

August 25-28 2015



Strengthening Workplace Compliance
through Labour Inspection ACI/7
Global Workshop

Table of Contents

Executive Summary	Page 2
Introduction	Page 3
Presentations & Discussions – Day 1	Page 4
Presentations & Discussions – Day 2	Page 5
Presentations & Discussions – Day 3	Page 10
Presentations & Discussions – Day 4	Page 19
Final Conclusions	Page 22
Annexes	
1. Global Workshop Agenda	Page 23
2. Participants List	Page 25
3. Group Photograph – August 26 th 2015	Page 34
4. Feedback on the Global Outputs	Page 35
5. Presentations & Materials (see separate document)	



Executive Summary

The Global Workshop served as a checkpoint to discuss progress against the original work plan and identify future activities which will contribute to the overall vision and strategy for ACI/Compliance. This workshop itself was programmed as one of the global outputs of for this area of critical importance.

The main objectives of the workshop were to:

1. Share good practices and challenges experienced in the initial ACI/7 pilot countries.
2. Learn about the work plans formulated for the newly added beneficiary countries
3. Present the progress made by the ACI/7 global output leads.
4. Get feedback on the global outputs (products/services) produced.

With representatives from the constituents of seven pilot countries; Burkina Faso, Colombia, Vietnam (initial pilot countries), Nicaragua, Tanzania, Turkey, and Uganda (relatively newly added ACI/7 countries) , along with ILO staff from the field and HQ the workshop afforded the opportunity of tripartite perspectives on the challenges and progress being made for promoting workplace compliance. The presentations from ILO HQ staff shared research that underpinned the production of the global outputs and participants provided feedback on what they thought about the innovation, the sustainability, and the potential for replication of the outputs in their country contexts. (See Annex 4).

Additionally, this opportunity was used to reflect upon the 2016/2017 biennium and what efforts could and should be added or reinforced for the achievement of Outcome 7.

It was considered a good opportunity for knowledge sharing. The methodology of the workshop was recognized for facilitating an environment for sharing and providing inputs. National delegations expressed their gratitude at having had this opportunity to learn from other countries experience and about the global products and services which will be available for use in their countries in near future. The staff at ILO Geneva recognized that the workshop allowed them to learn about the practical experiences of ACI/7 in the field and to reflect as to how they can further improve their global products and technical assistance on the ground.



One of the key learning shared by the participants of the workshop was that while the ILO needs to continue to help strengthen labour inspection to improve workplace compliance, it is now obvious that such efforts need to be combined strategically with other intervention modalities for improving workplace, aiming at also the improvement and capacity development of legal frameworks, labour administrations, employers' and workers' organisations, enterprises, social dialogue institutions, labour-management relations and public-private initiatives. ACI/7 task team will therefore further review and adopt its implementation strategy and organizational management (cooperation and synergy), not only for the Programme and Budget for 2016-17, but also beyond, for the development of strategic framework for 2018-21.

Introduction

From August 25th to August 28th, 2015, ILO staff and constituents from the seven country pilots of ACI/7 (see Annex 2 for full list of participants) met at the ITCILO, in Turin, Italy, to discuss current progress, initiatives and future ventures in ACI/Compliance (ACI/7). The workshop provided a space to discuss the overall vision and global outputs of ACI/7, report on progress in pilot countries and discuss the work plans of the newly added countries. It also provided a space to come together around the outcome 7 of the programme and budget for 2016/17 (as the ACI/7 will be transformed into outcome 7).

In recent years, ILO member States have asked the Office to help strengthen their national labour inspection systems – sometimes in relation to particular issues or sectors (e.g. forced labour, child labour, freedom of association, OSH, fisheries, maritime, garment, mining, domestic workers, migrant workers etc.). To meet these requests, different ILO units and field offices have provided technical assistance, through programmes and projects at the national, sectoral and enterprise levels. A joint strategy under this Area of Critical Importance (ACI) has contributed to the coordination the different ILO interventions with the goal of linking resources and expertise and thereby increasing the impact at the country level.

In line with the description of this area of critical importance, approved by the International Labour Conference in June 2013, this work focuses on developing the capacity of constituents to improve compliance in workplaces with national labour laws, applicable regulation and collective agreements, taking into account ratified international labour standards, and fundamental principles and rights at work. This is to be done by enhancing employer and worker collaboration in compliance; strengthening the preventive and enforcement functions of labour inspection and labour administration; providing technical assistance and capacity development to government inspection and enforcement institutions and to the social partners; assisting in the design of well-thought-out user-friendly labour legislation and effective dispute resolution mechanisms; and public-private partnerships. The ILO works with constituents to design innovative and complementary approaches to workplace compliance, including in the informal economy.

The workshop was organised by the ACI/7 Task Team, in collaboration with the Social Protection, Governance and Tripartism programme International Training Centre of the ILO, in Turin, Italy. With representatives from the constituents of seven pilot countries; Burkina Faso, Colombia, Nicaragua, Tanzania, Turkey, Uganda and Vietnam, along with ILO staff from the field and HQ the workshop afforded the opportunity of tripartite perspectives on the challenges and progress being made. The presentations from ILO HQ staff shared research that underpinned the production of the global outputs and participants provided feedback on what they thought about the innovation, the sustainability, and the potential for replication of the outputs in their country contexts. (See Annex 3).



Presentations & Discussions



The workshop opened with the presentation and discussion of the ACI/7's global outputs (research, studies, training tools, knowledge-sharing and manual/guides, etc.) which have been delivered or under development to be used at a later stage at regional/sub regional/country level with some adaptations to the ground as appropriate. Following which, there were presentations and discussions of the work in pilot countries. Finally, the workshop concluded with a forward-looking conversation regarding the work in the next biennium. The sessions are listed below in order of occurrence. The programme agenda can be found in Annex 1. All presentations and additional materials can be found in Annex 5 (see additional document).

Day 1 – Tuesday, August 25th

Session 1: Introductions

The first session of the event provided introductions to the subject, the programme, and to the people in the room. The session began with welcoming words from Mr. Casale, Deputy Director of the ITCILO, Mr. Moussa Oumarou Director of the Governance and Tripartism Department of the ILO and Mr. Fernando Fonseca, of the ITCILO.

Mr. Casale opened the session by welcoming the presence of this event on the ITC campus and highlighting the importance of ACI/7 and its relevance, citing Recommendation 204 on Informal Economy made at the International Labour Conference in June, 2015.

Mr. Oumarou referred to the event as “the Golden Bridge” of ACI/7, suggesting that it provides a space to discuss what has been accomplished and what can be done in the future. He reminded the group that the Areas of Critical Importance are part of the ILO reform initiatives and seek to improve the ILO's initiatives through better integration and synergy in order to achieve higher critical mass and sustainable outcomes. ACIs are to be progressive and innovative.

Mr. Fonseca introduced the workshop objectives, which were to:

1. Share good practices and challenges experienced in the initial ACI/7 pilot countries.
2. Learn about the work plans formulated for the newly added beneficiary countries
3. Present the progress made by the ACI/7 global output leads.
4. Get feedback on the global outputs (products/services) produced.

Adding that a fourth objective was to think together about what would happen with the programme and the budget for the 2016/2017 biennium.

Session 2: ACI/7 Global Outputs, Part 1

Mr. Colin Fenwick, Head of LABOURLAW, and Mr. Ockert Dupper, consultant in LABOURLAW, ILO Geneva, made the first presentation of two global outputs, followed by Mr. Ludek Rychly, Senior Labour Administration Specialist, LAB/ADMIN, ILO Geneva, presented Outputs 4 and 11.

