CONDUCTING LABOUR INSPECTION VISITS

A practical guide

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A practical guide

INSPECTION VISITS

CONDUCTING LABOUR

International Labour Office
Translation of the guide into national languages is encouraged, as are comments and suggestions for improvement from users.

Innovative approaches to providing inspection services with opportunities for headquarter personnel to access inspection and training materials and disburse key information to are identified in the guide. These opportunities are intended to support the training inspectors and are intended to provide an electronic training tool for labor inspectors who lack the means to conduct training for labor inspectors.

The guide is designed to serve as a training tool for labor inspectors, and also provides a framework for training newly appointed inspectors.

As a means of promoting the effective training of labor inspectors, the guide is intended to be used by inspectors responsible for conducting inspection visits.

Foreword
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C. Closing meeting

Bangkok
June 1986

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Introduction
is a collective bargaining agreement between the union and management.

[...]

action taken to address the complaints... and the

complaints letters from workers against management, and the

work accidents and diseases over the last five years.

Aggressive cooperative

employees' general attitude toward the inspectors (hostile).

enterprise to meeting labor standards established by law.

provide an insight into the general commitment of the

previous violations of the law and the action taken (this will)

ewraw materials and equipment used, particularly chemicals

nature of the work process and its final products and services

applicants' and former workers' skills level.

total number of workers, by sex, number of young workers,

location of the enterprise and the concerned
n
Check lists and records on the enterprise to be inspected concerning;

prepare to conduct the inspection visit.

Once inspection problems have been established, action plans

A. Collective bargaining information

inspection visit

Preparing for the

2

Conducting labor inspection visits:

...
amendments

welfare facilities

maternity benefits

leave

rest periods

 overtime

wages

employment, the visit will concentrate on:

If the Inspectorate is responsible for the terms and conditions of

management of the Inspectorate concerned.

Such visits usually cover a range of relevant matters, depending on the

and advising enterprises on how to comply with legal provisions.

Routine visits are concerned with checking compliance with the law

Special visit

Follow-up visit

Routine visit

Types of visits:

B. Type of Inspection Visit

A practical guide

Conducting Labour Inspection Visits
Various sources and locations
collecting information from
will be wasting valuable time in
management system inspections
Without a proper records
and hygiene are resources
resources, just as they vehicles,
Information is an important

Valuable for visits to large establishments
usually materials and products. This is particularly
examining internal actions, and the general flow
storage areas (particularly for chemicals), and
areas where machinery are located, identifying
A floor plan will assist the inspector in accessing

Purpose:
- Promotional material for awareness raising and educational
- The factory floor plan (for safety inspection)
- Be in working order before the inspection visit
- Including noise, dust, humidity, and heat (such equipment must
- Measuring equipment to assess the working environment
- Checklists to assist in collecting information
- The relevant trade union
- A copy of any collective agreement between management and
- Credit cards or a similar identification verifying his or her
- Be up to date with the most recent amendments
- The legionella and raised regulations (these documents must
- Procedures
- The information service manual setting out inspection
- Conducting the inspection efficiently, including:
The inspector should pull together the materials and items required for

C. Preparing materials

Conducting labor inspection visit
D. Confirming the visit

It is necessary for the inspector to decide whether the visit will be announced, and thus made by appointment, or unannounced.

If it is to be announced the inspector will make a firm appointment to visit the enterprise at a particular time on a particular day. The appointment should be confirmed the day before the visit.

The labour law usually provides for inspectors to make surprise visits at any reasonable hour, and for routine visits this can be a definite advantage. For special visits an appointment is usual, while follow-up visits may be announced or unannounced.

Should visits be announced or unannounced? The answer will depend, to some extent, on the inspectorate's policy and the provisions of the law. The decision should be based on the type of visit most likely to improve workplace protection, and this varies from situation to situation.

The main advantages of an announced visit are that it gives the enterprise time to:

- get together relevant information
- alert managers and workers to the timing of the visit
- arrange meetings to facilitate the inspector's visit.

The visit also gives greater assurance that senior managers will be present.

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The main disadvantages of such a visit are that it provides the enterprise an opportunity for:

- window dressing (e.g. borrowing safety equipment such as fire extinguishers from other enterprises)
- senior management to be deliberately absent
- documents to be 'missing', for example "The wages book is with the auditor."

