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14th Biannual Synthesis Report

Under the HOPE II Legislation
Haiti

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List of Acronyms

ADIH	Association des Industries d'Haïti (Haitian Industry Association)
BMST	Bureau de la Médiatrice Spéciale du Travail
CAOSS	Conseil d'Administration des Organes de Sécurité Sociale (Board of Social Security Bodies)
CP	Compliance point
CSS	Conseil Supérieur des Salaires (Wages High Council)
CTMO-HOPE	Commission Tripartite de Mise en œuvre de la loi HOPE
EA	Enterprise Advisor
HELP	Haiti Economic Lift Program
HOPE	Haitian Hemispheric Opportunity Through Partnership Encouragement Act
ITUC	International Trade Union Confederation
MSDS	Material Safety Data Sheet
MAST	Ministère des Affaires Sociales et du Travail (Ministry of Labor and Social Affairs)
OFATMA	Office d'Assurance de Travail, de Maladie et de Maternité (Office for Work, Health and Maternity Insurance)
ONA	Office Nationale d'Assurance Vieillesse (National Office for Old-Age Insurance)
OSH	Occupational safety and health
PAC	Project Advisory Committee
PIC	Parc Industriel de Caracol
PICC	Performance Improvement Consultative Committee
PIM	Parc Industriel Métropolitain (also referred to as SONAPI)
PPE	Personal Protective Equipment
SC/AFL-CIO	Solidarity Center/American Federation of Labor - Congress of Industrial Organizations
TDS	Social Dialogue Table (Table de Dialogue Social)
TAICNAR	Technical Assistance Improvement and Compliance Needs Assessment and Remediation
USDOL	United States Department of Labor



Section I: Introduction and Context

Better Work – a collaboration between the United Nation’s International Labour Organization (ILO) and the International Finance Corporation (IFC), a member of the World Bank Group – is a comprehensive program bringing together all levels of the garment industry to improve working conditions and respect of labor rights for workers, and boost the competitiveness of apparel businesses. The program was launched in Haiti in June 2009 as part of the global Better Work program with country operations in Bangladesh, Cambodia, Haiti, Indonesia, Jordan, Nicaragua, and Vietnam. To date, Better Work is focusing its efforts on the apparel and footwear industry in the countries it operates in. However, companies from other industries may benefit from Better Work services in some particular country contexts.¹ In Haiti, the program is mandatory for all apparel producers exporting their products to the US market under the HOPE II legislation.

The HOPE II law requires that Haiti in cooperation with the ILO establishes a Technical Assistance Improvement and Compliance Needs Assessment and Remediation Program (TAICNAR) which (i) assesses Haitian apparel factories exporting under the HOPE II law on compliance with international core labor standards and national Haitian labor law, (ii) assists these factories on their remediation efforts and (iii) provides capacity building to the Government of Haiti on these aspects. According to the HOPE legislation, biannual reports have to be published to state enterprise level compliance performance. Further details on the components of the HOPE II law as well specific requirements with regards to biannual reports being published by the entity operating the TAICNAR program are quoted in annex 1 (HOPE II Legislation Reporting Requirements). This is the first of these two annual reports under the HOPE legislation to be published in 2017. Better Work Haiti is establishing a few changes with regards to the content of these reports. Detailed enterprise level data of compliance performance as required by the HOPE II law continues to be included in both biannual reports. However, the detailed aggregated data analysis part will be included in the second of each of the biannual reports (to be published on 16 October every year). The first of the biannual reports (to be published on 16 April every year) will contain other relevant updates from the sector, such as specific developments, new initiatives and/ or projects. It may highlight specific compliance performance issues by digging deeper into the root causes of these and it will showcase general trends and/ or specific good practices that have been observed.

¹ In Haiti for example, a plastics factory is participating voluntarily in the program by paying a market price for the Better Work services.



The two components of HOPE II's TAICNAR program aim at strengthening labor compliance of the industry in Haiti. The first of these elements of the TAICNAR program focuses on assessing compliance with core labor standards and national labor law, supporting remediation efforts, and publicly reporting on the progress of each factory on the Labor Ombudsman's register. The second element of the TAICNAR program consists of technical assistance to strengthen the legal and administrative structures for improving compliance in the industry. The scope of these services is extensive, encompassing technical assistance from the ILO in reviewing national laws and regulations to bring them into conformity with international standards, raising awareness of workers' rights, and training labor inspectors, judicial officers and other government personnel.

To encourage compliance with core labor standards and national labor law, the legislation indicates that preferential treatment may be withdrawn, suspended, or limited by the President of the United States from producers who – even after assistance has been provided – fail to come into compliance with the core labor standards and national labor law that is related and consistent with those standards. Removal of benefits is based on determinations made by the government of the United States, based primarily on non-compliance identifications made by the U.S. Department of Labor (USDOL). While Better Work Haiti reports are consulted as USDOL carries out its mandate to implement HOPE II, Better Work Haiti non-compliance findings cannot, on their own, serve to impact preferential treatment under the HOPE Act.

Better Work Haiti is implementing the first component of the TAICNAR program while other ILO projects, in particular the ILO-MAST capacity building project work on the second component. The Better Work program is coordinating its work with the Labor Ombudsman and a tripartite Project Advisory Committee (PAC). This committee meets with Better Work on a regular basis to discuss the activities of the Better Work program. The members of the PAC represent the private sector, government and worker representatives and the Committee is chaired by the Labor Ombudsperson in line with the requirements of the HOPE law.

1.1. COUNTRY CONTEXT AND INDUSTRY UPDATES

In 2016, total export revenues from the textile and garment industry in Haiti accounted for approximately 90% of national export earnings and 10% of national GDP. The apparel industry is also among the largest employers within Haiti, creating jobs for approximately 40,000 people. Most workers (about 65-70%) are women who support several family members.



Since the expansion of tariff benefits under the HOPE/HELP preference programs, apparel exports from Haiti to the US have more than doubled, growing from US\$412.4 million in 2008 to a high of US\$895.3 million in 2015. In 2016, Haitian apparel exports to the US showed a slight decrease to US\$848.7 million. However, in terms of exports receiving preferential treatment under HOPE – and not other programs under the CBTPA – there has been an increase from 55.6% of total apparel exports receiving HOPE benefits in 2015 to over 63% qualifying exports under HOPE in 2016. It remains to be seen whether this apparent shift in sourcing patterns continues and potentially represents a trend towards higher value products in apparel exports from Haiti. Export figures will have to be observed over the next three to five years to verify this hypothesis. Regarding overall apparel export figures which have decreased in 2016, figures for January 2017 are more encouraging. The year started off well for the sector, with US\$55 million exported to the US in that month versus US\$47.3 million shipped in the comparable period in 2016 – a 16.2% increase.²

Employment figures for the apparel sector remain relatively stable at approximately 40,000. It has to be noted, that the employers association ADIH includes management staff in these calculations. Based on Better Work's data collection over more than six years in Haiti's apparel industry, one can say that management staff accounts to approximately 10-15% in the factories. Therefore, the number of production workers lies at around 36,000 with 65-70% being women. ADIH continues to update these figures based on statistics provided by its member companies several times a year. Currently, the biggest companies in the sector remain S&H Global (8,800 employees) and CODEVI (7,500 employees), both located in Haiti's North. Generally, the number of exporting factories has always been between 20 and 30 enterprises with rather slow growth in terms of workforce over the past 5 years. However, with the new Caracol Industrial Park near Cap Haitien, there is a general trend in shift of production from the capital in Port-au-Prince to the North of the country. The combined workforce of the factories in the North represents approximately 40% of the total employment in the sector.

The new President, Jovenel Moise, has taken office in February 2017 after a year of political uncertainty and an interim government in place. At the time of writing this report, the new administration has just been appointed. The president mentioned the HOPE law and the potential of the garment sector for Haiti's socio-economic development in his inauguration speech.

The devaluation of the Haitian currency Gourdes continues to lower the purchasing power for Haitian citizens. As the country highly relies on imports of many basic commodities, the cost of living has been rising consistently over the past years.

² www.otexa.trade.gov



Several new foreign investors are currently preparing or launching their activities in Haiti's garment sector which is expected to create new employment in the sector. The Haitian Employers' Association ADIH even estimates that these initiatives will create at least 12,000 new jobs over the course of 2017 which remains to be seen. Projections from previous years were not always met due to unforeseen obstacles.

USAID's LEVE (Local Enterprise and Value Enhancement) project continues to provide targeted assistance to the apparel sector in Haiti, collaborating with lead firms, and other stakeholders, with the objective of promoting new investment to create jobs. LEVE is supporting activities such as targeted training for line workers, mechanics and supervisors; technical assistance to address specific production challenges; development of a service center in SONAPI to meet the needs of the industry; and the development of a sector policy.

1.2. TAICNAR PROGRAM ACTIVITIES IN THE REPORTING PERIOD

TAICNAR Program Component 1: Compliance Assessments and Remediation Support

The HOPE law states that the first component of the TAICNAR program is "to assess compliance by producers listed in the registry described in paragraph (2)(B)(i) with the conditions set forth in subparagraph (B) and to assist such producers in meeting such conditions."

Better Work Haiti is implementing this component of the TAICNAR program. Aggregated findings for the entire industry regarding compliance with national and international labor law are outlined in section II of the report. The details of Better Work's assessment methodology are explained in annex 3 of this reports. Annex 4 provides the details of compliance for every factory that has been assessed.

It has to be noted that Better Work offers several services that go beyond the requirements of the HOPE legislation, in particular the collaboration with international brands through sharing of factory assessment reports, joint support for factories regarding the improvement plan used during advisory services (corrective action plan), specific trainings and specific projects and or events such as the annual buyers and multi-stakeholders forum. With the introduction of fees to be paid by factories for participation in the Better Work Haiti program since 2016, it has been decided that non-paying factories will receive all Better Work core services (advisory, training, and one annual assessment) in line with requirements of the HOPE legislation. Factories that



do pay their subscription fee will have access to the full offer of Better Work services beyond core services only.

TAICNAR Program Component 2: Technical assistance to strengthen the legal and administrative structures for improving compliance in the industry

The HOPE law states that the second component of the TAICNAR program is “to provide assistance to improve the capacity of the Government of Haiti – (I) to inspect facilities of producers listed in the registry described in paragraph (2)(B)(i); and (II) to enforce labor laws and resolve labor disputes, including through measures described in subparagraph E.”

The ILO is conducting different activities under this component.

In 2014, the ILO launched a USDOL-funded project supporting the Ministry of Social Affairs and Labor (MAST). The objective of the project is to strengthen the capacities of the Ministry in order to improve apparel factories’ compliance with international and national labor laws. It is therefore another important component of the TAICNAR program required by the HOPE legislation in order for Haiti to receive tariff benefits.

In the context of this ILO-MAST capacity building project, a taskforce of 18 inspectors and other Ministry officials has been set up within the Ministry. A series of different trainings for the Ministries’ mediators, conciliators and labor inspectors have been provided since June 2014 in collaboration with the Labor Ombudsperson and Better Work Haiti, such as training on international core labor standards, deontology and methodology of labor inspection, practice of labor inspection and labor administration tools, Occupational Safety and Health, the Labor Law, negotiation skills, mediation etc. The training curriculum was completed in September 2016 with two workshops on OSH and Inspection Methodology with the collaboration of the Office of Management and Human Resources (OMRH). Managers’ trainings were included in the workshop including capacity building on “result-based management” and another one on “Inspection Methodology”.

Practical training was delivered through joint factory visits with Better Work Enterprises Advisors (EAs) in conducting labor inspection visits in the apparel sector as well as other activities by Better Work EAs, such as advisory or training services. This collaboration was aiming at giving an opportunity to MAST inspectors to capitalize on Better Work’s enterprise level knowledge and methodology in their core service delivery.

Building on the extensive trainings that have been provided to the task force members of the MAST, these task force members are now passing on their



knowledge to other labor inspectors. Two initial trainings were held for 25 labor inspectors from different offices in the West department (who were not members of the task force) as well as 25 non-taskforce members from the North department. Each training session was animated by two members of the task force respectively. Topics covered were mainly related to Occupational Safety and Health and labor law in general.

The ILO and MAST have also been working with MAST on an inspection manual which constitutes an important tool in terms of inspection guidance. The document has been recently finalized and will soon be disseminated among MAST labour inspectors. Another joint activity of the ILO-MAST project, the Better Work Haiti team and the Ministry is the elaboration of a comprehensive labor law guide. This practical guide has been elaborated between all parties over several months. The final version has been approved by the Ministry in September 2016 and has been translated into 5 languages (English, French, Kreyol, Spanish, and Korean) and published as a tool for employers, workers and any other interested party in the form of a handbook. A mobile app of the guide will soon be available to anybody interested in this legal reference document.

The ILO-MAST capacity building project is also assisting the MAST in the modernization of a call centre which should serve as a key contact for workers and employers to bring issues to the attention to MAST. The call centre can direct any queries to the department concerned within the Ministry. The installation of the equipment for the call center has been fully completed and a training of the agents selected by the Ministry has been conducted on the use of the equipment as well as on communication skills and the labor law.

In addition, the MAST capacity building project has initiated a collaboration with the national training institution EMA (École de la Magistrature) on the training of the judicial actors who intervene in the jurisdictional resolution of labor disputes. Both institutions elaborated and signed a protocol outlining their collaboration.

Since 2011, the ILO has been assisting the MAST in the process of a tripartite revision of the Labor Code. Political processes have delayed the finalization of this reform process. However, the tripartite partners have engaged to complete the reform through dialogue which takes into consideration the international labor standards ratified by the country and comments from the different departments of the ILO.

The labor law reform represents an important revision of the law currently in force in Haiti which dates back to 1961 with a revision from 1983. The tripartite actors are aiming for compliance of the code with the international norms ratified by Haiti including the eight core labor standards. The creation of modern legal framework for the country is of utmost importance.



All tripartite partners – government, employers, and workers – worked on a unilateral revision of the labor code in order to then meet in a tripartite setting to allow for a consensus on the code. In this context, a tripartite commission under the leadership of the MAST has been formed on the labor law reform process. Each of the tripartite partners is represented in this commission and therefore the support of this process is a direct support on social dialogue in itself. The tripartite review will be re-launched under the new Minister of MAST when appointed.

Section II: Highlights from the Reporting Period

2.1. Compliance Situation in Haiti's Exporting Garment Sector

Better Work assesses participating factories once per year and works with each factory before and after this assessment to remediate non-compliance issues. While the assessment is a one-time activity once per year, advisory and training services delivered by the Better Work team focus on continuous learning and improvement. For more information on the Better Work service delivery model as well as the Better Work assessment methodology, please consult annex 2 and annex 3 respectively. The section presents the results of assessments, advisory and training services provided to 25 factories in the period between April 2016 and March 2017.

Chart 1 presents non-compliance findings for the 25 assessed factories in Haiti, showing non-compliance rates as well as the number of factories in non-compliance in brackets. A factory is found non-compliant in a compliance point if it is found out of compliance on any one aspect of it. Please note that as these reports are issued biannually, yet assessments are being done on an annual basis, issues are reported in two consecutive reports. In the individual factory tables in annex 4 of this report, progress on the remediation of non-compliance issues can be followed in further detail.

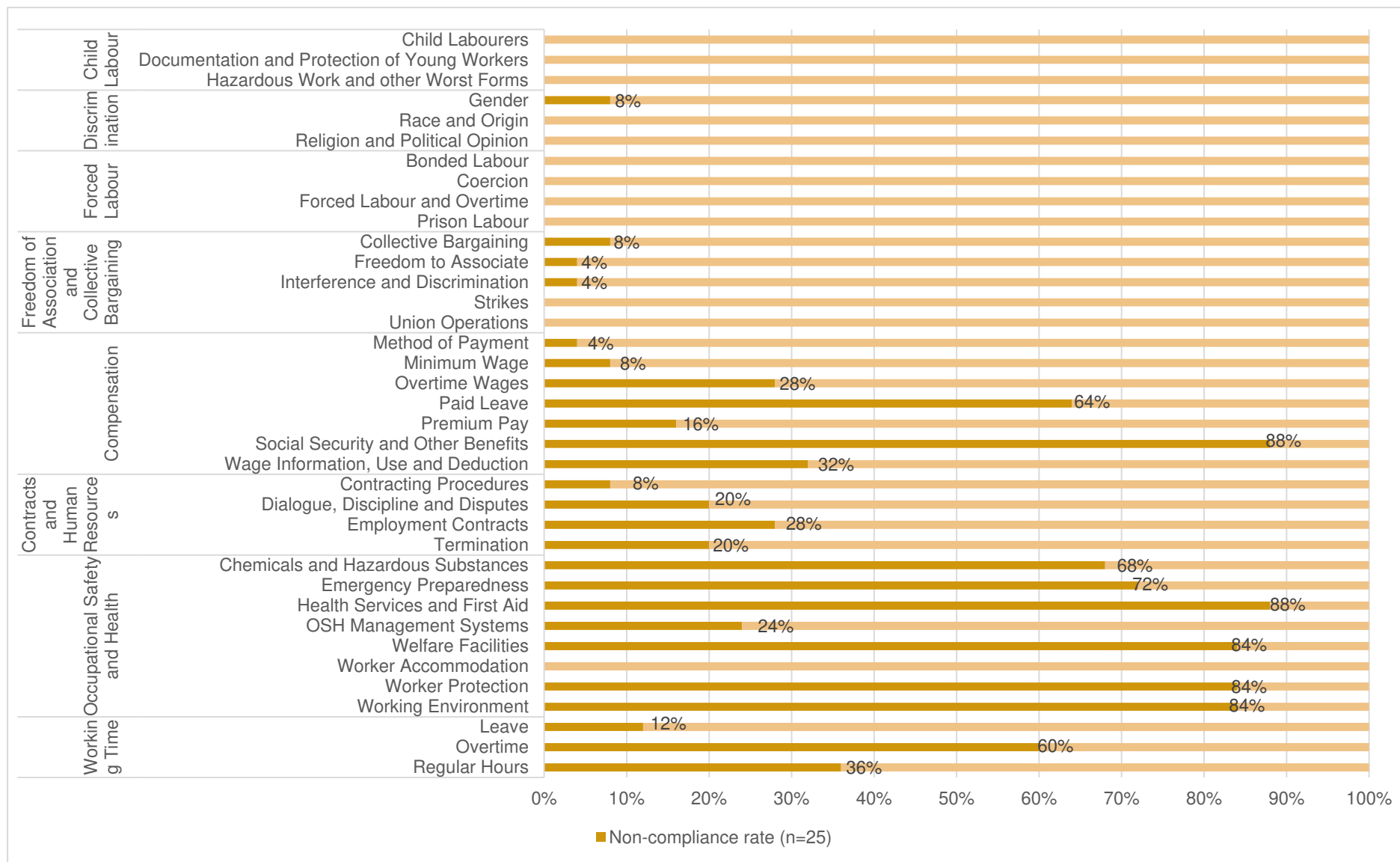
It has to be noted that many issues found during Better Work assessments are persisting non-compliance issues. The overall compliance rates for the sector are stagnating with minor variations over the cycles. Better Work is analyzing this issue, not only in Haiti but also in its other country programs. The focus on management systems during advisory and training continues to help in tackle this problem (see box in 2.3 on the case of one factory, Go Haiti S.A.).



However, additional measures may be necessary to address persistent non-compliance issues. Better Work's differentiation approach that will be implemented in 2017 may provide some incentives for factories to further improve their compliance. Moreover, Better Work's collaboration with national labor ministries is also crucial to address this general challenge.



Chart 1: Non-compliance rates for 25 factories assessed between April 2016 and March 2017 over two Better Work cycles





PRODUCTION WAGE

In addition to the compliance questions collected during its compliance assessments, Better Work collects information from each company which serve for information purposes only. This information includes for example a detailed breakdown of the workforce of each factory, including details about gender distribution, number of management staff and also how many of the factory workers work on an incentive system. Since 2014, the compliance point on the higher wage level related to the incentive system mentioned in the Haitian minimum wage law has been removed from Better Work's compliance assessment tool in the compensation cluster due to an official memo from the Ministry of Social Affairs and Labor on the minimum wage law. However, Better Work continues to collect data from each factory on the percentages of workers on an incentive system earning this higher wage level mentioned in the law. Based on this individual factory level data, Better Work is measuring the aggregated weighted percentage of workers reaching the defined production wage. In May 2016, the minimum wage of reference has been increased to 300 Gourdes (measured as a compliance point) and 350 Gourdes for production for 8 hours of work (information only point). This percentage has been increasing almost steadily over previous years and has reached a peak of exactly 50% in late 2016 based on the factory level data available for the last two assessment cycles of Better Work Haiti. The overall number of workers working on an incentive system based on Better Work's data from the factories is 27,762, so approximately 16,000 workers are reaching this production target. In addition, it has to be noted that workers also often work overtime which is compensated in addition to the above mentioned wage level.

Table 1: Weighted percentage of workers on an incentive system earning at least 350 Gourdes per eight hours of work across all factories assessed by Better Work³

Synthesis Report Publication	Weighted percentage of workers on an incentive system earning at least 350 Gourdes per eight hours of work
April 2014	29%
October 2014	37%
April 2015	41%
October 2015	38%
April 2016	40%
October 2016	50%
April 2017	58%

³ Better Work collects the percentages of workers on an incentive system per factory who earn at least 350 Gourdes or more during eight hours of work (excluding workers who have been recruited within the past 3 months, or those who have been using their equipment for 3 months or less). The calculations are based on average earnings. Please note that the percentages provided in this table are being calculated as weighted averages, taking into consideration the different factory sizes and their respective number of workers on an incentive system and figures are based on the last assessment conducted by Better Work at each facility.



2.2. Compliance Performance with regards to International Core Labour Standards

During the last round of assessments between April 2016 and March 2017 in 25 factories, the following results with regards to core labor standards have been observed.

CHILD LABOR

Child Labor is virtually non-existent in the apparel sector in Haiti. There were no non-compliance findings under the Child Labor cluster in the period under review.

DISCRIMINATION

Two factories were cited in non-compliance under the gender cluster. Both cases relate to sexual harassment.

In one factory, workers and union representatives brought a case of sexual harassment to the attention of the Better Work Enterprise Advisors. The EAs then interviewed the worker concerned who reported that the supervisor of her sewing line had been using inappropriate language with sexually insulting comments during working hours, and had asked her out on dates and asked her to perform sexual acts with him. This was corroborated by interviews with other workers in the same line and nearby. The worker solicited the help of the union representatives in the workplace and complained to the HR department. Subsequently, the worker was transferred to another section in the factory, under a different supervisor. No reports on the case were available in the HR department. It also appears that the HR department did not inform upper management of the cases. When questioned, the supervisor completely denied any misconduct. No disciplinary measures have been taken against the supervisor.

Non-compliance for this case was also based on the lack of effective action to address the situation and weak enforcement of procedures in place. The factory has an anti-sexual harassment policy in place and posters are displayed on communication boards throughout the plant. However, interviews with workers revealed that workers were not fully aware of the factory's policy against sexual harassment, and that the supervisor in question had not respected the policies in place.

The second case of sexual harassment from another factory refers to a case that was first heard of during workers' interviews during a Better Work



assessment. Workers stated that they had concerns about sexual harassment issues in their section. One worker complained about the fact that she was downgraded and transferred to a section where she earned less money, after refusing to give sexual favors to the manager of her section. Although she complained to HR and requested to change her position, she is still in the same lower-paying position, and according to the worker, there was no follow up on her complaint. An HR manager confirmed that she had been transferred, but said that it was due to a lack of orders and therefore lack of work in her section. A second worker stated that she was sexually harassed by the same manager, sending her text messages (verified by the EAs) to try to convince her to date him.

EAs then interviewed the section manager of the two workers as well as HR management about these sexual harassment complaints without mentioning these specific cases, since all the workers requested to stay anonymous. Neither the supervisor, nor management acknowledged any complaints of sexual harassment since 2015. At the time of the assessment, no action had been taken by HR manager to follow up on the reported case. There was no mention of sexual harassment in the complaint log, but the HR staff member explained to EAs that not all complaints are recorded in the log.

Better Work found non-compliance in this case based on the lack of effective action from management to address this issue, and the weak enforcement of existing procedures in tackling sexual harassment cases at the factory.

FORCED LABOR

There are no findings under the Forced Labor Cluster in this reporting period.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

There are four instances of non-compliance in this reporting period under the Cluster for Freedom of Association and Collective Bargaining. Two factories are in non-compliance for Collective Bargaining. One factory was in non-compliance related to Freedom of Association, with two non-compliance points identified at the facility. Both issues relate to an assessment from early 2016 and it has therefore already been reported in the October 2016 Better Work synthesis report. This factory agreed to reinstate the terminated union representative. With the support of two of their main buyers, the factory implemented a remediation plan to ensure that the factory offers a better environment for good industrial relations. This factory now has a functioning bipartite committee and implemented a policy on Freedom of Association that is being communicated to workers.



The two cases of non-compliance related to Collective Bargaining Agreements both relate to the same issue. Two factories out of the three factories that do have a CBA in place, failed to implement certain provisions of the Collective Bargaining Agreement in force. The case of one factory has been illustrated in previous public reports. The CBA dates back to October 2008 and it includes specific requirements with regards to medical staff which are not fulfilled. The factory also did not comply with the agreement to set up an eating area near the industrial park and to reach an agreement with food vendors that would be provided with amenities such as water, electricity and propane gas in order to provide meals to workers at a reduced rate. In addition, the CBA provides for a bipartite committee to be set up in each facility which is not being implemented. The CBA will expire in June 2017 and unions and factory management are currently negotiating the terms for a new one.

In the case of the second factory cited in non-compliance on the implementation of its CBA, management had agreed to provide lunch to workers on Sundays after 5 hours of working. However, this was not implemented.

For remediation efforts on all of these cases, please consult individual factory tables in annex 4 of this report.

BOX 1: Industrial Relations In The Haitian Apparel Industry

At the time of writing this report, 11 officially recognized trade union centrals/confederations and 32 officially recognized factory level unions, are present in 19 out of the 25 currently operating factories which are part of the Better Work Haiti program. Thus, approximately 76 % of exporting apparel factories in the country now have a union presence.⁴ In general, unions are quite reluctant to share information about their membership with any third party. However, Better Work Haiti estimates that total numbers of union membership still remain relatively low. In addition, the majority of unions are unable to collect union dues which makes it difficult to keep accurate statistics on membership.

Strengthening industrial relations is an integral part of Better Work's project agenda. Better Work Haiti addresses this on two levels; (i) individual factory level interventions with advisory and training services as part of Better Work's core services to strengthen enterprise level social dialogue and sound industrial relations as well as (ii) sectoral

⁴ Note that union presence in additional factories may exist but these additional factory-level unions have not yet attained official recognition and therefore are not included in the calculation.



interventions to strengthen social dialogue beyond individual factory level issues, e.g. through the Social Dialogue Table. To this end, Better Work Haiti continues to partner with other key stakeholders in the sector such as Solidarity Center, CSI/CSA, other ILO departments (in particular ACTRAV), and MAST in order to assist the industry on gaining more mature industrial relations.

At the factory level, Better Work extended its training portfolio on relevant topics in 2016, such as a new bipartite training module on Industrial Relations, grievance mechanisms, trainings on workers' rights & responsibilities, workplace communication, and negotiation skills. Better Work Haiti observes that workers often mistrust management and assume that they are being taken advantage of. This is typically caused by misinformation or lack of knowledge about legal requirements and shows the need for mass awareness raising among factory workers. This has been raised by unions as well as employers on different occasions. Better Work is currently developing audio spots to broadly disseminate information to workers through radio and factory speaker systems.

Following the release of the first report of the Conseil Supérieur des Salaires (Wages High Council –CSS) in November 2013, workers walked off the job in Port-au-Prince in early December 2013, calling for a higher increase in the minimum wage. The protests disrupted production and resulted in some violence. A number of workers from different factories were dismissed in connection with these events. Complaints from three factories for property damage by employers' side and by workers for wrongful dismissals were filed with the MAST and remain unresolved as of the writing of this report. In the case of one factory, MAST stated that it was not the competent authority to adjudicate the case and the matter was transferred to the High Labor Court for resolution. That case continues to be pending and no decision has been taken by the Authorities.

The Social Dialogue Table was formally created by representatives of the employers and the unions, and the government as an observer and with support of Better Work Haiti in July 2012 as a space for exchange, consultation and negotiation to harmonize relations between employers and workers' organizations. It is actively supported by the Office of the Labor Ombudsman. The Social Dialogue Table is serving as a forum for exchange and negotiation between employers and workers in order to strengthen the competitiveness of the Haitian apparel sector in creating employment and contributing to the Haitian economy through the promotion of decent work. The renewal of the secretariat of the table has been pending due to a conflict about representatively among unions which is related to the fragmentation of the union movement in the apparel sector in Haiti mentioned earlier



above. Better Work is currently liaising with the ILO's ACTRAV department from the region in order to assist the unions resolving this issue. Ideally, all unions in the sector should be part of a coordination entity which could represent the different union confederations. It is expected that more union confederations may be created over the course of the year. Therefore, an intra-union coordination entity would be most useful in order to coordinate bipartite or tripartite initiatives with the union movement of the garment sector.

The Office of the Labor Ombudsman (Bureau de la Médiatrice Spéciale du Secteur Textile - BMST) continues to play a key role in the prevention and remediation of factory level conflicts in the apparel industry. The Labor Ombudsman intervenes and mediates in individual factory level dispute cases. She closely coordinates her mediation work with relevant departments from the Ministry of Social Affairs and Labor (MAST). MAST reports a dramatic decrease in conciliation activities and complaints of unfair practices since BMST is intervening in such cases prior to bringing them to the attention of MAST. A number of cases have already been successfully remediated through this collaboration and all partners appreciate the Labor Ombudsperson as a significant support to more mature industrial relations in Haiti's apparel sector. She is also actively involved in the Social Dialogue Table and chairs the Better Work Haiti Project Advisory Committee (PAC) in line with HOPE requirements.

2.3. Persistent Non-Compliance Issues (PNCs)

As mentioned above, several non-compliance issues are repeatedly showing high non-compliance rates across the industry. Although Better Work offers targeted training and tailored advisory services to each individual company, several non-compliance points remain persistent. There are several causes for this challenge and each issue has to be examined closely to identify the reason behind the high rate of non-compliance. Better Work sees three main reasons for this challenge.

◆ Weak Management Systems

Better Work often observes weak systems in factories to systematically prevent and address non-compliance issues, in particular in the areas of Occupational Safety and Health and Human Resources. The overall highest non-compliance rates are always in the cluster on Occupational Safety and Health. Many of the compliances points under this cluster relate to installations on the factory floor and are subject to the daily operations in the



factory. Weak management systems to ensure consistent compliance are therefore a root cause for weak compliance performance. This relates to issues such as emergency preparedness equipment that needs to be maintained, use of personal protective clothing and equipment, management of chemicals and hazardous substances etc. In Human Resources, weak management systems often mean lack of procedures, in particular contract procedures and termination procedures but also issues related to conflict and/ or dispute management. There is a strong link between management systems and compliance performance. Better Work has been emphasizing the importance of setting up strong management systems in order to lower non-compliance rates. Since 2016, Better Work therefore assesses management systems during the annual compliance assessment. Management systems are examined in the area of human resources and Occupational Safety and Health (OSH). In total, thirteen questions have been added to Better Work's compliance assessment tool, six under the cluster *Occupational Safety and Health* and seven under the cluster *Contracts & Human Resources*. Although these questions do not represent compliance questions, the information is still collected for information only in each individual compliance assessment report. Criterion have been defined in order to measure a company's management systems. Better Work has found that strong management systems do substantially contribute to lower non-compliance rates. During advisory and training services, Better Work assists factories in improving their management systems. In factories that have high staff turnover, setting up strong systems helps to prevent losses of improvements already made with regards to compliance performance. If a company structures its processes and clearly assigns responsibilities to staff positions without relying on individuals to ensure compliance, tend to have higher compliance rates as shows the factory example below.

