration, combined with corporate social responsibility and sound industrial relations can be a “win-win” strategy to promote sustainable development.

On the other hand, technological developments are also unavoidable and need to be used given their potential to strengthen the quality of labour inspection, both in normal times and in special circumstances, including pandemics. Labour inspection needs to include elements of technology as a reinforcement of the inspection method. In developing good practices in other sectors, technology has proven to bring many conveniences, especially in the field of inspection. During a pandemic, technology has been proven to help business continuity and to enable the quick exchange of information.

One method or way of strengthening the quality of labour inspection is to allow the use of drones and other technologies as a substitute for direct (field) visits. The use of drones is one innovative means for the Inspection Unit to keep improving so management, workers and the Government can jointly realize expectations and find improved solutions for companies and workers. This is called a management walkthrough (MWT).

In this case, labour inspectorates are introducing the use of drones to make virtual rather than in-person visits. This step means using a digitized system in which all electronic devices are connected to a satellite. This step will facilitate the implementation of labour inspection, especially in remote areas. The use of drones and other technologies will be useful in all monitoring activities, particularly inspections and testing. Thus, labour inspectors at the central and regional levels can carry out labour inspection activities effectively and efficiently. Relevant information can be obtained immediately, without having to wait for days.

Of course, there are a number of steps that the Labour Inspection Unit needs to take. These steps include:

- 1) Labour inspectors (both at the central and regional levels) and related officials may ask the company to prepare relevant facilities and infrastructure to implement inspection using the MWT model through the use of drone facilities or other technologies.
- 2) The inspector, through the head of the Inspectorate Unit, sends a notification letter to the company with a period of one week before the inspection task is to be carried out.

- 3) The labour inspector prepares a list of test materials/documents to be asked of the company, and the test list is attached to the notification letter.
- 4) During the inspection using drone facilities, the inspector asks the company's information technology (IT) expert to direct the view from the drone according to the purpose of the inspection during the virtual MWT.
- 5) The labour inspector and the labour inspection unit shall periodically include the results of the inspection using the MWT model and technology in the inspection report.
- 6) Inspection units at the central and regional levels communicate regularly on the results of inspections through the specified subscription meeting application.

V. Closing



The pandemic has brought about an instant change in the procedures for labour inspection. Labour inspections should respond in a more efficient manner to ensure compliance through preventive measures, advice and detection of violations of labour laws, which include labour protection.

Employment protection is a social function in which all actors have equal responsibilities, and only the proper division of these responsibilities can produce optimal results in terms of productivity and quality of working life. This approach requires the active involvement of social partners. Only employers and workers together can implement labour standards and OSH effectively and make improvements on a continual basis. The role of labour inspection is to stimulate and facilitate compliance; monitor compliance and non-compliance; and respond to cases of non-compliance with authority, credibility, capability and integrity.

The Manual for Labour Inspection during the Pandemic is a tool to be applied so that labour inspection can continue. The pandemic does not mean the cessation of the implementation of labour inspection. Labour inspection can significantly boost product competitiveness. Every industrial dispute, work accident, illness or disease must be seen as a challenge in the business management system, and affects finance, personnel, production, maintenance and other subsystems. Labour inspectors during a pandemic need to increasingly act as evaluators of the system, advising management on how to ensure overall business continuity.

The existence of labour inspection is very crucial, both during normal times and during special circumstances, including pandemics. Its presence should strengthen the enforcement of labour standards in Indonesia. Therefore, the protection of both workers and business continuity are in the hands of labour inspectors.

