



BETTER WORK

Better Work

Improving working conditions and promoting competitiveness in global supply chains



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Overview



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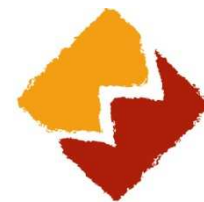
- Partnership programme of the ILO and IFC
- Global-level governance:
 - Management Group
 - Advisory Committee
- Impact Assessment: ongoing global and country-specific
- Public reporting



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Better Work Around the World

- Currently in the garment sector in Cambodia (Better Factories Cambodia), Haiti, Indonesia, Jordan, Lesotho, Nicaragua and Vietnam
- Conducting a feasibility study to implement in Bangladesh garment sector
- Exploring expansion to other sectors: electronics, agribusiness, tourism



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LABOUR ADMINISTRATION
& INSPECTION

COMPLIANCE
ASSESSMENTS

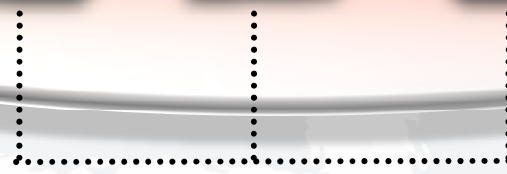
ADVISORY &
TRAINING SERVICES

SUSTAINABILITY AND
ENGAGEMENT

EMPLOYER & UNION
NEGOTIATION



Enforcement



Sector-Based Scheme



Social Dialogue



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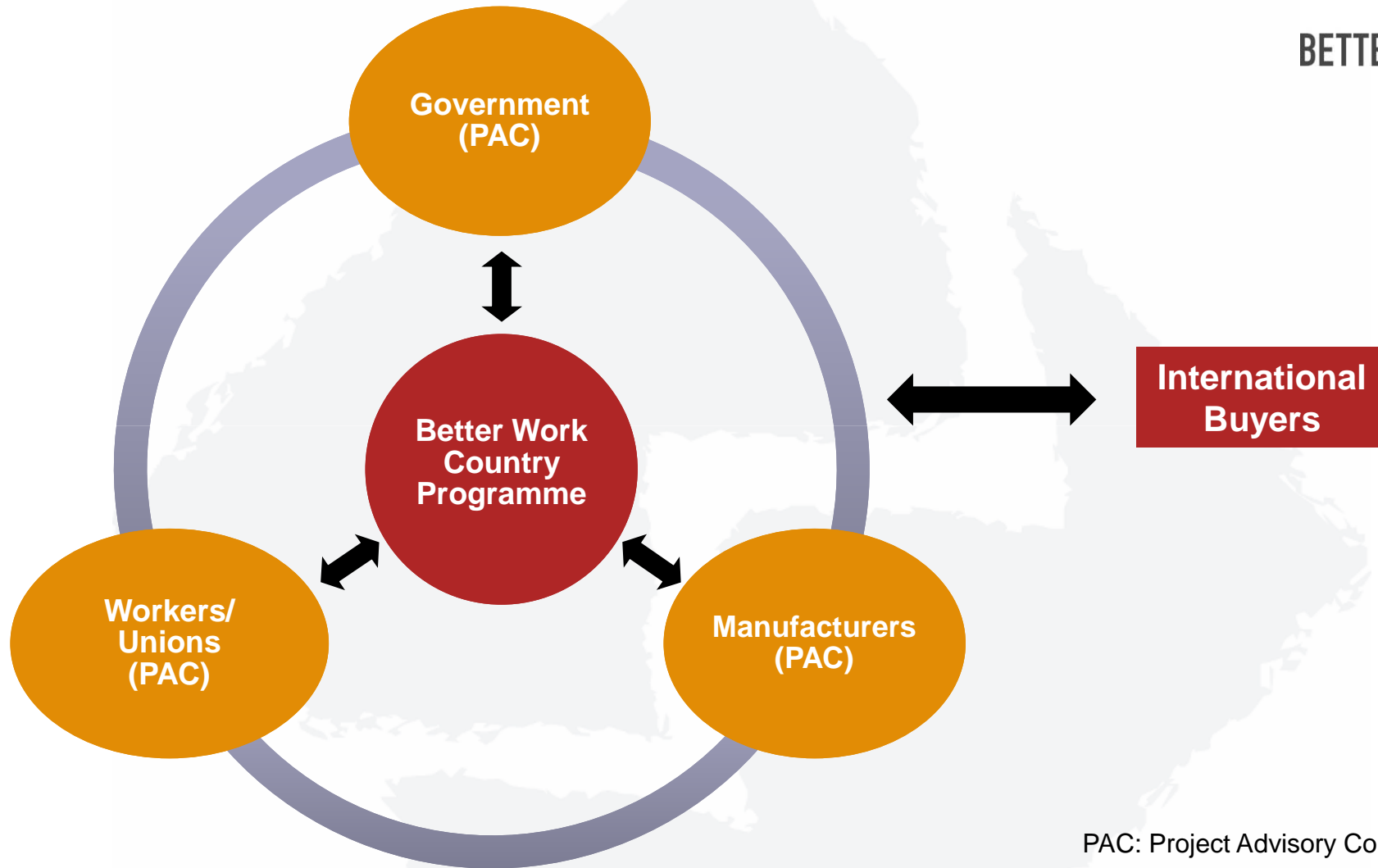