The unannounced visit enables the inspector to observe the actual and true conditions under which work is normally performed in the enterprise.

A surprise visit should be made if the inspector has reason to believe that an announced visit would allow time for concealing irregularities.

An inspection visit resulting from a formal complaint should normally be unannounced to prevent documents and evidence from being concealed, and to protect complainants from harassment and discriminatory behaviour before inspection.
Conducting the Inspection Visit

E. Transport

As part of the preparation for an inspection visit, it is necessary to ensure that transport is available at the required time. It is preferable for the inspection to have its own transport.
management and of workers.

Before commencing the inspection visit, the inspector should decide on the extent of his or her legal authority. In such circumstances, he or she should explain to the manager why the visit is being undertaken. This would mean explaining the inspector’s legal power and position and persuading the manager to cooperate with the inspector.

The inspector should outline persuasively and convincingly, how his or her presence in the premises will:

- improve safety and health;
- provide the least possible assistance;
- provide the best possible assistance.

During the visit, some managers refuse to cooperate with the inspector.

The inspector should be firm and not attempt to persuade the manager to agree. If the manager is not cooperative, the inspector should explain the legal power that compels cooperation and the consequences of non-cooperation.

The inspector should document the visit, including any refusal by the manager to cooperate, and submit a report to the relevant authorities.
Examine various records can provide useful information on how the enterprise conducts its affairs. For example, poor record keeping may signal mismanagement or misappropriation of resources, which can point to specific concerns and actions to take.

Examine specific areas to respond to specific areas:

- Noting deficiencies in the presence of a worker and a management representative, such as examinations would be done to check the conditions of employment. Such an examination would be done to check the condition of the enterprise's workplace, workplace, primary and auxiliary facilities, and safety and health conditions. Such examinations are conducted by authorities, investigating and monitoring the conditions of the enterprise, as well as in other cases, in order to prevent accidents and ensure the safety of workers.

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A precepted guide

1. General Inspection

Overtime has been properly authorized.

By the law

Overtime worked has not exceeded the time limit established

With

Law for a particular occupation or activity have been complied

the hours of work, rest periods, and holidays required by the

allowances

dependent allowances, still allowances, housing and clothing

all allowances have been paid, including transport allowance,

have been accurately calculated

benefits in kind have been paid in accordance with the law and

deductions for days absent have been correctly calculated.

Payments have been made at proper intervals

basic remuneration has been paid at the rates required by the

law

During inspection, attention will be given to checking that

obeying the physical conditions under which work takes place.

Inspection will include examining books and records, as well as

conditions of employment will depend on national law and regulations.

The items to be covered in a general inspection of the terms and

1. General Inspection

Conducting Labour Inspection Visits

Programme accordingly.
The inspector should check whether:

- Transmission shafts (e.g., conveyer belts, power presses, band saws, and machine guards). Where formal technical qualifications are understate checks of many machines, inspect not only the machine but also the person with the necessary skill qualifications.

- Some machinery can only be inspected by a person with the necessary training and skill.

- Areas and clinical areas.

- The provision of proper lighting between work places and sections; and the provision of proper warning signs and marking equipment, barriers, and barriers between work places.

- Non-electric equipment, internal and external, including warnings of moving equipment.

- Obstacles, e.g., structural conditions, water outlets, hedges, and the like.

- Building's condition, location of exits, general, general condition of buildings, condition, location of exits, general, general condition of buildings.

- Where moving through the premises the inspector should note the

- Transformed into finished products, equipment, and processes, as new materials are progressively transformed into finished products.

- Recruitment and health hazards.

- Where in the workplace are there hazards and whether these have been dealt with by the employer or other responsible parties.

- Inspection, as outlined in the ILO Labour Inspection Convention, 1947.

Supervision of safety and health standards is a function of labour

2. Safety and health inspection

Conducting labour inspection visits:

Unauthorised overtime could be checked by an unannounced visit.

For calculating wages for the last pay period.

Whether overtime has been worked and paid for at the correct rates.

Whether records are accurate and kept at the correct rates.

Whether records are accurate and kept at the correct rates.

Whether records are accurate and kept at the correct rates.

Regulations frequently require that a register of overtime be kept, and
The inspector can reduce risks by developing safety

- make shifting scaffold
- poorly positioned ladders
- tools falling from scaffolding and roofs
- non-use of safety harnesses
- lack of suitable footwear

The inspector should look for

strictly observed. The official should look for

more thorough inspection by a technical expert is required.