► Appendices

Appendix 1: Online Examination Checklist

Check list	Finding		Follow-up	Note
	Yes	No		
1. Work Norms Examination				
a. Norms that are checked before work (pre-employment)				
- Checking on the management, employers, company profile, number of workers, TUs and work norms documents				
- Norms for apprenticeship of workers, students, health social security/protection for apprentices/trainees				
- Norms on placement, vacancies, job fairs				
- PMI norms include inter-regional, inter-provincial, inter-country work (migrant trafficking/slavery).				
- Foreign labour norms include IMTA, KITAS, job placement				
- Mandatory norms for employer to report on labour				
b. Checked norms while working (during employment)				
- Industrial relations norms include the norms of PKWT/PKWTT, CR/CBA, strike, TUs,				
- Norms of wages, UMR (minimum wage), THR (religious holiday allowance), overtime and their calculations.				
- Discrimination norms include wages, placements, social security, training/career development opportunities				
- Norms of child labour, women, night work and their protection.				
- Rest norms include annual leave, maternity and menstruation leave, religious duties				
- Social security norms, JKK (health), JHT (provident fund), JP (pension)				
c. Norms to check after work (post-employment)				
- Termination, severance pay				
- ODs				
- Handling work accident cases, appeals, investigations, cases in Indonesia that are included on the agenda of the ILO				

Check list	Finding		Follow-up	Note
	Yes	No		
2 OSH Norms to Check				
- Checking employers/management, workers, TUs, OSH, OSH committee experts, OSH documents				
- Identify hazard sources, hazard/risk assessment and control and provision of PPE				
- Report all occupational accidents and ODs				
- Identify and assess as well as take corrective and preventative actions related to the emergence of occupational accidents and ODs				
- Identify potential emergency conditions and formulate control measures that are disseminated to workers through coaching/training				
- Checking OSH requirements, including:				
o Building construction				
o Steam vessels				
o Pressure vessels				
o Transporting vessels				
o Power Production vessels				
o Electrical installation				
o Vessel lift				
o Lightning channeling installation				
o Fire fighting				
o Occupational health services				
o First aid at work				
o Organizing meals for workers				
o Ergonomics				
o Work environment				
o Hygiene and sanitation				
o Control of hazardous chemicals				
o Industrial waste management				
o Working underwater				
o Working in confined space				
o Working at height				
o Personal protective equipment				
For all of the above activities, the company must meet the provisions concerning OSH requirements, documents that have been ratified and managed by OSH experts who are licensed and are appointed by the Ministry of Manpower according to their respective fields.				

Appendix 2: Decree of the Director-General of Supervision of Manpower and Occupational Safety and Health No. 5/76/HM.01/VII/2020 concerning Protocol for Occupational Safety and Health (K3) Return to Work in Prevention of COVID-19 Transmission

Implementation of the Occupational Safety and Health (K3) Protocol on Return to Work in the Prevention of COVID-19 Transmission

Description	Compliance		Follow-up	Note
	Ya	No		
Implementation of the OSH Protocol on Return to Work				
1 Develop a workplan				
OSH Supervisory Committee/Occupational Health Services/COVID-19 Management Team in the company prepares and develops standard work plans and SOPs to regulate safe and healthy work activities				
2 Implementing company hygiene and sanitation				
a. Provides facilities and materials for hand washing, such as soap/hand sanitizer, in accordance with health standards				
b. Provides communication, information, education (CIE) facilities and infrastructure regarding the prevention of COVID-19 transmission in the workplace and places them in strategic locations, such as at entrances, elevators/lifts, toilets and others				
c. Cleans the work stations with an appropriate disinfectant on a regular basis				
d. Cleans work facilities and personal work equipment with disinfectant liquid				
e. Keeps machines and work surfaces clean and sterile				
3 Workplace settings				
a. Arranges and ensures physical distance between workers (physical distancing) of at least 1 (one) meter in all work-related situations				
b. Installed physical barriers or screens to ensure physical separation between workers sharing space in the workplace				
c. Physical separation between workers and third parties, such as customers, suppliers and users				
d. Defines and marks the maximum capacity of different workplaces and areas to ensure minimum physical distance				
e. Provides good ventilation in the workplace to optimize air circulation				
f. Limits the number of people entering the work stations, avoiding crowds at company entrances or exits				