Presentation 1 – Global Outputs 1&2

Mr. Fenwick and Mr. Dupper presented the following outputs:

1. ACI/7 Global Output 1: Country case studies on the interaction between labour administration, labour inspection, and compliance initiatives, for which they presented their research on Better Work in Indonesia.
2. ACI/7 Global Output 2: Collection of cases and comparative study on national strategies to promote and assess workplace compliance, which looked at the cases of Brazil, Colombia, China and Indonesia.

They shared their research methods, and preliminary findings with the group – explaining their approach, how they collected their data and what data they collected, and how they carried out the analyses. Questions were raised about the difficulty of adaptation of this experience to other contexts, a representative from Vietnam shared their experience with the Better Work initiative, demonstrating that the roll-out and involvement of different actors is different from country to country. Acknowledging this aspect, the presenters believe that the research can be duplicated in hopes to better inform any implementation of similar initiatives.

Presentation 2 – Global Outputs 4 & 11

Mr. Rychly presented:

1. Global Output 4: Enhancing compliance with labour laws by extending labour administration to the informal economy through case studies and comparative analysis.
2. Global Output 11: The development of training materials on workplace compliance for national labour administrations.

Explaining that the two outputs are very much linked to capacity development in labour administration, Mr. Rychly explained that the two have been merged together over time and have led to the development of a number of different products and by-products:

1. A working paper on the use of ICT in labour administration.
2. A training toolkit for a 2-day module on informal economy for labour inspectors.
3. A resource book, or larger publication, on the comparative overview of recent innovations in labour administration.
4. A resource book on strategic planning and performance management in labour inspections.
5. A guide on selected management issues of labour administration.

A representative from Nicaragua highlighted the need to have these materials available in more languages, increasing its accessibility to Latin America.

Day 2 – Wednesday, August 26th

The morning session completed the presentations of the Global Outputs and the afternoon moved into a group discussion and dialogue around what has been presented, before introducing the pilot countries starting with Colombia.

Session 3: ACI/7 Global Outputs, Part 2

During this session, Mr. Joaquim Pintado Nunes, Senior Specialist Labour Inspection and OSH, ILO, presented a brief description of:

ACI/7 Global Output 3: Policy briefs relating to workplace compliance

- Policy briefs were developed in 4 subjects:
 - Labour inspection and freedom of association

- Child labour monitoring and labour inspection
- Labour inspection strategic planning
- Self-assessment as a tool for compliance

ACI/7 Global Output 5: Materials for the collection, analysis and dissemination of good practices on workplace compliance on Occupational Safety and Health in Small and Medium Enterprises.

- Communication materials on the prevention of occupational hazards were produced in form of video and leaflets for workers, employers, and labour inspectorates. Here, Mr. Nunes shared some of the videos with the group, as well as the dissemination strategy.
- A booklet on good practices to promote compliance with OSH standards and micro- and small enterprises and the informal economy. This seeks to provide support to governments.

ACI/7 Global Output 15: Tools on work accident investigation and remediation.

- Under this output, a manual was developed and is available at: www.ilo.org/labadmin/info/pubs/WCMS_346714/lang--en/index.htm. Available in a number of languages, workshops have been organized for validation and implementation.

ACI/7 Global Output 16: Compliance strategy on undeclared work and the informal sector.

- Under this output, workshops have been organized for discussions between sectors and tripartite bodies, and for preparation of strategies and the prevention of occupational hazards in the informal economy. The process is advanced in Burkina Faso, in Vietnam there are on-going conversations, and in Colombia this is building on previously established foundations.

Mr. Nunes shared the challenges that his team has encountered, such as establishing the scope and targets of the materials. Considerations included making sure the material is easily understood, accessible, culturally appropriate and gender sensitive.

Initial thoughts included: an expressed interest in working on this subject along with the ILO in the informal economy in Vietnam and in learning from experiences with tripartite dialogue on this subject. A representative from Nicaragua inquired about self-assessment for entrepreneurs as well as the impact compliance in OSH has on competitiveness. The videos were considered very practical and dependent upon their success, the intent is to develop similar videos in other sectors. With regards to the dissemination strategy of these videos, it was noted that the effort involved not only collaboration with traditional social partners, but also organisations like cooperatives.

A discussion was held on the accessibility of the informal sector, who is involved in different contexts and what strategies are used. Mr. Nunes offered the ILO ADMITRA project for Francophone West Africa as an example of how labour inspectorates can plan and prepare visits to the informal economy. Further discussion was held about legislation and if it facilitates access to the informal economy or if it needs to be amended to better include the informal economy in its framework.

Session 4: ACI/7 Global Outputs, Part 3

Presentation 1 – ACI/7 Global Output 12

The session began with a presentation by Mr. Youcef Ghellab, Head of Unit for Social Dialogue and Tripartism, and Ms. Yuka Okumura, Programme Analyst, both in the Governance programme, ILO, on ACI/7 Global Output 12: Survey, conference and handbook on workplace compliance and sustainable enterprises through social dialogue.

Mr. Ghellab presented the background, strategy, outputs, challenges and perspectives on future work for ACI/7 output 12, highlighting that social dialogue and tripartism are cross-cutting issues.

The objective of this output is to explore and strengthen the link between tripartite social dialogue and compliance. The strategy is to:

- Build internal and external partnerships
- Combine research, policy discussions and capacity building.
- Promote cooperation between

The main product of this output is the “International Conference on the Role of ESCs and Similar Social Dialogue Institutions in Promoting Compliance, including in Global Supply Chains” which will be held in The Hague in October 2015. The objective of which is to analyse the role of ESCs-Sis (Economic and Social Councils and Similar Institutions) in promoting workplace compliance including in GSC, the exchange of experiences and the identification of good practices and potential obstacles.

In preparation of this conference other products include:

- A survey of ESCs-Sis, so far 100 questionnaires have been distributed.
- A background paper on the findings of the questionnaire and evidence-base developed through research.

Expected outputs from the conference are conclusions and recommendations and policy tools which build upon the recommendations from the conference.

Final conclusions of the presentation included a number of different challenges: this subject has been little explored in the past creating a much needed space for new research. Other challenges include collaboration issues with enforcement institutions and areas of interest kept outside the scope of tripartite social dialogue.

Two key comments that came from the Q&A session. The first reflection was on the increasing trend for consultation to involve the wider spectrum of society and to circumvent national tripartite institutions in the policy process. The second point asked if these institutions are just advisory or do they have power, questioning follow-up by the government. Answers included that the ILO does promote tripartite consultation but does, in many situations, involve NGOs and other actors because issues often go beyond the scope of the institution and this is considered beneficial to the conversation.

Presentation 2 – ACI/7 Global Output 6

The second part of the session was dedicated to Ms. Beate Andrees, Head of Programme for Fundamental Principles and Rights at Work, ILO, Geneva, and Mr. Michail Kandarakis, Labour Inspectorate Officer, ILO, who spoke about their work under ACI/7 Global Output 6: Compliance on fundamental principles and rights at work: research and strategy setting. In a change of format, Ms. Andrees and Mr. Kandarakis presented the challenge:

- 50% of world population is in countries that have not ratified C.87/C. 98.
- 168 million are in child labour.
- 21 million are in forced labour.
- Hundreds of millions are discriminated at work.

And their objectives:

1. To take stock of the tools and materials that currently exist.
2. To design a strategy which integrates the fundamental principles.
3. To test the above strategy at country level.