◆ Demanding Legal Requirements

Some non-compliance rates are consistently at high levels since the requirements of the law do not adequately reflect the reality of today's workplace. Obviously, this is a very delicate statement as management and workers' may have different views on various legal requirements. However, there are a few issues on which management and workers agree. The most prominent example for such a case is the required number of toilets. According to the Haitian Labour Law, a factory should have at least one toilet for every 25 men and one toilet for every 15 women. Most factories do not comply with this requirement. However, Better Work finds that in most cases, the number of toilets seems to be largely sufficient according to observations (no waiting lines seen in front of bathrooms during the assessment visit) and interviews with workers. The reform of the Labour Law is the only solution for this issue. As mentioned above, the reform has been delayed for several years now due to political instability. A successful completion of the reform process would also contribute to a more attractive investment environment in Haiti.



◆ Insufficient Enforcement of Legal Requirements

Although compliance performance data of each individual exporting garment factory is made publicly available, the concerned authorities of the Haitian Government have not issued any sanctions for non-compliance with legal requirements to garment factories. MAST labour inspectors have significantly strengthened their inspection over the past years also due to the capacity building project of the ILO. However, if companies were to be sanctioned for continued non-application of legal requirements, this could have a positive impact on compliance performance.

During the last multistakeholders' forum organized by Better Work Haiti in September 2016, all concerned parties were invited to discuss these persistent non-compliance issues. In breakout sessions with groups made up of representatives from employers, workers, government and international buyers, participants discussed selected persistent non-compliance issues. The objective of the exercise was to discuss contributions of each of these 4 stakeholders to address these PNCs. In summary, worker representatives agreed that their role would be to hold more consistent training and communication towards workers to make them aware of their contributions to these issues. In particular with regards to OSH issues on the floor, workers play a crucial role to ensure compliance is consistently maintained (e.g. exits to be unobstructed, PPE to be used, chemicals safely used and stored etc.). Worker representatives also agreed that they should more consistently raise issues with management and have constructive dialogue about non-compliance issues. Management in return, agreed that they need to work on stronger management systems, in particular in the areas of Human Resources and Occupational Safety and Health. They also raised the importance of pushing the Government to finalize the labor law reform process as well as the necessity to train workers on legal requirements. Government representatives mainly mentioned their responsibility to be more persistent and tenacious in terms of inspections and follow-up with employers. They also mentioned that they need to invest more resources to train employers and workers on legal requirements. International buyer representatives sourcing in Haiti acknowledged that their role is to use the information on compliance performance to (i) hold their suppliers accountable but (ii) to also assist them in remediation. The working conditions of the factories where their products are being used concerns them and therefore, they have an active role to play in the improvement of labor law compliance. Open dialogue and close collaboration among all of these stakeholders is the only way to sustainably improve factory compliance performance which will benefit all parties.



BOX 2: Horizon Manufacturing S.A. – The Factory with the lowest average non-compliance rate in Haiti since 2010

How strong management systems contribute to high levels of compliance with labor standards.

“When I joined Horizon in 2010, compliance with labor standards was already at the heart of the company’s culture, yet the position of Compliance Manager did not exist yet”, says Dominald Pamphile, Head of Compliance at Horizon Manufacturing. He joined the factory in 2010, shortly after the Better Work program started operations in Haiti. In the first independent labor compliance assessment by Better Work, the factory had a 9% non-compliance rate – already one of the lowest achieved by any factory in Haiti at the time.

Horizon Manufacturing S.A. was founded in 2010. Its workforce has been relatively stable over the past years between 380 and 400 workers. The factory maintained a consistent low non-compliance rate in all Better Work assessments since 2010, making it the factory with the overall lowest non-compliance rate in Haiti just below 5%. In order to maintain this high level of compliance, the factory has put in place strong management systems. Ronald Saint Furcy, Compliance Manager, starts his work day with a tour of the floor every single day. “I check every little detail on the floor, in particular with regards to Occupational Safety and Health (OSH) which is where most of the non-compliance issues are found – not only for us at Horizon but for most of the factories in Haiti. It is my job to ensure that proper procedures are in place to ensure compliance with all legal requirements for the safety and health of all employees. This also requires the workers to be actively involved in ensuring compliance. It is not just management’s job. Workers and management have to work together to achieve such good compliance levels.” In order to facilitate the exchange between workers and management, the factory has set up a bipartite committee together with Better Work. Dominald recounts: “Our bipartite committee has been a great experience for everybody. The meetings are extremely useful to discuss all issues of concern for management and workers. The discussions may be heated sometimes but in the end, we always come to agreements. We negotiate until we find an acceptable compromise for all parties concerned. We do not only discuss compliance issues. The workers on the committee use this platform to bring up various issues from their respective work section. The establishment of this committee has significantly helped us to develop even better relations between management and workers.”



Horizon manufactures for different brands. In 2017, a second building has been rented and operations will be extended this year. The workforce will be doubled. The management team is working to ensure it can keep its good compliance levels even with an additional production space. Dominald explains: “In our first building, we had to make quite some adjustments in order to be in compliance with legal requirements, for example, we built additional toilets on our own costs although we are only renting the building.” Better Work measures compliance with international and national labor laws in a set of eight clusters. Apart from OSH which is one of these clusters, human resources and compensation are two other common areas where factories tend to have several non-compliance issues, e.g. calculations of overtime or paid leave such as maternity or sick leave etc. Mackenson Saint Furcy, Horizon’s HR Manager knows the challenges related to the Human Resources Department. As a former IT Specialist he helps to maintain a suitable electronic HR system. He is also very much engaged with the Better Work team. “We work together with the Better Work Enterprise Advisors during advisory services and trainings. This has also helped us to improve our HR systems. Good systems means to depersonalize procedures and instead institutionalize them. Better Work offers a number of interesting trainings which we attended, e.g. trainings on conflict resolution, legal requirements, supervisory skills, and recently a new training for middle managers on leadership.

The three managers agree that their high compliance rate is a result of the factory’s strong management systems as well as the commitment from their top management to ensure such high compliance levels. Sometimes investments need to be made to improve compliance levels and our company is ready to do so. The three colleagues also highlight their company’s team spirit which makes them excel in their compliance performance. “We believe in learning and improving through regular follow up, regular meetings, regular internal inspections and verifications and through inclusion of all members of the company in the process”, Dominald concludes.

2.4. Other Highlights

BETTER WORK ADVISORY AND TRAINING SERVICES

Better Work acknowledges the fact that auditing alone cannot contribute to sustainable remediation of non-compliances. Assessments provide a snapshot of the compliance issues, yet they do not add significant value to improvements of factories’ compliance performance. Therefore, the Better Work service package combines the annual assessment visit with continuous



advisory and training services. At the factory level, a bipartite committee (PICC) is set up in order to facilitate communication between management and workers. In Haiti, the set-up of these bipartite committees has been very difficult as the growing union movement saw a competition in these committees. Recently, several unions have agreed to participate in the bipartite committees as they recognized the opportunity to include important points of their agenda in the regular meetings of the committees.

Below is an overview of each factory in the Better Work Haiti program and the status of its bipartite committee.

Table 2: Factory's PICC Status

	Name of factory	PICC Status
1	Caribbean Island Apparel S.A.	Set up and functioning
2	Citadelle Manufacturing S.A.	Factory closed recently but data still included
3	Cleveland Manufacturing S.A.(former GMC)	Setup in progress
4	CODEVI	Newly founded PICC
5	Fairway Apparel S.A.	Set up and functioning
6	Fox River Caribe, INC	Set up and functioning
7	Go Haiti S.A.	Set up and functioning
8	Goal Export S.A.	Set up but inactive
9	Haiti Premier Apparel S.A.	Set up and functioning
10	H&H Textiles S.A.	No PICC yet
11	Horizon Manufacturing S.A.	Set up and functioning
12	Interamerican Wovens APH S.A.	No PICC yet
13	Interamerican Wovens S.A.	Set up but inactive
14	Life S.A.	No PICC yet
15	Modas BU IL Haiti S.A.	Set up but inactive
16	MGA Haiti S.A	Set up and functioning
17	Pacific Sports Haiti S.A.	Set up and functioning
18	Palm Apparel S.A.	Set up but inactive
19	Premium Apparel S.A.	Set up and functioning
20	Quality Sewing MFG. S.A.	Renewal in progress
21	Sewing International S.A.	Newly founded PICC
22	S&H Global S.A.	Set up and functioning



23	The Willbes Haitian II S.A.	Set up and functioning
24	The Willbes Haitian III S.A.	No PICC yet
25	Val D'Or Apparel MFG Haiti S.A.	Set up and functioning

Where it is marked “setup but inactive” in the above table, the PICC is usually subject to changes in its composition because workers who were on the PICC have left the factory. This requires Better Work to train the new worker representatives on the purpose and functioning of the PICC first.

In addition to individual factory level advisory services, Better Work holds several industry seminars offered to all factories together several times a year on various topics of relevance for the factories. The purpose of these seminars is to deliver clustered advisory service to several factories at the same time on a topic of particular relevance for the sector, i.e. a topic that usually relates to relatively high non-compliance rates. Industry seminars can be attended by management and/or worker representatives. The objective of such trainings with participants from different factories is supposed to increase learning effects, as participants will be able to exchange and learn from each other on best practices. In 2016, industry seminars were held on the following topics:

- ◆ Risk management
- ◆ Grievance Mechanisms
- ◆ Maintaining an updated improvement plan
- ◆ Collective Bargaining
- ◆ Industrial Relations
- ◆ Fire Fighting

In addition to factory assessments and advisory work, the Better Work program has designed a range of trainings intended for workers, line supervisors and managers. The Better Work training catalogue with all training modules available in Haiti can be accessed online.⁵ Newly launched trainings by the Better Work team since 2016 include Industrial Relations training and a new one day long workplace communication training. These trainings – together with other modules such as the grievance mechanisms training which Better Work continues to offer – aim at assisting factories in preventing conflicts and putting better mechanisms in place to avoid issues in the workplace. Furthermore, Better Work Haiti launched its successful supervisory skills training in Spanish in 2016 in order to cater to the needs of many factories that employ Latin American middle management staff.

⁵ http://betterwork.org/haiti/?page_id=65



In 2017, new training modules include a new Labor Law training that goes hand in hand with the recently launched Labor Law Guide. In addition, a training on leadership skills for middle managers is available in English, Kreyol and Spanish.

In 2016, the Better Work Training Team trained a total of 1,900 participants – management and workers – in the various trainings offered to factories, including 682 women. In the first quarter of 2017, 348 factory employees participated in trainings so far.

BETTER WORK PARTNERSHIPS

Better Work believes in building partnerships with its stakeholders as well as other entities that pursue similar objectives as Better Work. Therefore, Better Work partnerships relate to the program's relations and collaboration with national governments, employers' associations, workers associations and other national and international entities that have an interest in promoting good working conditions and competitiveness of the country's apparel industry. Numerous partnerships have been set up over the course of the project duration and in this section of the report, one of these partnerships will be presented further.

BOX 3: Share Hope Foundation

Since 2013, Better Work Haiti has been cooperating with Share Hope on a number of worker well-being activities. Share Hope also participated in the annual OSH event which Better Work held with a focus to organize medical check-ups for workers as well as the annual multistakeholders' fora. In 2013, the HERhealth project was introduced by Better Work and Share Hope and the foundation currently runs this program very successfully in four factories. The Her Health program is a health education program developed by Business for Social Responsibility (BSR) to train garment factory workers on key health issues. The HERhealth program is currently being implemented in 13 countries in addition to Haiti. During the 18-24 month duration of a HERhealth training, 7 health training modules are determined by a baseline health needs assessment conducted in the factories. In Haiti, these modules include personal hygiene, nutrition, waterborne diseases, HIV/AIDS, family planning, sexually transmitted infections (STIs), and waste management. Together with factory management, training schedules are designed to make it possible for workers to participate in the program during the work day. What makes the



HERhealth program so powerful, effective and sustainable, is that it is based on peer-to-peer training, creating a snowball effect.

In 2016, two new worker well-being initiatives were added to Share Hope's portfolio with a financial contribution of Levi Strauss Funds channeled through Better Work; the factory clinic improvement program and the communication support for deaf and hard of hearing workers. Eleven factories participated in the new factory clinic improvement program which turned out to be a huge success. Factory clinics were assessed on a regular basis, the factory nurses were trained on various health topics but also on clinic procedures and documentation. A quarterly award was given out for the best performing factory during the assessment. Two additional awards were assigned for the overall best clinic and the clinic which improved the most overall over the course of the project. All award winning factories received a US\$ 500 reduction on their 2017 BWH subscription fee. Workers as well as management welcomed the initiative which helps factories to use their clinics and nurses for better health prevention and medical assistance for the workers. The support provided to deaf and hard of hearing workers encompassed the supply and adjustment of hearing aid devices as well as their maintenance and communication classes on sign language as well as speech therapy for selected workers who seem to have the capacity to significantly improve their speech due to the hearing aid device. Both programs have been very successful and have contributed to improving workers' health and empowerment of women. A continuation of both programs is planned for 2017 subject to funding.

In addition, Share Hope has been running a high school completion program since 2014 which allows factory workers to follow a year of daily courses after working hours in order to then pass the national high school exam.

About Share Hope:

Share Hope is an organization committed to improving the living conditions of workers in developing countries by encouraging responsible and sustainable consumer-producer relationships, particularly in the textile and apparel industry. Share Hope Foundation is a non-profit organization which owns a for profit subsidiary. This dual structure allows Share Hope to improve the lives of workers both by creating decent jobs and by providing much needed social services to workers in the garment industry.⁶

⁶ www.sharehope.com



Section III: Conclusion and Next Steps

Overall compliance levels in Haiti's apparel industry have not seen significant improvements over the past assessment cycles. This challenge has been previously identified and is not unique to Haiti. In order to successfully address this issue, all stakeholders need to collaborate. Factories need to show commitment to remediate non-compliance points in a sustainable way. This requires effective management systems and Better Work is assisting on this issue through its advisory and training services. Worker representatives are also key to this and play an important role in the process. Therefore, the bipartite management-worker committees that Better Work is setting up in the factories are a crucial mechanism in order to improve overall compliance and performance of a factory. The trade unions active in the sector should overcome their intra-union conflicts for the benefit of a stronger union movement overall. Without a mature level of social dialogue from employers and worker representatives and willingness to learning from all sides, improvements at the factory level are hampered. This is why all of these aspects – high levels of compliance, a mature level of social dialogue, effective management systems and a commitment to learning – are part of Better Work's differentiation model described above. The differentiated approach will allow for more targeted service to assist factories depending on the level of their performance regarding those aspects.

The Government of Haiti also has an important role to play. The Labor Law Reform process should be accelerated and finalized as soon as possible. Inspection mechanisms and enforcement of legal requirements are equally key to improved levels of compliance performance of factories. The engagement of the Ministry of Social Affairs and Labor, the Ministry of Commerce and other relevant government agencies involved in activities related to the apparel industry will send an important signal to the international community about the disposition of the government of Haiti to attract and keep foreign investment.

International brands sourcing in Haiti should equally contribute to the development of the apparel sector in Haiti which plays a pivotal role in the country's economy. Better Work promotes transparency in global supply chains and Haiti's apparel sector is a frontrunner and an excellent example of transparency. All factory level compliance data is publicly available at the individual enterprise level due to the HOPE requirements. More international brands doing business in Haiti should acknowledge these efforts by avoiding duplication of audits and multiple corrective action plans. Better Work has seen evidence that transparency can be a very effective means to improvements if labor law violations are tackled with joint efforts of all parties involved.



The HOPE legislation continues to provide many jobs in Haiti and great opportunities for the various stakeholders of the industry to work together on improvements needed to increase the competitiveness of Haiti's apparel industry in comparison with others in the region and the world. Necessary improvements and key work ahead includes changes in national legislation, infrastructural challenges as well as capacity building needs of workers and middle management in the factories.

Better Work will continue to use its work at the factory and the sectoral level to promote the respect of international and national labor laws, social dialogue, ownership and accountability of its national partners. Better Work will continue to strengthen PICCs in the factories and stronger management systems in order to address persisting non-compliance issues. The introduction of a differentiated service package for factories at stage one and two is planned for 2017. Better Work's training services will continue to evolve organically based on the needs identified and the capacities available. Training of middle management on leadership and management soft skills will become a particular focus of the program over the coming months. A productivity improvement pilot project to be implemented together with IFC is planned for 2017 as well. Better Work will also intensify its work with the union movement which needs assistance in their internal coordination.

There are other ILO programs and departments working with the tripartite Haitian stakeholders in various areas and sectors on the larger Decent Work Country Program (DWCP) for Haiti. The work of Better Work in the apparel sector feeds into this larger decent work agenda. Areas of work closely related to Better Work's activities, such as the labor law reform process or the partnering ILO/MAST capacity building project, have an impact on Better Work operations. Therefore, efforts to support the Haitian constituents need to continue to be coordinated in order to benefit the overall socio-economic development of Haiti.

In its collaboration with the Ministry of Social Affairs and Labor (MAST), Better Work and other ILO programs will also continue to strengthen the capacities of the national government partners in terms of labor inspection and their conciliation and mediation services. The harmonious and fruitful collaboration with the Office of the Labor Ombudsman will further contribute to strengthen more mature industrial relations in the apparel sector in Haiti.



Annex 1. The TAICNAR Project and Reporting Requirements under the HOPE II Legislation

In 2006, the United States Congress enacted the Haiti Hemispheric Opportunity through Partnership Encouragement Act of 2006 (HOPE), expanding preferences for Haitian apparel established under the Caribbean Basin Economic Recovery Act, thus enabling the Haitian apparel industry to benefit from new duty-free preferences. In 2008, these preferences were further expanded through legislation known as HOPE II, which also established new standards and programs strengthening and monitoring working conditions in the apparel sector. On 24 May 2010, the Haiti Economic Lift Program of 2010 (HELP Act) was signed into law to expand existing preferences even more to contribute to Haiti's economic growth and development in both the textile and apparel sectors. Among its provisions, the HELP Act extended almost all of the trade preferences established under HOPE and HOPE II and in 2015, the US Government extended the Haiti HELP/HOPE provisions until 2025.

In order to benefit from HOPE/HOPE II/HELP, Haiti was required to establish an independent Labor Ombudsman appointed by the President of the Republic in consultation with the private sector and the trade unions. Haiti was also required to work with the ILO, to develop a technical assistance program to (i) assess and promote compliance with core labor standards and national labor law in the factories that are eligible for tariff advantages under HOPE II and (ii) provide assistance to the Government of Haiti in order to strengthen its capacity in the process of inspection of facilities.

This was referred to in the legislation as the **Technical Assistance Improvement and Compliance Needs Assessment and Remediation** (TAICNAR) program. Finally, Haiti needed to develop a mechanism for ensuring that all producers benefiting from the HOPE II trade preferences participated in the TAICNAR program.

With regards to the reporting requirements, the HOPE II law specifies which information needs to be included in the biannual reports to be published by the TAICNAR program. See text box below for the original text of the law.



SEC. 15403. LABOR OMBUDSMAN AND TECHNICAL ASSISTANCE IMPROVEMENT AND COMPLIANCE NEEDS ASSESSMENT AND REMEDIATION PROGRAM.

[...] (D) BIENNIAL REPORT. —The biennial reports referred to in subparagraph (C)(i) are a report, by the entity operating the TAICNAR Program, that is published (and available to the public in a readily accessible manner) on a biennial basis, beginning 6 months after Haiti implements the TAICNAR Program under this paragraph, covering the preceding 6-month period, and that includes the following:

(i) The name of each producer listed in the registry described in paragraph (2)(B)(i) that has been identified as having met the conditions under subparagraph (B).

(ii) The name of each producer listed in the registry described in paragraph (2)(B)(i) that has been identified as having deficiencies with respect to the conditions under subparagraph (B), and has failed to remedy such deficiencies.

(iii) For each producer listed under clause (ii) —

(I) a description of the deficiencies found to exist and the specific suggestions for remediating such deficiencies made by the entity operating the TAICNAR Program;

(II) a description of the efforts by the producer to remediate the deficiencies, including a description of assistance provided by any entity to assist in such remediation; and

(III) with respect to deficiencies that have not been remediated, the amount of time that has elapsed since the deficiencies were first identified in a report under this subparagraph.

(iv) For each producer identified as having deficiencies with respect to the conditions described under subparagraph (B) in a prior report under this subparagraph, a description of the progress made in remediating such deficiencies since the submission of the prior report, and an assessment of whether any aspect of such deficiencies persists.
[...]



Annex 2. Better Work's Service Delivery Model

The key principles of Better Work's revised service model are ownership, accountability, dialogue and partnership. The core services offered to factories are advisory services, an annual assessment, and training services.

Better Work's service delivery model stresses the importance of advisory services with a stronger focus on assistance on management systems, root cause analysis and continuous learning. Better Work acknowledges the fact that auditing alone cannot contribute to sustainable remediation of non-compliances. Assessments provide a snap shot of the compliance issues, yet they do not add significant value to improvements of factories' compliance performance. Therefore, the focus in the services that Better Work delivers to factories are on continuous learning and improvements working with factories on root causes that are underlying repeated non-compliance issues.

Since 2015, a factory cycle no longer starts with an assessment on which advisory services afterwards were built in the initial approach. Under the revised Better work service delivery model, the cycle now starts with a period of approximately 100 days of advisory services in which the factory with its bipartite committee can conduct a self-diagnosis with support of its Better Work Enterprise Advisor and can work on immediate improvements where possible. The unannounced Better Work assessment is then conducted after the initial period of advisory and training services.

Following the assessment, the advisory process continues, focused on enabling the bipartite committee to address issues that are listed in the improvement plan. The improvement plan includes issues that the factory has self-diagnosed and those that were identified during the Better Work assessment. Factories will be supported through tailored factory visits; issue specific seminars (on topics relevant to the country/industry) with peers from other factories; and training appropriate to the factory's specific needs.

Better Work reporting has two elements – reports completed and verified by the Better Work program and those that are completed and released directly by factories. The Better Work factory reports consist of the assessment report that is released roughly 30 days after the unannounced assessment visit. Then later on in the cycle, in the 11th month of the cycle, Better Work then publishes a progress report, detailing improvements on compliance issues, as well as in-factory dialogue, continuous learning and the use of effective management systems. Better Work also provides additional recommendations in this report to further strengthen the improvement process. Factories report through the

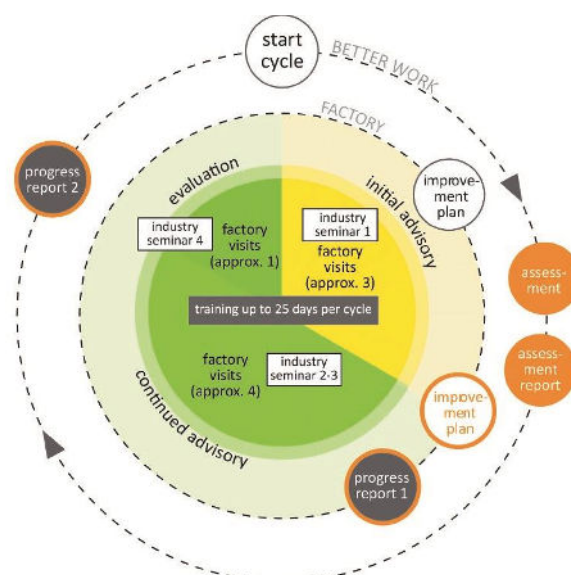


Better Work portal. This portal is the platform that is also used by Better Work to share factory data with authorized international brands that subscribed to a specific factory in either of the Better Work country programs. The enhanced portal with the revised self-reporting function also offers the opportunity for factories to update their improvement plan themselves. The improvement plan lists a factory's non-compliance points from the last Better Work independent assessment together with any other issues that the factory itself identified as areas for improvements. Once the factory updates its improvement plan online, the information is immediately available to buyers and Better Work. However, this feature has some limitations with regards to the factories' editing rights as only Better Work can update the status of a non-compliance issue from "delayed", "pending", or "in progress", to "completed" after verification of evidence of remediation.

Factory reporting then continues with the first progress report which is published approximately 5 months after the start of the cycle. This report includes progress to date on all self-diagnosed issues as well as those identified by Better Work during the assessment. This report has a preset structure from Better Work and it is made available to authorized buyers and indicates initial progress and planned steps for the remainder of the cycle. The Better Work role for this first progress report will be limited to coaching factories on how to engage in effective self-reporting and how to ensure continued progress on closing areas of non-compliance.

The Better Work Enterprise Advisors then write their own progress report towards the end of an annual cycle of each factory.

An overview of the sequence of the different components of the Better Work service model under this revised approach can be found in the illustration below:





Sequence and components of annual Cycle under Better Work's revised service delivery model.

In 2017, Better Work will start to differentiate factories depending on their performance. Factories that are scoring high enough in terms of compliance performance but also in the areas of dialogue and learning encompass the criteria that need to be satisfied before a factory can be qualified for “stage two”. In fact, Better Work will classify factories as being in “stage two” if they consistently demonstrate high levels of compliance, a mature level of social dialogue, effective management systems and a commitment to learning. Those criteria will be evaluated based on information collected during two consecutive assessments. Factories that have not yet met this benchmark will be classified as “stage one.” For factories that have been with Better Work for several years, service differentiation will respond to requests for greater autonomy in the day-to-day advisory service, fewer assessments, and a tailored service that responds to their more advanced needs, for example relating to systems development, purchasing practices, productivity and quality, and mature industrial relations.

Annex 3. The Better Work Compliance Assessment Methodology

BETTER WORK COMPLIANCE ASSESSMENT FRAMEWORK

The Better Work program assesses factory compliance with core international labor standards and national labor law. Following assessments, a detailed report is prepared and findings are shared with the factory presenting findings on eight clusters, or categories, of labor standards, half of which are based on international standards and half on national legislation.

Core labor standards: The ILO Declaration on Fundamental Principles and Rights at Work, adopted in 1998, calls upon Member States to respect and promote these principles and rights in four areas, whether or not they have ratified the relevant conventions. These categories, or clusters, are: freedom of association and collective bargaining, the elimination of forced or compulsory labor, the abolition of child labor and the elimination of discrimination in employment and occupation. The conventions on which the 1998 Declaration is based are Nos. 29, 87, 98, 105, 100, 111, 138, 182, and they form the reference base in assessing factory compliance with fundamental rights for all the Better Work programs in various countries. For some issues, such as minimum legal working age, provisions in national law specify requirements for the application of international conventions. If national law is not consistent with international



standards pertaining to core labor standards, the international standards are applied. Haiti has ratified all eight core Conventions listed above. According to the Haitian Constitution, ratified conventions become self-executing and therefore part of Haitian law.

Working Conditions: The four other clusters assess conditions at work, including compensation, contracts and human resources, occupational safety and health, and working time. The compliance points covered in these clusters are largely consistent across countries; however each compliance point contains specific questions that may vary from country to country due to differences in national legislation. National legislation is used as a reference point even if it is not in accordance with the international conventions that have been ratified by the country. In countries where national law either fails to address or lacks clarity around a relevant issue regarding conditions at work, Better Work establishes a benchmark based on international standards and good practices.

Table 3: Better Work compliance assessment framework

Compliance Cluster	Compliance Point	Compliance Issue
Child Labor	Child Laborers	Workers under age 15
		Documentation and Protection of Young Workers
	Hazardous Work and other Worst Forms	Age verification system
		Medical certificate, and/or an employment certificate or permit delivered by the Director of Labor provided by workers under age 18.
		Register of workers under age 18.
		Workers under age 18 working at night.
		Workers under age 18 working overtime.
Workers under age 18 doing work that is hazardous by nature.		
Discrimination ⁷	Gender	Changing the employment status, position, wages, benefits or seniority of workers during maternity leave.
		Conditions of work (gender and/or marital status).
		Excluding maternity leave from workers' period of

⁷ In Better Work country-specific questionnaires, a compliance point "Other Grounds" may be included under the Discrimination cluster. This category is intended to assess specific discrimination issues that are covered in national labor law, and are considered to be aligned with the objectives of the relevant ILO conventions (100 and 111), but which are not explicitly named in the conventions, e.g., age, HIV/AIDS status, disability, etc. The questionnaire for Haiti does not include the "Other Grounds" compliance point because the Haitian labor law does not identify grounds for discrimination beyond those cited in Conventions 100 and 111.



		continuous service	
		Hiring (gender and/or marital status).	
		Job announcements (gender and/or marital status).	
		Pay (gender and/or marital status).	
		Pregnancy tests or use of contraceptives as a condition of employment	
		Promotion or access to training (gender and/or marital status).	
		Sexual harassment	
		Terminating workers or forcing them to resign if they are pregnant, on maternity leave or nursing.	
		Termination or retirement (gender and/or marital status).	
	Race and Origin	Conditions of work (race, color, origin)	
		Harassment (race, color, origin)	
		Hiring (race, color, origin)	
		Pay (race, color, origin)	
		Promotion or access to training (race, color, origin)	
		Recruitment materials (race, color, origin)	
		Termination or retirement (race, color, origin)	
	Religion and Political Opinion	Conditions of work (religion or political opinion)	
		Harassment (religion or political opinion)	
		Hiring (religion or political opinion)	
		Pay (religion or political opinion)	
		Promotion or access to training (religion or political opinion)	
		Recruitment materials (religion or political opinion)	
		Termination or retirement (religion or political opinion)	
	Forced Labor	Bonded Labor	Debts for recruitment fees owed to the employer and/or a third party
			Coercion
		Delaying or withholding wage payments.	



		Forced labor to discipline workers or punish them for participation in a strike
		Free exit from the workplace at all times, including during overtime.
		Freedom of movement (dormitories or industrial park).
		Freedom to terminate employment with reasonable notice and/or to leave their jobs when their contracts expire
		Threats such as deportation, cancellation of visas or reporting to the authorities
		Violence or the threat of violence.
		Workers' access to their personal documents (such as birth certificates, passports, work permits and ID cards)
	Forced Labor and Overtime	Forced overtime under threat of penalty
	Prison Labor	Prison laborers
Freedom of Association and Collective Bargaining	Collective Bargaining	Access to collective bargaining agreement.
		Collective agreement less favorable for workers than what is required by national law.
		Collective bargaining/bargaining in good faith.
		Implementation of collective agreement.
	Freedom to Associate	Freedom to form and/or join a union
		Requiring workers to join a union.
	Interference and Discrimination	Attempt(s) to interfere with, manipulate or control the union(s).
		Freedom to meet without management present.
		Incentives to refrain from joining a union or engaging in union activities.
		Punishment of unionists
		Termination or non-renewal of worker's employment contract due to union membership or activities
		Threats, intimidation or harassment of unionists.
		Unequal treatment of multiple unions.
Union membership or union activities factoring into hiring decisions		



	Strikes	Hiring of replacement workers during a strike.
		Preventing workers from participating in a strike.
		Punishing workers for participating in a strike.
		Security guards, the police or armed forces called on to break up a peaceful strike or arrest striking workers.
	Union Operations	Deduction of union dues upon workers' request.
		Union representatives' access to workers in the workplace.
Compensation	Method of Payment	In-kind wage payments.
		Regular and timely payment of wages.
		Wage payment directly to workers at the workplace on working days
		Wage payment in legal currency.
	Minimum Wage^B	Correct payment of piece rate workers when their piece rate earnings exceed minimum wage.
		Payment of minimum wage for apprentices.
		Payment of minimum wage for temporary workers.
	Overtime Wages	Payment for ordinary overtime.
		Payment for overtime hours worked on holidays.
		Payment for overtime worked at night.
		Payment for overtime worked on weekly rest days.
	Paid Leave	Payment for annual leave.
		Payment for breastfeeding breaks.
		Payment for legally mandated holidays.
		Payment for maternity leave.
		Payment for sick leave.
		Payment for weekly rest days.
	Premium Pay	Payment for regular hours worked at night.