Description	Compliance		Follow-up	Note
	Yes	No		
4 Work pattern settings				
a. Groups workers based on company policies and considers government decisions regarding disaster magnitude levels				
b. Production operations core workers must be present at the company				
c. Vulnerable group workers (have health problems) can work from home or take turns taking leave				
d. Workers who come from/return to local transmission areas by public transportation can work at home or take turns in taking leave				
e. Administrative workers can work from home or take alternate days off				
f. The company adopts a job rotation measure				
g. The company ensures alternate arrival and departure times				
h. The company provides training and information to workers regarding the mechanism for preventing the transmission of COVID-19				
i. The company conducts body temperature checks at the entrance and follows up on the results according to health protocols				
j. Documents people entering and leaving (addresses, telephone numbers, etc.) of workers, contractors and visitors				
5 Provision of personal protective equipment (PPE)				
a. The company provides masks, PPE clothes, glasses, face shields, hair caps, gloves and disinfectants for workers				
b. The company stores and disinfects according to SOP				
6 Provision of transportation for workers				
a. There are passenger restrictions and a minimum distance of 1 meter is kept on the transportation provided by the company				
b. The company is considering increasing the frequency of transportation				
c. There are clean ventilation and separator marks in the vehicle				
7 Organizing meals at work				
a. The company limits the capacity of common areas such as dining rooms, rest rooms, etc. and has set up a queuing system				
b. The food served by the company prioritizes the choice of packaged food				

Description	Compliance		Follow-up	Note
	Yes	No		
8 Occupational health monitoring and occupational health inspection procedures				
a. Health workers (OSH experts) coordinate and report to relevant agencies if there are criteria for suspected cases or confirmation of COVID-19				
b. Health workers (OSH experts) have introduced self-isolation protocols				
c. Health workers (OSH experts) can identify and provide instructions to workers who have close contact with people infected with COVID-19				
d. The company has temporarily postponed health checks of workers until the OSH aspects are met				
9 Other hazard considerations				
a. The company provides information regarding ergonomic changes and risks to workers				
b. The company promotes a work environment that is safe, healthy, free from violence and harassment, and provides psychological counseling services				
Workers apply the Return to Work OSH Protocol				
1 Activities before leaving for work				
a. Make sure you are in good health, if you feel a fever, cough, runny nose, stay at home and contact the nearest health service				
b. Bring hand sanitizer, food supplies, personal prayer equipment; use a mask, avoid touching the face area unnecessarily; tie up hair; and use a head covering				
2 Activities on the way to and from work				
a. Try to walk if the distance from home to work is close				
b. Avoid taking public transportation that has no health protocols				
c. Practice proper coughing and sneezing etiquette				
d. Maintain a minimum distance of 1 (one) meter from other people and follow the COVID-19 prevention instructions				
e. Use hand sanitizer after handling something				
f. Avoid using cash and avoid crowds				
4 Activities before entering the work station				
a. Make sure your temperature has been checked				
b. Using the attendance application (no fingerprint required)				
c. Avoid crowds/queues				

Description	Compliance		Follow-up	Note
	Yes	No		
d. Wash hands with running water and soap/hand sanitizer				
5 Activities at work				
a. Follow the rules of limiting the number of people allowed to enter the work station				
b. Wash hands with running water and soap/hand sanitizer				
c. Practice coughing and sneezing etiquette by covering your mouth and nose				
d. Clean personal work facilities and equipment with disinfectant before and after work				
e. Do not use communal eating utensils, prayer equipment, work equipment				
f. Maintain a safe distance from coworkers				
g. Get used to not shaking hands, and use elbows/tools to open the door				
h. Shower and change clothes when using public transportation				
i. Wear a mask and change the mask if needed				
j. When pressing buttons use assistive devices				
6 Activities when coming home from work and arriving home				
a. Do not directly come into contact with family members before cleaning yourself/showering with soap and shampoo when you get home				
b. Wash clothes and masks with detergent				
c. Clean equipment such as mobile phones, keys, and bags if needed				
d. Remove your mask properly. If you use a disposable mask, then cut it up before throwing it in a closed trash can				

Appendix 3: Decree of the Minister of Manpower of the Republic of Indonesia No. 312 of 2020 concerning Manuals for the Preparation of Business Continuity Planning in the Face of a Pandemic

Example of Implementation Stage 1

PT XYZ (Weaving Company) MAIN PRIORITY

Main Products/Business Services	Essential Activities/Services	Main Products/Services
1 Raw cloth/grey	1. Receipt/clearance of yarn from yarn warehouse 2. Receipt/clearance of supporting materials 3. Warping 4. Tying 5. Sizing 6. Weaving 7. Inspecting and packing 8. Storage of raw cloth in cloth warehouse 9. Shipping	- Human Resources - Administration and financial system - Production machines - Supply of raw materials and supporting materials - Power supply - Fuel supply

