

BETTER WORK

Better Work Labor Standards Compliance Indicators

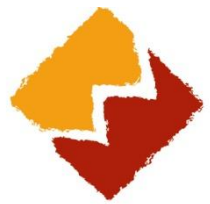
Amy Luinstra
November 18, 2009



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Better Work Compliance Indicators

- Compliance Count and Rate
 - Firm relative to itself over time
 - Firm relative to industry
 - Cross country comparable
- Checklist Count and Rate
 - Firm relative to itself over time
 - Firm relative to industry
- Compliance Improvement
- Severity Score



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Assessment Questionnaire Structure

In each country's questionnaire:

A set of **Clusters**

(8 in total, same for all countries.)

In each cluster:

A set of **Compliance Points**

(38 in total. Same for all countries.)

For each compliance point:

A set of **Compliance Questions**

(Approximately 256 in total. Varies by country.)



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Clusters

Compliance Points

Questions



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Clusters

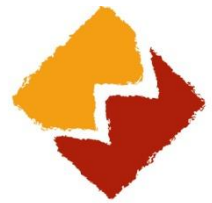
- The first four clusters are fundamental rights:
 1. Child of labour
 2. Discrimination
 3. Forced labour,
 4. Freedom association and collective bargaining



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Clusters

Compliance Points

Questions

Clusters (cont.)

- Declaration on fundamental principles and rights at work
International Labour Organization, 1998
- Based on eight very widely ratified International Labour Conventions (29, 87, 98, 105, 100, 111, 138, 181)
- Questions in these clusters largely the same across all Better Work country programs



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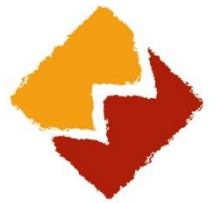
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Clusters

Compliance Points

Questions

National Law Clusters



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5. Compensation
6. Contracts and human resources
7. Occupational safety and health
8. Working time



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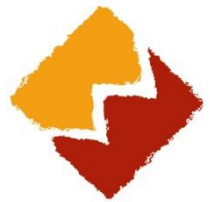


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Clusters

Compliance Points

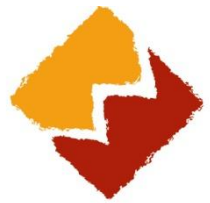
Questions



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Compliance points

- Division of clusters into key components
 - For example, within the **Working time** cluster there are three compliance points:
 - Regular hours
 - Overtime
 - Leave
- Allows cross country comparison



Questions

- Working Time cluster
 - Regular Hours compliance point
 - Q1: Do regular **daily** working hours exceed the national legal limit?
 - Q2: Do regular **weekly** working hours exceed the national legal limit?
 - Q3: Does the employer comply with national requirements regarding shift work arrangements?
 - Q4: Has the employer complied with a relevant collective agreement, an agreement between workers and employers, or an arbitral award that regulates regular daily and/or weekly hours of work, daily rest periods, or shift work?



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Compliance and Checklist Scores

- (no evidence of non compliance).
- Compliance rate = the count divided by total number of compliance points in the cluster
- The checklist rate for a cluster is the percentage of all questions in compliance for the cluster



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Compliance Count vs. Checklist Rate

Cluster	Compliance Points	Question	In Compliance?
Cluster 1	CP1	Q1.1	Yes
		Q1.2	No
		Q1.3	Yes
		Q1.4	Yes
	CP2	Q2.1	Yes
		Q2.2	Yes
		Q2.3	Yes
		Q2.4	Yes
		Compliance Rate	50%
		Checklist Rate	87.5%