^B Since the 8th Better Work Haiti synthesis report, Better Work Haiti only reports non-compliance with the minimum wage of reference of 240 Gourdes (as of 1st May 2015). The reporting on the production wage of 320 Gourdes (350 Gourdes as of 01 May 2016) will be done with specific details on each factory's percentages of workers' average earnings in the factory tables in annex 4 of the report.



		Payment for regular hours worked on holidays	
		Payment for regular working hours worked on weekly rest days	
	Social Security and Other Benefits		Collecting and forwarding workers' contributions for social insurance funds to ONA.
			Employer contribution to OFATMA for maternity and health insurance.
			Employer contribution to OFATMA for work-related accident insurance.
			Employer contribution to ONA.
			Forwarding of workers' contributions to OFATMA.
			Payment of annual salary supplement or bonus.
	Wage Information, Use and Deduction		Deductions from workers' wages.
			Informing workers about wage payments and deductions.
		Payroll records.	
Contracts and Human Resources	Contracting Procedures	Limits on the trial period for apprentices.	
	Dialogue, Discipline and Disputes		Bullying, harassment or humiliating treatment of workers.
			disciplinary measures
			Resolution of grievances or disputes.
	Employment Contracts		Contracts for all persons performing work for the factory.
			Employment contracts' compliance with the labor code, collective agreement and/or internal work rules.
			Internal work rules.
			Specifying terms and conditions of employment in written employment contracts.
			Workers' understanding of the terms and conditions of employment.
	Termination		Annual salary supplement or bonus upon termination.
			Notice of termination.
			Orders to reinstate or compensate unjustly terminated workers.
			Payment for unused paid annual leave upon resignation



		or termination.
		Reasons for termination.
		Reductions in workforce size or suspensions due to changes in operations
Occupational Safety and Health	Chemicals and Hazardous Substances	Assessing, monitoring, preventing and/or limiting workers' exposure to hazardous substances.
		Chemical safety data sheets for all chemicals and hazardous substances in the workplace.
		Inventory of chemicals and hazardous substances used in the workplace.
		Labeling of chemicals and hazardous substances.
		Storage of chemicals and hazardous substances.
		Training workers who work with chemicals and hazardous substances.
		Washing facilities or cleansing materials in the event of chemical exposure.
	Emergency Preparedness	Accessible, unobstructed, and/or unlocked emergency exits during working hours, including overtime.
		Fire detection and alarm system.
		Firefighting equipment.
		Marking or posting of emergency exits and/or escape routes in the workplace.
		Number of emergency exits.
		Periodic emergency drills.
		Safeguarding possible sources of ignition
		Storage of flammable materials
		Training workers to use the firefighting equipment
	Health Services and First Aid	Annual medical checks for workers.
		First-aid training for workers.
		Health checks for workers who are exposed to work-related hazards.
		Medical checks for workers upon hiring.
		Onsite medical facilities and staff.
		The employer did not ensure that there were a sufficient



		number of readily accessible first aid boxes/supplies in the workplace.
		Safety and health risks to pregnant or nursing workers
	OSH Management Systems	Assessment of general occupational safety and health issues in the factory.
		Legally required construction/building permits
		Mechanisms to ensure cooperation between workers and management on OSH matters.
		Recording work-related accidents and diseases and/or submitting the record to OFATMA.
		Written OSH policy.
	Welfare Facilities	Certain required facilities.
		Eating area.
		Providing drinking water.
		Toilets.
		Washing facilities and/or soap.
	Worker Accommodation	Accommodation separate from the workplace
		Cooking or storage facilities in the accommodation.
		Lighting in the accommodation.
		Minimum space requirements in the accommodation.
		Preparation for emergencies in the accommodation.
		Privacy in the accommodation.
		Protection against disease carrying animals and/or insects in the accommodation.
		Protection against fire in the accommodation.
		Protection against heat, cold and/or dampness in the accommodation.
		Protection against noise in the accommodation.
		Toilets, showers, sewage and/or garbage disposal systems in the accommodation.
		Ventilation in the accommodation.
		Water in the accommodation.
	Worker	Ergonomic requirements



	Protection	Installing guards on all dangerous moving parts of machines and equipment.
		Installing, grounding, and/or maintaining electrical wires, switches, and/or plugs.
		Posting safety warnings in the workplace
		Providing workers with personal protective clothing and equipment.
		Punishment of workers who removed themselves from work situations they believed presented an imminent and serious danger to life or health.
		Training and encouragement of workers to use PPE, machines and/or equipment safely
	Working Environment	Workplace cleanliness
		Workplace lighting.
		Workplace noise levels.
		Workplace temperature and/or ventilation.
Working Time	Leave	payment in place of annual leave
		Time off for annual leave.
		Time off for breastfeeding breaks.
		Time off for maternity leave.
		Time off for sick leave.
	Overtime	Authorization from the Department of Labor for overtime.
		Authorization from the Department of Labor for work on Sundays.
		Limits on overtime hours worked.
		Voluntary overtime.
	Regular Hours	Daily break periods.
		Regular daily and/or weekly working hours.
		Weekly rest period.
		Working time records.
		Authorization from the Department of Labor before working at night.



CALCULATING NON-COMPLIANCE & PUBLIC REPORTING

In public synthesis reports, Better Work reports on aggregated non-compliance in the participating industry as shown in Chart 1. Non-compliance is reported for each subcategory (compliance point, or “CP”) of the eight labor standards clusters. A factory is reported as non-compliant in a subcategory if it is found to be out of compliance on any issue addressed within the subcategory. With respect to the figures presented in synthesis reports, for example, a non-compliance rate of 100% means that all participating factories were found to have at least one violation in that area.

The Better Work program supports fair and transparent public reporting. In all Better Work country programs, synthesis reports containing aggregated information on the industry are prepared on the basis of the individual factory assessment reports and published twice a year. Better Work is currently expanding its reporting in the other Better Work countries to include individual factory-level compliance information as is already the case for Haiti. Evidence shows that public reporting of this kind helps encourage continuous improvement and reduces the probability of reversing compliance gains. Gathering and reporting these data over time enables factories to demonstrate their efforts to improve working conditions.

LIMITATIONS IN THE ASSESSMENT PROCESS

The factory-level assessments carried out by Better Work Haiti follow a thorough checklist of about 230 questions covering the above mentioned labor standards, and gathering general information about the factory.⁹ Information is gathered through a variety of sources and techniques, including document review, observations on the factory floor, and interviews with managers, workers union representatives, bipartite committee members or any other relevant witness. The information collected is compiled and analyzed to produce a detailed assessment report. Before the reports become official, factories are given seven calendar days to provide feedback.

Worker interviews conducted during the assessment process are held onsite, either in a private room within the factory building or outside the building (yard, eating area), and take place either in small groups or individually. Interviews are conducted in Creole, the primary language of the workers. Workers may be suspicious and feel uneasy about sharing information on their workplaces with people who are not well known to them and coaching of workers by factory management is a possible issue in the industry in general. Nevertheless, after fourteen assessment cycles conducted over more than

⁹ Better Work Haiti Compliance Assessment Tool (CAT) including their legal references can be accessed here: http://betterwork.org/haiti/?page_id=1731



seven years, Better Work Haiti Enterprise Advisors have become more experienced at collecting information and interviewing workers, which together with other activities led by Better Work Haiti have contributed in creating an environment where workers are more comfortable discussing working conditions. Interviews with workers cover many aspects of life at work and last approximately 20 minutes. On average, 40 workers representing different sections of the factories, as well as union representatives, are interviewed.

Violations in core labor standards such as sexual harassment or freedom of association are very sensitive and are more difficult to detect during factory assessments. The assessment of violation of freedom of association issues in the workplace is sometimes difficult to assess in a two days assessment. There are several reasons for that. One challenge is that some labor unions are organized at the sectoral level rather than at the factory level where small union cells predominate. Another challenge is that for example, the termination of unionist usually happens after a series of events. Key witnesses might have been terminated before the assessment days. Also supporting documents might not have the level of details required to determine non-compliance. Better Work is basing its assessment findings on triangulation of facts which requires sufficient evidence in order to find a factory in non-compliance on a particular compliance point and some issues are therefore not always easy to be confirmed. As more unions are present in the factories today, workers are more aware of their rights regarding freedom of association. Workers therefore are also demonstrating an increased level of openness to discuss this subject during interviews. In addition, Better Work collects information about specific cases as they are being shared by unions or other stakeholders at any given time of the year. During the assessment at a particular factory, specific questions can be asked about any case that has previously been raised and information may therefore enter the assessment report.

The assessment visits usually last two days and because it is a picture of the moment, some situations that might lead to non-compliance points in the future are not reported. It is also important to keep in mind that non-compliance issues might be identified during the advisory cycle through the self-diagnosis process. Better Work supports factories in order to reinforce their capacity to conduct a self-diagnosis and to develop an improvement plan that includes points that go beyond the Better Work assessment. For all the issues included in the improvement plan, additional information is stated, such as the action to be taken and the person responsible for it within the company. All of this information in return as well as the remediation efforts are then documented in the progress reports.

As Better Work is moving into a differentiated approach where services for advanced factories will be different from those for factories who still require more assistance, the evaluation of the performance of a factory will not only



be limited to the assessment data but will also include information gathered in those progress reports.

Another issue that may be challenging to detect during an assessment is sexual harassment which is included in Better Work Haiti's compliance assessment tool. Similarly to other countries, it is one of the most sensitive and most difficult issues to detect during factory assessments. The assessment of sexual harassment in the workplace by Better Work Haiti is likely to underreport the extent of its occurrence. However, sexual harassment remains an issue of concern in the industry in general. As mentioned, Better Work is basing its assessment findings on triangulation of facts which requires sufficient evidence in order to find a factory in non-compliance on a particular compliance point and some issues are not always easy to detect. Although concerns regarding sexual harassment persist, Better Work Haiti has seen positive developments on the topic with factories acknowledging the issue as a potential problem and demonstrating an increased openness to address it. Several factories are therefore working on prevention of sexual harassment in the workplace. In particular, Better Work's supervisory skills training has contributed to raise awareness of this issue among supervisors in more than half of the factories in Haiti.

Simple auditing of factory compliance has been widely acknowledged to be limited in rectifying compliance issues. Factories wishing to not disclose certain information are able to do so without focusing on the long-term business benefits of improving their working conditions. This is why Better Work's approach at the factory level is much broader in its scope focusing on continuous improvements through advisory and training services, emphasizing the importance of effective systems and the involvement of workers.



Annex 4: Factories in Detail

List of Factories

Below is the list of factories that have been assessed by Better Work Haiti over the past two cycles. All factories that have been assessed by Better Work more than twice are also included in the factory tables in annex 4 of this report. Please note that if an already assessed factory closed, their individual level compliance data is no longer included in this section.

Table 4: List of factories in the Haitian apparel sector which have been assessed between April 2016 and March 2017

	Name of factory
1	Caribbean Island Apparel S.A.
2	Citadelle Manufacturing S.A. (has only been assessed once to date)
3	Cleveland (former GMC; has only been assessed once to date)
4	CODEVI
5	Fairway Apparel S.A.
6	Fox River Caribe, INC
7	Go Haiti S.A. (has only been assessed once to date)
8	Goal Export S.A.
9	Haiti Premier Apparel S.A. (former Isis Apparel ; (has only been assessed once to date)
10	H&H Textiles S.A.
11	Horizon Manufacturing S.A.
12	Interamerican Wovens S.A.
13	Interamerican Wovens – APH S.A. (has only been assessed once to date)
14	Life S.A.
15	Modas BU IL Haiti S.A.
16	MGA Haiti S.A



17	Pacific Sports Haiti S.A.
18	Palm Apparel S.A.
19	Premium Apparel S.A.
20	Quality Sewing MFG. S.A.
21	Sewing International S.A.
22	S&H Global S.A.
23	The Willbes Haitian II S.A.
24	The Willbes Haitian III S.A.
25	Val D'Or Apparel MFG Haiti S.A.

The Haitian Employers' Association (*Association des Industries d'Haiti* - ADIH) has started to update the employment figures for the apparel industry on a monthly basis. Better Work Haiti is collaborating with ADIH on updating and aligning these figures regularly. In ADIH's latest publication of the figures from January 2017, 40,724 employees were registered in all Haitian factories and so the figure has remained relatively stable over the past year. Growth is expected for 2017 with new foreign investment in the sector in Haiti. It also has to be noted that the employment figures collected by ADIH includes the administrative staff of these factories as well. From previous years of data collection, Better Work Haiti knows that the administrative staff for all factories accounts to approximately 10-15% of the total employee figure. Also, in Haiti, the percentage of female factory workers among the workforce lies between 65- 70%.

Findings from the Factories

This section reports on the detailed factories' compliance performance as required by the HOPE II legislation. The HOPE II legislation requires the entity implementing the TAICNAR program (the ILO) to publish a biannual report with specific information on factories' compliance performance. The report is supposed to cover the preceding 6-months period and should include detailed compliance information for each individual producer (see annex 1 for the exact requirements of the HOPE II legislation.), including the details of non-compliance points identified, efforts of the producer to remediate the non-compliance points as well as the time elapsed since the deficiencies have first been identified. This information is captured in the factory tables in the following section.



Better Work measures compliance with international core labor standards and national labor laws in a set of 8 clusters during its unannounced annual assessment visits. Under each cluster, several compliance points are assessed and each compliance point consists of individual issues that are verified during each Better Work compliance assessment. The list of compliance clusters, compliance points and issues can be found in the reference table in annex 3. The issues under each compliance point again usually break down into several questions. The full list of all questions of the compliance assessment tool (CAT) used by Better Work Haiti can be accessed online.¹⁰ When a compliance point is not listed, it means that the factory has been in compliance on this point in both of its last two assessments by Better Work. The reference point is always the full list of compliance points and issues listed in annex 3. A factory needs to have been assessed at least two times before its information will be published in a factory table in this report. The columns in the tables correspond to specific reporting requirements of the HOPE legislation and provide additional information as follows:

- ◆ Details on the non-compliance identified by EAs: the information included in this column constitutes the issues where evidence of non-compliance was found in one of the last two assessments conducted by Better Work at each particular factory (the date of the last two assessments is equally indicated for each factory on top of its table).
- ◆ Improvement priorities identified by the factory;
- ◆ Efforts made by the factory to remedy the compliance needs as verified in the most recent assessment or advisory visit;
- ◆ With respect to non-compliance areas that have not been remediated, the amount of time that has elapsed since the non-compliance has been first identified at this factory.

Additional information also corresponding to HOPE II reporting requirements is provided in the section above or below each table, e.g. advisory and training services provided by Better Work. Under each individual factory table, Better Work is also providing information on the production wage. The percentage of workers on an incentive scheme being paid 350 Gourdes or more during ordinary hours of work is verified during each Better Work assessment. These percentages can vary over the cycles as they depend on a number of factors, such as the geographical location which can cause challenges to find skilled workforce (e.g. in the newly developed industrial area in the North where no apparel industry existed before), fluctuation of orders and production cycles.

¹⁰ http://betterwork.org/haiti/?page_id=1731



ANNEX 4: Factory Tables

This section reports on the detailed factories' compliance performance as required by the HOPE II legislation. The HOPE II legislation requires the entity implementing the TAICNAR program (the ILO) to publish a biannual report with specific information on factories' compliance performance. The report is supposed to cover the preceding 6-months period and should include detailed compliance information for each individual producer (see annex 1 for the exact requirements of the HOPE II legislation.), including the details of non-compliance points identified, efforts of the producer to remediate the non-compliance points as well as the time elapsed since the deficiencies have first been identified. This information is captured in the factory tables in the following section.

The format of the tables has been revised as of this 13th public biannual synthesis report to present data in a more comprehensive way. Better Work measures compliance with international core labor standards and national labor laws in a set of 8 clusters. Under each cluster, several compliance points are assessed and each compliance point consists of individual issues that are verified during each Better Work compliance assessment. The list of compliance clusters, compliance points and issues can be found in the reference table in Annex 3. The issues under each compliance point again usually break down into several questions. The full list of all questions of the compliance assessment tool (CAT) used by Better Work Haiti can be accessed online¹¹. Previously, each factory table contained all compliance points of the Better Work Haiti CAT and the individual factory's performance was indicated through a system of dots (black dots for non-compliance, white dots for compliance and half dots for points on which the factory had improved on some compliance issues but still had other persisting non-compliance issues). This approach has been revised with this new format. Only non-compliance points from either one of the last two assessments of each individual factory will be listed in the individual factory tables. When a compliance point is not listed, it means that the factory has been in compliance on this point in both of its last two assessments by Better Work. The reference point is always the full list of compliance points and issues listed in annex 2. A factory needs to have been assessed at least two times before its information will be published in a factory table in this report. The columns in the tables correspond to specific reporting requirements of the HOPE legislation and provide additional information as follows:

¹¹http://betterwork.org/haiti/?page_id=1731



- ◆ Details on the non-compliance identified by EAs: the information included in this column constitutes the issues where evidence of non-compliance was found in one of the last two assessments conducted by Better Work at each particular factory (the date of the last two assessments is equally indicated for each factory on top of its table).
- ◆ Improvement priorities identified by the factory;
- ◆ Efforts made by the factory to remedy the compliance needs as verified in the most recent assessment or advisory visit;
- ◆ With respect to non-compliance areas that have not been remediated, the amount of time that has elapsed since the non-compliance has been first identified at this factory.

Additional information also corresponding to HOPE II reporting requirements is provided in the section above or below each table, e.g. advisory and training services provided by Better Work. Under each individual factory table, Better Work is also providing information on the production wage. The percentage of workers on an incentive scheme being paid 320 Gourdes (350 Gourdes as of 01 May 2016) or more during ordinary hours of work is verified during each Better Work assessment. These percentages can vary over the cycles as they depend on a number of factors, such as the geographical location which can cause challenges to find skilled workforce (e.g. in the newly developed industrial area in the North where no apparel industry existed before), fluctuation of orders and production cycles.

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Caribbean Island Apparel S.A.
Location: Port-au-Prince
Number of workers: 2261
Date of registration: Sep-09
Date of last two Better Work Dec-16 Jan-16

Advisory and Training Services

11-Aug-16 Industry Seminar on Self-Reporting
 18-Aug-16 Collective Bargaining Seminar
 23-Aug-16 Collective Bargaining Seminar
 28-Sep-16 Industrial Relations Training
 14-Dec-16 Follow up on the recent BW assessment. Discussion on key issues and review of remediation efforts to address existing non-compliance points.
 08-Feb-17 PICC Meeting. Review of improvement plan. Identifying person in charge of solving each issue and deadlines.
 14-Mar-17 Factory tour to validate the OSH improvement efforts. Advisory with management on how to fill up the progress report template and the importance to include the PICC committee in the process.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment December 2016						
Dec-16	Compensation	Paid Leave	Payments for legally mandated holidays are inaccurately calculated for piece rate workers.	Ensure that the compensation for legally mandated holidays are accurate.	Factory is changing the payroll system in order to correct this situation.	12
Dec-16	Compensation	Paid Leave	The payment for sick leaves is inaccurately calculated for piece rate workers.	Ensure that sick leave payments are accurate.	Factory is changing the payroll system in order to correct this situation.	12
Dec-16	Compensation	Paid Leave	The payment for maternity leaves is inaccurately calculated for piece rate workers.	Ensure that maternity leave payments are accurate.	Factory is changing the payroll system in order to correct this situation.	12
Dec-16	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for maternity and health insurance services.	The factory should register with OFATMA for maternity and health insurance services.	The factory approached OFATMA that already sent the invoice. They are now registered. Next step is to collect and forward the payment.	12

Dec-16	Compensation	Social Security and Other Benefits	The factory does not collect and forward worker's contribution to OFATMA for maternity and health insurance services.	The factory should register with OFATMA for maternity and health insurance services.	The factory approached OFATMA that already sent the invoice. They are now registered. Next step is to collect and forward the payment.	12
Dec-16	Occupational Safety and Health	Health Services and First Aid	The factory has an insufficient number of onsite medical staff.	Hire more onsite medical staff in order to comply with the Haitian Labour Code.	The factory had 9 nurses. One additional nurse has been hired and the factory is in a recruitment process to hire 2 more.	
Dec-16	Occupational Safety and Health	Welfare Facilities	The factory does not have the required number of toilets for the workers.	Ensure an adequate number of toilets in proportion to the total workforce as stipulated by the Haitian Labour code.		42
Dec-16	Occupational Safety and Health	Worker Protection	Missing pulley guards on some machines.	Install and maintain proper guards on all the dangerous moving parts of machines and equipment.	The factory has ordered new machines and is in the process of installing pulley guards on the single needle machines.	18
Dec-16	Occupational Safety and Health	Working Environment	Excessive temperatures recorded in some sections within the workplace.	Ensure that temperature and ventilation levels at the workplace are kept at an acceptable level.	Additional fans have been added throughout the workplace and during an advisory session, the temperature levels were also verified (around 27-28 C)	50
Assessment January 2016						
Jan-16	Compensation	Paid Leave	Compensation for legally mandated holidays is inaccurately calculated for piece rate workers.	Update the payroll system in order to calculate the payment based on average earnings instead of the minimum wage.		12
Jan-16	Compensation	Paid Leave	The payment for sick leaves is inaccurately calculated for piece rate workers .	Update payroll system to calculate sick leave payments based on average earnings instead of the minimum wage.	The payroll system was updated to meet this requirement.	48

Jan-16	Compensation	Paid Leave	The payment for maternity leaves is inaccurately calculated for piece rate workers.	Update payroll system to calculate maternity leave payments based on average earnings instead of the minimum wage.	The payroll system was updated to meet this requirement.	48
Jan-16	Compensation	Social Security and Other Benefits	The factory does not collect and forward worker's contribution to OFATMA for maternity and health insurance services.	Forward the workers' contributions to OFATMA for maternity and health insurance services.		48
Jan-16	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for maternity and health insurance services.	Pay the employer's contribution to OFATMA for maternity and health insurance services.		30
Jan-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Unidentified chemical containers were observed in some areas.	Ensure all chemicals containers are properly identified and stored.		18
Jan-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS were available for some chemicals in the chemical storage room.	Ensure that MSDS are available for thinner and KM7 in the chemical storage room.	All MSDS were posted in the relevant areas.	18
Jan-16	Occupational Safety and Health	Worker Protection	No evidences provided indicating that the mechanics are regularly trained to use the machines safely.	Regularly train workers on how to handle machines safely.		
Jan-16	Occupational Safety and Health	Worker Protection	An electrical box in Building 10 was poorly maintained and unidentified.	Ensure that all electrical boxes are properly maintained and identified.	All electrical boxes are properly maintained and identified.	36
Jan-16	Occupational Safety and Health	Worker Protection	Several electrical boxes were found without safety warnings.	Post safety warnings on electrical boxes.	Safety warnings have been posted in the required places.	12
Jan-16	Occupational Safety and Health	Working Environment	The temperature levels are over 30 C in several sections.	Ensure temperature levels are under 30 C.	Additional exhaust fans were added in buildings 11 and 12.	24
Jan-16	Occupational Safety and Health	Working Environment	Workplace lighting is insufficient.	Improve lighting in the noted sections.	New lighting installations have been provided in Buildings 13 and 14.	6

Jan-16	Occupational Safety and Health	Working Environment	The boiler and generator area was not clean and tidy.	Improve the OSH management system to ensure that the workplace is clean and tidy.	Regular workplace inspections are being conducted. The PICC members now also report daily to the Compliance Officer, if they notice any problem. Systematic maintenance and cleaning are performed regularly.	12
Jan-16	Occupational Safety and Health	Emergency Preparedness	One fire alarm switch was not accessible.	Engineering department should position machines in a suitable order to address this issue.	A system was put in place to prevent blocking of the fire alarm switch.	12
Jan-16	Occupational Safety and Health	Emergency Preparedness	The escape routes in two buildings are incorrectly marked.	Properly mark the emergency escape routes.	The floor markings are being repainted in all the buildings.	
Jan-16	Working Time	Overtime	Workers in some sections had worked excessive overtime hours.	Monitor and limit overtime work to a maximum of 80 hours for a 3 month period for all workers. Request prior authorization from MAST for overtime work as needed.	Overtime hours are limited and regularly monitored to address this issue.	

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

Dec-16	99%
Jan-16	92%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: CODEVI
Location: Ouanaminthe
Number of workers: 7039
Date of BW registration: Sep-09
Date of last two Better Work assessments: Nov-15 Oct-16

Advisory and Training Services

06-Aug-16 Workplace Communication Training
 07-Aug-16 Workplace Communication Training
 06-Sep-16 Meeting with the Compliance Manager to introduce the new features of the STAR portal.
 07-Sep-16 Meeting with the Compliance Officer to review the improvements made and conducted a factory tour.
 07-Sep-16 Supervisory Skills Training in Spanish
 22-Oct-16 Collective bargaining Training
 29-Oct-16 Industrial Relations Training
 22-Nov-16 Meeting with management to review the improvements plan.
 30-Nov-16 Supervisory Skills Training in Spanish
 27-Jan-17 Review of the remediation efforts made since the last BW assessment.
 28-Jan-17 Factory tour of Top Choice, Superior & MD facilities to review remediation actions related to OSH. Recommendations made for further improvements.
 11-Feb-17 Workers Rights & Responsibilities Training
 17-Feb-17 PICC Training
 18-Feb-17 Grievance Mechanism Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment October 2016						
Oct-16	Discrimination	Gender	One case of sexual harassment has been found in the workplace.	Provide training to raise workers awareness on ways to prevent and address sexual harassment at the workplace. Train supervisors and managers on the company regulations regarding sexual harassment. Update the policy on sexual harassment to include mandatory training for workers and managers and strengthen reporting options and investigation processes.	The factory has included information on their sexual harassment policy in the induction training for all new workers. Training has also been provided to old workers.	18
Oct-16	Freedom of Association and Collective Bargaining	Collective Bargaining	The CBA is not fully implemented.	Review the CBA with the union and implement all the provisions agreed upon accordingly.	The factory started consultations meetings with the union to prepare the CBA review in June 2017.	60

Oct-16	Compensation	Overtime Wages	Extra hours of work performed on Saturday and Sunday are not adequately paid.	Ensure that work on weekly rest days are conducted with prior authorization from MAST and compensated properly.	60
Oct-16	Compensation	Premium Pay	Working hours completed during night shift were not paid at 100 percent above normal wage, as required.	Properly compensate workers for hours worked at night.	60
Oct-16	Compensation	Wage Information, Use and Deduction	Time records did not correlate between the payroll and attendance records.	Review the payroll and attendance recording systems to ensure consistency in records and to accurately reflect the actual working hours.	48
Oct-16	Compensation	Paid Leave	Several workers worked for more than 48 hours even within 5 working days or less and in such cases, but no weekly rest day payments were noted in the payroll as required by the law.	Review payroll procedures and system to ensure that weekly rest days are properly paid for when workers complete 48 hours of work within Monday to Friday.	6
Oct-16	Compensation	Paid Leave	Compensation for annuals leaves is not accurately calculated.	The factory needs to review its payroll system and procedures to ensure that all annual leave payments are compliant with the legal requirements.	6
Oct-16	Compensation	Paid Leave	Sick leave payments are based on the minimum wage instead of the average earnings as stipulated by Article 148 of the labor code.	The factory needs to review its payroll system and procedures to ensure that all sick leave payments are compliant with the legal requirements.	60
Oct-16	Compensation	Paid Leave	Maternity leave payments are based on the minimum wage instead of the average earnings as stipulated by Article 148 of the labor code.	The factory needs to review its payroll system and procedures to ensure that all sick leave payments are compliant with the legal requirements.	6

Oct-16	Compensation	Social Security and Other Benefits	ONA payment is late.	Ensure that ONA payments are paid on time every month.	The factory has started to monitor the timeliness of ONA payments and management provided the authorization to complete all ONA payments until December 2016.	66
Oct-16	Compensation	Social Security and Other Benefits	ONA contribution is collected but not forwarded on time to workers.	Ensure that ONA payments are paid on time every month.	The factory has started to monitor the timeliness of ONA payments and management provided the authorization to complete all ONA payments until December 2016.	66
Oct-16	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for work-related accident insurance.	Register with OFATMA for work-related accident insurance.		66
Oct-16	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for maternity and health insurance (employer's contribution).	None/ OFATMA services for the maternity and health insurance is not available in Ounaminthe area.	OFATMA sent a letter to confirm that this requirement is not applicable for companies that are located in areas where insurance registration services are unavailable.	66
Oct-16	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for maternity and health insurance (workers' contribution).	None/ OFATMA services for the maternity and health insurance is not available in Ounaminthe area.	OFATMA sent a letter to confirm that this requirement is not applicable for companies that are located in areas where insurance registration services are unavailable.	66
Oct-16	Compensation	Social Security and Other Benefits	Compensation for annual leaves is not accurately calculated as the average earnings of the workers.	The factory needs to review its payroll system and procedures to ensure that all annual leave payments are compliant with the legal requirements.		66
Oct-16	Compensation	Employment Contracts	Approved internal work rules were not posted at the workplace.	Obtain MAST's approval for the internal work rules.	The factory revised its internal work rules and sent them to MAST for approval.	66

Oct-16	Compensation	Contracting Procedures	Workers categorized as apprentices were subjected to excessive overtime hours.	Ensure that overtime hours have prior authorization and are properly recorded and paid for all categories of workers. Obtain approval from MAST for the apprenticeship program and other related documents.		66
Oct-16	Compensation	Termination	Workers are often terminated without reason. In the terminated files, instead of stating the specific reason for termination, it only mentioned an article number.	Provide labor law training to the HR and management teams. Ensure that termination procedures are compliant with legal requirements.	Labor law training was provided to HR and management staff. Internal work rules were revised to ensure that the termination process is compliant with legal requirements.	66
Oct-16	Compensation	Dialogue, Discipline and Disputes	Some supervisors do not treat workers with respect and no adequate grievance mechanism is available to follow up with workers' complaints.	Provide training to supervisors on proper workplace conduct. Communicate the company policy on verbal abuse to all employees.	Additional training has been provided to supervisors and further sessions have been scheduled for managers. Internal work rules were revised to ensure that the company policy on verbal abuse is properly communicated.	66
Oct-16	Compensation	OSH Management Systems	The factory record work-related accidents but these records were not submitted to OFATMA.	Register with OFATMA for work-related accidents insurance.		66
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No inventory of chemical substances used in the workplace were provided.	Ensure that a complete inventory of all chemicals used in the workplace is kept and updated by the compliance department.	An inventory of all chemicals used in the workplace is available at the compliance department.	66
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Several unlabeled chemicals containers found in the workplace.	Review the chemical handling procedures to ensure that labels are available at all times. Regularly monitor the implementation of this procedure.	Maintenance managers have been assigned to monitor chemical labeling at all times. Training was also provided to other staff members using chemicals on a regular basis.	66

Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS available for several chemicals used in the workplace.	Review the chemicals handling procedure to ensure that labels and MSDS' are available at all times and regularly monitor its implementation.		66
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Workers did not receive any chemical safety-related training.	Provide training on chemicals safety and keep adequate records.	Training on chemical safety was provided and adequate records are available. Additional training sessions are also planned for the upcoming months.	66
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash stations were observed near the chemical usage areas of 5 buildings.	Install eye wash stations in the chemical usage areas.	Additional eye wash stations were installed in the chemical usage areas of buildings FW, MD and AM2.	66
Oct-16	Occupational Safety and Health	Worker Protection	Not all workers in the following sections were provided with PPE : spot cleaning section, stamping, and production.	Provide adequate PPE to all worker, as required and train them on the importance of using PPE. Assign a person in charge of monitoring the availability of PPEs.	Additional PPEs were provided in the MD and AM2 buildings. Training on chemical handling was provided. Maintenance coordinators have been tasked with monitoring the availability of PPEs.	66
Oct-16	Occupational Safety and Health	Worker Protection	Several workers were seated on chairs without back rests. Also several standing workers in one building were not provided with standing mats. Several pregnant workers in another building were performing tasks that required them to stand for extended periods and were not provided with chairs when requested	Replace the chairs without back rests.	Management has purchased new chairs to replace the ones without back rests and will be providing them to the workers soon.	66
Oct-16	Occupational Safety and Health	Worker Protection	During the factory tour, EAs noticed that several machines were missing finger guards and pulley guards.	Define staff in charge of maintaining machine guards for each factory. Ensure that all machines have proper guards.	Machine guards were replaced and the maintenance coordinators have been assigned to monitor this requirement.	66
Oct-16	Occupational Safety and Health	Worker Protection	No warning signs were posted on several electrical boxes.	Ensure that Top Choice and Superior assigns a management staff to be in charge of monitoring compliance issues.		66

Oct-16	Occupational Safety and Health	Working Environment	Workplace temperature exceed 30 C.	Improve the temperature levels in the noted areas.		66
Oct-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Build additional toilets.		66
Oct-16	Occupational Safety and Health	Welfare Facilities	Lack of soap in the restrooms.	Assign a person in charge of monitoring the availability of soap in all toilets.		42
Oct-16	Occupational Safety and Health	Welfare Facilities	The number of seats available at the existing eating area is inadequate to accommodate the total number of workers currently employed by the factory.	Provide an eating area that can adequately accommodate all workers.		48
Oct-16	Occupational Safety and Health	Health Services and First Aid	No systematic medical checks were arranged for newly hired workers within the first three months of employment.	Conduct regular medical checks for newly hired workers.	The factory conducts regular medical checks for newly hired workers on an ongoing basis.	48
Oct-16	Occupational Safety and Health	Premium Pay	No adequate compensation is provided for work performed on both Saturday and Sunday.	Properly compensate workers for hours worked at night.		48
Oct-16	Occupational Safety and Health	Health Services and First Aid	No systematic annual medical checks were arranged for workers.	Provide systematic annual medical checks for all workers.		54
Oct-16	Occupational Safety and Health	Health Services and First Aid	No systematic bi-annual medical checks were arranged for workers who are exposed to work related hazards.	Provide systematic bi-annual medical checks were arranged for workers who are exposed to work related hazards.		54
Oct-16	Occupational Safety and Health	Health Services and First Aid	Several pregnant workers complained that they were not provided with seats when requested.	Ensure that all pregnant women are provided with proper seats.	Additional chairs were provided for pregnant women.	12
Oct-16	Occupational Safety and Health	Health Services and First Aid	Insufficient number of medical staff	Hire additional medical staff.		12
Oct-16	Occupational Safety and Health	Health Services and First Aid	First aid boxes not easily accessible in 3 buildings.	Ensure that adequate first aid boxes are available in each building.		12

Oct-16	Occupational Safety and Health	Emergency Preparedness	Two factories did not have an alarm system installed and the alarm system from another building was not operational.	Install proper fire detection and alarm system in all buildings.		48
Oct-16	Occupational Safety and Health	Emergency Preparedness	Several undercharged or blocked fire extinguishers found in the workplace.	Increase the number of fire extinguishers inspection in all building. Keep a stock of additional fire extinguishers to be used in case of emergency.		42
Oct-16	Occupational Safety and Health	Emergency Preparedness	The evacuation plans do not reflect the actual layout of the workplace for 2 building. No evacuation were posted in the workplace for 1 building.	Update all evacuation plan as required.		54
Oct-16	Occupational Safety and Health	Emergency Preparedness	No records of fire drills were available for 3 buildings.	Conduct biannual emergency drills for each building.	The factory conducted emergency drills in all the buildings.	60
Oct-16	Occupational Safety and Health	Emergency Preparedness	Cell phones were being charged inappropriately throughout the workplace and near highly flammable substances.	Provided workers with a designated charging stations.	Management provided workers with charging stations in order to address this issue.	60
Oct-16	Working Time	Regular Hours	Workers from several buildings complained that they usually worked beyond regular hours but receive a fixed salary from management regardless of the actual hours worked.	Review compensation system for all eligible workers to ensure that they are properly paid for overtime hours.		60
Oct-16	Working Time	Regular Hours	Several categories of workers were not punching in and out of the factory to record their working time. Several of these workers explained that they are subjected to long working hours but are not compensated accordingly.	Review attendance recording system for all eligible workers to ensure that all overtime hours are properly recorded for them.		60
Oct-16	Working Time	Overtime	No authorization to work at night was provided to EAs during the assessment.	Request authorization to work at night from MAST.		60

Oct-16	Working Time	Overtime	Several workers in the packing, shipping and loading session at 2 plants were found to have completed more than 80 hours overtime per trimester.	Respect legal limits for overtime.		60
Oct-16	Working Time	Overtime	No authorization to work on Sundays was provided to EAs during the assessment.	Request authorization to work on Sundays from MAST.		6
Oct-16	Working Time	Overtime	No authorization to work overtime was provided to EAs during the assessment.	Request authorization to work overtime from MAST.		60
Assessment November 2015						
Nov-15	Freedom of Association and Collective Bargaining	Collective Bargaining	The CBA is not fully implemented.	Review and implement all provisions of the Collective Bargaining Agreements.	Regarding medical services, the factory conducts medical checks for all newly hired workers and regular medical follow ups for employees performing hazardous work. All factory staff also have access to extensive medical, cardiovascular, dental, visual laboratory and operations services. There is also a mobile clinic, monthly operations by general medicine practitioners and various clubs dealing with issues such as pregnancies, hypertension, diabetes, tuberculosis and sexually transmitted infections (HIV-AIDS). A HIV policy has also been established in conjunction with the ILO Community counselors. Annual surgeries are also performed for hernias, etc. And all points on the tripartite committee is implemented as a park, CODEVI has 5 doctors, 6 nurses, 3 laboratory technicians, 1 dentist and 1 psychologist and all these employees have permanent contracts.	54
Nov-15	Freedom of Association and Collective Bargaining	Strikes	Workers terminated for participating in a strike	Review termination policy with HR staff and union representatives. Reinstate all eligible workers.	Management team received training on termination procedures and labor law. Terminated workers received their final entitlements and are not pursuing the case with the Ministry of Labor for reinstatement.	54

Nov-15	Compensation	Overtime Wages	Working hours completed during night shift were not paid at 100 percent above normal wage, as required by the law.	Ensure that overtime wages are properly paid.	CODEVI is reviewing it payroll system to ensures that overtime wages are properly paid.	30
Nov-15	Compensation	Paid Leave	Payroll records and worker interviews revealed that payment for sick leaves was based on the minimum wage. According to the legal requirements, payment for sick leaves must be based on the average salary.	Discuss this issue with top management in order to obtain their approval to adjust the payment system. Provide adequate payment for sick leaves to all eligible workers. Update the related internal regulation and amend the CBA, if needed.	The internal regulation and the CBA has been updated. The factory has started to provide adequate payment for sick leaves to all eligible workers.	54
Nov-15	Compensation	Paid Leave	Payroll records and worker interviews revealed that payment for maternity leaves was based on the minimum wage. According to the legal requirements, payment for maternity leaves must be based on the average salary.	Discuss this issue with top management in order to obtain their approval to adjust the payment system. Provide adequate payment for maternity leaves to all eligible workers. Update the related internal regulation and amend the CBA, if needed.	The internal regulation and the CBA has been updated. The factory has started to provide adequate payment for maternity leaves to all eligible workers.	
Nov-15	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for work-related accident insurance.	Discuss this issue with the top management in order to obtain their approval to proceed with the registration. Inform workers about the provision of work-related accident insurance. Ensure that the insurance payments and updated lists of workers are submitted to OFATMA on a yearly basis.	Management stated that OFATMA does not provide any services in the northern region of Haiti. Therefore the factory workers are unable to benefit from this provision. In the event of an accident, the factory provides medical services, medicines, salaries and other forms of compensation to support the person involved.	48
Nov-15	Compensation	Social Security and Other Benefits	The factory had not registered with OFATMA for maternity and health insurance.	Discuss this issue with the top management in order to obtain their approval to proceed with the registration and submit the registration-related documents to OFATMA. Inform workers about the provision of maternity and health insurance. Ensure that the insurance payments and updated lists of workers are submitted to OFATMA on a yearly basis.	Management stated that OFATMA does not provide any services in the northern region of Haiti. Therefore the factory workers are unable to benefit from this provision. In the event of an accident, the factory provides medical services, medicines, salaries and other forms of compensation to support the person involved.	54

Nov-15	Compensation	Social Security and Other Benefits	Collecting and forwarding of workers' contributions to OFATMA.	Discuss this issue with the top management in order to obtain their approval to proceed with the registration and submit the registration-related documents to OFATMA. Inform workers about the provision of maternity and health insurance. Ensure that the insurance payments and updated lists of workers are submitted to OFATMA on a yearly basis.	Management stated that OFATMA does not provide any services in the northern region of Haiti. Therefore the factory workers are unable to benefit from this provision. In the event of an accident, the factory provides medical services, medicines, salaries and other forms of compensation to support the person involved.	42
Nov-15	Occupational Safety and Health	OSH Management Systems	No self-assessment was conducted during the past year.	Conduct monthly OSH self-assessments.	The factory has an OSH Officer who is now conducting OSH self-assessments on a monthly basis.	
Nov-15	Occupational Safety and Health	OSH Management Systems	Management has not sent any accident reports to OFATMA as they are not registered with this organization.	The factory should provide work-related accident insurance to workers and regularly share the accident reports with OFATMA.	Management stated that OFATMA does not provide any services in the northern region of Haiti. Therefore the factory workers are unable to benefit from this provision. In the event of an accident, the factory provides medical services, medicines, salaries and other forms of compensation to support the person involved.	
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Several unlabeled chemical containers containing solvents and other substances were observed in the workplace	Ensure that all hazardous and chemical substances used in the workplace are properly labeled by including the name in Creole and a hazard pictogram. Review the appropriate MSDS to know which pictograms are needed. Assign this task to a specific staff member. Train workers on the importance of labeling and using hazard pictograms.	Management stated that they will label all chemical containers and post MSDS as suggested.	
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Inadequate chemical storage was observed in the workplace	Read the MSDS section on proper storage for each of the chemicals used at the factory and ensure compliance with those requirements. Issue clear instructions on the proper storage of chemicals to the responsible staff members.	The factory has ensured that all chemicals and hazardous substances used in the factory are stored properly.	

Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS were posted in some areas where solvents and Blow-out were used.	Ensure that MSDS are posted in local language for all the chemicals and hazardous substances used in the factory.	All the MSDS have been posted.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No proper measures have been taken to monitor, prevent and limit workers' exposure to chemicals and hazardous substances.	Monitor, prevent and limit workers' exposure to chemicals and hazardous substances.	The factory hired a qualified contractor to assess workers' exposure to hazardous substances.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Management did not provide any evidence of training for workers using chemicals and hazardous substances.	Improve the existing training plan for supervisors and workers using chemicals and include management of chemicals and hazardous substances in induction training.	Training sessions on chemical management were provided to workers at different levels and also covered in the worker's induction training.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash stations were observed in the chemical storage areas of 5 plants.	Provide eye washing stations at the workplace for workers handling chemical substances. Ensure that the eye washing stations are properly maintained.	Eye washing stations have been provided in the suggested areas.
Nov-15	Occupational Safety and Health	Worker Protection	Workers in the mechanic shop of one plants were not provided with gloves and goggles.	Identify or assign a staff in charge of providing and renewing the PPEs for each factory. Update the PPE regulation (based on MSDS and hazard inventory) accordingly. Provide employees with all the necessary personal protective clothing and equipment according to the PPE regulation. Train workers on the proper use of PPE and post signs to remind workers about their safety obligations.	Management has identified the staff in charge of providing and renewing the PPEs for each factory and updated the PPE regulation (based on MSDS and hazard inventory). All employees have been provided with the necessary personal protective clothing and equipment. Training on the proper use of PPE has also been conducted for workers.
Nov-15	Occupational Safety and Health	Worker Protection	Several workers were not using the guards installed on their machines. No proper evidence of training was available.	Conduct training for workers on the proper use of PPE and machine guards. Post precautionary signs around the workplace to remind workers about their safety obligations.	Training was provided and the proper use of PPE has been covered in the induction process for newly hired workers. The factory has also posted signs to remind workers about the proper use of machines guards.

Nov-15	Occupational Safety and Health	Worker Protection	Several chairs did not have backrests in two plants.	Identify the staff in charge of maintaining chairs for each factory and ensure that all chairs are provided with backrests.	CODEVI has been gradually investing to replace the chairs at the factory and 80% of them have already been changed. Management expects to change the remaining chairs in the near future.
Nov-15	Occupational Safety and Health	Worker Protection	Numerous machines were not fitted with the appropriate protection guards.	Define the staff in charge of maintaining the machine guards at each factory. Ensure that all machines have proper guards.	CODEVI defined staff in charge of maintaining machine guards for each factory and all machines have been fitted with the required safety guards.
Nov-15	Occupational Safety and Health	Worker Protection	Safety warnings were not posted on several electrical boxes in the workplace.	Ensure that appropriate safety warnings are posted in all the plants.	The factory posted additional safety warnings in the noted areas.
Nov-15	Occupational Safety and Health	Working Environment	Temperature levels above the BW recommended 30C.	Ensure that the temperature level is maintained within the suggested limit in all plants.	Management stated that according to international regulations the workplace temperature must be the same as the environmental temperature. The factory aims to maintain a lower internal temperature than the mentioned regulation and also has a heat ventilation exhaust system. The new buildings will also be equipped with a cooling system, which will include radiators and air extractors.
Nov-15	Occupational Safety and Health	Working Environment	Insufficient light level.	Ensure that the light levels are adequate in all the plants.	The factory has adjusted the light levels to comply with this requirement in all the plants.
Nov-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Ensure that the factory has sufficient toilets for both genders according to the law. Keep existing toilets clean and functional.	All bathrooms are clean and functional, however, management has not added more toilets.
Nov-15	Occupational Safety and Health	Welfare Facilities	Lack of soap in the restrooms.	Ensure that adequate soap and water is available in all the toilets.	The factory has provided adequate soap and water in all the toilets.

Nov-15	Occupational Safety and Health	Welfare Facilities	The number of seats available in the eating area is inadequate to accommodate the total number of workers currently employed in the park.	Provide an eating area to accommodate all workers.	Management has an approved plan to build a new eating area to accommodate a greater number of workers, which will also include a separated kitchen. This facility is expected to be completed in 2017.
Nov-15	Occupational Safety and Health	Health Services and First Aid	No systematic medical checks were arranged for newly hired workers within the first three months of employment.	Provide systematic medical checks for all newly hired workers within the first three months of employment	The factory conducts medical checks for all newly hired workers and regular medical follow ups for employees performing hazardous work. All factory staff also have access to extensive medical, cardiovascular, dental, visual laboratory and operations services. There is also a mobile clinic, monthly operations by general medicine practitioners and various clubs dealing with issues such as pregnancies, hypertension, diabetes, tuberculosis and sexually transmitted infections (HIV-AIDS). A HIV policy has also been established in conjunction with the ILO Community counselors. Annual surgeries are also performed for hernias, etc.
Nov-15	Occupational Safety and Health	Health Services and First Aid	Insufficient medical staff.	Hire additional qualified medical staff as required by the law.	CODEVI currently employs 5 doctors, 6 nurses, 2 laboratory technicians, 1 dentist and 1 psychologist and all these employees have permanent contracts.
Nov-15	Occupational Safety and Health	Health Services and First Aid	Insufficient number of workers trained in first-aid.	Provide training to at least 10% of the workforce in first-aid.	Additional workers were trained in first-aid at the FW1 plant.
Nov-15	Occupational Safety and Health	Health Services and First Aid	Workers and management explained that no annual medical checks were arranged.	Provide annual medical checks for all workers and keep all medical records updated.	The factory started to provide annual medical checks for all workers and the corresponding medical records are also available to support this.

Nov-15	Occupational Safety and Health	Emergency Preparedness	Several missing and obstructed fire extinguishers were observed in the workplace.	Install and properly maintain fire-fighting equipment and ensure that they are readily accessible at all times.	The factory installed a sufficient number of fire extinguishers at the workplace. The maintenance service provider has also been instructed to regularly check and replace non-functional fire-fighting equipment.
Nov-15	Occupational Safety and Health	Emergency Preparedness	Insufficient number of workers trained in fire-fighting.	Provide fire-fighting training to at least 10% of the workforce.	The factory has provided fire-fighting training to 10% of the workforce.
Nov-15	Occupational Safety and Health	Emergency Preparedness	At least two emergency exits were obstructed at the time of the assessment visits.	Ensure that all emergency exits are accessible, unobstructed and unlocked during working hours, including overtime.	Management has ensured that all emergency exits are accessible, unobstructed and unlocked at all times.
Nov-15	Occupational Safety and Health	Emergency Preparedness	Not all factories conducted regular fire drills. BW recommends an emergency drill every 6 months.	Conduct periodic emergency drills for each plant every 6 months.	As recommended, management is currently conducting periodic emergency drills for each factory every 6 months.
Nov-15	Compensation	Overtime	Several workers completed more than 80 hours of overtime work per trimester.	Comply with the limit on overtime hours worked in all factories.	
Nov-15	Compensation	Overtime	No prior authorization from MAST for working overtime.	Submit the written agreement between CODEVI and the two unions to perform overtime to MAST for approval.	Management has sent the written agreement to MAST for approval and is currently waiting for the required authorization.
Nov-15	Working Time	Leave	Factory did not provide at least 15 days of annual leave to all workers who have complete 1 year's service.	Provide time off for annual leave according to the law.	All the due leave days were provided.

Percentage of workers on an incentive system earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Nov-15	44%
Oct-16	68%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Fairway Apparel S.A.
Location: Port-au-Prince
Number of workers: 452
Date of BW registration: Mar-16
Date of last two Better Jun-16 Jun-15
Work assessments:

Advisory and Training Services

11-Aug-16 Industry seminar on Self-Reporting.
 20-Aug-16 Industry Seminar on Collective Bargaining
 23-Aug-16 Industry Seminar on Collective Bargaining
 24-Aug-16 Industry Seminar on Collective Bargaining
 29-Aug-16 Industry Seminar on Collective Bargaining
 15-Nov-16 Industry Seminar on Fire Safety
 14-Dec-16 Introductory meeting with the General Manager. Factory tour and follow up on the improvement plan.
 02-Feb-17 Meeting with management to discuss the progress report, followed up by the improvement plan and meeting with PICC members.
 22-Feb-17 PICC Meeting. Revision of the different roles of the PICC and the union. Discussion about IR posters and distribution for use in the workplace.
 21-Mar-17 Workplace Communication Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment June 2016						
Jun-16	Compensation	Overtime Wages	Security guards overtime payment is inaccurate.	Adjust the security guards' salary according to their working hours.		12
Jun-16	Compensation	Overtime Wages	Security guards were not paid correctly for regular overtime hours.	Ensure that the security guards are paid properly.	The factory changed the security guards employment contracts.	12
Jun-16	Compensation	Overtime Wages	Security guards were incorrectly paid for overtime hours worked at night as they received a fixed salary.	Ensure that the security guards' pay is compliant with the law.	Security cameras have been installed and the guards no longer work at night.	12
Jun-16	Compensation	Overtime Wages	Security guards were not paid for overtime hours worked during legally mandated holidays as they received fixed salaries.	Ensure that the security guards' payments are compliant with legal requirements.	Meeting was held with the HR and accountant staff to implement the recommendations.	12

Jun-16	Compensation	Overtime Wages	Security guards were not paid for overtime hours worked during weekly rest days as they received fixed salaries.	Ensure that the security guards' payments are compliant with legal requirements.	Meeting was held with the HR and accountant staff to implement the recommendations.	12
Jun-16	Compensation	Premium Pay	Security guards were incorrectly paid for regular hours worked at night as there was no 50 percent increase for such payments	Ensure that the security guards' payments are compliant with legal requirements.		12
Jun-16	Compensation	Premium Pay	Security guards were incorrectly paid for regular hours worked during weekly rest days.	Ensure that the security guards' payments are compliant with legal requirements.		12
Jun-16	Compensation	Premium Pay	Security guards were incorrectly paid for regular hours worked during holidays.	Ensure that the security guards' payments are compliant with legal requirements.		12
Jun-16	Compensation	Wage Information, Use and Deduction	Payroll records for the last 3 months showed some discrepancies.	Ensure that the attendance system is linked to the payroll system.		12
Jun-16	Compensation	Social Security and Other Benefits	The employer's payment to ONA was late.	Ensure timely payments to ONA on a monthly basis.		59
Jun-16	Compensation	Social Security and Other Benefits	The employer does not collect and forward the workers' contributions to ONA on time for social insurance services.	Ensure timely payments to ONA on a monthly basis.		59
Jun-16	Contract and Human Resources	Termination	The notice period payment for terminated workers is incorrectly calculated.	Management should compensate workers based on the average earnings for the last 3 months of work.	Payment for notice of termination is based on average earnings.	12
Jun-16	Contract and Human Resources	Termination	The unused annual leave payments for terminated workers is incorrectly calculated.	Management should compensate workers based on the average earnings for the last 3 months of work.	Annual leave payments are based on average earnings.	12
Jun-16	Contract and Human Resources	Termination	Calculation of the annual salary supplement or bonus is inaccurate.	Calculate the bonus payments based on the actual days worked during the employment year.		12

Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS and eye wash station available for chemicals and hazardous substances.	MSDS for thinner and an eye wash station should be provided in the mechanic shop.	The gallons of thinner has been removed	12
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	EAs observed 2 gallons of thinner in the mechanic shop. However, no MSDS was available.	MSDS for thinner and an eye wash station should be provided in the mechanic shop.	The gallons were removed from the mechanic shop.	12
Jun-16	Occupational Safety and Health	Worker Protection	No appropriate PPE was provided to workers using thinner.	Provide appropriate PPE to all workers.		35
Jun-16	Occupational Safety and Health	Worker Protection	Several workers were not using the PPEs provided by management.	Provide training to workers on the importance of using PPE.		35
Jun-16	Occupational Safety and Health	Working Environment	The temperatures exceeded the BW recommended limit of 30 C.	Ensure that the workplace temperatures do not exceed 30C.	A protective layer has been added under the metal sheets.	53
Jun-16	Occupational Safety and Health	Working Environment	Lighting levels do not meet Better Work recommendations.	Ensure that the light levels are compliant with the recommendations.	New lights have been installed to comply with the suggested requirements for each sections.	53
Jun-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Ensure that the factory has at least 28 functioning toilets for women.	17 toilets for women have been added.	71
Jun-16	Occupational Safety and Health	Welfare Facilities	The eating area can only accommodate a small percentage of the workforce.	Ensure that the eating area can accommodate all workers.	The factory is expanding the eating area to comply with this requirement.	12
Jun-16	Occupational Safety and Health	Emergency Preparedness	Several obstructed aisles were noted in the fabric warehouse.	Ensure that the aisles in the fabric warehouse remain unobstructed during working hours, including overtime.		12
Jun-16	Working Time	Regular Hours	The time records do not reflect the actual hours worked.	Keep accurate working time records.		12
Jun-16	Working Time	Leave	The factory does not always authorize sick leave when the workers submit proper medical certificate.	Provide leave as requested in the medical certificate.		12

Jun-16	Working Time	Leave	Nursing mothers are not informed of their eligibility for breastfeeding break.	Allow nursing workers to take breastfeeding breaks.	All workers are able to take breastfeeding breaks.	12
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash stations were available on the event of exposure of chemicals hazardous materials.	Install eye wash station on the event of exposure of chemicals hazardous material.		12
Assessment June 2015						
Jun-15	Compensation	Wage Information, Use and Deduction	The attendance system is not linked to the payroll and working hours are reported manually.	Ensure that working hours are uniformly maintained within a single recording system.	Management has addressed the issue.	
Jun-15	Contract and Human Resources	Employment Contracts	The contracts for temporary workers do not comply with the labor code.	Revise internal work rules and employment contracts to ensure uniformity and compliance with local laws.		
Jun-15	Contract and Human Resources	Termination	Workers employed for less than 3 months are not compensated for unused annual leaves when terminated.	Compensate all workers for unused annual leaves upon termination.	All workers are compensated according to the law.	
Jun-15	Contract and Human Resources	Termination	Workers employed for less than 3 months are not provided annual salary supplements or bonuses when terminated.	Pay all workers their due salary bonuses upon termination.	All workers are paid their due allowances upon termination or resignation.	
Jun-15	Occupational Safety and Health	Worker Protection	Several workers were seated on chairs without back rests.	Provide appropriate chairs with back rests for all seated workers.		
Jun-15	Occupational Safety and Health	Worker Protection	Several machines were missing belt and pulley guards.	Install the appropriate guards on all machinery.	Management is working to ensure that proper guards are installed on all the machines.	
Jun-15	Occupational Safety and Health	Working Environment	Excessive temperatures were recorded inside the workplace.	Take appropriate measures to limit workplace temperatures to a maximum of 30 C.		
Jun-15	Occupational Safety and Health	Emergency Preparedness	Several aisles in building 2 were obstructed with boxes of fabrics.	Ensure that all escape routes and aisles remain unblocked at all times through an appropriate OSH management system.	The factory removed the boxes of fabrics.	
Jun-15	Occupational Safety and Health	Emergency Preparedness	Inadequate evacuation plan.	Replace the evacuation plan.		

Jun-15	Occupational Safety and Health	Working Environment	Untidy work areas.	Maintain a tidy workplace.	
Jun-15	Occupational Safety and Health	Emergency Preparedness	Several fire extinguishers were obstructed.	Maintain accessible and functioning fire-fighting equipment at all times.	The factory has participated in training related to OSH and also hires a firm to check the extinguishers on a monthly basis
Jun-15	Occupational Safety and Health	Emergency Preparedness	Several aisles were obstructed with boxes of fabrics.	Ensure that all escape routes remain unblocked at all time.	
Jun-15	Compensation	Social Security and Other Benefits	The factory is not registered with OFATMA for maternity and health insurance.	Subscribe all workers to OFATMA for maternity and health insurance.	0
Jun-15	Compensation	Social Security and Other Benefits	The factory does not collect and forward the workers' contributions for maternity and health insurance.	Register with OFATMA and forward the workers' contributions for maternity and health insurance.	0
Jun-15	Contract and Human Resources	Termination	Workers employed for less than 3 months are not compensated for unused annual leaves when terminated.	Ensure that all workers receive severance pay upon termination.	Management has revised the system to ensure that workers receive all their dues upon termination.
Jun-15	Working Time	Regular Hours	The time records do not reflect the actual hours worked.	Ensure that all the actual working hours are accurately recorded.	Management is revising all their systems to ensure that the working hours are properly recorded.
Jun-15	Occupational Safety and Health	Worker Protection	Electrical boxes were missing warning signs.	Identify electrical installations that require warning signs. Ensure that restricted areas are clearly marked. Post 'No Smoking' signs to reduce fire risks around the workplace.	
Jun-15	Compensation	Social Security and Other Benefits	The employer's payments to ONA was delayed.	Submit the monthly payments to ONA on time.	
Jun-15	Compensation	Social Security and Other Benefits	The employer does not collect and forward the workers' contributions to ONA for social insurance services on time.	Ensure timely payments to ONA for insurance services.	
Jun-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Provide an adequate number of toilets as required by the Haitian labour code.	

Jun-15	Occupational Safety and Health	Welfare Facilities	The eating area is not equipped with tables and several of the available benches are broken; overall, this area was poorly maintained.	Renovate the eating area to properly accommodate workers during meal times.
Jun-15	Occupational Safety and Health	Working Environment	Lighting levels do not meet Better Work recommendations.	Adjust the factory lighting levels as recommended.