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Programme Stakeholders



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PAC: Project Advisory Committee



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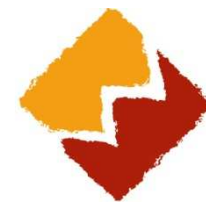
Services



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How do we do it?

Integrated approach to improvement:

- ✓ **Assessment** establishes a baseline
- ✓ **Advisory services** help factories make improvements, with ongoing technical advice and inputs
- ✓ **Training services** provide a deeper level of instruction in key areas needed by each factory



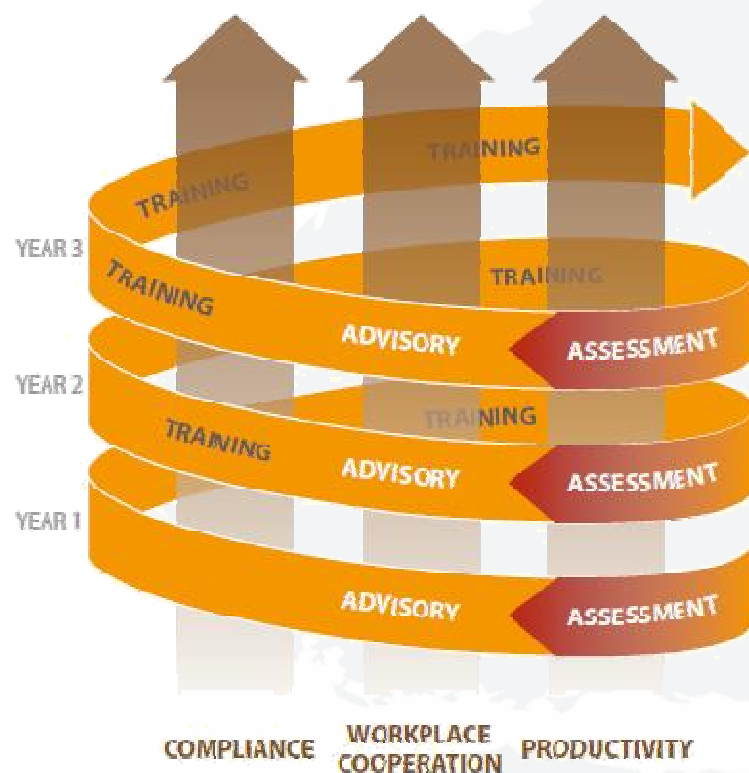
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IMPROVEMENT OVER TIME