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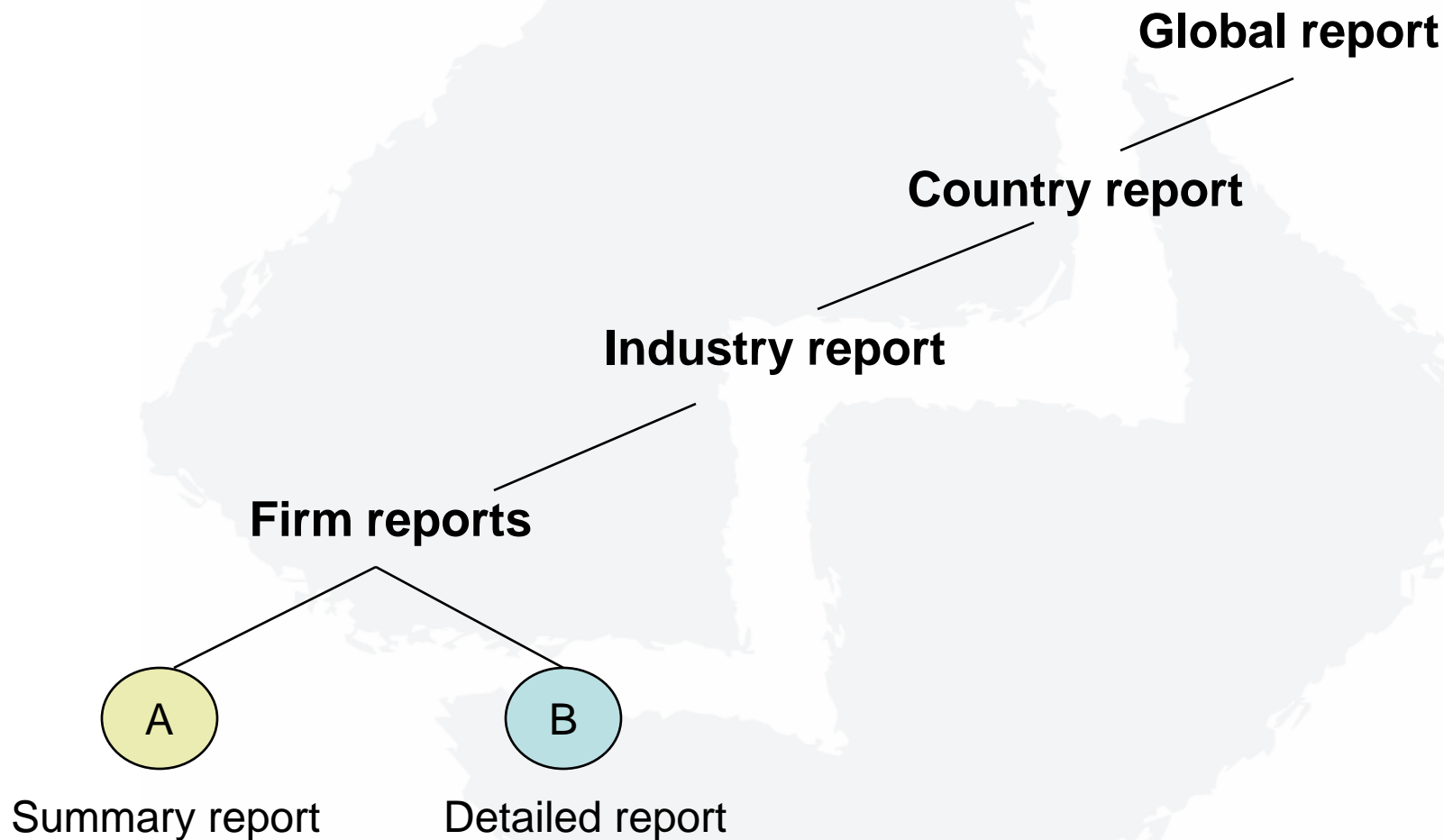


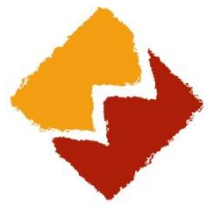
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Suite of Reports





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Firm Report

- Factory information, including good practices
- Compliance scores, compared to previous and industry averages
- Checklist scores, comparison to previous and industry averages
- Detailed findings by question including evidence

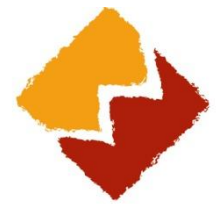


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Detailed Non Compliance findings

Cluster: Occupational Safety and Health

Compliance Point: Emergency Preparedness

Finding # 14

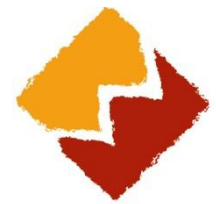
Question #	Q219	Supporting Information				
		Observation	Documentation	Interview		
Management	Union			Worker	Other	
Finding	The workplace did not have a fire detection and alarm system.	X				
Comments	Eight exits lights did not work upon testing them.					



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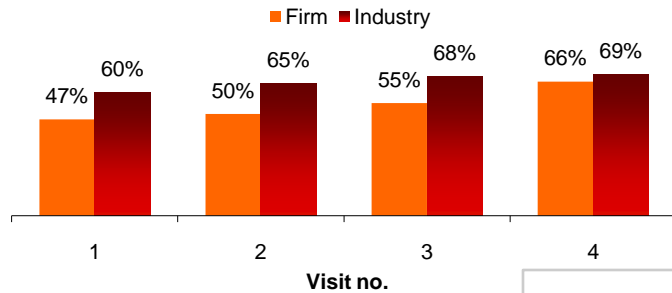