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jun-15	26%
Jun-16	7%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Fox River
Location: Port-au-Prince
Number of workers: 52
Date of BW registration: Oct-10
Date of last two Better Work assessments: May-16 Oct-15

Advisory and Training Services

23-Sep-16 One day Communication Training
 01-Dec-16 Meeting with General manager about the remediation efforts since the last visit. Planning of the first PICC meeting and factory tour.
 30-Jan-17 Discussion on training needs and expectations on remediations. Discussion about the use of the new IR posters.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment May 2016						
May-16	Compensation	Social Security and Other Benefits	Employer’s contribution to ONA.	Ensure to pay the contributions to ONA for the previous month within the first 10 days of the current month.		7
May-16	Compensation	Social Security and Other Benefits	Workers’ contribution to ONA.	Ensure to pay the contributions to ONA for the previous month within the first 10 days of the current month.	0	7
May-16	Contract and Human Resources	Employment Contracts	Internal work rules document is not yet approved by MAST.	Ensure the internal work rules are approved by the MAST.		
May-16	Occupational Safety and Health	OSH Management Systems	No OSH assessment report was found for the last 12 months.	Keep a record of OSH assessment that should be timely updated.	A notebook is now used to do the reporting	
May-16	Occupational Safety and Health	Worker Protection	No eye guards, finger guards and pulley guards are installed on the factory’s machines and equipment.	Ensure that sewing machines have guards on them.	0	55
May-16	Occupational Safety and Health	Worker Protection	During the factory tour, EAs observed one electrical box without safety warning signs.	Ensure that electrical boxes are clearly identified with warning signs.	Safety warning have been post on all electrical installations.	55

May-16	Occupational Safety and Health	Working Environment	Insufficient level of lightning in the workplace.	Ensure of lightening follows Better Work recommendation		
May-16	Occupational Safety and Health	Welfare Facilities	The factory has a sufficient number of toilets for both genders. However, none of them were functioning at the time of the assessment visit.	Replace the non-functioning toilets and visual signs concerning the usage of the toilets. Training to be made on "hygiene at work".	The broken toilets have been replaced. Other tools such as buckets of water have been bought to facilitate the flush. Visual signs on the usage of the toilets have been posted everywhere including on the toilets doors.	
May-16	Occupational Safety and Health	Welfare Facilities	No recent documentation validating the testing of the water.	Ensure to validate the quality of the water by a test made by a laboratory recognized by the Ministry of Health.		
May-16	Occupational Safety and Health	Health Services and First Aid	Insufficient medical staff.	Ensure to comply with the number of medical staff as per the Haitian labor code.	0	55
May-16	Occupational Safety and Health	Health Services and First Aid	Workers did not receive medical checks within the first three months of being hired.	Medical check for new workers is in process.		55
May-16	Occupational Safety and Health	Health Services and First Aid	No annual medical checks performed.	Ensure that all workers receive their annual medical check.	0	55
May-16	Occupational Safety and Health	Emergency Preparedness	One fire drill performed per year.	Ensure to conduct, at least two drills a year.	Management and PICC meeting committed to organize two drills a year.	7
May-16	Occupational Safety and Health	Emergency Preparedness	No evacuation plan is available in the workplace.	Ensure that emergency exits and escape routes are clearly marked and posted in the workplace.	The evacuation plan is still pending.	19
May-16	Working Time	Regular Hours	The attendance record is done manually by management and therefore the EAs could not validate its accuracy.	Ensure that attendance records are accurate.	0	
May-16	Working Time	Leave	Management did not inform eligible workers about the breastfeeding breaks.	Ensure to inform all eligible workers about the breastfeeding breaks.	Management informed all eligible workers about the breastfeeding breaks	

Assessment October 2015

Oct-15	Compensation	Social Security and Other Benefits	Late payment for ONA	Ensure that ONA payment is made within the first 10 working days of the following month.	0	7
Oct-15	Compensation	Social Security and Other Benefits	Collecting and forwarding workers' contributions for social insurance funds to ONA.	Ensure that ONA payment is made within the 10 first day of the following month.	0	7
Oct-15	Compensation	Social Security and Other Benefits	Factory is not affiliated with the OFATMA maternity and health insurance.	Ensure to comply with the Haitian Labor Code concerning the OFATMA maternity and health insurance.		7
Oct-15	Compensation	Social Security and Other Benefits	Factory is not paying contributions to OFATMA for workers' health and maternity insurance.	Ensure that the factory is affiliated with the OFATMA maternity and health insurance.		7
Oct-15	Occupational Safety and Health	Emergency Preparedness	The factory has not trained any workers in fire fighting since 2013.	Train an appropriate number of workers to use the fire fighting equipment.	An appropriate number of workers has been trained to use the fire fighting equipment.	12
Oct-15	Occupational Safety and Health	Emergency Preparedness	No evacuation plan is available in the workplace.	Ensure that emergency exits and escape routes are clearly marked and posted in the workplace. Ensure to post The evacuation plan within the plant.	0	12
Oct-15	Occupational Safety and Health	Emergency Preparedness	Last fire drill was conducted in June of 2013.	Ensure to conduct two emergency drills per year.	0	6
Oct-15	Occupational Safety and Health	Health Services and First Aid	Insufficient medical staff.	Ensure the workplace have required onsite medical facilities and staff.		48
Oct-15	Occupational Safety and Health	Health Services and First Aid	No first aid training has been provided for workers since 2013.	Provide first-aid training for workers.	0	48
Oct-15	Occupational Safety and Health	Health Services and First Aid	The factory does not provide annual medical checks for worker.	Provide annual medical checks for worker.		48

Oct-15	Occupational Safety and Health	OSH Management Systems	The factory does not have an OSH policy.	Ensure to have a written OSH policy.		18
Oct-15	Occupational Safety and Health	Worker Protection	No guards are installed on the factory's machines and equipment and some of the machines are so old that it is not possible to put guards on them	Ensure that proper guards are installed and maintained on all dangerous moving parts of machines and equipment.	0	48
Oct-15	Occupational Safety and Health	Worker Protection	Electrical boxes without safety warning signs.	Ensure appropriate safety warnings are posted in the workplace.	One of the PICC' members task is to ensure that all electrical boxes have adequate warning signs.	48

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

May-16	100%
Oct-15	100%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: GOAL Export S.A
Location: Caracol
Number of workers: 933
Date of BW registration: Jan-14
Date of last two Better Work assessments: Jan-17 Dec-15

Advisory and Training Activities

07-May-15 Introduction meeting with factory Compliance Manager and OSH Officer to discuss general compliance approach. Presentation of Better Work service model. Discussion and planning on the establishment of a PICC and the training plan.

02-Jun-15 Meeting with factory's General Manager, HR Manager, Compliance Manager and OSH Officer to finalize the establishment of the PICC and make OSH recommendation.

03-Jun-15 PICC Training for workers.

04-Jun-15 PICC training session for managers. First PICC Meeting at the factory. Discussed PICC functions and framework.

04-Jun-15 First PICC Meeting at the factory. Discussion about PICC functions and framework.

24-Jul-15 Meeting with Compliance manager, including OHS Officer to discuss the progress and challenges since last advisory visits.

25-Jul-15 Factory tour with OHS Officer to assess progress from last visit and address new issues. Recommendations for improvement were made to compliance team.

27-Jul-15 PICC Meeting to discuss about mutual respect among employees of the factory and access control at the gates.

29-Sep-15 Meeting with Compliance and HR Manager to review progress on the improvement plan agreed upon.

30-Sep-15 Discussion about payroll processing issues, cafeteria and safety

21-Nov-15 Meeting with Health and Safety officer to review progress on action plan. Exercise on self assessment. Update on PICC activities.

23-Feb-16 Meeting with the Compliance Assistant to discuss the last BW assessment report and make new recommendations for improvements. Conducted an OSH tour and planned the next PICC meeting.

15-Mar-16 Meeting with the Factory HR Manager, Compliance Manager and OSH Officer to review progress in reference to the action plan and make recommendations.

16-Mar-16 Reviewed self-diagnosis process and introduced management to the Better Work portal. Conducted a factory tour.

16-Mar-16 PICC Meeting to discuss progress made on operations and payroll systems. Need for improvement on working time.

05-Apr-16 Workers Rights & Responsibilities Training

06-Apr-16 Workers Rights & Responsibilities Training

16-Jul-16 Advisory visit to review progress made by the factory since the last assessment. Conducted a factory tour.

21-Oct-16 Industrial Relations Training

21-Oct-16 Meeting with management to review pending improvement issues. Conducted a factory tour with the OSH Officer.

31-Oct-16 Workplace Communication Training

03-Nov-16 Grievance Mechanism Training

16-Feb-17 Meeting with management to discuss the establishment of a new PICC, findings from the last assessment, training needs and recommendations for remediation.
Meeting with the OSH Committee to review OSH findings from the last assessment, possible remediation actions and person in charge.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment January 2017						
Jan-17	Compensation	Method of Payment	Delay in workers' payroll	The factory should ensure that wages are paid on time.		3
Jan-17	Compensation	Social Security and Other Benefits	Employer contribution to ONA	Ensure timely payments to ONA, which should also be based on average earnings instead of the minimum wage.		15
Jan-17	Compensation	Social Security and Other Benefits	Workers' contributions for social insurance funds to ONA.	Ensure that the workers' contributions are collected and forwarded to ONA on time.		15
Jan-17	Compensation	Social Security and Other Benefits	The factory is not affiliated with OFATMA for work-related accident insurance.	Registered with OFATMA for work-related accident insurance.		15
Jan-17	Contract and Human Resources	Employment Contracts	The factory submitted the internal work rules to the Ministry of Labour. However, it is still pending an approval from the ministry.	Ensure that the internal work rules comply with legal requirements and obtain an approval from the ministry.		15
Jan-17	Occupational Safety and Health	OSH Management Systems	The monthly records of work-related accidents and diseases are not sent to OFATMA.	Register for work-related accident insurance and submit the records of work-related accidents and diseases to OFATMA on a monthly basis.		3
Jan-17	Occupational Safety and Health	Chemicals and Hazardous Substances	Inventory for chemicals and hazardous substances is not frequently updated.	Ensure that the chemical inventory is updated on a regular basis.		15
Jan-17	Occupational Safety and Health	Chemicals and Hazardous Substances	Unlabeled chemicals .	Ensure that all hazardous and chemical substances used in the workplace are properly labelled.		15
Jan-17	Occupational Safety and Health	Chemicals and Hazardous Substances	Storage of chemicals.	Ensure that all chemicals are properly stored.		15

Jan-17	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS were available for chemicals used in the workplace.	Ensure that all MSDS are available and posted around the workplace.	All MSDS are available, however, they are yet to be posted around the workplace.	15
Jan-17	Occupational Safety and Health	Chemicals and Hazardous Substances	EAs did not find any eye wash stations in the workplace	Provide adequate washing facilities and cleansing materials in the event of exposure to hazardous chemicals.		15
Jan-17	Occupational Safety and Health	Worker Protection	The factory did not give respirator masks to workers using chemicals.	Provide proper personal protective equipment to all workers using chemicals.		15
Jan-17	Occupational Safety and Health	Worker Protection	Electrical maintenance.	Ensure that all electrical wires, switches and plugs are properly installed, grounded, and maintained.		3
Jan-17	Occupational Safety and Health	OSH Management Systems	Appropriate safety warnings were not posted around the workplace.	Post safety warnings around the workplace.		3
Jan-17	Occupational Safety and Health	Welfare Facilities	No soap or paper were provided in the workers' restrooms.	Ensure that soap and paper are available in the workers' restrooms.		15
Jan-17	Occupational Safety and Health	Health Services and First Aid	10 percent of the interviewed workers stated that they have not received any annual medical checks.	Ensure that all workers receive their annual medical checks.		15
Jan-17	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Hire additional medical staff.		15
Jan-17	Occupational Safety and Health	Health Services and First Aid	No first aid boxes were observed around the workplace.	Install first aid boxes around the workplace.	First aid boxes have been installed.	15
Jan-17	Occupational Safety and Health	Emergency Preparedness	fire extinguishers with low pressure and blocked in the workplace.	Check the fire extinguishers on a monthly basis and ensure that they remain unobstructed.		15
Jan-17	Occupational Safety and Health	Emergency Preparedness	The factory does not have any evacuation plans, evacuation routes were obstructed with fabrics and boxes and emergency exits were not identified.	Post the evacuation plan, ensure that the aisles are not obstructed with fabrics and boxes and identify the emergency exits.	The exits have been identified but are still missing the emergency lights.	15

Jan-17	Occupational Safety and Health	Emergency Preparedness	Chemicals hazardous substances not properly labelled.	Ensure that all hazardous chemicals are properly labelled.		15
Jan-17	Occupational Safety and Health	Emergency Preparedness	Chemicals hazardous substances not properly stored.	Ensure that all chemicals are properly stored.		15
Jan-17	Working Time	Overtime	No authorization from the Department of Labour for working on Sundays.	Obtain authorization from the Department of Labour before working on Sundays.		15
Jan-17	Working Time	Overtime	Management could not provide any recent authorizations from the Department of Labour for overtime work.	Obtain authorization from MAST before working overtime.		15
Assessment December 2015						
Dec-15	Compensation	Minimum Wages/Piece Rate Wages	Inaccurate payroll	Ensure that all working hours are correctly reflected in the payroll records and that workers receive full compensation for the hours	The factory implemented a new payroll system, which reflects the working hours correctly.	6
Dec-15	Compensation	Overtime Wages	Payment for overtime hours worked not reflected in the payroll.	Ensure that regular and overtime hours are correctly reflected on the payroll records and the workers' individual payslips.	Regular and overtime hours are correctly reflected on the payroll records and the workers' individual payslips.	6
Dec-15	Compensation	Premium Pay	Payment for weekly rest day.	Ensure that workers are paid 50 percent above the normal wage when they work regular hours on weekly rest days.		6
Dec-15	Compensation	Method of Payment	Payroll not available on time.	Ensure that all payrolls are prepared on time.	The factory implemented a new payment system from January 2016. All payrolls are prepared on	
Dec-15	Compensation	Wage Information, Use and Deduction	All workers expressed concerns regarding unauthorized deductions from their wages.	Inform workers of all legal deductions, and reimburse them for unauthorized deductions from their wages.		

Dec-15	Compensation	Paid Leave	Payment for legally mandated holidays.	Ensure that the workers are correctly paid for legally mandated holidays.	The factory implemented a new payroll system to ensure accurate payments for legally mandated holidays.	
Dec-15	Compensation	Paid Leave	inaccurate payroll for weekly rest day	Ensure that the workers are correctly paid for weekly rest days.	The factory implemented a new payroll system to ensure accurate payments for weekly rest days.	
Dec-15	Compensation	Paid Leave	Payment for sick leave	Ensure payments for sick leaves.	The factory reviewed its payroll system to ensure payments for sick leaves.	
Dec-15	Compensation	Paid Leave	Payment for maternity leaves.	Ensure payments for maternity leaves.	The factory reviewed its payroll system to ensure payments for maternity leaves.	12
Dec-15	Compensation	Social Security and Other Benefits	Employer contribution to ONA	Ensure that ONA payment are made on time and on a regular basis.	The factory paid ONA for November and December 2015 and January 2016.	12
Dec-15	Compensation	Social Security and Other Benefits	Employer contribution to OFATMA for maternity and health insurance.	Register with OFATMA for maternity and health insurance.	This factory has not yet registered with OFATMA for the new maternity and health insurance service. However, a letter sent by OFATMA in February 2016 stated that OFATMA's services were not available in the concerned region on February 15th, 2016, due to which the requirement is not applicable in this case. Therefore such factories will be cited as compliant even if they did not register for the	

Dec-15	Contract and Human Resources	Employment Contracts	The internal rules of the factory do not comply with legal requirements.	Obtain an approval for the internal work rules from MAST.	The internal work rules were resent to MAST on April 22, 2016.	
Dec-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Several unlabelled containers of chemicals such as thinner.	Prepare a procedure for the management of chemicals and hazardous substances. Ensure that all chemicals are labelled and conduct regular checks. Train workers on the safe handling of chemicals and hazardous substances.	The factory prepared a procedure for chemicals and hazardous substances management. The OSH Manager conducts weekly safety checks for all chemicals used at the factory.	12
Dec-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Chemicals hazardous substances not properly stored.	The factory should have a proper chemical storage area and comply with safety requirements as noted in the MSDS.		12
Dec-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS available for chemicals: blowout, thinner and adhesives, in all the places where these chemicals are used.	Post MSDS in all places where these chemicals are used. Prepare a chemicals and hazardous substances management procedure. Train workers on the safe use of chemicals and hazardous substances.	MSDS have been provided in the spot cleaning area. The factory has prepared a chemicals and hazardous substances management procedure.	
Dec-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No washing facilities or cleansing materials were observed where chemicals are used.	Install adequate washing facilities in all areas where chemicals are used. Develop a chemical management procedure. Conduct regular checks to ensure that the eye wash stations are operational.	The factory installed adequate washing facilities in the spot cleaning and chemical storage areas. The factory developed a chemical management procedure. The OSH Manager conducts weekly checks to ensure that the eye wash stations area operational.	12
Dec-15	Occupational Safety and Health	Working Environment	Insufficient lux level	Ensure that the lux level is compliant in all sections.		12

Dec-15	Occupational Safety and Health	Working Environment	A lot of fabric waste was piled up on different areas of the work floor.	Ensure that the work floor remains clean all the time.		
Dec-15	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Hire additional medical staff as required by the labor code.	The factory signed a contract with DASH for additional medical staff. The factory has 2 full time nurses and 5 doctor's visits per week.	12
Dec-15	Occupational Safety and Health	Health Services and First Aid	The factory did not present evidence of conducting first-aid training for workers.	Train 10% of the workforce on first-aid procedures.	The factory scheduled and paid the fire department for a training session on first-aid in August 2016.	12
Dec-15	Occupational Safety and Health	Emergency Preparedness	Fire extinguishers obstructed by boxes .	Conducts weekly checks to ensure that fire extinguishers are unobstructed.	The OSH Officer conducts weekly checks to ensure that fire extinguishers are unobstructed.	6
Dec-15	Occupational Safety and Health	Emergency Preparedness	The factory did not present evidence of fire-fighting equipment training for workers.	The factory needs to provide training on the use of fire-fighting equipment to at least 10% of the workforce.	The factory scheduled and paid the fire fighting department for the suggested training session.	
Dec-15	Occupational Safety and Health	Emergency Preparedness	No evacuation plan is posted at the workplace.	Post an evacuation plan. Ensure that all exits are equipped with emergency exit lights. Update the floor markings for easy identification of evacuation routes throughout the factory.	An evacuation plan has been posted at the factory.	
Dec-15	Working Time	Regular Hours	Inaccurate attendance records.	Ensure that all working hours are accurately recorded.	The factory uses a fingerprint-based punching system and accurate working time records with information such as the in and out times and the number of overtime hours for the last 3 months are available.	

Dec-15	Working Time	Overtime	No authorization from MAST for overtime working hours.	Request authorization from MAST for overtime working hours.	The factory requested authorization from MAST for overtime working hours.
Dec-15	Compensation	Overtime Wages	Payment for overtime hours worked at night.	Ensure that workers receive 100 percent above the normal wage for all overtime hours worked at night.	
Dec-15	Compensation	Premium Pay	Payment for regular hours worked on holidays.	Ensure that workers are paid 50 percent above the normal wage when they work regular hours on legally mandated holidays.	
Dec-15	Compensation	Social Security and Other Benefits	Collecting and forwarding workers' contributions for social insurance funds to ONA	Ensure that workers contributions are collected and forwarded to ONA.	
Dec-15	Compensation	Social Security and Other Benefits	Forwarding workers' contributions to OFATMA.	The factory should collect and forward workers contribution to OFATMA on a monthly basis.	
Dec-15	Compensation	Social Security and Other Benefits	Employer contribution to OFATMA for work-related accident insurance	Ensure payment to OFATMA for work-related accident insurance.	
Dec-15	Compensation	Wage Information, Use and Deduction	Inaccurate payroll record.	Ensure that they keep only one accurate payroll record.	
Dec-15	Occupational Safety and Health	Emergency Preparedness	Chemicals hazardous substances not properly stored.	Ensure that flammables chemicals are properly stored and separate from hazardous chemicals.	

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jan-17	90,50%
Dec-15	6%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: H&H Textiles S.A.
Location: Port-au-Prince
Number of workers: 2805
Date of BW registration: Jan-14
Date of last two Better Work assessments: Sep-15 Nov-14

Advisory and Training Activities

11-Aug-16 Industry seminar on self-reporting.
 23-Aug-16 Collective Bargaining Seminar
 13-Sep-16 Industrial Relations Training
 10-Oct-16 Meeting with management to review improvements related to compensation issues.
 02-Dec-16 Meeting with management to review improvements related to OSH issues. Factory tour.
 02-Dec-16 Compliance Training
 20-Mar-17 Workers Rights & Responsibilities
 24-Mar-17 Improvement plan review with management. Meeting with unions on the implementation of the bipartite committee and workplace issues. Factory tour.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment December 2016						
Dec-16	Freedom of Association and Collective Bargaining	Collective Bargaining	The CBA is not fully implemented.	Communicate the CBA to all management staff. Ensure that lunch is provided after 5 hours of work on Sundays.		
Dec-16	Compensation	Paid Leave	Nursing women were not properly compensated for the breastfeeding break.	Review the breastfeeding policy. Ensure that all eligible women take advantage of the one hour breastfeeding break as required by law.		
Dec-16	Compensation	Social Security and Other Benefits	Innaccurate and late ONA payment.	Review ONA payment procedures to ensure that the payments are accurate.		18
Dec-16	Compensation	Social Security and Other Benefits	Late submittal of workers contribution to ONA.	Review ONA payment procedures to ensure that the payments are accurate.		18

Dec-16	Compensation	Social Security and Other Benefits	The employer did not pay for work-related accident insurance for the 2016-2017 fiscal year.	Review the OFATMA payment procedures to ensure that the payments are done on time.	
Dec-16	Compensation	Social Security and Other Benefits	The employer is not affiliated with OFATMA for maternity and health insurance services (workers' contributions).	Register with OFATMA for maternity and health insurance services.	18
Dec-16	Compensation	Social Security and Other Benefits	The employer does not collect and forward workers contribution OFATMA maternity and health insurance (workers' contribution).	Register with OFATMA for maternity and health insurance services and collect and forward workers contribution OFATMA maternity and health insurance.	18
Dec-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Two gallons of unlabeled chemicals were observed in the mechanic shop at Module 1.	Review the chemicals handling procedures. Communicate new procedures to all staff using chemicals and monitor its implementation.	24
Dec-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS available for all chemicals used in the workplace.	Review the chemicals handling procedures. Communicate new procedures to all staff using chemicals and regularly monitor the availability of MSDS.	
Dec-16	Occupational Safety and Health	Working Environment	The temperature level in the Building 3 sewing section exceeded the BW recommended limit of 30 C.	Reduce the temperature in the sewing area.	30
Dec-16	Occupational Safety and Health	Working Environment	The noise levels throughout Building 3 exceeded the BW recommended maximum of 90 dB.	Reduce the level of noise in the workplace.	
Dec-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Repair or replace the existing toilets.	30
Dec-16	Occupational Safety and Health	Welfare Facilities	No soap was provided in the workers' toilets.	Monitor the availability of soap on a regular basis.	30
Dec-16	Occupational Safety and Health	Welfare Facilities	The number of seats in the eating area is inadequate.	Expand the eating area to accommodate all workers.	18

Dec-16	Occupational Safety and Health	Health Services and First Aid	The factory only has 2 nurses and 3 doctor's visits each week.	To comply with the Haitian Labour Code, a factory of this size must have a permanent on site medical service, with at least 13 nurses and 3 doctor's visits per week.		30
Dec-16	Occupational Safety and Health	Emergency Preparedness	Fire extinguishers were blocked by cardboard boxes in the fabric warehouse of Module 1 and mezzanine area 2.	Communicate the compliance requirements for fire extinguishers to all the staff working in the mezzanine area.		24
Dec-16	Working Time	Overtime	The employer does not have an authorization from the Ministry of Labor for working on sundays.	Obtain an authorization from the Ministry of Labor for working on sundays.		
Dec-16	Working Time	Overtime	The employer does not have an authorization from the Ministry of Labor for working overtime.	Request an authorization from the Ministry of Labor for overtime work.		
Assessment September 2015						
Sep-15	Occupational Safety and Health	Chemicals and Hazardous Substances	All chemicals were properly labeled except for the thinner spray guns used in spot cleaning areas.	Properly label all chemicals and hazardous substances. Assign clearly defined responsibilities for this task. Train workers on hazard pictograms.	All chemical containers have been properly labelled.	6
Sep-15	Occupational Safety and Health	Emergency Preparedness	Fire extinguishers were missing in some areas.	Conduct regular maintenance of fire-fighting equipment and ensure that they are easily accessible.	Some extinguishers were removed from places with more than the required number of equipment. Aisles were redefined to prevent obstruction.	6
Sep-15	Occupational Safety and Health	Emergency Preparedness	No regular fire drills.	Conduct at least two emergency drills per calendar year. Preferably at least one drill should be conducted by a third-party such as the fire police. Document those drills and their results. Plan more drills than the minimum, if necessary.	Fire drills were conducted for all the buildings during the months of May and July. Additional drills will be conducted in November.	6

Sep-15	Compensation	Paid Leave	Payment for maternity leave is inaccurate.	Use the average pay for piece rate workers to compute their maternity leave payments.	A new system is being implemented to ensure that all complementary payments are calculated based on an average pay that includes all earnings for the accounted period.	18
Sep-15	Compensation	Social Security and Other Benefits	ONA payment is late.	Pay the legally required contributions to ONA for the previous month by the 10th working day of the current month.	ONA payments are done every month according to the payroll calendar. Delays occurred due to the processing time for making the necessary calculations.	
Sep-15	Compensation	Social Security and Other Benefits	Late submittal of workers' contribution to ONA.	Pay the legally required contributions to ONA for the previous month by the 10th working day of the current month.	ONA payments are done every month according to the payroll calendar. Delays occurred due to the processing time for making the necessary calculations. Measures are being considered to ensure that all payments are accurate and made on time.	
Sep-15	Compensation	Social Security and Other Benefits	The employer is not affiliated with OFATMA for maternity and health insurance (employer's contribution).	Register with OFATMA for maternity and health insurance. Pay the legally required contributions to OFATMA on a monthly basis.		
Sep-15	Compensation	Social Security and Other Benefits	The employer does not collect and forward workers contribution OFATMA maternity and health insurance (workers' contribution).	Register with OFATMA for maternity and health insurance. Pay the legally required contributions to OFATMA on a monthly basis.		
Sep-15	Contract and Human Resources	Termination	The payment for the termination notice period for piece rate workers was incorrect as it was based on the minimum wage instead of the average daily earnings.	Use the average pay of piece rate workers to compute their termination benefits. Provide terminated or resigned workers all other termination benefits required by law.	Severance payment procedures have been revised to calculate the amount based on the average of all earnings.	12

Sep-15	Occupational Safety and Health	OSH Management Systems	The factory does not have an active OSH Committee.	Establish a bipartite OSH committee and update workers about its existence and activities.	12
Sep-15	Occupational Safety and Health	Worker Protection	Worker using chemicals in the spot cleaning areas of Building 1 were not using the provided PPE.	Assign a staff in charge of providing and renewing PPE. Update the PPE regulation (based on MSDS and hazard inventory). Provide employees with all the necessary personal protective clothing and equipment and train workers on its proper use. Post signs to remind workers about their safety obligations.	
Sep-15	Occupational Safety and Health	Working Environment	The boiler area in Building 1 was untidy and there was a lot of water on the path that led to the generator room.	Hire additional cleaners and regularly clean all areas within the factory, including places that are not in regular use. Conduct a review of the building structure to assess the root cause of the water leakage near the generator room.	The boiler area has been cleaned and all the trash has been removed. New cleaners have been hired and assigned to each building and the outside areas.
Sep-15	Occupational Safety and Health	Welfare Facilities	The factory does not provide soap on a regular basis.	Provide soap on a regular basis.	12
Sep-15	Occupational Safety and Health	Health Services and First Aid	The factory does not offer systematic annual medical checks for all workers.	Provide free annual health checks for all workers.	12
Sep-15	Working Time	Regular Hours	The working time records do not reflect the regular hours worked on Sundays.	Maintain a single accurate attendance recording system and keep the working time records for at least 12 months.	
Sep-15	Compensation	Wage Information, Use and Deduction	Payment for regular hours worked on Sundays were not properly recorded in the payroll.	Ensure that all overtime, sunday and holiday hours worked are accurately reported in the factory's payroll records.	All work performed on sundays is now properly recorded on the payroll. The company has also made the decision to not perform any work on sundavs anymore.

Sep-15	Contract and Human Resources	Dialogue, Discipline and Disputes	Disciplinary measures do not comply with the law.	Apply disciplinary measures in accordance with the labor law and the internal work rules.	12
Sep-15	Occupational Safety and Health	Health Services and First Aid	No medical checks were conducted for workers upon hiring.	Provide free health checks for all workers within the first 3 months of hiring.	
Sep-15	Occupational Safety and Health	Health Services and First Aid	Inadequate onsite medical facilities and staff.	Hire three additional nurses to meet the legal requirements for onsite medical services.	12
Sep-15	Occupational Safety and Health	Working Environment	The workplace temperatures exceeded the recommended limit.	Maintain acceptable temperatures at all times inside the workplace.	12
Sep-15	Occupational Safety and Health	Welfare Facilities	Inadequate number of toilets available for workers. EAs did not see any lines inside the toilets.	Provide additional toilets in proportion to the total workforce as stipulated by law.	6
Sep-15	Occupational Safety and Health	Welfare Facilities	The eating area cannot accommodate all workers during meal times.	Increase the capacity of the eating area to accommodate a greater number of workers.	

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Sep-15	6%
Dec-16	0%

BETTER WORK HAITI – 14TH SYNTHESIS REPORT



Factory: Horizon Manufacturing S.A.
Location: Port-au-Prince
Number of workers: 393
Date of BW registration: Aug-10
Date of last two Better Work assessments: Apr-16 Jun-15

Advisory and Training Services

07-Jan-16 Grievance Mechanism Training
 12-Feb-16 PICC Training for workers
 03-Aug-16 Workers Rights & Responsibilities Training
 18-Aug-16 Collective Bargaining Seminar
 20-Aug-16 Collective Bargaining Seminar
 03-Sep-16 Workers Rights & Responsibilities Training
 12-Sep-16 Further discussions with management regarding their level of progress on the formation of the PICC.
 07-Oct-16 Meeting with the union cell regarding the implementation of the bipartite committee.
 15-Nov-16 Training on Fire Safety
 16-Jan-17 Follow-up on issues identified in the improvement plan. Factory tour.
 15-Feb-17 Discussion about the priority and absence of management representatives on the bipartite committee.
 17-Mar-17 Compliance Training
 17-Mar-17 Industrial Relations Training
 24-Mar-17 Discussion on payroll issue. Suggestion given to do a survey on the possibility to change the wage slip.
 24-Mar-17 PICC meeting about the pending payroll issue.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment April 2016						
Apr-16	Compensation	Overtime Wages	Compensation for overtime hours worked at night was incorrectly calculated for two security guards.	Ensure that the security guards' compensation is compliant with the law.	The payments for all the security guards were adjusted accordingly.	
Apr-16	Compensation	Premium Pay	Inadequate payment for working hours performed at night.	Ensure that the security guards' compensation is compliant with the law.	The payments for all the security guards were adjusted accordingly.	10
Apr-16	Compensation	Premium Pay	The compensation for regular hours worked on weekly rest days was incorrectly calculated for two security guards.	Ensure that the security guards' compensation is compliant with the law.	The payments for all the security guards were adjusted accordingly.	

Apr-16	Compensation	Paid Leave	Calculations for the annual salary bonus in inaccurate for some workers.	Include maternity leave payments as a part of total earnings and therefore to calculate the annual salary bonuses.	Maternity leave payments are included in the calculation of annual leave bonuses.	
Apr-16	Compensation	Social Security and Other Benefits	The annual salary supplement or bonus was incorrectly paid to some workers.	Include maternity leave payments as a part of total earnings and therefore to calculate the annual salary bonuses.	Maternity leave payment is included as a part of total earnings and is used to calculate bonus payments.	34
Apr-16	Compensation	Termination	The factory failed to notify MAST for all temporary suspension of work.	Send prior notice to MAST regarding all work stoppages.	A system was put in place to send prior notice to MAST regarding all work stoppages.	34
Apr-16	Contract and Human Resources	Chemicals and Hazardous Substances	Expired eye wash solution bottle found in the chemical storage area	Ensure that the eye wash station is adequate for use.	A new washing station was installed in the spot cleaning area.	
Apr-16	Occupational Safety and Health	Working Environment	The noise level is over the recommended limit in the pressing section.	Ensure that the noise levels do not surpass 90 dB in the pressing area.	The motor responsible for the noise was removed from the section.	
Apr-16	Occupational Safety and Health	Working Environment	The lux level is under the recommended limit in some sections.	Ensure that the light levels are compliant with the suggested requirements for each section.	Management has added skylight sheets in one of the sections and intends to add more in other areas to address this issue.	
Apr-16	Working Time	Overtime	Excessive overtime for the security staff and workers from the maintenance department.	Limit overtime hours to a maximum of 80 hours within a 3 month period.	The management has limited the number of overtime hours for all the workers at the factory.	
Assessment June 2015						
Jun-15	Compensation	Social Security and Other Benefits	The factory is not registered with OFATMA for maternity and health insurance.	Register with OFATMA for health and maternity insurance.	The factory has registered and is regularly contributing to this insurance scheme.	