PICC: Performance Improvement Consultative Committee



1ST YEAR CYCLE

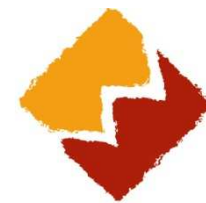


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Baseline Assessment Services



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Better Work helps factories identify areas of non-compliance with:

International Labour Standards

- Child Labour
- Discrimination
- Forced Labour
- Freedom Of Association and Collective Bargaining

National Labour Law

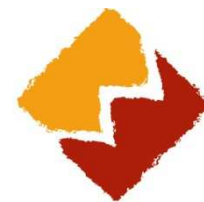
- Contracts and Human Resources
- Working Time
- Compensation and Benefits
- Occupational Safety and Health



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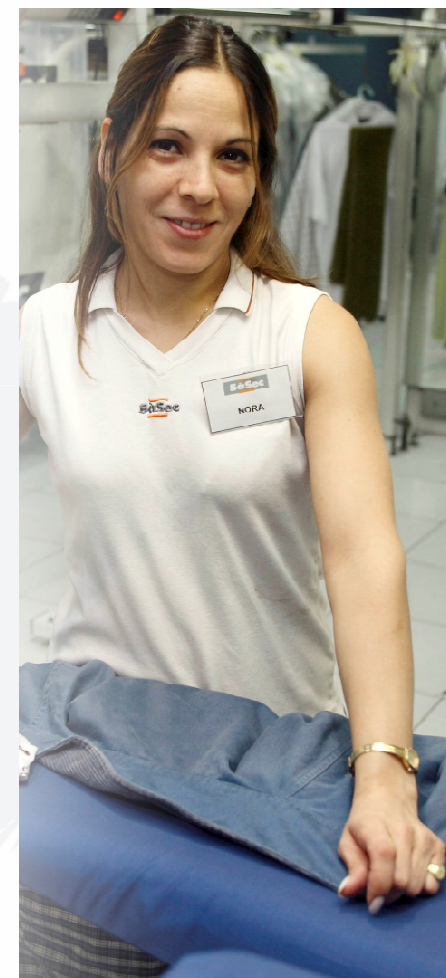
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Advisory Services

Tailored to address specific needs of each enterprise

- Establish Performance Improvement Consultative Committee (**PICC**), with management and union/worker representatives
- Facilitate PICC to develop and implement **improvement plans**
- Identify targeted **training needs**
- Provide bi-annual **progress reports** on improvements

****** A Better Work subscription offers **10 days/year** of advisory work, including: in-person meetings, coaching sessions, phone/e-mail support and good practice resources.

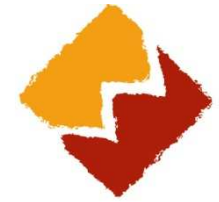


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Training Services



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Improve compliance and competitiveness:

- Delivered by **accredited training partners**
- Highly **participatory** approach

Key courses:

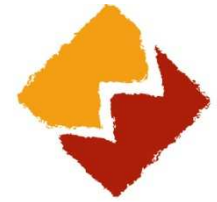
- Supervisory Skills Training
- Workers' Training (soap opera-style videos & comic books for large-audience instruction)
- Occupational Health and Safety
- Workplace Cooperation
- Negotiation Skills