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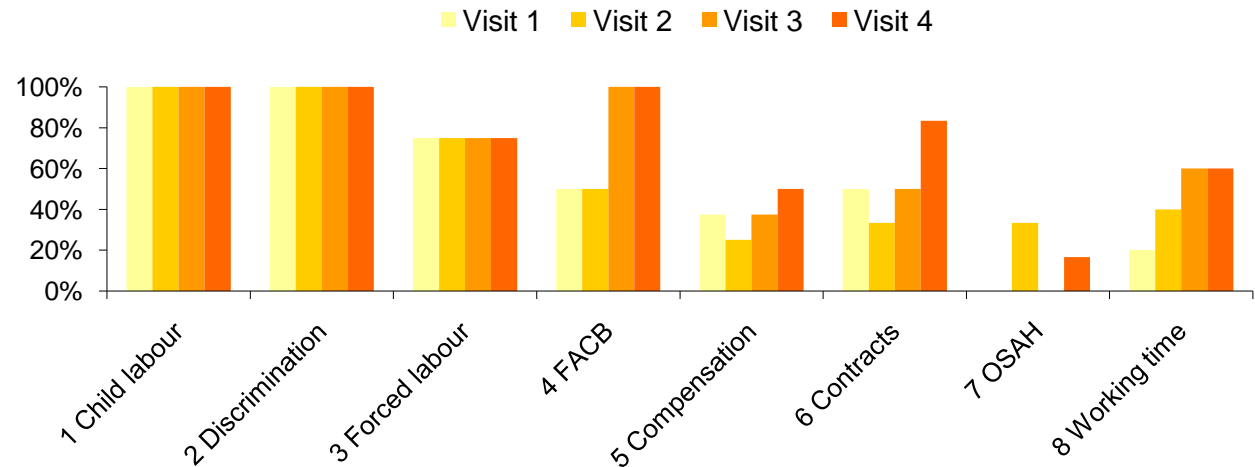


Firm Reporting (compliance rates)

**Graph 2. Firm compliance rate
Garment industry**



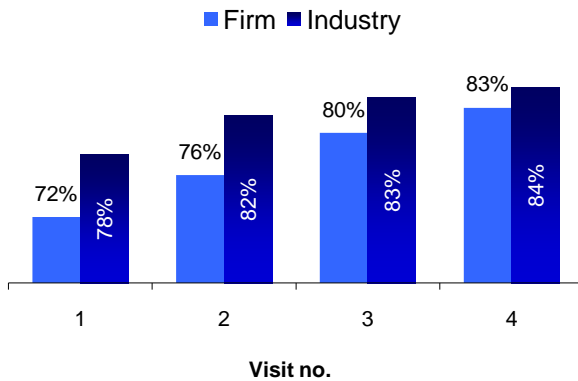
**Graph 2a. Firm compliance rate by labour standards
Garment industry**



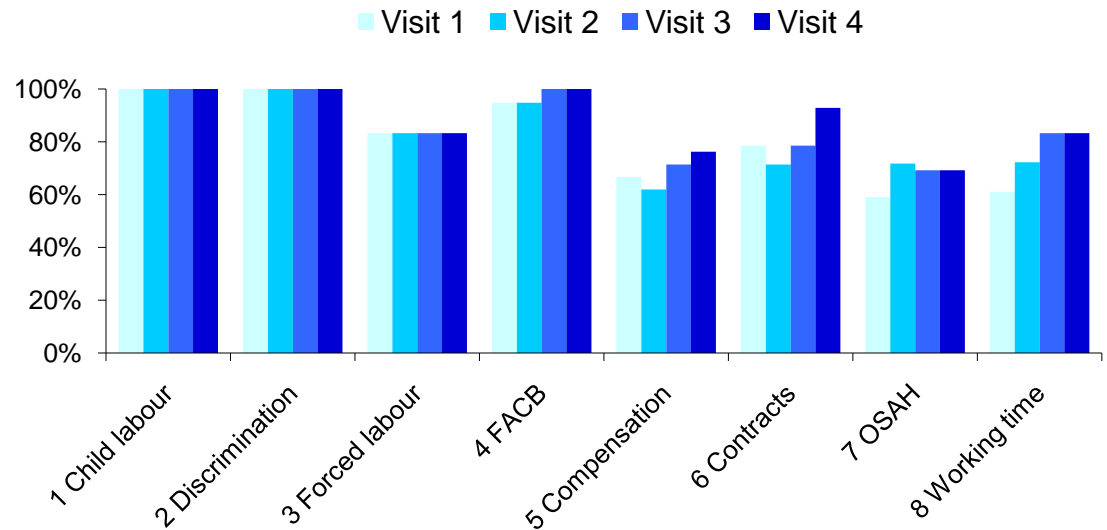


Firm Reporting (checklist rates)

Graph 1. Firm checklist rate Garment industry



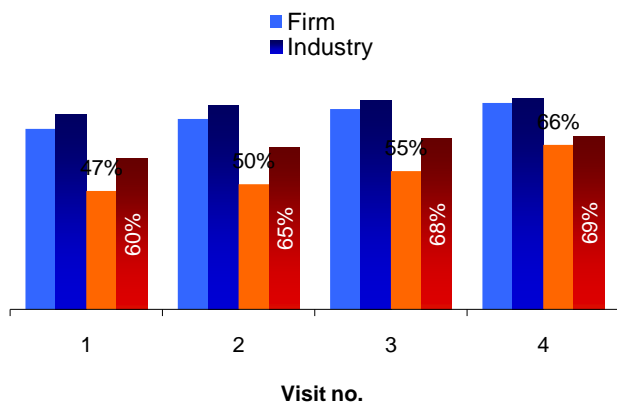
Graph 1a. Firm checklist rate by labour standards Garment industry





Checklist v. Compliance Rate

Graph 2. Firm compliance rate Garment industry



Graph 2a. Firm compliance rate by labour standards Garment industry