Jun-15	Occupational Safety and Health	Working Environment	The temperature levels in the packing and pressing sections exceeded limit of 30 C.	Improve the temperature at the workplace.	The factory is continuing the use of a cooling system that drips water on the roof to reduce the temperature. Additional fans were installed on the work floor.
Jun-15	Occupational Safety and Health	Working Environment	Insufficient light levels in some sections.	Improve the level of lighting in the noted sections.	Improvements were made by the factory by installing additional bulbs and transparent metals sheets for the roof.

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

Apr-16	42%
Jun-15	45%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Interamerican Woven S.A.
Location: Port-Au-Prince
Number of workers: 662
Date of BW registration: Oct-09
Date of last two Better Oct-16 Jun-15
Work assessments:

Advisory and Training Services

11-Aug-16 Industry seminar on self-reporting.
 02-Sep-16 Discussion on the effectiveness of the bipartite committee and its impact on social dialogue at the workplace.
 13-Sep-16 Meeting with management and union to discuss the progress made during the cycle and the formation of the bipartite committee. Factory tour.
 15-Nov-16 Industry Seminar on Fire Safety
 03-Dec-16 Workers Rights & Responsibilities Training
 10-Jan-17 Advisory visit to help the factory prepare for the first self-reported progress report.
 06-Feb-17 Meeting with the Compliance Officer to review the improvement plan and set up the bipartite committee. Meeting with the union regarding their participation in the bipartite comm
 15-Feb-17 Conducted a factory tour to verify the improvements listed by the factory. Meeting with General Manager to discuss the union's participation in the PICC.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment October 2016						
Oct-16	Compensation	Social Security and Other Benefits	Employer contribution to OFATMA for maternity and health insurance.	Register with OFATMA for health and maternity insurance and pay employer contribution to OFATMA for maternity and health insurance.	The management has registered with OFATMA for insurance services.	33
Oct-16	Occupational Safety and Health	Welfare Facilities	The factory does not have an appropriate eating area.	Provide eating area for all workers.	The factory is currently preparing an eating area with a larger space to accommodate more workers. There is also a covered cafeteria in Building 10.	69
Oct-16	Compensation	Overtime Wages	Overtime hours are not reported in the payroll records for all workers.	Ensure that payroll records are accurate and reflect all the actual working hours. Compensate workers for overtime work.		
Oct-16	Compensation	Overtime Wages	Night hours are not paid at 100% above the normal wage.	Ensure that the payroll records are accurate and reflect the real working time. Pay workers correctly for night hours after 6:00 PM.		

Oct-16	Compensation	Wage Information, Use and Deduction	Time records inconsistent with the payroll.	Ensure that payroll records are accurate and reflect all the actual working hours. Compensate workers for overtime work.		
Oct-16	Compensation	Paid Leave	Payment for sick leaves is based on the minimum wage instead of the workers' average earnings.	Ensure that the payment for sick leaves is based on the workers' average earnings as stipulated by the labor code.		
Oct-16	Compensation	Paid Leave	Payment for maternity leaves is based on the minimum wage instead of the workers' average earnings.	Ensure that the payment for maternity leaves is based on the workers' average earnings as stipulated by the labor code.		
Oct-16	Compensation	Social Security and Other Benefits	Inaccurate and late payment for employer's contribution to ONA.	Ensure that the workers' contributions are accurately calculated and forwarded to ONA on time.		33
Oct-16	Compensation	Social Security and Other Benefits	Inaccurate and late submittal of workers' contribution to ONA.	Ensure that the workers' contributions are accurately calculated and forwarded to ONA on time.		33
Oct-16	Compensation	Social Security and Other Benefits	Inaccurate payment of employer's contribution for work related accident insurance.	Ensure that the employer's contributions are accurately calculated and sent to OFATMA for work related-accident insurance.		33
Oct-16	Compensation	Social Security and Other Benefits	The factory is not registered with OFATMA for maternity and health insurance.	Complete the registration process with OFATMA to ensure maternity and health insurance services for all workers.	The factory has registered with OFATMA.	33
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Unidentified chemical containers observed in the workplace.	Ensure that all chemical containers are identified and stored safely.	All chemical containers have been identified and stored safely.	15
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	MSDS not available for all chemicals used in the workplace.	Ensure that MSDS are available within the chemical room.	MSDS have been made available within the chemical room.	15

Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No actions taken to assess, monitor, prevent and limit workers' exposure to chemicals and hazardous substances.	Maintain written evidences for OSH self-assessments. Set a policy on maximum exposure time to chemicals for workers per day (including overtime situations). Limit access of other workers to chemicals at workplace. Train and assign staff to record workers' exposure to hazardous chemicals and substances. Gradually reduce the time of exposure based on recorded practices and organize daily job rotations, if needed. Improve exhaust ventilation.	Management stated that workers do not spend the entirety of their working time using chemicals. Management has also begun to identify departments throughout the plant where workers may be vulnerable to excessive exposure to chemicals. The on site doctor has been assigned to train workers and record workers' exposure to hazardous chemicals and substances. New fans have been installed and more will be added to improve	15
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Several workers in the washing room and spot cleaning area were not using the PPE provided.	Provide safety training to workers using chemicals and hazardous substances and maintain adequate training records.	The factory provides PPE to all workers as needed and are implementing measures to ensure proper use of PPEs. Workers are also being trained on the regular use of PPE.	15
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Washing facilities and cleansing materials are not available in all areas where chemicals are used or stored.	Provide washing facilities and cleansing materials near all areas where chemicals or hazardous materials are used or stored.	Eye wash stations have been installed in the suggested areas.	15
Oct-16	Occupational Safety and Health	Worker Protection	The quantity of personal protective equipment available in the mechanic shop was not sufficient for all the workers in this section.	Provide personal protective equipment to all workers, as needed. Conduct awareness training to reinforce safe working practices.	Additional PPE has been provided in the mechanic shop. The factory provides PPE to all workers as needed and are implementing measures to ensure proper use of PPEs. Workers are also being trained on the regular use of PPE.	45
Oct-16	Occupational Safety and Health	Worker Protection	Several workers were not using the protective devices attached to their machines or the PPE provided to them.	Provide training to ensure that workers are aware of safe working practices and follow them accordingly. Maintain records of all training sessions.	Management regularly makes safety announcements through the factory's notification system to remind workers about safety procedures. Several training sessions has been organized.	45

Oct-16	Occupational Safety and Health	Worker Protection	Several sewing machines did not have eye, pulley or belt guards nor finger guards.	Ensure that the system to monitor the availability of machine guards is operational and effective. Liaise with the head mechanic to ensure that the guards are replaced on time.	Meetings have been organized with the mechanics and production managers to strengthen the monitoring system. Additional training will also be provided to workers.	45
Oct-16	Occupational Safety and Health	Worker Protection	Exposed wires were observed in the compressor room in Building 30.	Establish an effective OSH management system. Ensure electrical wires, switches and plugs are properly installed, grounded, and maintained.	This exposed wires in the compressor room have been fixed.	18
Oct-16	Occupational Safety and Health	Working Environment	Workplace temperatures exceeded the BW recommended limit of 30C.	Maintain a maximum temperature of 30C for all sections.	New fans have been installed and non-functioning exhaust fans have been repaired.	15
Oct-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets for women.	Comply with the Haitian labor code regarding the total number of toilets.		69
Oct-16	Occupational Safety and Health	Health Services and First Aid	No annual medical checks provided to workers within the first three months of hiring.	Ensure that medical checks are provided to workers within the first three months of hiring.	Since February 2017, the factory has employed an additional permanent doctor and a nurse. The newly hired doctor will be in charge of this requirement.	15
Oct-16	Occupational Safety and Health	Health Services and First Aid	Workers who are exposed to work-related hazards have not received periodic free health checks.	Ensure that workers who are exposed to work-related hazards receive free periodic health checks.	Since February 2017, the factory has employed an additional permanent doctor and a nurse. The newly hired doctor will be in charge of this requirement.	15
Oct-16	Occupational Safety and Health	Health Services and First Aid	No annual medical checks were provided to workers.	Provide free annual medical checks for workers. Follow-up with OFATMA to ensure that they either provide this service or refer the factory to another organization that can provide free medical checks.	Since February 2017, the factory has employed an additional permanent doctor and a nurse. The newly hired doctor will be in charge of this requirement.	15
Oct-16	Occupational Safety and Health	Health Services and First Aid	Insufficient medical staff.	Comply with the Haitian labor code regarding the employment of on site medical staff.	Since February 2017, the factory has employed an additional permanent doctor and a nurse. Another weekly doctor's visit has also been added for further support.	15

Oct-16	Occupational Safety and Health	Emergency Preparedness	Several fire extinguishers were missing, obstructed or without identification signs.	Replace dysfunctional alarms. Test and inspect alarm systems on monthly basis.	The fire alarm system was replaced. A smoke alarm system has been ordered and will be installed once received.	15
Oct-16	Occupational Safety and Health	Emergency Preparedness	No regular fire drills.	Conduct a minimum of two emergency drills per year.	Emergency drills were conducted in June and December 2016 and the next emergency drill is scheduled for June 2017.	15
Oct-16	Working Time	Regular Hours	Attendance records do not always reflect the actual hours for workers on an incentive scheme in the sewing department.	Ensure that the attendance records reflects exactly the working time		
Oct-16	Working Time	Overtime	The factory does not have prior authorization from the Department of Labor for working at night.	Obtain a valid authorization from the Department of Labor before working at night.		18
Oct-16	Working Time	Overtime	Workers in some sections worked beyond 80 hours of overtime during a 3-month period.	Comply with the Labor Code by limiting overtime to 80 hours during a 3-month period.		18
Oct-16	Working Time	Overtime	The factory does not have prior authorization from the Department of Labor for working on Sundays.	Obtain valid authorization from the Department of Labor before working on Sundays.		1515
Oct-16	Working Time	Overtime	The factory does not have prior authorization from the Department of Labor for working overtime.	Obtain valid authorization from the Department of Labor before working overtime.		15
Assessment June 2015						
Jun-15	Compensation	Social Security and Other Benefits	Late employer's contribution to ONA.	Ensure timely payments to ONA.		18
Jun-15	Compensation	Social Security and Other Benefits	Late submittal of workers' contribution to ONA.	Ensure timely payments to ONA.		18
Jun-15	Compensation	Social Security and Other Benefits	The factory does not collect and forward workers' contribution to OFATMA for maternity and health insurance.	Collect and forward workers' contribution to OFATMA for maternity and health insurance.		18
Jun-15	Occupational Safety and Health	OSH Management Systems	The factory has not performed an assessment of general occupational safety and health issues.	Perform regular assessments of general occupational safety and health issues in the factory. If possible, the OSH committee should also be included in this process.	Regular assessments of OSH issues are performed on a monthly basis.	18

Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Multiple unidentified chemical containers were found in the workplace.	Ensure that all chemical containers are systematically labeled.	All chemical containers are systematically labeled.	18
Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Chemical containers were improperly stored in the workplace.	Ensure safe storage of chemical substances.	Chemical substances are properly stored.	18
Jun-15	Occupational Safety and Health	Worker Protection	Several electrical boxes found without any warning signs posted on or near them.	Post warning signs on all the electrical boxes.	Warning signs were posted on all electrical boxes.	18
Jun-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Ensure that the number of available toilets is compliant with legal requirements.	Several toilets were added, as advised.	18
Jun-15	Occupational Safety and Health	Health Services and First Aid	Insufficient number of adequate first aid boxes.	Install a first aid box in Building 10.	A first aid box was installed in Building 10.	18
Jun-15	Occupational Safety and Health	Emergency Preparedness	Missing or obstructed fire extinguishers in some areas.	Ensure that fire extinguishers are never obstructed and readily available throughout the factory.	Fire extinguishers were installed where needed and a system was put in place to prevent obstruction.	18
Jun-15	Occupational Safety and Health	Emergency Preparedness	One exit was found obstructed with boxes in one Building and only one exit available in another.	Ensure that there are at least two emergency exits on each building floor and that these exits are unobstructed at all times.	Regular assessments of OSH issues are performed on a monthly basis.	18
Jun-15	Working Time	Overtime	The factory does not have prior authorization from the Department of Labor for working overtime.	Systematically request prior authorizations from MAST to work overtime.		18
Jun-15	Working Time	Overtime	The factory does not have prior authorization from the Department of Labor for working on Sundays.	Systematically request prior authorizations from MAST to work overtime.		18
Jun-15	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for maternity and health insurance.	Register with OFATMA for maternity and health insurance.	The factory has started discussions with OFATMA to address this issue.	18
Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Chemicals and hazardous substances were found without safety data sheets.	Put an appropriate system in place to ensure that all the chemicals used in the workplace have safety data sheets.		18

Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No actions taken to assess, monitor, prevent and limit workers' exposure to chemicals and hazardous substances.	Keep records of actions taken to assess, monitor, prevent and limit workers' exposure to chemicals and hazardous substances.		18
Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No washing facilities have been arranged inside the chemical storage area, sample washing room, embroidery room and pad print area, where chemicals and hazardous materials were used or stored.	Provide adequate washing facilities to workers using chemicals.		18
Jun-15	Occupational Safety and Health	Emergency Preparedness	No regular fire drills.	Conduct at least two fire drills per year.		18
Jun-15	Occupational Safety and Health	Emergency Preparedness	The alarm system was dysfunctional.	Ensure that the workplace has functional fire detection and alarm systems.	These alarm system have been fixed.	18
Jun-15	Occupational Safety and Health	Health Services and First Aid	No medical checks are conducted for new workers within the first three months of hiring.	Conduct medical checks for workers upon hiring.		18
Jun-15	Occupational Safety and Health	Health Services and First Aid	Workers who are exposed to work-related hazards have not received their free periodic health checks.	Provide free periodic health checks to workers who are exposed to work-related hazards.		18
Jun-15	Occupational Safety and Health	Health Services and First Aid	Annual medical check were not provided to all workers.	Ensure that all workers receive their annual medical check.		18
Jun-15	Occupational Safety and Health	Health Services and First Aid	Insufficient medical staff.	Employ the required number of medical staff as stipulated in the Haitian labor code.		18
Jun-15	Occupational Safety and Health	Welfare Facilities	The factory does not have an eating area.	Provide an adequate eating area to accommodate all workers during meal times.		18
Jun-15	Occupational Safety and Health	Worker Protection	PPE are not available for all workers.	Provide workers with all the necessary personal protective clothing and equipment.		18
Jun-15	Occupational Safety and Health	Worker Protection	Workers are not effectively trained to use the PPE.	Ensure that the workers are effectively trained on safety procedures and encourage the regular use of personal protective equipment and machine guards.		18

Jun-15	Occupational Safety and Health	Worker Protection	Several sewing machines were seen without eye, pulley and belt guards.	Ensure that the necessary safety guards are installed and maintained on all dangerous moving parts of machines and equipment.	18
Jun-15	Occupational Safety and Health	Worker Protection	Several electrical boxes were found without any warning signs posted on or near them.	Post safety warnings around the workplace.	18
Jun-15	Occupational Safety and Health	Working Environment	Temperatures exceeding the BW recommended limit of 30C in several sections.	Ensure that the temperature is maintained within the recommended limit.	18

Percentage of piece rate workers earning 350 Gourdes per 8 hours of work:

Oct-16	36%
Jun-15	14%

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BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: LIFE S.A.
Location: Port-au-Prince
Number of workers: 94
Date of registration: Apr-15
Date of last two Better Work assessments: Nov-16 Nov-15

Advisory and Training Services

26-Jan-16 Introductory meeting with management after recent BW assessment. Factory tour.
 24-Feb-16 Meeting with management to discuss pending issues related to compensation and OSH and the establishment of a PICC and an OSH committees.
 30-Mar-16 Meeting with management to review their new compensation system in the factory and follow-up regarding the establishment of a new PICC. Factory tour.
 01-Sep-16 Meeting with management to review progress of improvement-related activities.
 10-Feb-17 Advisory session to discuss the progress report and the improvement plan. Factory tour.
 09-Mar-17 Follow-up on activities noted in the improvement plan. Factory tour and a training session on OSH.
 09-Mar-17 OSH Committee Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment November 2016						
Nov-16	Compensation	Social Security and Other Benefits	Late payment for workers contributions to ONA.	Ensure that ONA payments are on time meaning that payment of the current month should be paid within the first 10 working days of the following month.		13
Nov-16	Compensation	Social Security and Other Benefits	Late payment for employers contributions to ONA.	Ensure that ONA payments are on time meaning that payment of the current month should be paid within the first 10 working days of the following month.		13
Nov-16	Compensation	Social Security and Other Benefits	No payment was made for the 2016-2017 fiscal year for OFATMA's work-related accident insurance .	Ensure to pay OFATMA for work-related accident insurance accurately.		
Nov-16	Compensation	Social Security and Other Benefits	The factory is not registered with OFATMA for maternity and health insurance.	Ensure to be registered with OFATMA for maternity and health insurance.		

Nov-16	Compensation	Social Security and Other Benefits	The factory does not collect and forward workers' contribution to OFATMA for maternity and health insurance.	Ensure to register the workers for OFATMA's maternity and health insurance.	
Nov-16	Contract and Human Resources	Employment Contracts	Internal work rules of the company are still pending for an approval from MAST.	Ensure to obtain the MAST approval for the internal work rules of the factory.	13
Nov-16	Contract and Human Resources	Contracting Procedures	Non-production workers did not receive any overtime payments.	Ensure to pay overtime to workers as soon as they perform overtime.	
Nov-16	Occupational Safety and Health	OSH Management Systems	No documentation available for the OSH self-assessments.	Ensure regular OSH self-assessment.	
Nov-16	Occupational Safety and Health	OSH Management Systems	Work-related accidents are recorded but the reports are not submitted to OFATMA.	Ensure to submit every month the record of work-related accidents to OFATMA.	13
Nov-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No inventory available of chemical substances used in the workplace available.	Ensure to keep inventory of chemical substances used in the workplace.	13
Nov-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS, PPE and eye wash stations in section where chemical substances are used.	Ensure that there is a proper storage area for chemicals. Post MSDS were needed. Provide PPE to workers in the inspection section where chemicals are used and have and eye station near this area.	13
Nov-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS for thinner and Blow Out were posted in the mechanic shop and the inspection station.	Ensure to post MSDS for thinner and blow out where they are used and in general, to post the MSDS of any chemicals where they are used and stored.	13
Nov-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No documented evidences of actions taken by management to control and oversee workers' exposure to chemicals and hazardous substances.	Ensure a proper system is put in place to control and oversee to control and oversee workers' exposure to chemicals and hazardous substances.	13

Nov-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Proof of chemical safety training conducted for workers were unavailable during the assessment.	Keep records of any training performed.		13
Nov-16	Occupational Safety and Health	Chemicals and Hazardous Substances	The washing facilities and cleansing materials provided for workers exposed to hazardous chemicals were inadequate.	Provide adequate washing facilities to workers exposed to hazardous chemicals.	Eye washing materials have been ordered and will be installed once received.	13
Nov-16	Occupational Safety and Health	Worker Protection	No protective equipment such as ear plugs were found in areas where workers are exposed to high levels of noise.	Ensure to provide the required PPE such as ear plug to workers exposed to high level of noise.		13
Nov-16	Occupational Safety and Health	Worker Protection	PPE training records were unavailable during the assessment visit.	Ensure to keep the records of any training performed in the factory.		
Nov-16	Occupational Safety and Health	Worker Protection	Workers not provided with anti-fatigue mats or foot rests.	Provide anti-fatigue mats or foot rest to workers in the pressing sections	Anti-fatigue mats have been provided to workers in the pressing sections. However training have to be perform to inform the workers about the necessity of such ergonomic equipment's because several mats were seen under the tables without being used by the workers.	
Nov-16	Occupational Safety and Health	Worker Protection	Majority of the single needle machines were missing finger guards.	Install finger guards on the single needle machines. Train workers to not remove such protection item.	The new OSH committee will perform inspections on a weekly basis and notify if a remediation needs to be done.	
Nov-16	Occupational Safety and Health	Working Environment	Workplace temperature exceeded the limit of 30 C.	Ensure the temperature in all section does not exceed 30 C.		
Nov-16	Occupational Safety and Health	Health Services and First Aid	No medical checks for newly hired workers within the first three months of employment.	Ensure to perform medical checks for newly hired workers within the first three months of employment.		13

Nov-16	Occupational Safety and Health	Health Services and First Aid	No systematic medical checks for workers exposed to work related hazards.	Ensure to systematically provide medical checks for workers exposed to work related hazards.	13
Nov-16	Occupational Safety and Health	Health Services and First Aid	No annual medical checks were arranged for workers.	Provide annual medical checks for workers.	13
Nov-16	Occupational Safety and Health	Health Services and First Aid	Insufficient number of medical staff.	Ensure that the factory has the required onsite medical facilities and staff.	
Assessment November 2015					
Nov-15	Compensation	Premium Pay	Inadequate compensation for legally mandated non-working holidays.	Ensure that payments for working during holidays are in compliance with the law.	The payroll system has been updated and includes this adjustment.
Nov-15	Compensation	Wage Information, Use and Deduction	Transportation allowances paid are not included in the main payroll record.	Include transportation allowance in the payroll.	This allowance is now included in the payroll.
Nov-15	Compensation	Paid Leave	The payment for sick leave is based on the minimum wage instead of the workers' average earnings.	Calculate the payments for sick leave based on the average salary.	Talks have been initiated within management to adjust their payment procedures.
Nov-15	Compensation	Social Security and Other Benefits	Late payment of ONA's workers contribution.	Ensure that the ONA payment are submitted on time.	
Nov-15	Compensation	Social Security and Other Benefits	Late Payment of ONA's employer contribution.	Ensure that the ONA payments are submitted on time.	
Nov-15	Contract and Human Resources	Employment Contracts	The internal work rules have not been approved by the Ministry of Labour.	Obtain MAST's approval for the internal work rules.	Management is waiting for MAST's response.
Nov-15	Occupational Safety and Health	OSH Management Systems	The factory does not have a written OSH policy.	Develop an OSH policy.	An OSH policy has been developed for the factory.
Nov-15	Occupational Safety and Health	OSH Management Systems	The employer has not performed an assessment of general occupational safety and health issues in the factory.	Regularly assess OSH issues in the factory.	As of August 2016, the factory has started to implement this new practice.

Nov-15	Occupational Safety and Health	OSH Management Systems	The employer has not developed any mechanisms to ensure cooperation between workers and management for OSH issues.	Develop a mechanism to ensure cooperation between workers and management regarding OSH issues.	An OSH committee has been formed in September 2016.
Nov-15	Occupational Safety and Health	OSH Management Systems	Records of work-related accidents and diseases not sent to OFATMA on a monthly basis.	Regularly submit the work-related accidents records to OFATMA.	Accident reports are regularly submitted to OFATMA.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	The employer does not keep an inventory of chemicals and hazardous substances used in the workplace.	Ensure that the inventory of chemicals is readily available at the workplace.	The inventory of chemicals is available at the workplace.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	EAs found several unlabeled containers in the mechanic shop.	Ensure that all chemical containers are properly labeled.	All chemical containers are labeled.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Chemicals and hazardous substances such as thinner, propane tank and acid were not adequately stored.	Ensure that chemical substances are properly stored.	Chemical substances are properly stored in a designated area.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS were available for chemicals and hazardous substances such as thinner, propane and acid.	Post MSDS for all chemical substances used in the workplace	MSDS have been posted in the relevant areas.
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	The employer has not taken any action to assess, monitor, prevent and limit workers' exposure to chemicals and hazardous substances.	Take actions to assess, monitor, prevent and limit workers' exposure to chemicals and hazardous substances	
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	The employer has not provided training to workers handling chemicals and hazardous substances.	Provide training to workers handling chemical substances.	
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash bottle was available in the mechanic shop.	Provide an eye wash station in the mechanic shop.	An eye wash station was installed.
Nov-15	Occupational Safety and Health	Emergency Preparedness	Workers were not trained to use fire fighting equipment.	Train at least 10% of the workforce on how to use fire fighting equipment.	Workers have been provided with fire fighting training.

Nov-15	Occupational Safety and Health	Welfare Facilities	No soap was available in the toilets.	Provide adequate hand washing facilities and soap in the toilets.
Nov-15	Occupational Safety and Health	Welfare Facilities	The eating area can only accommodate a maximum of 20 workers during lunch time.	Provide an adequate eating area that can accommodate all workers during meal times.
Nov-15	Occupational Safety and Health	Worker Protection	No earplugs were available for workers in the generator and compressor rooms.	Provide workers with all the necessary personal protective clothing and equipment.
Nov-15	Occupational Safety and Health	Health Services and First Aid	The factory does not conduct medical checks for newly hired workers within the first three months of employment.	Perform medical checks for newly hired workers within the first three months of employment.
Nov-15	Occupational Safety and Health	Health Services and First Aid	No medical checks were conducted for workers who have been exposed to work-related hazards.	Provide medical checks for workers who have been exposed to work-related hazards.
Nov-15	Occupational Safety and Health	Health Services and First Aid	One expired product was found in the first aid box.	Ensure that the first aid boxes are adequately equipped with the required supplies.
Nov-15	Occupational Safety and Health	Health Services and First Aid	No first aid training was conducted for workers.	Train an adequate number of workers on first aid procedures.
Nov-15	Occupational Safety and Health	Health Services and First Aid	No annual medical checks were provided to workers.	Provide annual medical checks to workers.

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

Nov-16	96%
Nov-15	100%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Modas Bu II S.A.
Location: Port-au-Prince
Number of workers: 876
Date of BW registration: 14-Aug-13
Date of last two Better Work assessments: 28-Jul-16 8-Jul-15

Advisory and Training Services

15-Sep-16 PICC Workers & Management Training
 8-Nov-16 Industry Seminar on Self-Reporting
 15-Nov-16 Industry Seminar on Fire Safety
 29-Nov-16 Meeting with management regarding the BW and buyers remediation plan and the next steps.
 13-Jan-17 Meeting with management to review the improvements made since the last assessment visit.
 30-Jan-17 PICC Meeting to present the FOA policy and receive workers feedback.
 7-Feb-17 PICC Meeting to present BW compliance framework and work on the self-diagnosis of workplace issues.
 9-Mar-17 PICC meeting to review water quality issue. Factory tour with workers to inspect water treatment system and identify improvement areas.
 28-Mar-17 Meeting with management to review the improvements made since the last assessment visit and provide coaching on the use of the portal.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment May 2016						
May-16		Freedom to Associate	Termination of union representatives.	Reinstate the worker. Awareness on freedom of association (FOA) to be done for foreign supervisors and managers. Inform workers about the freedom of association policy.	The factory developed an FOA policy that was communicated to workers. Also, industrial relations training was provided to both Haitian and foreign supervisors.	21
May-16	Freedom of Association and Collective Bargaining	Interference and Discrimination	Freedom to form and join a union.	Awareness on freedom of association to be done for foreign supervisors and managers. Inform workers about the freedom of association policy.	The factory developed an FOA policy that was communicated to workers. Also industrial relations training was provided to both Haitian and foreign supervisors.	21
May-16	Compensation	Wage Information, Use and Deduction	Time records were inconsistent with the payroll.	Keep accurate payroll records.	The attendance system was reviewed with the service provider.	

May-16	Compensation	Paid Leave	The factory pays sick leave to workers. However, the payment for sick leave is based on the minimum wage and not on the workers' average earnings.	Ensure that the payment of sick leave is accurate.	Management implemented a new procedure to calculate average earnings based on the last 3 payrolls and ensure that sick leave	
May-16	Compensation	Paid Leave	The payment for maternity leave for piece rate workers is based on the minimum wage and not on the workers' average earnings.	Ensure that the payment of maternity leave is accurate.	Management implemented a new procedure to calculate average earnings based on the last 3 payrolls and ensure that maternity leave payment is accurate.	
May-16	Contract and Human Resources	Employment Contracts	The factory 's working hours in the internal work rules are different than the reality. Management did not send a letter to MAST to announce the actual change in the internal rules.	Update internal work rules with the actual working hours and inform MAST.	Talks have been initiated with the company lawyer in order to make the changes.	
May-16	Contract and Human Resources	Dialogue, Discipline and Disputes	Workers explained that supervisors sometimes yell at them and utter insults when they are not satisfied with something workers do.	Awareness and training to be done for foreign supervisors and managers.	Management conducted training for Haitian and foreign supervisors on this topic.	
May-16	Occupational Safety and Health	Chemicals and Hazardous Substances	EAs observed several unlabeled containers of chemicals such as thinner.	Awareness to be done for all workers and production officers regarding chemical handling discussions and assign clear responsibility for this issue.	The factory labelled all the chemicals containers and provided training to all workers using chemicals.	36
May-16	Occupational Safety and Health	Chemicals and Hazardous Substances	The factory had MSDS for all but one chemical product found in the mechanic shop without MSDS.	Post MSDS where needed.	MSDS have been posted in the relevant areas. Training was provided for workers on the use of chemicals.	36
May-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No washing materials were installed inside or near the mechanics shop where chemicals were also found.	Add eye wash bottles where needed.	Eye washing bottles were provided in the relevant areas.	36
May-16	Occupational Safety and Health	Worker Protection	No earplugs were found in the generator room.	Provide new earplugs in generator area.	New earplugs have been provided in the generator area.	36
May-16	Occupational Safety and Health	Worker Protection	No evidence of training provided.	Train workers on the effective use of PPE.	All workers in the cutting department have been provided with metal gloves.	36

May-16	Occupational Safety and Health	Worker Protection	Electrical wires are not properly installed.	Electrical maintenance needs to be improved.	Electrical maintenance was improved throughout the factories.	
May-16	Occupational Safety and Health	Working Environment	The temperature is over the recommended level in building 53.	Ensure workplace temperature is compliant in all sections.	0	36
May-16	Occupational Safety and Health	Welfare Facilities	EAs did not find any soap in the workplace at the time of the assessment.	Ensure that soap is readily available in the workplace.		36
May-16	Occupational Safety and Health	Welfare Facilities	The water quality test provided by the factory mentioned the water was not good.	Implement new procedure for water test.	A new procedure has been implemented to address this issue. Water tanks are cleaned every 2 weeks and frequent maintenance is being conducted for the filtration system.	
May-16	Occupational Safety and Health	Health Services and First Aid	No medical checks are provided to workers within the first three months of hiring.	Increase doctor's visit frequency to 3 visits a week and have doctors perform medical checks.	Management has increased the number of weekly doctor's visits, as advised. However, the doctor has not started to perform medical checks yet.	
May-16	Occupational Safety and Health	Health Services and First Aid	The factory does not provide free health checks to workers who have been exposed to work related hazards.	Increase doctor's visit frequency to 3 visits a week and have doctors perform medical checks.	Management has increased the number of weekly doctor's visits, as advised. However, the doctor has not started to perform medical checks yet.	36
May-16	Occupational Safety and Health	Health Services and First Aid	The factory has only 2 nurses. To comply with the Haitian Labor Code, the factory should have a permanent onsite medical service, with at least 5 nurses and 3 doctors' visits each	Hire 2 additional nurses and increase doctor's visit frequency to 3 times a week.		36
May-16	Occupational Safety and Health	Emergency Preparedness	During factory tour EAs found one exit locked in building 53.	Ensure that all exits remain unlocked during working hours.	All exits are unlocked during working time.	36
May-16	Occupational Safety and Health	Emergency Preparedness	No regular fire drills were conducted in building 52.	Conduct at least 2 fire drills per year.	The factory performed the required fire drills and has a schedule for the upcoming one.	36

May-16	Working Time	Regular Hours	Working time records do not reflect the actual hours worked.	Keep accurate and detailed working time records.	From January 2017, the factory changed its regular work hours to 7am to 4pm including a one hour lunch break for all workers. The attendance system was also adjusted to reflect this change.	
May-16	Working Time	Overtime	12 out of 40 verified attendance records showed that those workers had worked beyond 80 hours of overtime during a 3-month period.	Monitor and limit number of overtime hours performed to the legal limits of 80 hours per trimester.		
Assessment June 2015						
Jun-15	Discrimination	Gender	Termination of pregnant worker.	Reinstate the worker terminated based on pregnancy. Develop and implement policies to address and prevent this issue.	The employer paid all relevant payment to the worker in question and gave the worker the opportunity to return to her position. The factory also developed and implemented policies to address and prevent this issue and trained middle management on the new policies.	
Jun-15	Freedom of Association and Collective Bargaining	Freedom to Associate	Termination of union representative.	Reinstate worker terminated based on union activities. Develop and implement policies to address and prevent this issue.	Initially the management had fulfilled the requirements in the form of rehiring the worker in question and developing policies to address FOA and discrimination issues. However after being rehired as mentioned above, the worker in question was fired again in January 2016.	36

Jun-15	Freedom of Association and Collective Bargaining	Interference and Discrimination	Termination of union representative.	Reinstate worker terminated based on pregnancy. Develop and implement policies to address and prevent this issue.	Initially the management had fulfilled the requirements in the form of rehiring the worker in question and developing policies to address FOA and discrimination issues. However after being rehired as mentioned above, the worker in question was fired in January 2016. The management is expected to participate in a mediation
Jun-15	Compensation	Minimum Wages/Piece Rate Wages	Payment of minimum wage is not accurate.	Pay minimum wage to all workers.	Management has paid all workers the difference resulting from the minimum wage salary increase.
Jun-15	Compensation	Overtime Wages	Workers in the packing and final inspection section when working overtime do not receive payment for the extra time worked.	Install a punching system to allow for better monitoring of all hours worked including overtime hours.	This issue has been resolved as both the punching system and payroll system were installed and adjusted to ensure that all hours are recorded and paid accordingly.
Jun-15	Compensation	Wage Information, Use and Deduction	Some workers in the packing and final inspection section work overtime. However, these overtime hours are not recorded nor paid.	Install a punching system to allow for better monitoring of all hours worked including overtime hours.	This issue has been resolved as both the punching system and payroll system were installed and adjusted to ensure that all hours are recorded and paid accordingly.
Jun-15	Compensation	Social Security and Other Benefits	The factory is not registered with OFATMA for the maternity and health insurance.	Register to the newly available OFATMA health and maternity insurance.	OFATMA extended the deadline to register to maternity and health insurance until September 2016.
Jun-15	Occupational Safety and Health	OSH Management Systems	The factory has not performed an assessment of general occupational safety and health issues at the workplace.	Regularly conduct an assessment of general occupational safety and health issues in the workplace.	Monthly assessments are now done by the compliance officer.

Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash station was available in building 52 and the eyewash solution provided was unusable as it was open and not sterile anymore.	Install eye wash station near areas where chemicals are being used.	Eye wash stations were installed as needed
Jun-15	Occupational Safety and Health	Worker Protection	Workers in the spot cleaning area are wearing inadequate masks.	Ensure that PPE are provided where needed including providing the appropriate masks to workers using chemicals and hazardous substances.	The use of chemicals was reduced throughout the workplace and the workers were given the appropriate masks as needed.
Jun-15	Occupational Safety and Health	Worker Protection	The employer did not effectively train workers to use the personal protective equipment and machines properly.	Train workers on how to use PPE properly and document this training.	Regularly conduct trainings for workers on the use of PPE.
Jun-15	Occupational Safety and Health	Worker Protection	Electrical boxes were found without safety warnings.	Post the appropriate safety warnings.	Safety warnings were posted on the electrical boxes as needed.
Jun-15	Occupational Safety and Health	Working Environment	The light level in the cutting section in building 54 is too low.	Ensure that the workplace is adequately lit in all sections.	The factory installed new lights to ensure compliance.
Jun-15	Occupational Safety and Health	Welfare Facilities	The factory has 10 toilets for men and 21 toilets for women. With its current workforce, the factory should have 7 functioning toilets for men and 41 functioning toilets for women.	Increase the number of toilets.	
Jun-15	Occupational Safety and Health	Welfare Facilities	The last water test was done 2 months prior to the assessment. 70% of the interviewed workers were complaining of the quality of the water provided in the factory.	Test water quality on a monthly basis and post results in the workplace.	Monthly tests are conducted by the factory.
Jun-15	Occupational Safety and Health	Emergency Preparedness	During the assessment, EAs did not find any alarm system in building 54.	Install an alarm system in building 54.	The alarm system was installed in building 54.
Jun-15	Occupational Safety and Health	Emergency Preparedness	The last fire drill was conducted in September, 2014 and the one before that, in October 2013. Better Work recommends two emergency drills per year.	Conduct at least 2 fire drills per year.	Fire drills were conducted in June and November 2015.

Jun-15	Occupational Safety and Health	Emergency Preparedness	During the assessment, some phones were found being charged in the boiler room very close to the boiler.	Ensure that emergency preparedness principles are respected.	This practice has been abolished in the factory. Management now prohibits people from charging their phones near the boiler.
Jun-15	Working Time	Regular Hours	Several workers from the packing and final inspection sections stated that they regularly work one hour overtime per day. However, those overtime hours are not recorded.	Record and monitor all working hours.	A punching system was installed to ensure compliance with this point.
Jun-15	Working Time	Overtime	No authorization from the Ministry of Social Affairs and Labour to work overtime was provided.	Provide advance notice to MAST when planning to work overtime hours.	Advance notice is systematically provided to MAST to ensure compliance on this point.
Jun-15	Working Time	Leave	The factory is not providing breastfeeding breaks to nursing women working in the factory.	Implement the breastfeeding policy and provide the required breastfeeding break to eligible workers.	The breastfeeding policy has been implemented and the workers are provided with the required break.
Jun-15	Working Time	Overtime	No authorization has been obtained from the Ministry of Social Affairs and Labour to work on Sunday.	Follow-up with the Department of Labor to obtain the authorization (the notice of reception is not an authorization).	The factory requested authorization for overtime work from MAST.
Jun-15	Compensation	Social Security and Other Benefits	Employer did not forward workers' contributions to OFATMA.	Employer must collect and forward workers' contributions to OFATMA.	
Jun-15	Compensation	Social Security and Other Benefits	The factory did not pay its contribution for the work-related accident insurance to OFATMA.	Pay OFATMA for the work related accident insurance.	The factory paid its contribution for the work related accident insurance to OFATMA.
Jun-15	Occupational Safety and Health	Working Environment	The temperature is over the recommended level.	Ensure workplace temperature is compliant in all sections.	
Jun-15	Occupational Safety and Health	Health Services and First Aid	Onsite facilities and medical staff is insufficient.	Hire additional nurses and ensure a doctor's visit at the factory 3 times a week.	The factory hired a doctor.

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jun-15

59%

May-16

61%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: MGA Haiti S.A
Location: Port-au-Prince
Number of workers: 960
Date of BW registration: Oct-09
Date of last two Better Work assessments: Jun-16 Jul-15

Advisory and Training Activities

01-Oct-16 Industrial Relations Training
 30-Nov-16 Discussions on pending issues, remediation efforts and the next PICC meeting.
 07-Dec-16 Workers rights and Responsibilities Training
 23-Jan-17 Meeting with management regarding the progress report and preparation for the next PICC meeting. Factory tour.
 23-Feb-17 Improvement plan and remediation efforts review.
 03-Mar-17 Discussion with the PICC regarding the attendance punching system, paid holidays and PICC meeting organization.
 21-Mar-17 Workplace communication Training
 03-Mar-17 PICC meeting regarding the punching system, paid holidays and committee meeting times.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment June 2016						
Jun-16	Compensation	Minimum Wages/Piece Rate Wages	Minimum wage	Pay at least the legal minimum wage to all security guards.	Adjustment has been made in the last payroll.	17
Jun-16	Compensation	Overtime Wages	Overtime wages	Pay security guards at least 150% of their normal wage for all ordinary overtime hours worked.	Adjustment has been made in the last payroll.	17
Jun-16	Compensation	Wage Information, Use and Deduction	Inaccurate payroll	Have an accurate and detailed payroll system.	The time punching system has been fixed.	17
Jun-16	Compensation	Paid Leave	Payment for sick leave.	Pay sick leave based on the workers' average earnings.	Several meetings were held with the HR Department and accountants to apply the changed sick leave payments.	23
Jun-16	Compensation	Paid Leave	Payment for maternity leave .	Pay maternity leave based on the worker's average earnings.	The payroll system has been updated accordingly.	23

Jun-16	Compensation	Social Security and Other Benefits	Employer contribution to ONA.	Employer must forward their contributions to ONA.	Meeting was held with the HR and accountant staff and adjustments are expected to follow.	17
Jun-16	Compensation	Social Security and Other Benefits	Collecting and forwarding workers' contribution to ONA.	Employer must collect and forward workers' contributions to ONA.	Meeting was held with the HR and accountant staff and adjustments are expected to follow.	17
Jun-16	Occupational Safety and Health	Worker Protection	Lack of electrical maintenance.	Improve electrical maintenance.	Electrical maintenance was improved and all boxes have been covered.	77
Jun-16	Occupational Safety and Health	Working Environment	Workplace Temperature	Ensure workplace temperature is compliant.	Protective sheets have been added under the metal roof, additional fans have been installed and non-functioning exhaust fans have been fixed.	65
Jun-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Fix non-functioning toilets and add more toilets in order to be compliant with the legal requirements.	All non-functioning toilets have been fixed. The management has requested SONAPI to add more toilets	77
Jun-16	Occupational Safety and Health	Welfare Facilities	Washing facilities and soap.	Regularly monitor availability of soap in restrooms and provide soap when needed.	Soap has been provided in the restrooms.	77
Jun-16	Occupational Safety and Health	Welfare Facilities	Capacity of the eating area insufficient to accommodate all the workers	Increase the capacity of the eating area.	The factory provided additional seats and tables to accommodate more workers.	77
Jun-16	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Have at least 4 nurses and at least 3 doctor's visits per week.	The factory signed a contract with DASH to provide two doctor's visits per week.	77
Jun-16	Occupational Safety and Health	Emergency Preparedness	Several missing fire extinguishers were observed in the plant.	Add fire extinguishers where needed. Maintain all extinguishers on a regular basis.	Adequate fire extinguishers have been provided.	77

Jun-16	Occupational Safety and Health	Emergency Preparedness	According to documentation, as well as interviewed workers and management, the last fire drill was conducted on December 7, 2015 and the one before that, on March 21, 2015 .	Conduct at least 2 fire drills per year.	A fire drill was conducted in August 2016 and another one in January 2017.	77
Jun-16	Working Time	Overtime	Authorization from MAST to work overtime.	Obtain authorization to work overtime from MAST.	A request to work overtime was sent to MAST in September 2016.	17
Jun-16	Working Time	Regular Hours	The working hours mentioned in the attendance records do not reflect the hours actually worked.	Keep accurate working time records.	Attendance records accurately reflect the hours worked.	17
Assessment June 2015						
Jul-15	Compensation	Overtime Wages	Payment of overtime hours for work performed at night.	Ensure that overtime hours worked at night are paid 100% above the minimum wage for overtime hours worked at night.		
Jul-15	Compensation	Method of Payment	Inaccurate payroll	Process money received from the bank on time to have workers' wages available on time. Ensure that their full payroll at each pay period.		
Jul-15	Compensation	Social Security and Other Benefits	Employer did not forward workers' contributions to OFATMA.	Employer must collect and forward workers' contributions to OFATMA.		
Jul-15	Compensation	Social Security and Other Benefits	The factory is not affiliated with the maternity and health insurance of OFATMA.	Register to OFATMA health and maternity insurance.		
Jul-15	Compensation	Social Security and Other Benefits	Employer contribution to ONA.	Employer must forward accurate contributions to ONA on time.		
Jul-15	Compensation	Social Security and Other Benefits	Collecting and forwarding workers' contribution to ONA.	Employer must collect and forward accurate workers' contributions to ONA on time.		
Jul-15	Contract and Human Resources	Termination	Permanent or temporary suspension not compliant with the law	Consult with union executive committee in such situations and include this rule in the collective bargaining agreement.		

Jul-15	Occupational Safety and Health	Welfare Facilities	Drinking water.	Provide a sufficient supply of potable drinking water for all workers. Identify a person in charge of ensuring that monthly checks are done.		60
Jul-15	Occupational Safety and Health	Health Services and First Aid	First aid boxes not adequately equipped according to the inventory list posted on them.	Keep all the first aid boxes well equipped.	Monitoring of the first aid boxes has been improved. They were also adequately equipped.	60
Jul-15	Occupational Safety and Health	Health Services and First Aid	No annual medical checks have been provided to the workers this year.	Provide annual health checks at no cost for all workers.		60
Jul-15	Working Time	Overtime	Overtime hour per trimester not compliant with the law.	Limit the amount of overtime hours worked to the legal limits.	Overtime hours were reduced in the workplace.	
Jul-15	Compensation	Minimum Wages/Piece Rate Wages	The security department's fixed salary does not comply with the minimum wage given for the number of working hours.	Pay at least the legal minimum wage.		
Jul-15	Compensation	Wage Information, Use and Deduction	Inaccurate payroll records	Ensure accuracy of payroll records.		
Jul-15	Compensation	Paid Leave	The payment of the sick leave is based only on the minimum wage and not on the average earnings of the workers.	Pay sick leave based on the worker's average earnings.		6
Jul-15	Compensation	Paid Leave	The payment of the maternity leave is only based on the minimum wage and not on the average earnings of the workers.	Pay maternity leave based on the worker's average earnings.		6
Jul-15	Occupational Safety and Health	Worker Protection	Electrical maintenance	Improve electrical maintenance.		60
Jul-15	Occupational Safety and Health	Working Environment	workplace temperature	Adjust temperature below recommended maximum of 30C.		60
Jul-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Ensure that the factory has 7 functioning toilets for men and 50 functioning toilets for women.		60

Jul-15	Occupational Safety and Health	Welfare Facilities	Washing facilities and soap.	Monitor availability of soap in restrooms and provide soap when needed.	60
Jul-15	Occupational Safety and Health	Welfare Facilities	EAs observed, that the capacity of the eating area was insufficient for the number of workers in the factory.	Increase capacity of the eating area.	60
Jul-15	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Have least 4 nurses and 3 doctors' visit per week.	60
Jul-15	Occupational Safety and Health	Emergency Preparedness	Missing fire extinguishers were observed in the plant. No proof of professional maintenance system was provided to the assessors during the visit.	Add fire extinguishers where needed and ensure regular maintenance.	60
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Unlabeled chemicals and hazardous substances.	Ensure all containers of chemicals and hazardous substances are properly labeled.	12
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS found for all chemicals and hazardous substances.	Provide MSDS for all chemicals and hazardous substances in use in the workplace.	12
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	The chemical storage area did not have washing facilities or cleansing materials in the event of exposure to hazardous chemicals.	Provide washing facilities for workers using chemicals in the event of contamination.	12
Jul-15	Occupational Safety and Health	Health Services and First Aid	Medical checks for workers within the first three months of hiring.	Provide medical check to all new workers.	60
Jul-15	Occupational Safety and Health	Worker Protection	No personal protective equipment available.	Provide workers appropriate personal protective equipment.	60
Jul-15	Occupational Safety and Health	Working Environment	Workplace lighting is too low.	Ensure workplace lighting is compliant in all sections.	48

Percentage of piece rate workers earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jun-16	95%
Jul-15	95%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: PACIFIC SPORTS HAITI S.A.
Location: Port-au-Prince
Number of workers: 1868
Date of BW registration: Nov-09
Date of last two Better Work assessments: Jun-16 Jul-15

Advisory and Training Services

03-Aug-16 PICC meeting to discuss the last BW reports. Group discussion on remediation of non-compliance points.
 30-Aug-16 PICC Training
 09-Sep-16 Meeting with management regarding self-reporting process and updating their sourcing profile. Factory tour. Discussion about upcoming training sessions.
 12-Oct-16 PICC Meeting to discuss the HR policy and make a plan for the new meeting of OSH committee.
 08-Nov-16 HIV/AIDS Training
 15-Nov-16 HIV/AIDS Training
 22-Nov-16 HIV/AIDS Training
 30-Nov-16 HIV/AIDS Training
 03-Dec-16 HIV/AIDS Training
 10-Dec-16 HIV/AIDS Training
 16-Dec-16 Introductory meeting with the Compliance Manager. Factory tour and follow up on the improvement plan.
 31-Jan-17 Discussion on first self-reported progress report with management and meeting with the PICC chair.
 15-Feb-17 Follow-up on the improvement plan. Factory tour.
 08-Mar-17 Communication Training
 17-Mar-17 Industrial Relations Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment June 2016						
Jun-16	Compensation	Wage Information, Use and Deduction	Inaccurate Payroll	Ensure consistency in between all time- and payment-related records.	Adjustments were made during the last payroll to ensure that records match. This will be further verified through the latest payroll.	20
Jun-16	Compensation	Social Security and Other Benefits	Employer contribution to ONA	Ensure timely and accurate payments to ONA.	Changes will be made starting from the October payroll. Several meetings were held to inform the workforce of this change.	20

Jun-16	Compensation	Social Security and Other Benefits	Collecting and forward workers' contribution to ONA	Ensure timely and accurate payments to ONA.	Several meetings were held to inform the workforce about the payroll adjustments. Workers' contribution will be based on the basic salary.	20
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Chemicals hazardous substances not properly labeled	Identify all secondary chemical containers in the workplace.	All containers have been identified.	26
Jun-16	Occupational Safety and Health	Working Environment	Insufficient light levels in the workplace.	Post MSDS for all chemicals used at the workplace.	MSDS posted for all chemicals used at the workplace.	68
Jun-16	Compensation	Paid Leave	Payment for sick leaves is based on the minimum wage instead of the workers' average daily earnings.	Adjust light levels.	New lighting installations were made in Buildings 7 and 27.	9
Jun-16	Compensation	Paid Leave	Payment for maternity leaves is based on the minimum wage instead of the workers' average daily earnings.	Monitor and limit overtime work to 80 hours per trimester.	Overtime work has been reduced.	9
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No inventory of chemicals available	Pay workers at least 150% of their normal wage for all ordinary overtime hours worked. Add this as a rule in the internal regulations and amend the CBA, if needed. Amend employment contracts, if necessary. Inform workers.	The payroll systems were updated to ensure compliance with this point.	26
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	One eye wash station is not working.	Ensure payment for paid leaves is based on the workers' average earnings.	Several meetings were held with the HR and accounting staff regarding this issue. The payroll system is currently being updated.	68
Jun-16	Occupational Safety and Health	Worker Protection	Electrical maintenance	Ensure payment for paid leaves is based on the workers' average earnings.	Several meetings were held with the HR and accounting staff regarding this issue. The payroll system is currently being updated.	80
Jun-16	Occupational Safety and Health	Worker Protection	Lack of electrical maintenance	Maintain an inventory of chemicals and hazardous substances used in the workplace.	A system was put in place to ensure that the inventory is readily available at the workplace.	32
Jun-16	Occupational Safety and Health	Working Environment	Temperatures exceed BW's recommended limit of 30 C.	Ensure that all eye wash stations are functional.	The eye wash station was fixed and is working correctly.	38

Jun-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Ensure that all electrical boxes are properly safe guarded.	Electrical maintenance was improved and the necessary correction was made during the assessment.	32
Jun-16	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Post warning signs on all electrical boxes.	Warning signs were posted as advised.	15
Jun-16	Occupational Safety and Health	Emergency Preparedness	Fire extinguishers obstructed and missing the identification tag.	Ensure that the workplace temperature does not exceed 30 C.	Management is currently testing a cooling system using a sprinkler and metal sheets to address this issue.	21
Jun-16	Working Time	Overtime	No proof of authorization from the Ministry of Labor to work overtime.	Ensure that number of toilets is compliant with the legal requirements.	11 additional toilets were provided for females workers and 2 more will also be added soon.	15
Assessment July 2015						
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	MSDS not available for chemicals hazardous substances.	To comply with the Haitian Labor Code, the factory should have at least 8 nurses.	The management is currently recruiting 2 additional nurses.	59
Jul-15	Working Time	Overtime	Amount of overtime hours not compliant with the law.	Ensure that all fire extinguishers are unobstructed and are provided with proper tags.	This issue was corrected during the assessment. All fire extinguishers have the necessary tags and are freely accessible.	
Jul-15	Compensation	Overtime Wages	Overtime payment for workers not compliant with the law.	Obtain an authorization from MAST before performing overtime work.	Management has requested an authorization for overtime work.	17
Jul-15	Compensation	Wage Information, Use and Deduction	Inaccurate Payroll	Ensure that information in the payroll is accurate.		
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Unlabeled containers of chemicals.	Ensure that chemical containers are labeled.	This was corrected during the BW assessment.	
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Eye wash station not working.	Fix the eye wash station in Building 15.		
Jul-15	Occupational Safety and Health	Worker Protection	Electrical maintenance	Improve electrical maintenance.		
Jul-15	Occupational Safety and Health	Worker Protection	Lack of electrical maintenance	Post warning signs on all electrical boxes.		

Jul-15	Occupational Safety and Health	Emergency Preparedness	Two fire extinguishers were obstructed and four were missing the identification tag.	Ensure that all fire extinguishers are accessible.	6
Jul-15	Working Time	Overtime	No proof of authorization from the Department of Labor to work overtime.	Obtain an authorization from MAST before performing overtime work.	12

Percentage of piece rate workers earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jun-16	61%
Jul-15	84%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Palm Apparel S.A.
Location: Port-au-Prince
Number of workers: 1592
Date of BW registration: Nov-09
Date of last two Better Work Jul-16 Aug-15

Advisory and Training Activities

2-Dec-16 Compliance Training
 13-Jan-17 Meeting with management regarding the first self-reported progress report. Factory tour.
 2-Mar-17 Meeting with HR Manager regarding the improvement plan and the finalization of the self-reported progress report.
 17-Mar-17 Communication Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment July 2017						
Jul-16	Occupational Safety and Health	Emergency Preparedness	One exit door was locked and another exit led to another room instead of an outdoor space.	Ensure that each building has at least 2 exits that are unlocked at all times.	A security guard was stationed near the previously locked gate, so that it can be kept unlocked now at all times.	70
Jul-16	Occupational Safety and Health	Emergency Preparedness	Electrical maintenance is not adequate.	Limit electrical hazards at the workplace.	This issue was corrected during the assessment.	34
Jul-16	Working Time	Overtime	Time records showed that workers worked up to 84 hours of overtime in a trimester.	Limit overtime work to a maximum of 80 for a 3 month period.	Management said that they have stopped working on Sundays in order to reduce the amount of overtime.	34
Jul-16	Working Time	Overtime	No authorization to work on Sundays obtained from the Department of Labor.	Obtain prior authorizations from MAST for work on sundays.	Authorization has been requested from MAST.	16
Jul-16	Working Time	Overtime	No authorization for overtime work obtained from the Department of Labor.	Obtain prior authorizations from MAST for overtime.	Authorization has been requested from MAST.	10
Jul-16	Compensation	Social Security and Other Benefits	Employer contribution to ONA.	ONA payments should be accurately calculated.		76

Jul-16	Contract and Human Resources	Dialogue, Discipline and Disputes	Disciplinary measures not compliant with the law.	Ensure that termination is made in line with legal requirements.	The dismissed workers have been reinstated.	10
Jul-16	Occupational Safety and Health	Worker Protection	Inadequate PPE were provided to workers	Provide adequate PPE to the workers in the spot cleaning	Management provided PPE as needed.	10
Jul-16	Occupational Safety and Health	Welfare Facilities	No soap was available in the toilets at the time of the audit.	Increase the supply of soap in the toilets	Management increased the supply of soap.	10
Jul-16	Occupational Safety and Health	Welfare Facilities	Drinking water	Maintain an adequate supply of drinking water for all workers.	The management increased the supply of water.	70
Assessment August 2015						
Aug-15	Compensation	Overtime Wages	Overtime hours worked on legally mandated holidays not properly paid.	Adjust current payroll system in order to ensure compliance with this point.	The current payroll system was adjusted.	16
Aug-15	Compensation	Paid Leave	Payment for sick leave is inaccurate.	Payment for sick leaves should be based on workers' average earnings. Adjust the payroll system to ensure compliance.	The current payroll system was adjusted.	16
Aug-15	Compensation	Paid Leave	Payment for maternity leave is inaccurate.	Payment for maternity leaves should be based on workers' average earnings. Adjust the payroll system to ensure compliance.	The current payroll system was adjusted.	16
Aug-15	Compensation	Social Security and Other Benefits	Collect and forward workers' contribution to OFATMA for maternity and health insurance.	Register with OFATMA for health and maternity insurance.	Factory has registered with OFATMA for health and maternity insurance. However, they are collecting a reduced percent of the workers' salary based on a discussion that the employers' association was having with OFATMA.	16
Aug-15	Compensation	Social Security and Other Benefits	The employer is not registered with OFATMA for maternity and health insurance.	Register with OFATMA for health and maternity insurance.	Factory has registered with OFATMA for health and maternity insurance. However, they are collecting a reduced percent of the workers' salary based on a discussion that the employers' association was having with OFATMA.	16

Aug-15	Occupational Safety and Health	Worker Protection	Inadequate PPE were provided to workers	Appropriate masks should be provided to workers in the spot cleaning area.	0	22
Aug-15	Occupational Safety and Health	Working Environment	Insufficient lux levels	The lighting systems in Buildings 1 and 2 should be upgraded. BW recommends a minimum of 500 lux for the sewing, cutting and packing sections and a minimum of 750 lux for the trimming and inspection sections.	Suitable lighting options have been identified. In the meantime, they have increased the natural lighting by opening doors and windows and installed lights on top of the inspection section.	16
Aug-15	Occupational Safety and Health	Health Services and First Aid	Workers do not receive any medical checks within the first three months of being hired.	Ensure that newly hired workers receive medical checks in a systematic way.	The factory implemented a system to ensure that newly hired workers receive medical checks at the on site medical facility.	16
Aug-15	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff.	Increase the number of nurses from 4 to 7 and ensure at least 3 doctor's visits per week.	3 weekly doctor's visits are now provided by the factory.	76

Percentage of piece rate workers earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Aug-15	91%
Jul-15	91%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Premium Apparel S.A.
Location: Port-au-Prince
Number of workers: 1998
Date of BW registration: Oct-09
Date of last two Better Work assessments: Oct-16 Oct-15

Advisory and Training Services

11-Aug-16 Industry Seminar on Self-Reporting
 19-Aug-16 Industry Seminar on Collective Bargaining
 20-Aug-16 Industry Seminar on Collective Bargaining
 22-Aug-16 Industry Seminar on Collective Bargaining
 23-Aug-16 PICC Meeting to discuss the last OSH self-assessment results.
 24-Aug-16 Industry Seminar on Collective Bargaining
 29-Aug-16 Industry Seminar on Collective Bargaining
 10-Nov-16 HIV/AIDS Prevention Training
 17-Nov-16 HIV/AIDS Prevention Training
 24-Nov-16 HIV/AIDS Prevention Training
 25-Nov-16 HIV/AIDS Prevention Training
 01-Dec-16 PICC meeting to discuss OSH issues and working with posters with comics on Industrial Relations.
 02-Dec-16 Compliance Training
 06-Dec-16 Industrial Relations Training
 19-Jan-17 PICC Meeting on the maintenance of toilets and repairs of chairs for the workers.
 23-Feb-17 PICC Meeting. Discussion on broken toilet doors. Discussion about effective communication between management and workers.
 08-Mar-17 Follow up on Improvement plan and progress report. Meeting with the union concerning water quality. Factory tour
 17-Mar-17 Industrial Relations Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment October 2016						
Oct-16	Compensation	Paid Leave	Workers are not compensated for their breastfeeding breaks.	Ensure that all nursing women benefit from the breastfeeding break as required by the law.	There is a new policy in place so that a report of nursing woman is issued to the department of accounting to ensure that all nursing women benefit from the breastfeeding break as required by the law.	6

Oct-16	Compensation	Social Security and Other Benefits	The factory is late for ONA payment	Ensure on-time payment of ONA and pay ONA on basic earnings instead of minimum wage		6
Oct-16	Compensation	Social Security and Other Benefits	The amounts collected from workers for ONA is not forwarded on time.	Ensure that workers' contribution are collected and forwarded to ONA.		6
Oct-16	Compensation	Social Security and Other Benefits	Inaccurate payment to OFATMA for the maternity and health insurance.	The factory registered with the new maternity and health insurance. Yet, 3 percent of workers' basic salary need to be forwarded to OFATMA for maternity and health insurance.		6
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Unlabeled containers of oil being used in the workplace	Ensure that all hazardous and chemicals substances used in the workplace are properly labelled.	All containers have been labelled.	6
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Insufficient trainings on chemical usage and personal protective equipment.	Reinforce training for workers who work with chemicals and hazardous substances.	#REF!	6
Oct-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No adequate washing facility in the event of exposure to chemicals and hazardous materials.	Provide adequate washing facilities and cleansing materials in the event of exposure to hazardous substances.	Eyewash solution has been replaced. The factory is intending to increase the number of eyewash stations.	6
Oct-16	Occupational Safety and Health	Worker Protection	Unsafe electrical installation near the generator	Ensure that all electrical wires, switches and plugs are properly installed, grounded, and maintained	The panel has been purchased and the accessories are available.	6
Oct-16	Occupational Safety and Health	Working Environment	Workplace temperature and/or ventilation.	Ensure that the temperature does not exceed 30 degree in all sections.	The factory added new exhaust fans.	6

Oct-16	Occupational Safety and Health	Welfare Facilities	Eating area is insufficient to accommodate all the workers.	Increase the eating area of the second building	The eating area for the second building has been increased and another one has been added.	12
Oct-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Increase the number of toilets in the workplace	Seven additional toilets for men have been added in one building.	72
Oct-16	Occupational Safety and Health	Health Services and First Aid	No medical checks have been provided to workers within the first three months of hiring.	Provide medical checks for workers upon hiring	The factory is currently adjusting the clinic to ensure that the physician can do the medical checks.	60
Oct-16	Occupational Safety and Health	Health Services and First Aid	Health checks for workers who are exposed to work-related hazards.	Provide free medical checks to workers who have been exposed to work-related hazards.	The factory is currently adjusting the clinic to ensure that the physician can do the medical checks. The factory mentioned that worker in the spot cleaning will be a priority for the medical checks.	60
Oct-16	Occupational Safety and Health	Health Services and First Aid	Annual medical checks are not systematically arranged for all workers.	Ensure that all workers receive annual medical checks.	The factory is currently adjusting the clinic to ensure that the physician can do the medical checks.	60
Oct-16	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Ensure that the number of nurses is compliant with the legal requirement	The factory hired another nurse, Actually they have 4 onsite nurses, 2 permanent doctors and a doctor's visit per week.	60
Oct-16	Occupational Safety and Health	Emergency Preparedness	Several aisles were found obstructed by boxes and machinery	Ensure that all emergency exits are accessible, unobstructed and unlocked during working hours, including overtime.		12

Oct-16	Occupational Safety and Health	Emergency Preparedness	Cellular phones were found being charged near containers of chemical K-M7, a highly flammable substance and all over the workplace.	Ensure that all sources of ignition are appropriately safeguarded.	Charging station for mobile phones have been added in the personal effects area outside the workplace.	6
Assessment October 2015						
Oct-15	Compensation	Wage Information, Use and Deduction	Incomplete payroll records.	Keep one accurate payroll records with all cash payments made for Sunday work included.		
Oct-15	Compensation	Paid Leave	The factory pays sick leave based on the minimum wage and not on the average salary of the worker.	Ensure that the payment for sick leave is based on the average salary for piece rate workers.		
Oct-15	Compensation	Paid Leave	The factory pays maternity leave based on the minimum wage and not on the average salary of the worker.	Ensure that the payment for maternity leave is based on the average salary for piece rate workers.		
Oct-15	Compensation	Social Security and Other Benefits	The factory is not affiliated to OFATMA for the newly available mandatory health and maternity insurance.	Register to the mandatory health and maternity insurance from OFATMA.	OFATMA extended to deadline to register to the insurance until September 2016.	
Oct-15	Compensation	Social Security and Other Benefits	The factory does not collect and forward worker's contribution to OFATMA for the newly available mandatory health and maternity insurance.	Register to the mandatory health and maternity insurance from OFATMA.	OFATMA extended to deadline to register to the insurance until September 2016.	
Oct-15	Occupational Safety and Health	Working Environment	Temperature exceed Better Work recommendation	Ensure that the temperature level is under the recommended limits.		
Oct-15	Occupational Safety and Health	Working Environment	Light level do not meet the recommended limit.	Ensure that the light level is respecting the recommended limits.		