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Benefits



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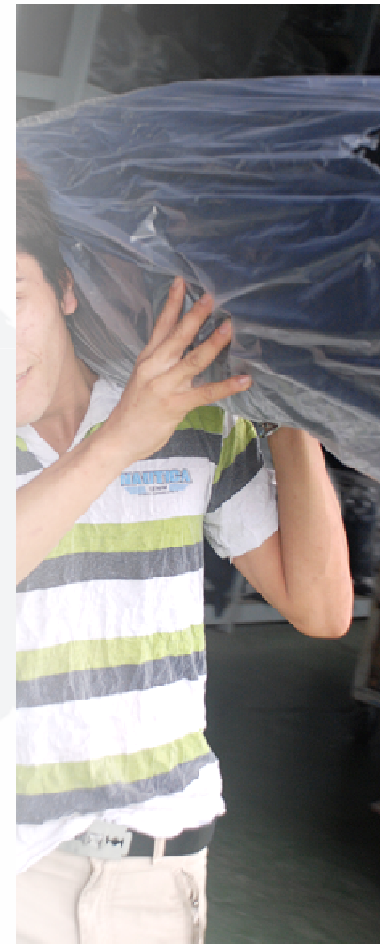
Benefits for Enterprises



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Stronger relationships with workers:

- Increased workplace cooperation and fewer disputes
- Increased worker productivity
- Reduced worker turnover and fewer work stoppages
- Higher worker satisfaction
- Greater employee loyalty

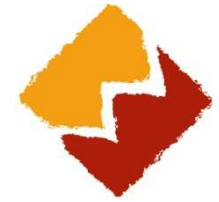


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Benefits for Enterprises



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Stronger business relationship with buyers:

- Demonstration of factory commitment to improvement
- Increasingly skilled, productive and stable workforce

** International buyer commitment to Better Work enterprises:

- ✓ No auditing in areas covered by Better Work assessment
- ✓ No terminating or significantly reducing orders based on non-compliance
- ✓ Support for Better Work's improvement planning process
- ✓ Better communication between compliance and sourcing staff
- ✓ Review of internal buying practices that impact compliance

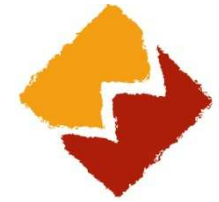


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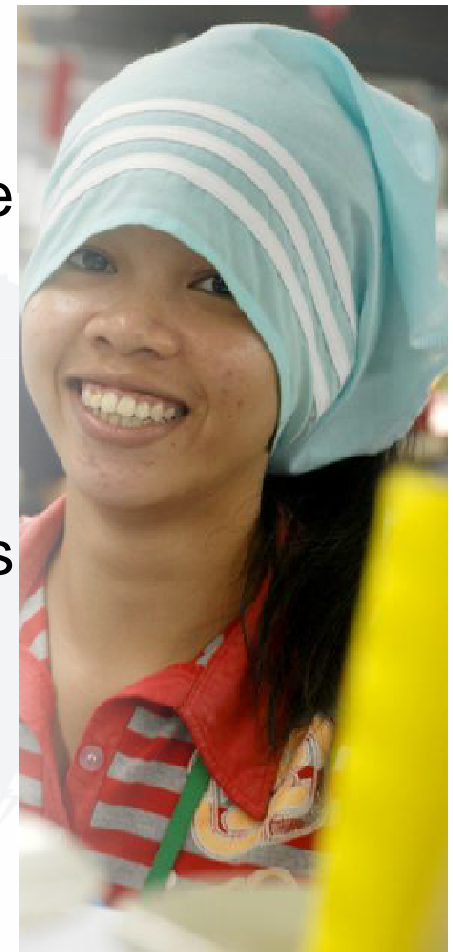
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Benefits for Workers



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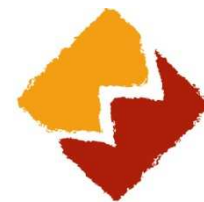
- **Better working conditions** as a result of improved compliance with labor standards
- More **accurate payment** of wages, incl. overtime
- Enhanced efficiency and effectiveness in identifying and addressing problems through joint **worker-mgmt committee**
- **Stronger ownership** in the improvement process
- Greater understanding of **rights and responsibilities** in the workplace
- **Increased skill level** through quality training