Currently, the work is only at stage one. The diagnosis of the issue and a needs assessment was key to the delivery of useful and sustainable materials, and therefore a survey was sent out to constituents and persons interested in this type of training. The survey was distributed in English, French and Spanish to over 170 recipients and the people present at the workshop were also encouraged to fill it out. To close, Ms. Andrees asked the group three questions to gather their input and viewpoints on the challenges at hand:

1. How can we embed the strategy behind output 6 into the broader strategy framework for political and fundamental change?
2. How can we leverage private-public partnership to strengthen capacity in compliance for fundamental principles and rights at work?
3. How do we assess good practices at country and regional level?

During Q&A, colleagues appreciated the need for needs assessment, stock-taking and conversation with constituents in order to be able to respond to the problem and develop feasible solutions. ILO colleagues, specifically those carrying out research on the Better Work initiative offered their help and inputs on private-public partnership. Representatives from Vietnam were particularly interested in this study and interested in finding innovative approaches for new partnerships and an inspirational, rather than an enforcing, approach highlighting that it was important to work with enterprises. A workshop is to be held in October. Ms. Andrees and Mr. Kandarakis also shared the following video and online tools with the participants:

Video: <http://multimedia.ilo.org/content/open-vl.asp?ID=68cb6o5.qs1482q29v22n067.57>

Online tool:

http://www.ilo.org/legacy/english/ipec/elearning_labourinspectors_and_clmonitors/module_1/multiscreen.html

Session 5: ACI/7 Global Outputs, Wrap-up & Discussion

In small groups, participants were asked to respond to the following questions:

1. What, from the global output, is innovative (and why?)
2. What can be replicated within a region and transversally? (And provide examples)
3. How do we ensure this is all sustainable?

It was agreed to continue the discussions about the global outputs at the end of the following day.



Session 6: ACI/7 Pilot Country: Colombia

Presenting for Colombia delegation were Mr. Italo Benjamin Cardona Monterroza, Specialist in Labour Administration and Labour Legislation from ILO Lima; Ms Valkyrie Hanson, Lead Technical Officer, ILO Bogota; Ms. Juliana Manrique Sierra, Lawyer and Vice-president of the Asociación Nacional de Empresarios de Colombia – ANDI, and Mr. Benjamin Rojas Chamorro, Lawyer and representative of the Central Unitaria de Trabajadores de Colombia- CUT. Unfortunately, the representative of the Colombian government had to withdraw from the workshop.

Presentation1 – ILO

Mr. Cardona Monterroza began the session by presenting the Colombian context, explaining the the political context and changes within the country and of the country's agreements with donors like the United States of America and international institutions like the ILO. He discussed the establishment of CETCOIT, a voluntary tripartite social dialogue space to address Colombian cases related to ILO conventions 87 and 98 which seeks to strengthen workplace compliance by providing an alternative space for the resolution of long standing labour conflicts related to freedom of association. This format serves as a model for Peru, Guatemala and El Salvador. The objectives of the pilot for ACI/7 in Colombia and discussed the status of the main actions they have taken or will take in the near future. Among these are a risk analysis mapping and strategic planning in addition to the capacity development aspect presented by Ms. Hanson.

Ms. Hanson, under the “Proyecto: Promoción del Cumplimiento para las Normas Internacionales del Trabajo en Colombia” spoke about the training programme to strengthen labour inspection in Colombia. Relevant to the country context, and seeking to respond to local realities such as mainstreaming sanctions, documentation and inspection criteria, as well as an increase in the number of labour inspectors, the training programme is delivered in four consecutive modules, (1, Administrative Labour Procedures, 2. Ambiguous and Disguised Employment Relationships, 3, Conduct Prejudicial to the Right of Freedom of Association, 4, Competencies of the Division of Inspection, Monitoring, Control and Regional Management). Additional methodologies used during the initiative include a training tool called the “Contract Map” which helped institutions, employers and workers to better understand ambiguous work relationships and to identify where interventions must be made. Other products of the training project included guides and checklists. Additionally, an electronic information system to facilitate analysis and follow-up on cases has been developed.

Presentation 2 – Employers’ Representative

Following the ILO presentation, by Ms. Manrique Sierra discussed the initiatives that have been made by the employer's organisation, ANDI, or agreements that have directly affected employers.

ANDI has discussed the issues of sustainable enterprise and the importance of legal outsourcing to inspectors at meetings with the ILO and has consequently proposed a module on enterprises with the aim of helping inspectors to understand the Colombian situation. ANDI advocates for:

- Direct employment contracts.
- More support to subcommittees for the formalization of labour in the informal and formal sectors

Ms. Manrique Sierra's conclusions were:

- Advances have been seen in all of the objectives proposed by the national government and the ILO, in particular in the sphere of labour inspection.
- Colombian entrepreneurs have made a firm commitment to improving social and labour relations in the country, and call on enterprises to be further involved in the development of these programmes and guides for inspectors.
- ANDI considers that there has been progress in social and labour relations in Colombia, and that there will be more advances in the future.

Presentation 3 – Workers’ Representative

M Rojas Chamorro represents the workers’ organisation in banana production which also covers four main sectors: Palm, Flowers, Sugar and Bananas and for which he provided a brief introduction of membership and status.

With regards to workers’ initiatives and priorities, Mr. Rojas Chamorro stated that the main objective was to achieve direct negotiation and collective bargaining. Mechanisms for this are considered to be dialogue and consultation that have proven to improve general working conditions. For example, a recent agreement has benefitted more than 20.000 workers in the banana sector.

Challenges and obstacles, from the workers’ point of view, include a number of issues, such as: lack of supervision and control for labour intermediation and an ineffective system of sanctions. Alongside there is a lack of harmonization of criteria for labour inspection. Also related to labour inspection, high turn-over of labour inspectors slows down the processes and added to this, the lack of data on violations made by enterprises and poor resolution time for workers’ complaints have left workers vulnerable.

Mr. Rojas Chamorro made clear the workers’ organisation considers tripartite and international cooperation important, and believes that international support, like that of the ILO will help to promote workers’ organisations, direct contracts, collective bargaining and work health.

The Q&A session demonstrated that the Colombian situation is similar to on-goings across the globe. Questions were raised about how to address intermediation (legal and illegal) and the added value of ACI/7 to the Colombian situation. Responses included that ACI7/ is trying to systematize compliance with the International Labour Standards – different funding for different initiatives has created a need for coordination.

Day 3 – Thursday, August 27th.



Session 7: ACI/7 Pilot Country: Vietnam

Presentations for Vietnam were given by, in order: Mr. Hoang Ha Nguyen, Programme Officer, ILO Hanoi; Ms. Thi Hoang Lien Pham, Team Leader for Better Work, ILO Hanoi; Mr. Dang Tho Phan, Deputy Chief Inspector for the Ministry of Labour (MoLISA); Mr. Chi Dung Tran, Deputy Director General of the Vietnam Chamber of Commerce and Industry; and Ms. Thi Kim Ngan Ho, Chief of Division – Department of Industrial Relations for the Vietnam General Confederation of Labour.

Presentation1 – ILO

Mr. Nguyen, ILO Hanoi, presented the group with an overview of the Vietnam work plan, the progress that has been made so far, the challenges they have encountered and the lessons they have learned. During the presentation, Mr. Nguyen shared that the objective of the Vietnam ACI7/ Pilot Initiative

was to promote workplace compliance through law reforms, labour inspection and social dialogue. Outcomes and respective outputs are as follow:

1. Country Outcome VNM102: Improved governance framework for sound industrial relations through law reforms in line with ILS and supervisory comments. Achieved through:
 - Enhanced capacity of tripartite members of the National Wage Council (wage workers currently make up around 34% of the labour force).
 - ILO technical advice in the review of draft OSH law, for which a key objective is to extend coverage to the circa 30 million people in the informal economy.
 - Training for a team of core lawyers and law makers from MoLISA and the National Authority by the ILO to improve quality of law drafting.
 - ILO technical guidance for the implementation of further reforms (through gap analysis).
2. Country Outcome VNM106: Improved labour administration and labour law compliance through effective implementation and monitoring of labour legislations. Achieved through:
 - An action plan prepared by the Ministry of Labour to develop a labour inspection training centre, currently undergoing a feasibility study.
 - The development and use of a tripartite Code of Conduct on sexual harassment developed and used for capacity building of constituents.
 - The publishing of the findings of a study on discriminatory practices in recruitment agencies).