Example of Implementation Stage 2

PT XYZ
(Weaving Company)
RISK IDENTIFICATION

Threat Scenarios	Threat Analysis			Enterprise Vulnerabilities		Kerentanan Perusahaan		Risk Value
	Probability	Severity	Weight	Identification	Weight	Identification	Weight	
1 Sick employees >30%	High	High	5	- Hygiene and healthy behavior of employees - Factory cleanliness - Air circulation in the production room	4	- Capacity of machine operators to increase their workload - Company clinic - Provision of PPE facilities	2	10
2 Thread supply interrupted	High	High	5	- Number of local yarn producing companies - Rising yarn prices	5	Adding <i>Cashflow</i> yarn stock	3	8.3
3 Theft within the company	High	High	3	Social relations between factory management and the surrounding community	3	Condition of security system (personnel, tools, SOP)	3	3

Example of Implementation Stage 3

PT XYZ (Weaving Company) MITIGATION PLAN

Threat Scenarios	Mitigation Target	Action Plan	Duration	Resource Needs	Person in charge
1 Sick employees >30%	Sick employees maximum 5%	1. Develop materials and strategies for counseling on hygiene and healthy living behavior 2. Develop SOPs for infection control in the workplace 3. Setting up additional air ventilators in the production room 4. Prepare procedures for increasing workloads	One month	1. Funds 2. Extension personnel	1. HR Manager 2. Engineering Manager 3. Finance Manager 4. Safety Manager
2 Thread supply interrupted	Thread stock is safe for 6 months after the pandemic was declared	1. Evaluation of yarn supplier 2. Warehouse preparation 3. Main buyer listing	Natural Resources	1. Funds 2. Warehouse space 3. Loading and unloading power	1. Logistics Manager 2. Production Manager 3. Marketing Manager
3 Theft within company area	Zero theft	1. Perimeter reinforcement 2. Strengthening the Security Unit 3. Strengthening of security equipment	Natural Resources	1. Personnel 2. Funds 3. Security equipment	1. HR Manager 2. Logistics Manager 3. Security Manager

Example of Implementation Stage 4

PT XYZ
(Weaving Company)
PANDEMIC IMPACT RESPONSE

Response Activation Trigger Situation	Threat Scenarios	Target Response	Control Measures	Resource Needs	Persons in Charge
1 WHO declares the world is in a pandemic and epicenters appear outside Indonesia	Sick employees > 30%	Contagion does not occur in the workplace	1. Refresh PHBS counseling and information about the pandemic and its prevention 2. Implementation of body temperature screening for employees and visitors who come from affected areas/ possible contacts	1. Funds 2. Counseling room 3. OSH Officer 4. Extension equipment 5. SOP screening 6. Temperature gauge	1. Safety Manager 2. HR Manager 3. Person in Charge of Occupational Health Services/ Company Doctor
	Thread supply interrupted	Thread stock is safe for 6 months after the pandemic was declared	Adding yarn stock from selected suppliers	1. Funds 2. Additional warehouse 3. Loading and unloading power	1. Funds 2. Additional warehouse 3. Loading and unloading power
	Theft within company area	Zero theft	1. Strengthen the perimeter 2. Strengthening the Security Unit 3. Strengthen Security equipment	1. Personnel 2. Funds 3. Security equipment	1. HR Manager 2. Logistics Manager 3. Security Manager
2 There has been widespread transmission in Indonesia and around the business areas	Sick employees > 30%	Employees are sick at a maximum of 5% and transmission does not occur in the workplace	1. Implementation of body temperature screening and ILI symptoms for employees and visitors 2. Implementation of contact restrictions (social distancing) in the workplace 3. Handling sick employees with ILI symptoms in the company	1. SOP screening 2. Temperature measuring device 3. SOP for limiting contact at work 4. SOP for Handling Sick Employees in the Company, isolation room, masks, phone no. for hospital	1. Safety Manager 2. HR Manager 3. Person in Charge of Occupational Health Services/ Company Doctor