For the working environment, the inspector can check standards, ensuring the working environment is accessible and being used.

to see that such equipment is available and being used.

- authorized persons approved by the inspector, or by experts appointed to the inspector, or by
- experts appointed to the inspector, or by
- experts appointed to the inspector, or by
- experts appointed to the inspector, or by
- experts appointed to the inspector, or by

A thorough inspection of electrical installations, etc.
The inspector can go directly to the end of the enterprise to be inspected or call for documentary evidence on the particular subject.

Issue: concentration on a particular announcement and should normally follow-up visits need not be repeated.

The problem has expired, Inspection should be undertaken shortly after the time given to reality.

Follow-up visits are required to check whether from a previous visit to reality a shortcoming has been completed with

4. Follow-up visits

3. Investigating complainants

Conducting labour inspection visits

To protect informants, or complainants is common knowledge, there is no need when the problem is not sufficiently protected, or when the problem health committee, or from authorized staff members when the complaint comes from the site itself.

The inspector will act as though a normal inspection is being addressed during the course of inspection. Her presence or the name of the informant in such cases the inspector should not disclose the reasons for his or her presence. Some inspections are undertaken in response to a particular complaint.
How could a similar accident be prevented?

What happened and what were the contributing factors?

Who were injured?

Where did it occur?

When did the accident occur?

The investigation should attempt to answer these questions:

If minor accidents occur repeatedly in the same enterprise they represent the need for the minor accident to be investigated to prevent it from occurring again.

Failed and serious accidents must be investigated to prevent similar accidents from occurring in the workplace.

It is necessary to inspect carefully the accident site and interview employees, witnesses, preferably individually and not in the presence of the employer.

The inspector should question persons without prejudice to the possibility of further disciplinary action.

Property damage:

The investigation should be conducted at the site of the accident as this is when it was first seen and property damage should be considered as well.

The investigation should be begun as soon as possible after the accident took place.

5. Investigating occupational accidents

Conducting labor inspection visits...
A. Precautionary Guide

C. Closing Meeting

During the meeting, the inspector should:

- not be biased.
- A close meeting is the time for an open discussion.

A closing meeting should be held with management representatives to the meeting.

The inspector should encourage the employer to invite the worker.

The inspector should report the findings to the employer.

After the inspector has gone around the premises and examined the

C. Closing Meeting

The inspector should attempt to find out these main things:

Concluding Labour Inspection Visits:

- Immediate action against the employer.
- Immediate action on the employer's behalf.
- Immediate action if the employer is not immediately available.
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should be involved during inspection.

The employer or employees representing the employer

Routine procedure:

Inspection must be conducted systematically and follow a

Working environment:

Initiate legal proceedings, but to ensure a fair, safe, and healthy

To show the inspector's superiority and position power, or to

The real purpose of inspection should be kept in mind. It is not

Factors:

In conducting the inspection the inspector should be aware of these key

KEY FACTORS

law and providing advice.

The inspector has to balance the

duties functions of ensuring the

The inspector has to balance the

done, and the likely repercussions of failure to follow legal provisions.

The inspector should clearly and objectively state what needs to be

should be avoided.

not become a confrontation. Related exchanges

opportunity to intimate the employer, and should

The closing meeting should not be used as an

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Conducting Labour Inspection Visits

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On how to rectify the situation.

The inspector could decide to continue action to improve the workplace.

Under the law and, most importantly of all, what is likely to occur in an assessment of its seriousness, the inspector's powers will depend on which action to take on each problem. This will depend on an assessment of its seriousness, the inspector's powers, pursued.

Re-examine the problems identified and confirm, through personal reflection, that they are, in fact, the primary ones to be addressed at the closing meeting.

Consult the notes taken during the inspection visit and the issues raised at the closing meeting.

From professional colleagues' conclusions and advice, the inspector can benefit.

Consult technical colleagues and check current literature to ensure the recommendations proposed are correct.

Once the inspector has left the establishment and prepared to write the inspection report, certain steps may be necessary.

A. After the inspection visit

Following up the inspection visit.
Teach more regular inspection visits. Profile of the enterprises' risks and which may minimum wage regulations can be used to provide an ocurrence and effectiveness, and non-compliance with accidents, safety violations.