Progress has been made in the achievement of all of these outputs, and there has been cooperation, progress towards formalization efforts, and commitment to use the findings of the studies and incorporate them into policy action. The Integration is between projects and programmes has proven important and the use of tools like SCORE have helped to achieve objectives. Mr. Nguyen remarked that the ACI7/ initiative has greatly contributed to the achievement of decent and productive work for all within the decent work programme for Vietnam.

Ms. Pham, Team Leader for the Better Work initiative spoke next about the Vietnamese experience with the programme that was also discussed during session 3 of Day 1. The aim of the Better Work programme in Vietnam is to:

- Provide high-quality services to the industry across advisory, training and assessments.
- Influence the policies and practices of international buyers, government and other institutions.
- Become the partner of choice for global industry leaders, civil society, universities and governments (reminder that Better Work is a semi-private initiative).
- Improve the lives of at least three million workers and their family members by 2017.

After presenting a few figures, Ms. Pham focused on the modus operandi of the initiative, highlighting that partnerships with social partners is crucial to sustainability especially the close partnership with the Ministry of Labour with whom Better Work shares a mutual exchange of information, capacity development tools and technical support.

Presentation 2 - Government

Mr. Phan presented three key activities undertaken by the Ministry of Labour within the ACI/7 initiative:

1. A labour inspection campaign which consisted of communication activities to provide actors with the necessary knowledge and skills to implement labour regulations, and inspection activities to

capture information on the real situation, and to provide support to enterprises for legal compliance in the workplace.

2. A master plan to enhance the capacity of the Labour, Disabled, and Social Affairs Inspectorate until 2020. Current results have yielded a stronger evidence base and strong institutions for labour inspection.
3. A training strategy for labour inspectors with the support of the ILO and under the umbrella of the plan (2 of this list). This programme includes mentoring, basic training for new inspectors and advanced training for established inspectors as well as leaders and managers.

Focus content for the MoLISA's interventions included: working hours, wages, occupational safety and health planning and prevention.

Presentation 3 – Employers' Representative

Next, the employer's representative, Mr. Dung, introduced the Vietnam Chamber of Commerce and Industry (VCCI), a non-governmental and not for profit national organisation, and its role in the national wage council.

The VCCI's role is to:

- Protect of the legitimate interest of employers and the creation of favourable business environments and sound labour relations.
- Provide services to member companies on labour relations and mechanisms for dispute resolutions.

A key issue for employers in Vietnam is minimum wage increase, which weakens corporate competitiveness and economic growth. Costs become unsustainable if the increase is too high. Currently, the VCCI is advocating for a lower increase, and participates in tripartite dialogue on the issue within the forum of the National Wages Council.

Presentation 4 – Workers' Representative

Ms. Ngan of the Vietnam General Confederation of Labour (VGCL) spoke mainly about the code of conduct on sexual harassment at work so as to not repeat the topics covered by her colleagues. A few key points were:

- There is tripartite commitment to build and issue a code of conduct on sexual harassment at work, starting first with building an evidence base and then agreeing on a common definition.
- The intention is to develop a guide and encourage enterprises to implement this code of conduct.

Before ending the short presentation, Ms. Ngan was asked to elaborate on the worker's point of view on the issue of minimum wage. Comments included that regional minimum wage does not yet meet the worker's minimum living standard. The VGCL advocates for an increase in 2017 of at least 14% to 15%, but this should be done only after a thorough investigation of worker's needs, and a real understanding of the full impact on enterprises.

Great interest in the Better Work programme was shown during Q&A, and inquiries were made to understand how they handle non-compliant enterprises, cooperation with their public partners and the added benefit for enterprises in joining this programme. To summarize: Better Work Vietnam has not yet decided on how to deal with non-compliant factories, as they do not want to break their confidentiality agreements with their clients. Due to this confidentiality, much of the data collected by Better Work is kept private. Better work businesses profit from the programme with technical and legal support that results in a reduction of the costs auditing fees.



Session 8: ACI/7 work plan in Nicaragua and Tanzania

The presentations were delivered by Mr. Jose Enrique Espinoza Pena, Vice Minister *para Asuntos de Zona Franca*, from the Ministry of Labour; Mr. Dean Alexander Garcia Foster, Executive Director of the Asociación Nicaraguense de la Industria Textil y de la Construcción; and Mr. Roberto Antonio Moreno, General Secretary of the Confederación Unitaria de Trabajadores (CUT).

Presentation 1 – Government

Mr. Espinoza Pena presented the current situation in Nicaragua and how the ACI/7 is relevant to ongoing national strategy.

ACI/Compliance fits within the national human development plan to consolidate socio-economic stability and social cohesion as factors for growth and the reduction of poverty and inequalities. This is founded on social dialogue and partnership which are support by the constitution and the legal framework.

The government's strategic objectives include economic growth, and recently Nicaragua has reduced inflation rates, grown in exports and multiplied investments. Progress is on-going but "moving in the right direction." After having presented a few more indicators of the current situation for labour and labour inspection in Nicaragua, Mr. Espinoza Pena spoke about the challenges and objectives the government wishes to address under ACI/7:

- A consensus strategy through continued tripartite dialogue and partnership.
- Specialized training and the strengthening of the labour inspection service through harmonization of the criteria for action at national level.
- A stronger government conciliation service for the resolution of disputes through training, the development of customer care protocols and guidelines for individual government conciliation processes.
- Active employment policies through the promotion of labour intermediation services (public employment services) at national level.

Presentation 2 – Employers' Representative

Mr. Garcia Foster began by acknowledging success in achieving tripartite agreements, although the negotiations may have been difficult. The presentation focused on the in-country experience with the Better Work programme. Initially the agreement with Better Work was to strengthen compliance with labour laws, strengthen competitively and strengthen dialogue. Employers felt the outcomes of this agreement would be beneficial to the work relations. However, they came to a realisation that initiatives carried out under Better Work did not enhance productivity and technical training although it did effect compliance and dialogue. The Employers' organisation has therefore advocated for the Better Work initiative to be adapted to a framework that responds to the actual needs of the enterprises. Contract relationships were unclear with multinationals, and there was no visible added value in competitively and productivity.

Presentation 3 – Workers’ Representative

Mr. Moreno provided some background information on the various working commissions that have been established to promote social dialogue for employment relationships, freedom of association, collective bargaining and collective agreements.

The Workers’ organisation believes that social dialogue and real tripartism have been successful in Nicaragua and have had positive outcomes due to mechanisms set in place for freedom of association and collective agreements.

Mr. Moreno provided the participants with an overview of a number of partnerships and accomplishments that have been successful over the past few years. For example, in the occupational safety and health, partnerships have extended beyond tripartite bodies to include universities, the Red Cross and NGOs to strengthen capacity. Also, mechanisms have been set in place to support collaboration among workers themselves in order to reach stability, attract investment and increase employment.



The speakers for this presentation were: Mr. Anthony Rutabanzibwa, Senior Programme Officer, ILO Dar es Salaam; Mr. Marwa Phanuel, National Programme Coordinator, ILO Dar es Salaam; Mr. Nisetas Buretta, Labour Officer, Ministry of Labour; Mr. Peter Ngowi, Legal Officer, Association of Tanzania Employers; and Mr. Kassim Kapalata, Director of OSH and HIV/AIDS, Trade Union Congress of Tanzania (TUCTA).