Stage 5 – Framework for Designing and Implementing Business Continuity Planning

ACTION PLAN

Company Details	
Company name	PT XYZ
Address	Xxx
Location (Reference for directions)	Xxx
Phone number	Xxx
No Fax	Xxx
Email address	manajemen@ptxyz.co.id

Emergency/Pandemic Response Team – Contacts and Tasks			
Nama	No. Telepon Kantor	No. Telpon Rumah dan HP	Tugas pada saat kondisi darurat
1. Mr. A			
Backup: Mr. B	Xxxxxxxx	xxxxxxxxxx	Responsible for Logistics
2. Mr. C			
Backup: Mr. D	Xxxxxxxx	xxxxxxxxxx	Responsible for Production and Engineering
3. Mr. E			
Backup: Mr. F	Xxxxxxxx	xxxxxxxxxx	Finance
4. Mr. G			
Backup: Mr. H	Xxxxxxxx	xxxxxxxxxx	Responsible for HR, Safety and Security

External Contact Details			
Institution and Name (+ backup) separate this column	Office phone number	Home and mobile phone numbers	Tasks in an emergency
Police			Security support in case the local security situation worsens
• Police Chief	XXXXXXXX	XXXXXXXX	
• Deputy Chief of Police	XXXXXXXX	XXXXXXXX	
Firefighters	XXXXXXXX	XXXXXXXX	Emergency support
Hospital-Ambulance	XXXXXXXX	XXXXXXXX	Health support
Insurance company	XXXXXXXX	XXXXXXXX	Covers the risk of loss of the insured company
Contractor	XXXXXXXX	XXXXXXXX	Production and maintenance technical support
Supplier	XXXXXXXX	XXXXXXXX	Support of raw materials and supporting materials
Employers' Association, Relevant Agencies	XXXXXXXX	XXXXXXXX	Provide the latest trigger situation information from relevant government agencies and distribute it among entrepreneurs

Security and Safety Team Procedure				
Security Team	Manager: Mr. G Backup Manager: Mr. H			
	Activities	Person in charge	Time (hour/ day)	Document/Resource Support
Before the incident – Preparation Stage				
	Develop SRA procedures and screening SOPs, etc	Security Manager	20 days	Company Supervision Manual, personnel, computer
	Implement SRA	Security Officer	7 days	SRA personnel and checklist
	Presentation of SRA results	Security Manager	1 day	LCD projector, laptop
	Follow up on findings recommendations	1. Security Manager 2. Logistics Manager	30 days	Funds
Activation trigger situation	Activities	Person in charge	Time (hour/ day)	Document/Resource Support
Before the incident – Preparation Stage				
WHO declares the world is in a pandemic and epicenters appear outside Indonesia	1. Refreshing PHBS counseling and information about the pandemic and its prevention 2. Implementation of body temperature screening for employees	1. Security Manager 2. Safety Manager	1 hour after the trigger situation is identified	SOP for Screening Employees at Company Entrances, infrared thermometers, log book of inspection results

Stage 6 - Communicating Planning Framework

Purpose	Group Target	The main role	Communication tool	Note
Emphasize the objectives to be achieved as part of the communication of the business continuity plan	Identify specifically who needs to receive the information/message (For example: employees, union representatives, customers, suppliers, business partners and the surrounding environment)	Detailed Information to be prepared at various stages of the event (to ensure objectives are achieved)	Identify the tools that must be in place to distribute the information (e.g., information kits, factsheets, workplace posters, planning meetings)	Identify when, to whom, and how the message will be communicated, including how to check that objectives have been achieved. Communicate with one voice through the Corporate Communications Team
Provide an understanding of the importance of a Clean and Healthy Lifestyle (PHBS)	Employees, union representatives	Employees must implement PHBS in the workplace to reduce the risk of transmission	Presentation materials, presentation equipment, meeting rooms, posters, information boards	Verbal messages are given through a safety talk every morning before work
Provide information to yarn suppliers about plans that have been made for supply of raw materials	Yarn producing company that has been selected by the Logistics Team	- Information about the business continuity plan that has been prepared, which can have an impact on orders - Motivate suppliers to start making business continuity plans against the threat of a pandemic	- Internet <i>Business meeting</i>	