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Benefits for Governments

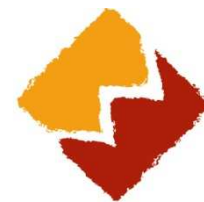
- Strengthened **social dialogue** institutions (through PAC)
- Increased **labour administration capacity**
- Clarified **interpretation of relevant labour law**
- More **stable industry** due to increased workplace cooperation
- Ability to market national industry as **ethical sourcing location** due to increased compliance
- Development of **workforce skills/capacity** through Better Work advisory and training services



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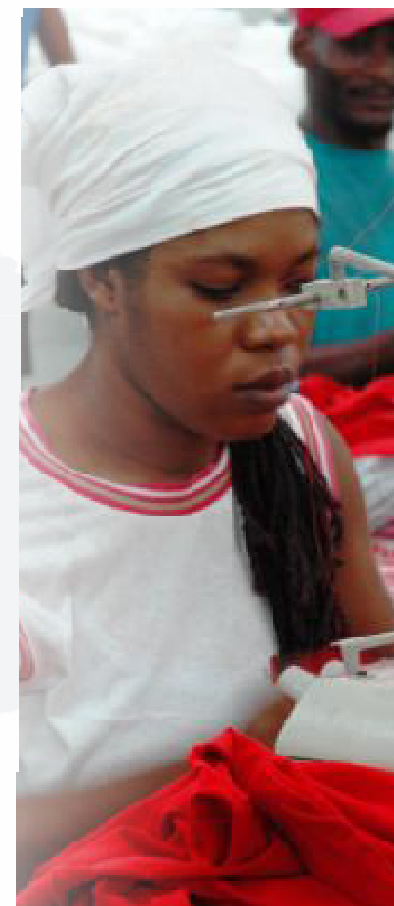
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Benefits for Buyers

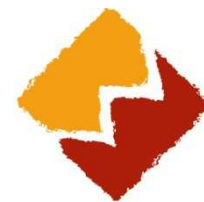
- **Interaction** with government, factories, and workers on a sustainable nationally-owned approach
- Participation in **Buyers' Forums** to identify industry challenges and be part of the solution
- **Alignment** with other buyers in the same factory to reinforce best practices
- Access to **independent verified data**
- **Reduction in auditing** pressure and costs
- Increased focus on practical **long-term improvements**



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Better Work Global Donors

The Better Work global programme is supported by (in alphabetical order):

- Australian Agency for International Development
- Federal Ministry for Economic Cooperation and Development, Germany (BMZ)
- International Finance Corporation (funds provided by IrishAid and The Walt Disney Company)
- Netherlands Ministry of Foreign Affairs
- State Secretariat for Economic Affairs, Switzerland
- Funding from the United States Council Foundation, Inc. provided by select USCIB member companies



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Better Work Country Programme Donors



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Better Factories Cambodia

- Australian Agency for International Development; Cambodian Confederation of Trade Unions; Cambodian Labour Confederation; Garment Manufacturers Association in Cambodia; Royal Government of Cambodia; The World Bank

Better Work Haiti

- United States Department of Labor; (funding for additional activities provided by Human Resources and Skills Development Canada)

Better Work Indonesia

- Australian Agency for International Development

Better Work Jordan

- Jordanian Ministry of Labour; Labour Programme of Human Resources and Skills Development Canada; United States Agency for International Development

Better Work Lesotho

- United States Department of Labor

Better Work Nicaragua

- United States Department of Labor

Better Work Vietnam

- Australian Agency for International Development; IFC's Corporate Advice and Sustainability Program, whose donors include Finland, Ireland, New Zealand, the Netherlands, and Switzerland.



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For more information

- ILO – IFC Better Work Programme www.betterwork.org
Susanna Harkonen: harkonen@ilo.org
- ILO Helpdesk for Business on international labour standards www.ilo.org/business
- [The UN Global Compact Labour Principles, A Guide for Business](#)
Githa Roelans: roelans@ilo.org