Presentation 1 – ILO

Mr. Rutabanzibwa introduced the country work plan and its relationship the ACI/7. The plan is based on a labour administration and inspection needs assessment, and seeks to strengthen labour law compliance for increase productivity and sound labour relations with the full commitment of tripartite bodies. This is in line with the already established decent work plan, a priority of which is improved compliance with labour standards and rights at work. The tripartite constituents find the following expected outputs of this work plan to be important:

1. That labour laws be reviewed and amendments be drafts to fill gaps with national and international instruments.
2. The development of regulations and rules for the development and implementation of national labour instruments – both for Mainland and for Zanzibar.
3. Wide dissemination of these legal instruments to social partners and other stakeholders.
4. Enhancing capacity of labour officers for inspection and enforcement.
5. The development of tools, guidelines and management information systems for the Ministry of Labour.

After a short presentation of existing tripartite mechanisms, Mr. Rutabanzibwa highlighted a few of the core challenges and lessons learned through the ILO’s work in Tanzania. Among these are poor

resources- both financial and human, a lack of a national inspection plan (which covers both the mainland and Zanzibar), limited coverage of workplace labour inspection. He also raised the question of self-regulation– how far can this go?

Mr. Phanuel, the ILO National Programme Coordinator, offered further clarification about the divided governance of the mainland and of Zanzibar, and how these two systems require separate labour laws. He also spoke of the UN Development Assistance Plan (UNDAP) as an additional ongoing tool in Tanzania which supports the promotion and the implementation of initiatives for decent work.

Presentation 2 – Government

Mr. Buretta built upon the previous presentation by commenting that Labour inspection is key for labour compliance, but it calls for help from social partners. He reflected that Tripartite dialogue, in the case of Tanzania, needs to be strengthened by social dialogue and the government’s main challenge is implementing inspection in a coordinated way and for this they seek to raise awareness and improve information sharing. He concluded with the reflection that the government knows that there are gaps to be filled between national legislation and international conventions that have been signed. For example, they recognize the need to include freedom of association into the national framework.

Presentation 3- Employers’ Representative

Mr. Ngowi recalled the importance of productivity for employers and how this is contingent on compliance. Aside from supporting tripartite dialogue, the Association of Tanzania Employers has developed a number of tools to raise awareness about labour standards

One big challenge preventing all employers from participating in this conversation is the fear of raised costs. Mr. Ngowi called upon the ILO to collaborate with employers to promote labour inspection not only as an enforcement tool, but also as voluntary tool to be used to increase productivity and competitiveness.

Presentation 4 – Workers’ Representative

The workers’ representative, Mr. Kapalata, said that key interest was in improving social dialogue and improving collective bargaining. While participating in tripartite initiatives in Tanzania, TUCTA has also supported labour regulation and the creation of workplace committees for the promotions of partnerships. They advocate for, and call upon government and employers to enforce the recognition of and compliance to labour rights. In response to the comments from the government representative about expanding dialogue beyond tripartite bodies and including a broader range of social partners, it was mentioned that that strong action planning is necessary and political guidelines must be developed in order to make this effective under ACI/7.



Session 9: ACI/7 Added & Pilot Countries: Turkey, Burkina Faso (Part 1)

The delegation from Turkey included Ms. Catherine Brakenhielm, Chief Technical Advisor for OSH, ILO Ankara; M Suat Hayri Akpinar, Labour Inspector, Labour Inspection Board, Ministry of Labour and

Social Security; Mr. Hakki Kiziloglu, Head of the Legal Department, Turkish Confederation of Employers' Associations; and Mr. Bugrahan Bilgin, Legal Advisor and Attorney with HAK-IS, Confederation of Turkish Real Trade Unions.

Presentation 1 – ILO

Ms. Brakenhielm provided background information for the Turkish context which, in 2014 suffered the loss of 301 miners this tragedy triggered immediate ILO support to the government on the basis of Turkey's ratification of a number of conventions concerning OSH. Following consultations and tripartite meetings, a one year technical assistance programme was funded by the ILO. At the same time, the Committee of Experts on the Application of Conventions and Recommendations (CEACR) was conducting a review of the situation in Turkey and was able to provide the analysis necessary to put in place an action plan. The ILO takes action in 3 areas:

1. At national level, they promote OSH through awareness raising and capacity development.
2. Within the sector of mining and construction, they have undertaken a gap analysis on contractual arrangements which have "blurred the lines of responsibility" and has a negative effect on management and the enforcement of laws and regulations.
3. And they provide consultation in sight of a potential EU funded project to continue the work started by the ILO.

The ILO has supported dialogue with all stakeholders, made efforts to establish root causes and advocates for a holistic approach to workplace compliance in the mining sector.

Presentation 2 – Government

Mr. Akpinar provided a video presentation to introduce the history, roles and responsibilities, and approaches taken by the Labour Inspection Board in the Ministry of Labour and Social Security. The video can be found at this link

www.csgb.gov.tr/csgbPortal/itkb.portal?page=tanitimfilmi&id=tanitimfilmi

It introduces the history of labour inspection in Turkey, its objectives, and the process of certification for labour inspectors and their relationship with workers and employers.

Presentation 3- Employers' Representative

Mr. Kiziloglu represents employers in matters of labour law and industrial relations. The Turkish Confederation of Employer Associations seeks to maintain labour peace, sustain free enterprise, improve competitiveness, develop bipartite and tripartite cooperation, improve vocational training and lifelong learning, and provides support to Turkey's integration to the EU. In line with these objectives the Federation undertakes a number of activities which include communications, assistance and support. As key issues, they identify there exists a misunderstood and under-developed approach to OSH on behalf of workers and that the complexity of labour laws and legislation for OSH that affect SMEs and alongside this, there is a high burden of taxes and social security premiums for SMEs.

To address these issues, they propose that institutions should be strengthened, priority should be given to a preventative approach and the collaboration with social partners be enhanced. In addition, capacity development and adequate training should be used by inspectors to support enterprises and to prevent undeclared employment and Inspection programmes should be adaptable to a diversity of economic situations and risks, and should be separate from monitoring mechanisms.

Presentation 4 – Workers' Representative

Mr. Bilgin began with a short introduction to the legislative framework for unions but states that the democratization of this process was not reflected in work and labour relations. Therefore, workers advocate for a more democratic approach to achieving harmony in the workplace.

Mr. Bilgin identified 3 key issues:

1. The informal economy – in this sector the only mechanism for labour administration is self-assessment, and this is not considered sufficient.
2. Subcontracting – Mr. Bilgin is hopeful that legal reforms will be able to respond to this issue.
3. Immigration – migrant workers are not registered and are prevented from joining unions. Migrant workers need to be better integrated into the economy.

The Q&A session it was explained that although some figures have been researched, it is unclear exactly how much overlap there is between the informal economy, subcontracting and migration. The ILO has developed a new project to respond to the need for documentation on behalf of refugees. The conversation about sub-contracting recalled the situation in Colombia. In the case of Turkey, a number of different laws were set in place for a number of different reasons since the 1970s and this has caused a large number of subcontracting. This creates a challenge to government on how to insert OSH, measure regulation and understand the working relationships between employers and workers.