Stage 7 – Test Plan Framework

BUSINESS CONTINUITY PLANNING CHECKLIST

Question	Yes	No
Are the most important products and services of the organization/company known? If so, have they been documented?	X	X
Is the impact of the pandemic on businesses and companies known? If so, have these impacts been documented?	X X	
Are key staff/workers in the company and their roles known? If yes, has it been documented		X X
Are the key skills required to continue to deliver the key products/services identified? If yes, has it been documented	X	X
Is it known how long the business can continue to operate with limited workers and resources? If yes, has it been documented		X X
Have the necessary expertise and/or equipment for critical operations been identified? If so, have they been detailed?	X	X
Is it known, which suppliers are important to continue to operate? If so, are there alternative options available?	X X	
Is it known whether suppliers are still able to provide the required products/services? Do employees/workers know what to do during a pandemic?		X X
Has a social restriction policy been drawn up?		X
Do workers understand and apply personal hygiene and social distancing practices?		X
Have social distancing measures such as testing technology if workers work from home, setting up remote conferencing facilities, etc., have been reviewed and tested		X
Are the contact details for workers, suppliers, trade union representatives, if needed in an emergency situation/updated? Is this information stored in more than one place?		X
Does the location and environment of the company increase the risk of transmission (e.g., is the reception desk open to the public)?	X	
Are there supplies of masks, gloves, detergents, alcohol cleaners, etc. available? Is there a reserve fund available?	X	X
Can employees perform different tasks to ensure they can perform services or service work if needed (e.g., have workers been given different job training)?		X
In an emergency, can workers/easily access the required information (e.g., can several people have access keys, entryways, combination safes)?		X
Have possible response measures been discussed with trade union representatives?		X

Appendix 4: Ministry of Manpower of the Republic of Indonesia Directorate General of Manpower Supervision and Occupational Safety and Health No. 5/334/AS.02.02/IX/2020

This health protocol aspect assessment tool is useful to assist companies in reducing and tackling the spread of COVID-19. Companies can use the assessment tool below as a benchmark on whether the health protocols they have implemented meet the standards or not. The higher the value of the health protocol aspect, more the company is considered to be ready to run its business during the COVID-19 pandemic. It will also make it easier for supervisors to monitor the welfare of workers/labourers.

HEALTH PROTOCOL ASPECT ASSESSMENT TOOLS

ASSESSMENT ASPECT		Ya	No	Partly	Score
POLICY					
1	Is there continuous monitoring and updating of developments and information about COVID-19 in the local area?				
2	Establishment of a COVID-19 prevention and control team in the workplace				
3	Reporting mechanism for workers/labourers (male and female) every time there is a suspected case of COVID-19				
4	Not treating positive cases as a stigma				
5	Working time arrangements and selection of those workers/labourers (male and female) who must work at the company and those who can work from home				
6	Manuals on occupational health protection while working from home				
PROCEDURE					
7	The company has a COVID-19 risk self-assessment procedure for workers/labourers (male and female) and company guests				
8	The company has a follow-up flow for the results of the COVID-19 risk self-assessment for workers/labourers (male and female) before actively working				
9	The company has a follow-up flow for the results of the COVID-19 risk self-assessment during temperature checks for guests				
10	The company has an examination certificate form by the company doctor after a self-assessment of COVID-19 risk has been carried out for workers/labourers (male and female) and company guests				
11	The company has a COVID-19 case finding notification form in the workplace				
12	The company has a self-quarantine/ self isolation (home care) readiness sheet form if there are findings of COVID-19 at work				
13	The company has an epidemiological investigation form for suspected cases and confirmed cases of COVID-19 in the workplace				