Statistics on the number of inspection visits.

Inspectorate's productivity. Making by giving some information of the regulatory bodies. Providing useful information for management decision corresponding to the number of inspections can be made in an effective and efficient manner without demanding on time.

For collecting essential data, it is necessary to have a system that is database.

Information on each visit becomes part of the inspectorate's database.

Quick reference.

The inspectorate report will be added to the log on the enterprise.

Institutional memory.

The outcome of the inspection visit is part of the inspectorate's records.

B. Record keeping

Conducting labor inspections visits.
and can reduce the time available for actual inspection work.

A standard report form is also demanding on the inspectors time

\textbf{Decision making:}

Information, some of which may not be of direct use in

v A standard-formal report of say ten pages may convey much

The report's purpose will also influence its length:

\textbf{Report form for decision making:}

The format should relate to the inspection reports purpose. The

\textbf{A combination of the standard and narrative format:}

\textbf{Narrative form:)

in the format in which the inspector presents information

\textbf{Headings:}

in the format in which the inspectors present information

\textbf{Paragraphs under a sense of broad}

\textbf{Report may follow:}

The inspection report formal varies widely from country to country. The

\textbf{A Format of Inspection Report}

\textit{Inspection Visit

Reporting on the

\[5\]
The information collected from enterprises can be maintained confidentially by letter. In this way the confidentiality of matters by letter. In this way the information can be kept in the inspectorate with the enterprise and kept in the inspectorate. When the enterprise and

The national practice is for the inspection report to be

The information in a report must not be presented as being definite. The inspector should distinguish between fact and opinion. The information presented as facts should be verified for accuracy. The information presented as fact should not be presented as definite. The inspector should distinguish between fact and opinion.

The prime purpose of inspection work is to convey information of facts, evidence, and knowledge. Before writing the report the inspector should be clear as to his purpose.

B. Preparing to Write the Report

Conducting Labour Inspection Visits.
Existence of a safety and health committee.
- Training of workers in terms of work hazards.
- Medical and welfare services.
- Safety and health conditions.
- Weekly rest periods and holidays.
- Minimum wages and allowances paid.
- Hours of work.

Working conditions:
- Special processes (e.g., use of chemicals).
- Occupational categories.
- Number of employees (distributed by sex, young workers, etc.).
- Contact person and telephone and fax numbers.
- Location and address.

Relation to other entities and companies (e.g., subsidiaries).
- Legal status (company, partnerships).

General information on the enterprise.

D. Content:

A practical guide for conducting labour inspection visits.

C. Writing the Report:

The report of a first inspection visit would normally cover the following:
- Recommendations.
- Conclusions.
- Observations.

Sequence leading to a series of:

For a narrative report, the material will have to be arranged in logical:

Writing the report will depend in part on the format used.
The report should indicate the reasons for inspection and the action to be taken. Different reporting arrangements apply to special inspections. The report should indicate the findings of the inspector, and the action proposed to remedy them.

Reports of any subsequent visits would update information on general matters, working conditions, industrial relations, and concerns on the site.

The report would indicate the inspectors' name, and would be dated.

- Action to be taken on each priority area.
- Priority areas for attention.
- Nature of contraventions.
- Nature of inspection (routine, special).
- Inspection details.
- Frequency of visits.
- Committee of employers.
- Existence of a trade union.
- Existence of collective agreement.
- Industrial relations.

A separate report is used for investigating occupational accidents. It should include.

A practical guide.
- Chair of the Labour Inspection Service
- Laws and regulations relevant to the work of the Inspection Service
- Annual Report

Article 21
Indicates the subject matter to be included in the annual report. It shall be included in the annual if the subject matter of the previous report and in any case within these months. The annual report of the Labour Inspection Service shall be transmitted to the Director-General of the Labour Inspection Service within the period available, within a reasonable time. Such annual reports shall be published in a reasonably timely manner.

Reports of the Labour Inspection Service

The Constitution of the Labour Inspection Service

A procedural guide

1947 (No. 18)

II. Labour Inspection Convention

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E. Annual Report

Conducting Labour Inspection Visits

Another aspect of Reporting is Producing an annual report. A Labour Inspection branch, as a whole, is required to provide valuable information on the inspection activity. An annual report in an important management tool. It will contain all the useful information regarding the Labour Inspection branch.