Session 9: ACI/7 Pilot Country – Burkina Faso

Presentations from Burkina Faso were delivered by Mr. Jules Oni, Social Dialogue and Labour Administration Specialist, ILO Dakar; Mr. Tiekoura Soulama, Country Programme Officer for ACI/7, ILO Ouagadougou; Mr. Tiga Jean Marie Nonguierma, Président du comité de suivi ACI/7, Ministère de la Fonction Publique, du Travail et de la Sécurité Sociale; Mr. Olivier Ouedraogo, General Secretary, CSB Confédération Syndicale Burkinabé; and Mr. Ferdinand Zoungrana, Responsable du service juridique, Conseil National du Patronat Burkinabé (CNPB).

Presentation 1 – ILO

Mr. Oni began by giving some context to the situation in Burkina Faso. Burkina Faso was chosen as a pilot country for ACI/7 in merit of its political stability and its emphasis on technical capacity. The aim was to close the gaps between the country framework and international frameworks for labour administration and compliance and to strengthen collaboration with social partners. Unfortunately, due to the uprising at the end of 2014, these efforts were temporarily suspended. Nonetheless some progress had been made, and currently stability is slowly being regained despite the long transition period. On the basis of the ILO's needs analysis and suite to meetings held in March 2014, the ILO determined two priority intervention areas:

1. The strengthening of OSH in enterprises in the mining sector and in the informal economy.
2. Better capacity for labour administration for the provision of more effective services.

The two key outputs are, respectively:

1. An action plan for the prevention of risks at work, accompanied by an awareness campaign for workers and employers in those key sectors.

2. Social dialogue institutions are strengthened and there is capacity development of labour administration bodies.

To achieve these outputs a number of activities were undertaken including capacity development and training, the use of a methodology for the inspection of the informal economy (see ADMITRA project), analyses of risks and of social dialogue.

Presentation 2 - Government

Mr. Nonguierma provided a brief overview of the policies that create the basis for the ACI/7 strategy and the capacity development of the ministry's labour actors. Since the uprisings in 2014, the programme has continued to see some progress thanks to the emphasis and commitment to tripartite dialogue on behalf of all constituents. The government seconds the ILO's initiatives and seeks to extend the work, particularly to more sectors in the informal economy.

A number of challenges, along with the socio-economic unrest in the country, have surfaced. These include the absence of a provisional budget for the implementation of ACI/7, which creates disinterest on behalf of some strategic partners. The government is currently too weak to provide much monetary support. The Government emphasizes the importance of finalizing some of the activities despite the obstacles and delays the programme has encountered this past year. Support is aimed at finishing the risk mapping and elaborating an action plan. A national framework for social dialogue has not yet been developed. The need for this to be achieved is real and is supported by all social partners. The government calls upon the constituents to renew efforts to develop this mechanism.

Presentation 3 – Workers' Representative

The presentation from the workers' representative, Mr. Ouedraogo, followed what his predecessors had already said, by providing the viewpoint of the syndicate, the programme is considered to be a positive input and framework for the workers of Burkina Faso and should be carried out, no matter the delays. He proposed that awareness be raised about labour legislation for workers and employers and advocated support the role of labour inspectors and the revision of labour laws to include the objectives and outcomes of this project and to respond to specific challenges like youth employment and decent work.

Presentation 4 – Employers' Representative

The employers' representative, Mr. Zoungrana stated that the ACI/7 initiative was well received by employers. The programme responds to their needs, and from what has been accomplished so far, employers were able to gain some key input. CNPB believes that the labour inspectorate should serve as support and service to enterprises so as to help increase productivity and economic well-being and social partners should be involved in the formulation of policy at national level. He suggested there should be a monitoring and evaluation system that facilitates integration of efforts and the need for capacity development and training should be accessible to all actors.

In conclusion to these presentations, Mr. Soulama from ILO Ouagadougou, stated that ACI/7 was accepted by all labour actors who were able to begin the necessary processes for implementation and were committed to the achievement of the objectives.

Questions and comments from participants of the workshop were mostly aimed at understanding the methodologies behind the risk mapping and the inclusion of the informal economy, to which the presenters explained the ADMITRA project in Burkina Faso and how it has facilitated the formalization of small enterprises in key sectors.

Session 10 Discussion on ACI/7 Global Outputs

Upon request from participants, additional time was made for further discussion on the global outputs presented during Days 1 & 2. Participants were asked to provide feedback on the following

1. General comments about the output.
2. Innovation – what is innovative? Do you see opportunities for further innovation?
3. Replicability – Can this be replicated? Can it be adopted? Can it be adapted?
4. Sustainability – Do you think this output is sustainable and if not, how could it be sustainable?

Before ending the day, the presenters of those outputs were invited to comment on the feedback provided. All feedback can be found in Annex 4.

Day 4 – Friday, August 28th



Session 11: Uganda's ACI/7 work plan & Discussion on ACI/7 Pilot Countries

Divided in two, the first part of this session ended the presentation of pilot countries with representatives from Uganda. Presentations made by MR. Rutabanzibwa, Senior Programme Officer, ILO Dar es Salaam; Mr. David Mugisa, Commissioner of the Occupational Safety and Health Department for the Ministry of Labour; Ms. Violet Kyakyo, Finance Administrator, National Organization of Trade Unions (NOTU); and Ms. Sarah Nahabi, Legal Clerk at the Federation of Uganda Employers (FUE).

Presentation 1 – ILO

Mr. Rutabanzibwa, ILO Dar es Salaam, spoke also on behalf of the programme in Uganda. He began by introducing the national development framework which emphasises the improvement of labour force distribution in line with sectoral GDP shares. Based on a needs assessment carried out in 2012 by the ILO, tripartite constituents have agreed and are committed to work together towards achieving improved labour administration and adherence to fundamental rights and labour standards. The strategy includes raising awareness, recruitment of staff, training and capacity development, forging partnerships, and coordination between efforts by the labour inspectorate, OSHA and other parties. Expected outputs are:

1. Improved systems and procedures for labour inspections. There is an effort to re-centralize efforts.
2. Trained labour inspectors and social partners in labour inspection and industrial relations, and OSH.
3. Increased awareness on national and international labour standards, currently undertaken by various technical cooperation projects.

For the ILO, priorities include developing a standalone Ministry of Labour, changing systems, and strengthening inspections in the hopes to counter challenges like high workload for the Ministry that causes an inability to handle labour administration expectations.

Presentation 2 – Government

Mr. Mugisa began by providing a short explanation of the history of the consolidation and the decentralization of the Ministry of Labour and labour administration. He also introduces the legal framework that creates the basis for any initiative taken under the umbrella of ACI/7. The government expects the following results from the implementation of this plan: harmonious industrial relations, reduced injuries, accidents, occupational diseases and strikes, adherence to labour standards, higher productivity and quality of produces and improved income and quality of life. The challenges the government has encountered are mainly due to the decentralization of labour administration. This has had an impact on funding, training, staffing and coordination between laws and regulations.

Presentation 3- Workers' Representative

Ms. Kyakyo provided an insight into the workers' perspective of the situation in Uganda. After a brief overview of labour administration in Uganda, Ms. Kyakyo highlighted that most districts don't understand the importance of labour administration, and the central government seems to lack control over labour officers in the field. The workers advocate for; better implementation and compliance to laws and regulations, stronger training in OSH for workers and trade unions and the establishment of tripartite OSH committees.

Presentation 4 – Employers' Representative

Ms. Nahabi briefly introduced the Federation's on-going initiatives, such as; training employers for better industrial relationships and management of workplace, providing a concept book on mediation and arbitration so that employers can better represent themselves in industrial courts, and training the panellists in court to be better equipped to represent employers. The Federation also seeks to improve procedures for legal implementation and compliance by providing information on legal matters.

One of the questions asked during Q&A was regarding the strategy for dealing with the issues raised by decentralization and the lack of coordination. The government representative reflected that it is unclear how re-centralization efforts for labour administration will result, and there is a possibility of creating regional offices to group together districts. Another question addressed the issue of inclusion of vulnerable groups, and the social partners' approach to the informal sector and SMEs.