ASSESSMENT ASPECT	Yes	No	Partly	Score
14 The company has a close contact tracing/OTG form at work				
15 The company has a close contact/OTG identification form in the work environment				
16 The company has an independent monitoring form for workers/labourers (male and female) during self-quarantine/isolation				
17 The company has manuals for workers/labourers (male and female) during self-quarantine/isolation				
PRACTICE				
18 The company conducts a risk assessment to identify groups of workers/labourers (male and female) at risk (low, medium and high).				
19 There is a COVID-19 risk self-assessment to ensure workers/labourers (male and female) who will enter the workplace are not sick with COVID-19				
20 Workers/labourers (male and female) attach a health certificate from a doctor as a follow-up and risk assessment, before the worker/labourer (male and female) start working				
21 Temperature measurements are carried out using a <i>thermogun/thermal scanner</i> at the entrance				
22 Officers who take temperature measurements receive training and wear personal protective equipment (masks and <i>face shields</i>).				
23 A special place is provided in the workplace for the observation of workers/labourers (male and female) who are found to have symptoms during screening.				
24 There are arrangements for working hours that are not too long, so that workers/labourers (male and female) have sufficient rest time to prevent a decrease in immunity.				
25 Is shift 3 canceled? Or are only workers (male and female) under 50 years old working in shift 3?				
26 Workers/labourers (male and female) are required to wear masks from the time they travel to/from home and while at work				
27 The company provides special transportation for workers/labourers (male and female) to commute to and from work so that workers/labourers (male and female) do not use public transportation				
28 The company provides nutritional intake of food or vitamin C supplements for workers/labourers (male and female)				
29 The company provides hand sanitizer containing 70% alcohol in places where it is needed (such as entrances, meeting rooms, elevator doors, etc.)				
30 The company implements physical distancing of at least 1 meter in all work activities, such as attendance, setting up work areas and chairs while in the canteen				

ASSESSMENT ASPECT	Yes	No	Partly	Score
31 If the workplace is a multi-storey building, then there are restrictions on the number of people and positions in the elevator for guests, management, and workers/labourers (male and female)				
WORKPLACE				
32 Cleaning and disinfecting every four hours for shared facilities and other public facilities				
33 Optimizing air circulation and sunlight entering the workspace and cleaning AC filters				
34 Provide adequate hand washing facilities accompanied by educational posters on how to wash hands properly				
PHBS/HEALTH WORKERS MOVEMENT				
35 Wash hands with soap (CTPS)				
36 Correct cough etiquette				
37 Exercise together before work while maintaining a safe distance				
38 Give time to sunbathe to workers/labourers (male and female)				
39 Eat a balanced diet for workers/labourers (male and female)				
40 Do not use personal tools together, such as prayer utensils, eating utensils, etc				
SOCIALIZATION				
41 Management has carried out socialization and education of workers/labourers (male and female) about COVID-19 and provided the correct understanding and knowledge for workers to independently take preventive and promotive actions				
WORKER/WORKER EDUCATION (MEN AND WOMEN)				
42 Stay home and do not leave the house				
43 When forced to leave the house, workers/labourers (male and female) wear the necessary PPE, avoid large crowds, keep a distance of at least 1 meter from other people, and obey instructions from religious leaders				
44 Always keep the house clean – cleaned and mopped twice a day				
45 Optimize air circulation and sunlight at home				
46 Wash hands with soap and running water				
47 Get used to the correct cough/sneeze etiquette				
48 Use a mask if you have a cough, cold or fever				
49 Separate if a family member is sick, and always wear a mask				
50 Immediately consult with health workers via telemedicine if you experience health complaints suspected to be from COVID-19				
51 Implement the protocol in and out of the house				

ASSESSMENT ASPECT	Yes	No	Partly	Score
52 Only look for COVID-19 information from trusted sources, such as www.COVID19.go.id				
REPORTING				
If the OTGs, suspected cases or confirmed cases of COVID-19 are found in the workplace, the company immediately reports and coordinates with the local Health Center or Health Office (Using the COVID-19 CASE DISCOVERY NOTIFICATION FORM AT WORK				
Amount				
Conclusion: Risk of Discrimination	SANGAT TINGGI/TINGGI/AGAK TINGGI/ CUKUP RENDAH/RENDAH			
Conclusion: Risks on COVID-19	SANGAT TINGGI/TINGGI/AGAK TINGGI/ CUKUP RENDAH/RENDAH			

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