Session 12: Discussion & Planning for Outcome 7 for the P&B 2016-17

Before closing the event the Outcome strategy text on workplace compliance through labour inspection and its indicators and measurement criteria in the Programme and Budget for 2016-17 was shared with participants. In country groups, they were asked to consider the indicators and measurement criteria in the document relevant to their own country context.

The representatives from Burkina Faso felt that progress had been made in all areas, but due to current unrest and the transition government the programme has been partially suspended. All constituents are intent on working together to achieve these results, and the delegation requests continuing support from the ILO.

The Ugandan delegation chose the criteria most relevant to their context. As a newly-added pilot country, they developed ideas about the strategies required to meet the criteria. Examples include a revision of national laws and regulations, new initiatives to improve workplace compliance by labour administration institutions, the development a national tripartite or bipartite mechanism, and an expanded evidence base.

The representatives from Colombia also felt that they had made progress in term of the orientation of their strategy and activities towards meeting the criteria. A number of tools that were presented were found adoptable and adaptable to the local context, especially with regards to informal economy and child labour.

The delegation from Nicaragua deemed that national tripartite or bipartite social dialogue mechanisms were most relevant to their context. They agreed with Colombia that current programmes need to be made more sustainable and to learn from positive experiences in-country for future replication and progress.

The Vietnamese delegation reached the conclusion that there is a need to strengthen social dialogue, prioritize coordination mechanisms, revise national laws and regulations, strengthen current initiatives and increase the use of tools and mechanisms available to them, as well as to further develop their evidence base.

The Turkish delegation felt that there is still progress to be made, listing weak compliance with relevant laws and regulations which has a negative effect on workers' rights, the need to adapt programmes and tools for prevention for use by large, small and medium enterprises both in the formal and informal sectors.

The representatives from Tanzania felt there were still gaps for most indicators. Areas of focus include clearer guidelines, stronger regulations and rules, the development a national plan for labour inspection, strengthened capacity and higher recruitment of labour inspectors, and a stronger evidence base. They cited lack of resources as a main challenge, and look forward to further collaboration with the ILO.



Conclusions and Considerations

After having heard from the pilot countries, the floor was opened to representatives from ILO headquarters in the Governance, ACTRAV, and ACTEMP programmes for final considerations and conclusions. Mr. Ghellab felt it was encouraging to hear that there is a willingness on behalf of all constituents present to invest in creating or strengthening social dialogue and tripartite institutions. He expressed interest in continuing collaboration to make this a reality. Mr. Hess, Senior Adviser, ACTEMP, ILO Geneva, felt that the workshop showed how important it is to involve tripartite constituents in decision making. OSH is a key issue and is supported by all social partners, therefore the ILO has a real opportunity to make progress in this area. Mr. Hess suggested that more conversations be had about how to deal with lack of resources and how modern technology can help take the burden off of labour inspectorates. Ms. Vera Guseva, Technical Officer, ACTRAV, ILO Geneva, shared that the conversations during the workshop have highlighted the centrality of social dialogue. Social dialogue will help sustainability and this should be at the forefront of conversations to come.

The session concluded with closing remarks from Mr. Kamran Fannizadeh, Deputy Director of the Governance and Tripartism Department at ILO Geneva, who took the opportunity to thank the tripartite constituents who have provided useful and enriching information and comments, putting ACI/7 into context. Mr. Fannizadeh concluded by calling for continued collaboration and information sharing.



Report prepared by Bronwen Dietrich –
The Development Alchemists Ltd and ILO ACI/7 Task Team



International Labour Organization



International Training Centre

**ACI/7 GLOBAL WORKSHOP:
WORKPLACE COMPLIANCE THROUGH
LABOUR INSPECTION**

ITC/ILO, Turin, Italy, 25 - 28 August 2015

PROGRAMME

Day One - Tuesday, 25 August 2015	
14:00 – 14:20	Opening session <i>Giuseppe Casale, Deputy Director, ITC/ILO</i> <i>Moussa Oumarou, Director, Governance and Tripartism Department, ILO</i>
14:20 – 14:35	Workshop overview <i>Fernando Fonseca</i>
14:35 – 15:20	Presentation of participants <i>Lenni George</i>
15:20 – 15:30	Housekeeping information <i>Fernando Fonseca</i>
15:30 – 16:00	<i>Coffee-break</i>
16:00 – 17:30	Presentation of Global Outputs and Q&A <i>Colin Fenwick/Ockert Dupper: Outputs ½</i> <i>Ludek Rychly: Outputs 4/11</i>

Day Two - Wednesday, 26 August 2015	
9:00 – 10:30	Presentation of Global Outputs and Q&A (Part 2) <i>Joaquim Pintado Nunes: Outputs 3/5/15/16</i>
10:30 – 11:00	<i>Coffee-break</i>
11:00 – 12:30	Presentation of Global Outputs and Q&A (Part 3) <i>Beate Andrees/Michail Kandarakis: Output 6</i> <i>Youcef Ghellab/Yuka Okumura: Output 12</i>
12:30 – 14:00	<i>Lunch</i>
14:00 – 15:30	Wrap-up and general discussion on the presentations of Global Outputs <i>Lenni George</i>
15:30 – 16:00	<i>Coffee-break</i>
16:00 – 17:30	Presentation of pilot country and Q&A: Colombia <i>Italo Cardona/ Valkyrie Marie Hanson</i>

Annex 1 – Global Workshop Agenda, August 25th-28th, 2015

	<i>Juliana Manrique Sierra/ Benjamin Rojas Chamorro</i>
19:30-22:30	<i>Dinner in the city centre</i>

Day Three - Thursday, 27 August 2015	
9:00 – 10:30	Presentation of pilot country and Q&A: Vietnam <i>Hoang Ha Nguyen/Dang Tho Phan/Chi Dung Tran/ Thi Kim Ngan Ho</i>
10:30 – 11:00	<i>Coffee-break</i>
11:00 – 11:45	Presentation of the newly-added countries and Q&A: Nicaragua <i>Jose Enrique Espinoza Pena/Dean Alexander Garcia Foster/Roberto Antonio Moreno</i>
11:45 – 12:30	Presentation of the newly-added countries and Q&A: Tanzania <i>Anthony Charles Rutabanzibwa/Marwa Maridadi Phanuel/Nisetas Herman Buretta/ Peter Paul Ngowi/ Kassim Meja Kapalata</i>
12:30 – 14:00	<i>Lunch</i>
14:00 – 14:45	Presentation of pilot country and Q&A: Turkey <i>Inger Catherine Brakenhielm/Suat Hayri Akpinar/Hakki Kiziloglu/Bugrahan Bilgin</i>
14:45 – 15:30	Presentation of pilot country and Q&A: Burkina Faso <i>Jules Oni/Tiekoura Timothee Soulama/Tiga Jean Marie Nonguierma/Ferdinand Zoungrana/Olivier Guy Ouedraogo</i>
15:30 – 16:00	<i>Coffee-break</i>
16:00 – 16:45	Presentation of pilot country and Q&A: Burkina Faso (cont'd)
16:45 – 17:30	Feedback on Global Outputs 1/2/3/4/5/6/11/12/15/16
17:45-20:15	<i>City tour</i>

Day 4 - Friday, 28 August 2015	
9:00 – 9:45	Presentation of the newly-added countries and Q&A: Uganda <i>Anthony Charles Rutabanzibwa/David Atwooki Mugisa/Sarah Elizabeth Nahabi / Violet Kyakyo</i>
9:45 – 10:30	Discussion on the pilot countries
10:30 – 11:00	<i>Coffee-break</i>
11:00 – 12:30	Brainstorming on the future work of Outcome 7 of the Programme & Budget for 2016-17 Workshop wrap-up & Conclusions
12:30 – 14:00	<i>Lunch</i>
14:00 – 15:30	Internal meeting among ILO officials
16:00	<i>Departure from Turin to Geneva (for participants from HQ)</i>

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**ACI/7 GLOBAL WORKSHOP:
Workplace Compliance through Labour
Inspection**

Turin, 25 – 28 August 2015



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Annex 3 – Group Photo, August 26th 2015



Annex 4 – Feedback on the Global Outputs

FEEDBACK FROM PARTICIPANTS ON GLOBAL OUTPUTS PRESENTED

General comments related to all global outputs presented:

- All outputs are very useful.
- How to use these global tools at the global level (in the newly selected country).
- Some outputs complement each other – What is the most effective use?
- Apart from 0.5 no clear link between Outputs and activities/projects in pilot countries, not always clear why they are part of ACI7. Great and innovative that that it was underlined in several outputs that it is necessary first to take stock of existing knowledge/materials etc. before creating new ones.

OUTPUT 1 – Country case studies on the interaction between labour administration, labour inspection and compliance initiatives.

General comments:

- Relacionado con Better work. Es necesario adaptarlo a la situación productiva y laboral de cada país y a otro más orientado hacia las necesidades de sector privado. Autocertificación en aspectos de cumplimiento de normas. Link/compatibility to the evaluation of better work external (MNE).

Innovation:

- With the increase in requirements for labour standards by the international buyers, the studies are important to shed a light on the relationship between national system of labour inspection and private initiative.
- It is possible to replicate to most parts in the world/countries enjoying AGOA status.
- Clear potential for reuse.
- Programa better work debe respetar realidades de cada país sin imposiciones.

Replicability: no comments

Sustainability: Use of reports etc (Reference) for policy decision making on a regular basis.

OUTPUT 2 – Collection of cases and comparative study on national strategies to promote and assess workplace compliance.

General comments:

- The methodology of the studies must first be shared with field offices – before starting to have an opportunity to collaborate. The draft of the results should be shared previously with field office.
- General comments + useful workshop for sharing experiences and get feedback.

Innovation: no comments

Replicability: Good output for adoption

Sustainability: Sustainable use of the tools will help replicate workplace compliance

OUTPUT 3 – Policy briefs published relating to workplace compliance.

Annex 4 – Feedback on the Global Outputs

General comments: no comments

Innovation: no comments

Replicability:

- Adaptability to country/local contents is key.
- Guidelines on the modification process if the policy framework (brief) to the national level.

Sustainability: no comments

OUTPUT 4 – Enhancing compliance with labour laws by extending labour administration to the informal economy. Studies and comparative analysis.

General comments: Metodología de aplicación e implementación es impactante conocerla para ver la aplicabilidad en cada país.

Innovation:

- Expanding ambits of legislation to cover informal economy for compliance purposes.
- Alternativas al sector informal
 - o Cooperativas
 - o Pymes, etc.
- No acostarlos con políticas de cobros fiscales.

Replicability:

- It's an important tool to know other experiences and to connect countries in need with those who have innovative responses.
- It's a good experience from the country that has exercised and has managed B practice.
- This can easily be replicated in most countries in the developing countries.
 - o sharing of best practices
 - o sharing of strategies of compliance
 - o sharing of strategies of tripartite collaboration

Sustainability: no comments

OUTPUT 5 – Collection, analysis, and dissemination of good practices on workplace compliance on OSH in SMEs.

General comments:

- Good practice for work places.
- Good practice in the small/medium enterprises.
- Simple communication materials but language could be shorter and plainer still.

Innovation:

- Es un producto innovador y puede ayudar a pequeñas medianas empresas a cumplir el sistema de SST de manera sencilla.
- Booklets on OSH can be replicated in other countries.
- Si es posible replicarlo se debe buscar adaptarlo a la legislación vigente.

Replicability: It's important to translate this tool to have an affective dissemination- highly replicable.

Annex 4 – Feedback on the Global Outputs

Sustainability: no comments

OUTPUT 6 - Compliance on fundamental principles and rights at work: research and strategy setting.

General comments:

- It's a common problem in almost all the countries.
- Research and strategy settings are not a common tool to the organizations.
- Travail forcé, une réalité dans notre monde.
- Il est important que les actions de sensibilisation et d'éradication du travail forcé soient promues.
- Important conclusion regarding advocacy and awareness raising.

Innovation:

- Outil de sensibilisation accessible au grand public.
- Ce n'est pas une innovation.
- It's a key product to strengthen and improve technical assistance of the ILO field offices.

Replicability - Country-region:

- How to group/classify the collected good practices for the effective application to other countries/regions.
- Lutte contre le travail forcé et la promotion des droits fondamentaux du travail doivent être permanentes.
- Replicable au Burkina Faso.
- Identify tools that can be adapted and translated.

Sustainability: La lutte contre le travail forcé dans toutes ses forces.

OUTPUT 11 – Development of training materials on workplace compliance for national labour administrations.

General comments:

- New technology can easily reach the grass root it's the best tool to be used.
- Was innovative and satisfactory. The methodology used is quite good and will work if implemented.

Innovation: Given the focus on ICTS, would be good to have non-traditional communication i.e. not just books + papers.

Replicability: Most of the tools are necessary and some of them must go through a process of adaptation and translation.

- (ICT tools) Innovative and good practices identified have excellent potential for replication
- Output 11. Training toolkit for inspectors in the informal economy.

Sustainability: no comments

OUTPUT 12 - Survey, conference and handbook on Workplace Compliance and sustainable enterprises through Social Dialogue.

General comments:

Annex 4 – Feedback on the Global Outputs

- Tripartisme ouvert à la société civile et aux ONG ainsi qu'aux institutions financières sur le plan mondial.
- Dialogue social présidé par les Conseils Economiques et Sociaux.
- L'utilisation de certains cadres nationaux, notamment les CES pour la promotion du Dialogue Social.
- Not many countries provide hand book for compliance therefore it's a common which should be addressed.
- Risque d'affaiblissement des acteurs traditionnels du monde du travail.

Innovation:

- Une conception nouvelle du dialogue social qui s'inscrit dans la logique du tripartisme.
- There is need to have social dialogue between government, workers and employers.
- Transfert de compétences sur le dialogue social.

Replicability:

- Non applicable au Burkina Faso.
- Can be replicated , especially if the promotion of social dialogue across borders when dealing with issues such as:
 - o human trafficking
 - o protection of migrants
 - o forced labour.
- Résistance des Employeurs et des Travailleurs.
- Des précautions à prendre quand on sait comment se comportent parfois les acteurs de la société civile – le dialogue social appartient au monde du travail en premier.

Sustainability: Pas soutenable dans tous les contextes surtout pas dans le contexte du Burkina.

OUTPUT 15 - Tool on work accident investigation and remediation.

General comments: Good case study of accident investigation linked with specific country OSH profiles – better insights

Innovation: Tool for accident Data collection

Replicability: no comments

Sustainability: no comments

OUTPUT 16 - Compliance strategy on undeclared work and the informal sector.

General comments: Engaging informal sector workers in the formulation of the compliance strategy

Innovation: Herramienta muy importante para acercar el ministerio del trabajo al sector informal

Replicability: Can be replicated in southern Africa where there is massive movement of persons across borders who are engaged in "hidden" work and are subject to non-protection of labour legislation.

Sustainability: Para que sea sostenible debe buscar simplificar trámites para ingresar al sector formal. Hacer más fácil cumplir