Oct-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets	Increase the number of toilets.
Oct-15	Occupational Safety and Health	Welfare Facilities	Soap not available in the toilets during assessment.	Ensure that soap is available in the toilets.
Oct-15	Occupational Safety and Health	Welfare Facilities	Eating area is insufficient to accommodate all the workers.	Add more seats in the eating area for the second building.
Oct-15	Occupational Safety and Health	Health Services and First Aid	No medical check is provided for the workers within the first three months of hiring.	Provide medical checks for workers within the first three months of hiring.
Oct-15	Occupational Safety and Health	Health Services and First Aid	Workers who are exposed to work related hazards do not receive periodical health checks.	Provide medical checks for workers who are exposed to work related hazards.
Oct-15	Occupational Safety and Health	Health Services and First Aid	Insufficient onsite medical staff	Hire additional medical staff as stipulated by the law.
Oct-15	Occupational Safety and Health	Health Services and First Aid	Annual medical checks are not systematically arranged for all workers.	Provide annual medical checks for workers.
Oct-15	Occupational Safety and Health	Emergency Preparedness	Several aisles and escape routes were obstructed with boxes and other materials.	Keep all the aisles and escape routes cleared.
Oct-15	Working Time	Overtime	Workers from different sections had worked more than 80 hours of overtime per trimester	Ensure that overtime hours do not exceed 80 hours per trimester.
Oct-15	Working Time	Overtime	The employer did not request authorization from MAST before working overtime.	Request authorization from MAST before working overtime.

Percentage of workers on an incentive scheme earning 320 (350 as of May 2016) Gourdes per 8 hours of work:

Oct-16 **26%**
Oct-15 **37%**

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Quality Sewing Manufacturing S.A
Location: Port-au-Prince
Number of workers: 418
Date of registration: Oct-09
Date of last two Better Work Apr-16 Jun-15

Advisory and Training Activities

18-Aug-16 Collective Bargaining Seminar
 29-Aug-16 Collective Bargaining Seminar
 16-Jan-17 Review of the first self-reported progress report by the factory. Factory tour.
 23-Feb-17 Meeting with union members to plan the implementation of the PICC committee. Factory tour.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment April 2016						
Apr-16	Compensation	Wage Information, Use and Deduction	Time records were inconsistent with the payroll.	Keep accurate time and payroll records.		70
Apr-16	Compensation	Paid Leave	Workers are incorrectly paid for weekly rest days.	Correctly pay for weekly rest days.		70
Apr-16	Compensation	Paid Leave	The payment for sick leaves is inaccurate.	Correctly pay for sick leaves.		70
Apr-16	Compensation	Paid Leave	The payment for maternity leaves is inaccurate.	Correctly pay for maternity leaves.		70
Apr-16	Contract and Human Resources	Termination	During a review of terminated files, EAs observed several files without any notice of termination or prior warnings.	Ensure that each dismissed worker's file includes a notice of termination.		70
Apr-16	Occupational Safety and Health	OSH Management Systems	Management does not record work-related accidents and does not submit any records to OFATMA on a monthly basis.	Record work-related accidents and send these records to OFATMA on a monthly basis.		70
Apr-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Lack of updated chemical inventory list.	Ensure that the chemical inventory list is up to date.		70

Apr-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Several containers of chemical substances were missing labels.	Ensure that all containers of chemicals and hazardous substances are properly labeled.	70
Apr-16	Occupational Safety and Health	Chemicals and Hazardous Substances	With the exception of the main spot cleaning station, all the other spot cleaning areas did not have any MSDS.	Provide MSDS in all the other spot cleaning areas where hexane is also used.	70
Apr-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash stations and cleansing materials near the spot cleaning areas nor the chemical storage area.	Provide eye wash stations and cleansing materials near the spot cleaning and the chemical storage areas.	16
Apr-16	Occupational Safety and Health	Worker Protection	Lack of adequate PPEs in some sections.	Provide all workers with the required PPE.	70
Apr-16	Occupational Safety and Health	Worker Protection	No adequate seats were available for workers in the washing area.	Ensure that the factory is compliant with ergonomic requirements.	70
Apr-16	Occupational Safety and Health	Worker Protection	Machines of all types were missing belt and pulley guards. Bartack machines were missing eye guards.	Install appropriate safety guards on all the machines.	10
Apr-16	Occupational Safety and Health	Working Environment	The workplace was inadequately lit.	Ensure that the light levels are compliant in all the sections.	6
Apr-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Provide required number of toilets for women.	
Apr-16	Occupational Safety and Health	Welfare Facilities	The factory has an eating area that only accommodates 20 percent of its workforce at once.	Increase the capacity of the eating area.	
Apr-16	Occupational Safety and Health	Health Services and First Aid	Insufficient number of medical staff.	Employ at least 2 nurses and provide 3 doctor's visits per week.	

Apr-16	Occupational Safety and Health	Health Services and First Aid	EAs noticed one empty first aid box and another that was poorly equipped.	Provide sufficiently equipped first aid boxes around the workplace.	42
Apr-16	Occupational Safety and Health	Health Services and First Aid	No medical checks have been provided by OFATMA in 2016 and many workers did not receive this service in 2015.	Provide free annual medical checks to all workers.	42
Apr-16	Occupational Safety and Health	Emergency Preparedness	Lack of adequate fire fighting equipment.	Ensure that all the fire extinguishers are properly identified and functional.	6
Apr-16	Occupational Safety and Health	Emergency Preparedness	No evacuation plans were posted in the workplace.	Install an evacuation plan in both the main and cutting buildings.	30
Apr-16	Occupational Safety and Health	Emergency Preparedness	One exit and some aisles were obstructed due to loading activities.	Ensure that aisles and exits remain unobstructed at all times.	30
Apr-16	Occupational Safety and Health	Emergency Preparedness	No regular fire drills.	Conduct at least two emergency drills per year.	54
Apr-16	Working Time	Regular Hours	Attendance records are not accurate.	Ensure that the attendance records are accurate.	54
Apr-16	Working Time	Overtime	Excessive overtime in some sections.	Maintain overtime hours within the limit set by law (not more than 80 hours per trimester).	54
Apr-16	Working Time	Overtime	No current authorization for overtime work.	Obtain prior authorization from the Department of Labour for overtime work.	60
Apr-16	Working Time	Leave	Breastfeeding break is not offered to all eligible workers.	Inform workers about the breastfeeding break policy.	60
Assessment April 2015					
Jun-15	Compensation	Minimum Wages/Piece Rate Wages	Inaccuracy of the attendance records for security guard.	Pay at least the legal minimum wage to all employees.	52

Jun-15	Compensation	Paid Leave	Security guards are not paid correctly for working on weekly rest days.	Pay all employees correctly for weekly rest days.	10
Jun-15	Compensation	Social Security and Other Benefits	The factory is not affiliated with OFATMA's maternity and health insurance.	Register with OFATMA for maternity and health insurance. Pay the legally required contributions to OFATMA on a monthly basis.	10
Jun-15	Occupational Safety and Health	OSH Management Systems	The factory does not have a functioning OSH committee.	Set up an OSH committee. Develop a work plan and provide OSH training to the committee members. Keep minutes of meetings.	10
Jun-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No eye wash station were available near the spot cleaning areas.	Provide usable eye wash bottles and cleansing materials in the required areas. Assign responsibility to regularly monitor the availability of cleansing materials and eye wash.	10
Jun-15	Occupational Safety and Health	Worker Protection	Lack of adequate PPEs in some sections.	Assign a staff in charge of providing and renewing PPE for all workers. Update the PPE regulation (based on MSDS and hazard inventory). Train workers to properly use PPE and post signs to remind workers about their safety obligations.	40

Jun-15	Occupational Safety and Health	Working Environment	The quality and cutting sections were inadequately lit.	Provide more skylights throughout the factory. Install lights or replace the existing installations. Conduct regular maintenance for replacing lights when needed and cleaning the walls, ceilings, windows and skylights.	64
Jun-15	Occupational Safety and Health	Health Services and First Aid	The factory did not provide first aid training to workers.	Provide basic first aid training for at least 10 percent of the workforce and ensure that this percentage is maintained.	64
Jun-15	Occupational Safety and Health	Emergency Preparedness	EAs observed two empty fire extinguishers near the chemical storage area.	Ensure regular maintenance of fire-fighting equipment.	64
Jun-15	Occupational Safety and Health	Emergency Preparedness	The factory did not provide fire-fighting training to workers.	Provide fire-fighting training to at least 10% of the workforce and ensure that this percentage is maintained.	64
Jun-15	Occupational Safety and Health	Emergency Preparedness	No regular fire drills.	Conduct at least two emergency drills per calendar year, preferably at least once with a third-party such as the fire police. Document those drills and their results. Plan more drills than the minimum, if necessary.	70

Jun-15	Working Time	Regular Hours	The time records are not accurate.	Maintain a single accurate attendance recording system and keep the time records for at least 12 months. The recording system should indicate the total overtime hours worked during a week, month and year. Workers should also have access to review their own working time records. Discuss this issue with the GM (with the possible support of the BW advisor).	70
Jun-15	Working Time	Overtime	Excessive overtime in some sections.	The time recording system should indicate the total overtime hours worked during a week, month and year.	
Jun-15	Working Time	Overtime	No authorization to perform overtime work on Saturday.	Follow-up with the Department of Labour to obtain the required authorization (the notice of reception is not an authorization).	34

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

Apr-16	43%
Jun-15	n/a

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: S&H Global S.A
Location: Caracol
Number of workers: 8045
Date of registration: Jun-12
Date of last two Better Jul-16 Jul-15
Work assessments:

Advisory and Training Activities

1-Aug-16 Industrial Relations Training
 2-Aug-16 Industrial Relations Training
 3-Aug-16 Workplace Cooperation Training
 4-Aug-16 Financial Literacy Training
 5-Aug-16 Financial Literacy Training
 3-Sep-16 Grievance Mechanisms Training in spanish.
 7-Sep-16 Improvement plan review with the HR team. PICC meeting preparation. Factory tour.
 18-Oct-16 Negotiation Skills Training.
 20-Oct-16 Grievance Mechanisms Training
 21-Oct-16 Industrial Relations Training
 21-Oct-16 Meeting on upcoming training needs and sessions. Review of remediation efforts. Factory tour.
 21-Oct-16 PICC Meeting on transportation issues faced by the workers.
 30-Oct-16 Industrial Relations Training
 2-Nov-16 Workplace Cooperation Training
 3-Nov-16 Grievance Mechanisms Training
 25-Jan-17 Discussion on workplace cooperation issues. Factory tour.
 25-Jan-17 Self-diagnosis exercise to identify compliance issues.
 27-Jan-17 Review of sexual harassment investigation reports and the training plan for 2017. Advisory on employment contracts.
 3-Feb-17 Grievance Mechanisms Training
 6-Feb-17 Workers Rights & Responsibilities Training
 7-Feb-17 Workers Rights & Responsibilities Training
 8-Feb-17 Supervisory Skill Training
 13-Feb-17 Supervisory Skill Training
 19-Feb-17 Workplace Cooperation Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment July 2016						

Jul-16	Compensation	Paid Leave	Sick leave payment for production workers is based on minimum wage of reference and not on the average earnings as required by the law.	Payments for sick leave for workers should be based on average earnings as required by the law.	Better Work has provided the relevant legal references and documentation from MAST and management is reviewing these guidelines.	18
Jul-16	Compensation	Paid Leave	Maternity leave payment for production workers is based on minimum wage of reference and not on the average earnings as required by the law.	Payments for maternity leave for workers should be based on average earnings as required by the law.	Better Work has provided the relevant legal references and documentation from MAST and management is reviewing these guidelines.	18
Jul-16	Occupational Safety and Health	Worker Protection	The factory has not yet registered with OFATMA for maternity and health insurance.	Register with OFATMA for maternity and health insurance. Pay the legally required contributions to OFATMA on a monthly basis.	OFATMA sent a letter to confirm that this requirement is not applicable for companies that are located in areas where insurance registration services are unavailable.	18
Jul-16	Occupational Safety and Health	Working Environment	Notice period payments for production workers are done based on the minimum wage of reference and not on average daily earnings as required by the law.	Ensure calculations for the notice period payments are based on average earnings.	The relevant systems have been updated to reflect this change.	18
Jul-16	Compensation	Paid Leave	Incentive payment was not included in the total earnings for the calculation of annual leave compensation. Furthermore in one of the buildings, workers who had worked 1 month or less, had not received compensation for annual leave earned during their employment.	Ensure calculations for annual leave is in compliance with legal requirements.	A system was put in place to ensure compliance for this point. All earnings are considered in the calculation of annual leave for all buildings.	6
Jul-16	Occupational Safety and Health	Chemicals and Hazardous Substances	For at least 3 workers, the incentive payment was not included in the total earnings for the calculation of bonus pay. Furthermore in one of the buildings, workers who had worked 1 month or less had not received payment for bonus earned during their employment.	Ensure calculations for bonus pay in compliance with legal requirements.	A system was put in place to ensure compliance for this point. All earnings are considered in the calculation of bonus for all buildings.	6

Jul-16	Occupational Safety and Health	Worker Protection	Abusive language of manager towards the supervisors in two of the factory buildings.	Train supervisors and managers on communication in the workplace.	Several trainings were organized internally to spread awareness at both worker and management level. In addition posters were posted in all buildings to highlight how to report this type of abuse.	6
Jul-16	Occupational Safety and Health	Welfare Facilities	At least two workers were seen using thinner without protection or cleansing materials nearby to rinse off if needed.	Provide adequate washing facilities to workers exposed to chemical hazards.	The use of chemical products is limited in the workplace and controlled by management through thorough and frequent internal audits.	6
Jul-16	Occupational Safety and Health	Welfare Facilities	The workers in the incinerator chambers were not provided with appropriate anti-heat and fire clothing.	Provide PPE to all workers.	Weekly trainings for supervisors with regards to the use of PPE have been organized. New procedures have been implemented regarding the PPE use.	6
Jul-16	Occupational Safety and Health	Emergency Preparedness	The temperature levels is unsatisfactory.	Limit temperature to a maximum of 30 degrees.	Several non-functioning exhaust fans were repaired to ensure compliance with this point. Thermometers have been installed in each department to better monitor the temperature and non-functioning equipment in the cooling system has been replaced.	18
Jul-16	Compensation	Paid Leave	Noise levels in quality and pressing areas were too high.	Limit noise levels to a maximum of 90db.		
Jul-16	Occupational Safety and Health	Social Security and Other Benefits	No annual medical checks are arranged for workers.	Provide annual medical checks for workers.	An agreement was reached with a local hospital in order to systematically provide medical checks to workers who have been employed over 1 year.	
Jul-16	Working Time	Overtime	Workers in at least two sections (folding and packing) had completed more than 80 hours of overtime during that trimester.	Monitor and limit overtime to a maximum of 80 hours per trimester.	Overtime hours are limited to a maximum of 80 hours per trimester. Compliance team strictly monitors the factories every month to ensure that they do not exceed overtime working hours.	

Jul-15	Discrimination	Gender	2 cases of sexual harassment were found in one building.	Develop a policy on sexual harassment and communicate it to workers and management staff. Train both workers and management staff in order to prevent sexual harassment.	Trainings are organized to spread awareness among both worker and management level. In addition, posters were posted in all buildings to highlight how to report this type of abuse. The factory also installed more cameras in the office areas inside the factory in order to get clear evidence of any related	17
Jul-15	Occupational Safety and Health	Working Environment	No valid prior authorization from the Ministry of Labour for performing overtime work.	Request prior authorization from MAST for working overtime.	Advance authorization is obtained from MAST as needed. The factory reports their overtime schedules to MAST regularly.	18
Jul-15	Occupational Safety and Health	Health Services and First Aid	Payment for legally mandated holidays is not accurate for workers working on an incentive scheme.	Ensure that the payment for legally mandated holidays is accurate for workers working on an incentive scheme.	Better Work shared the relevant legal references and documentations from MAST with the factory.	36
Jul-15	Discrimination	Gender	Payment for weekly rest day is not accurate for workers working on an incentive scheme.	Ensure that the payment for weekly rest days is accurate for workers working on an incentive scheme.	Better Work shared the relevant legal references and documentations from MAST with the factory.	18
Jul-15	Compensation	Social Security and Other Benefits	ONA payment is not accurate for workers working on an incentive scheme.	Ensure that the payment for ONA is accurate for workers working on an incentive scheme.	The company's legal advisor has initiated talks with the suggested parties.	30

Jul-15	Contract and Human Resources	Termination	Several containers with unidentified products were found without labels. Management made the appropriate corrections during the assessment.	Implement new measures to ensure that the production supervisors and workers are aware of such compliance needs. Monitor chemical use in the workplace. Assign a person in charge of chemical maintenance.	The factory implemented new measures to ensure managers and supervisors follow the appropriate regulation on chemical usage. To monitor chemical usage, each building now has a person in charge of chemicals. At the time of distribution, the responsible personnel must ensure that all containers are properly labeled. For storage purposes, mechanics may only use bottles or containers provided by the company and these vessels should also be labeled with the factory number and the employee code. When not in use, containers should always be safely kept at the designated chemical storage area.	18
Jul-15	Contract and Human Resources	Termination	EA observed an unidentified electrical box and exposed wiring in Module 1.	Post hazard signs on all electrical boxes.	Electrical maintenance has been improved and all electrical boxes have the necessary warning signs.	18
Jul-15	Contract and Human Resources	Termination	Insufficient number of toilets.	Repair the non-functioning toilets.	The responsible park management has addressed this issue in two buildings and more restrooms have been added.	18
Jul-15	Working Time	Dialogue, Discipline and Disputes	Workers complained about the unavailability of soap in the restrooms.	Ensure that soap is always available in all restrooms.	Soap has been made available in all the restrooms.	18
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Obstructed aisles in the stock room in Module 2.	Ensure that evacuation aisles remain unblocked at all times.	All aisles have been cleared.	18
Jul-15	Working Time	Overtime	The office drivers and maids working at the employer's accommodation worked up to 426 overtime hours per trimester.	Ensure that overtime work does not exceed legal limits.	According to MAST and as per an authorization letter provided, the drivers and housekeepers situation has been regularized as per legal requirements.	18

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jul-16	41%
Jul-15	13%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Sewing International S.A
Location: Port-au-Prince
Number of workers: 2208
Date of registration: Sep-09
Date of last two Better Work Apr-16 Jun-15

Advisory and Training activities

20-Aug-16 Industry Seminar on Collective Bargaining
 22-Aug-16 Industry Seminar on Collective Bargaining
 24-Aug-16 Industry Seminar on Collective Bargaining
 29-Aug-16 Industry Seminar on Collective Bargaining
 21-Nov-16 Follow-up on the establishment of the PICC.
 2-Dec-16 Compliance Training
 9-Dec-16 PICC Workers & Management Training
 21-Feb-17 PICC Meeting on the role, objective and function of the committee
 7-Mar-17 Meeting with the HR Manager to work on the improvement plan and the first self-reported progress report.
 14-Mar-17 PICC meeting to discuss the self-diagnosis process.
 22-Mar-17 Communication Training

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment April 2016						
Apr-16	Compensation	Overtime Wages	Overtime hours worked on weekly rest days are not paid accurately.	Correctly pay for overtime worked on weekly rest days.	Management said that they stopped working on Sundays in order to reduce the amount of overtime work.	78
Apr-16	Compensation	Paid Leave	Payment for sick leave is inaccurate.	Payment for sick leaves should be based on worker's average earnings. Make the necessary adjustment in the payroll system for compliance.		6

Apr-16	Compensation	Paid Leave	Payment for maternity leave is inaccurate.	Payment for maternity leaves should be based on worker's average earnings. Make the necessary adjustment in the payroll system for compliance.		66
Apr-16	Compensation	Social Security and Other Benefits	The factory is late for ONA payments.	Ensure that the monthly ONA payments are made on time.		12
Apr-16	Compensation	Social Security and Other Benefits	Collect and forward workers contribution to ONA	Ensure that the monthly ONA payments are made on time.		12
Apr-16	Compensation	Social Security and Other Benefits	The factory's registration to OFATMA insurance is not completed.	Ensure that the OFATMA payments are made on time.	Payment for the 2015-2016 fiscal year have been made.	12
Apr-16	Occupational Safety and Health	Worker Protection	Several workers were not using PPE.	Provide workers with appropriate PPE and train them on its use.	A vacuum system has been installed in the spot cleaning section.	66
Apr-16	Occupational Safety and Health	Worker Protection	Several machines missing eye guards and belt guards.	Install safety guards on all the machines.	Safety guards were installed on all the machines.	78
Apr-16	Occupational Safety and Health	Working Environment	The temperatures exceeded the BW recommended limit of 30 C.	Ensure that the workplace temperature levels are maintained within the recommended limit.	More fans have been installed to address this issue.	42
Apr-16	Occupational Safety and Health	Working Environment	The workplace was inadequately lit.	Improve the level of lighting in the quality and packing sections.	The lights have been changed and management are waiting for BW to verify the lux level in noted sections.	42
Apr-16	Occupational Safety and Health	Welfare Facilities	The factory has insufficient number of toilets according to the law.	Provide 31 functioning toilets for men and 70 toilets for women in order to be compliant with the law.	The factory added 3 more toilets for men.	30
Apr-16	Occupational Safety and Health	Welfare Facilities	The current eating area can only accommodate about one fourth of the workforce.	Increase the capacity of the eating area to accommodate all workers.		66

Apr-16	Occupational Safety and Health	Health Services and First Aid	The factory only has two nurses and three doctor's visits a week.	Ensure that the factory has a permanent on site medical service with at least 9 nurses and a full-time operational clinic.		66
Apr-16	Occupational Safety and Health	Health Services and First Aid	Insufficient number of workers received the annual medical checks.	Provide annual health checks for all workers.	The factory is working on a procedure that requires newly hired workers to systematically receive medical checks at the factory.	66
Apr-16	Working Time	Overtime	Workers in several departments worked up to 90 hours of overtime during the reviewed trimester.	Reduce overtime hours as per the limit set by law for a trimester.	Management explained that they stopped working on Sundays to reduce overtime hours.	66
Assessment June 2015						
Jun-15	Occupational Safety and Health	Health Services and First Aid	No medical checks were conducted for workers upon hiring.	Provide medical checks for workers upon hiring. Establish an internal procedure to conduct free medical checks for newly hired workers. Assign jobs to workers after the probation period and based on the results of the health checks.		
Jun-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Provide enough toilets in proportion to the total number of workers at the factory as required by the law. Keep existing toilets clean and properly maintained.		
Jun-15	Occupational Safety and Health	Working Environment	The workplace temperatures exceeded the BW recommended limit of 30 C.	Maintain workplace temperatures within the recommended limit.		
Jun-15	Occupational Safety and Health	Social Security and Other Benefits	The factory is late for ONA payments.	Submit the employer's contribution to ONA on time.		

Jun-15	Occupational Safety and Health	Emergency Preparedness	Escapes routes blocked by fabrics and/or boxes.	Conduct a cause analysis and specify actions needed to address this issue. Set up a system to ensure that emergency exits and fire-fighting equipment are always accessible and unobstructed and that the emergency exits remain unlocked during working hours. Remind supervisors about their responsibility to monitor these practices in their work areas. Remind workers about their responsibility to maintain
Jun-15	Compensation	Social Security and Other Benefits	The factory has not registered with OFATMA for maternity and health insurance.	Register with OFATMA and pay the employer's contributions for maternity and health insurance.
Jun-15	Compensation	Social Security and Other Benefits	The factory does not collect and forward worker's contributions for OFATMA for maternity and health insurance.	Register with OFATMA and forward the workers' contributions for maternity and health insurance.
Jun-15	Compensation	Social Security and Other Benefits	The employer does not collect and forward workers' contributions for social insurance funds to ONA on time.	Collect and forward the workers' contributions for social insurance funds to ONA on time.
Jun-15	Occupational Safety and Health	Working Environment	Light level do not meet the recommended level.	Provide more skylights in the sewing section, if possible. Install more lights or replace the existing installations. Conduct regular maintenance for replacing lights when needed and cleaning the walls, ceilings, windows and skylights.
Jun-15	Occupational Safety and Health	Health Services and First Aid	Employer contribution to ONA is paid late.	Pay the employer contribution on time.
Jun-15	Occupational Safety and Health	Welfare Facilities	Insufficient onsite medical facilities and staff.	Hire additional medical staff as required by law.

Jun-15	Occupational Safety and Health	Working Environment	Not all workers are provided with personal protective clothing and equipment.	
Jun-15	Occupational Safety and Health	Social Security and Other Benefits	Several workers do not have chairs with backrest.	Management has a team of technicians preparing the new chairs with backrest for the workers.
Jun-15	Occupational Safety and Health	Emergency Preparedness	Safety guards are missing on several dangerous moving parts of machines.	

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jun-15	60%
Apr-16	84%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: Val d'Or Apparel Mfg. S.A
Location: Port-au-Prince
Number of workers: 1260
Date of BW registration: Sep-14
Date of last two Better Work assessments: Nov-16 Nov-15

Advisory and Training Activities

11-Aug-16 Seminar on Self-Reporting
 23-Aug-16 Industry Seminar on Collective Bargaining
 24-Aug-16 Industry Seminar on Collective Bargaining
 25-Aug-16 Industry Seminar on Collective Bargaining
 29-Aug-16 Industry Seminar on Collective Bargaining
 18-Oct-16 Meeting with management and the union leaders to discuss bipartite committee.
 29-Nov-16 Meeting with management and union representative to have constructive dialogue about production challenges.
 9-Feb-17 Meeting with the HR staff and part of the PICC team to discuss their roles as representatives on the committee and the associated challenges. Discussion with General Manager on sound industrial relations.
 14-Feb-17 PICC Meeting to agree on roadmap for the year.
 14-Feb-17 Discussion on the progress report and the improvement plan.
 16-Mar-17 Bipartite committee meeting on how to do an OSH self assessment.
 16-Mar-17 Facilitation of an introductory meeting between a new union with management by giving support in term of trainings and social dialogue empowerment tools. The new union was also invited to participate in the PICC committee.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment November 2016						
Nov-16	Discrimination	Gender	Sexual harassment	Maintain a strict policy against sexual harassment at the workplace and systematically train newly hired workers, supervisors and managers on this topic. Strengthen and encourage the use of grievance reporting mechanisms and address any cases at an early stage.	Management will be taking the following steps to address this issue: 1) Launch a series of training sessions for supervisors and managers; 2) Distribute the factory's policy against sexual harassment at the workplace to supervisors; 3) Post the creole version of the policy on the bulletin board. After several interviews and the factory's own internal investigation on the cases, two employees involved in the cases received a warning letter saying that any repeated offenses will lead to termination. Management expects to complete the training	

Nov-16	Compensation	Paid Leave	The payment for sick leaves is not accurate for all workers.	Accurately compensate workers for sick leaves in accordance with legal requirements.		18
Nov-16	Compensation	Paid Leave	The payment for maternity leaves is not accurate for all workers.	Accurately compensate workers for sick leaves in accordance with legal requirements.		18
Nov-16	Compensation	Social Security and Other Benefits	The factory has not registered with the health and maternity insurance provider of OFATMA.	Ensure that the factory is affiliated to the health and maternity insurance by OFATMA.	0	18
Nov-16	Compensation	Social Security and Other Benefits	The factory does not collect and forward worker's contribution for the health and maternity insurance of OFATMA.	Ensure that the factory is affiliated to the health and maternity insurance by OFATMA.	0	18
Nov-16	Contract and Human Resources	Dialogue, Discipline and Disputes	Verbal abuse cases were found at the factory.	Reinforce the grievance mechanism system. Provide training on supervisory skills. Post messages encouraging mutual respect throughout the workplace.	The factory has launched a series of training sessions for supervisors and management. Awareness raising posters are displayed on the bulletin board to encourage workers to use the suggestion boxes or to report any abuses from supervisors and managers directly to the HR Department.	
Nov-16	Occupational Safety and Health	Worker Protection	The maintenance staff were not using dust masks and gloves, which were provided by management.	Train workers on the usage of PPE.	Continuous training started to be held for the maintenance team and production operators.	
Nov-16	Occupational Safety and Health	Worker Protection	Exposed electrical wire found in the workplace.	Establish and maintain an effective OSH management system.		
Nov-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Provide an adequate number of accessible toilets for all workers in accordance with the Haitian labor code.		
Nov-16	Occupational Safety and Health	Welfare Facilities	During the factory tour, EAs observed that there was no soap in the workers' toilets.	Establish and maintain an effective OSH management system.	Management aims to train the personnel working in the toilets to monitor this issue regularly.	

Nov-16	Occupational Safety and Health	Health Services and First Aid	Insufficient number of medical staff.	Comply with the Haitian Labor Code regarding the provision of onsite medical services.	The factory has recruited an additional nurse and another doctor 2016 and plans to recruit more nurses in the near future. Management will also negotiate with the industrial park owner to obtain more space in order to lodge the newly employed medical staff.	
Nov-16	Occupational Safety and Health	Health Services and First Aid	First aid boxes not well supplied.	Ensure that all first-aid boxes are adequately equipped and can be easily accessible in a timely manner.	The OSH team is being re-trained on these requirements as some of the previously trained members have resigned.	
Nov-16	Occupational Safety and Health	Emergency Preparedness	Obstructed and misplaced fire extinguishers found in the workplace.	Adequately maintain all firefighting equipment so that they are easily accessible in case of emergencies.	There is an OSH committee which is tasked to notify management on any OSH issues on the production floor. The HR manager is also involved in the correction of any significant issue identified with regards to OSH.	
Nov-16	Occupational Safety and Health	Emergency Preparedness	Several exit doors could not be fully opened and two other exit doors were found locked.	Ensure that the emergency exits are unlocked and unobstructed during working hours. To reduce the impact of the wind on work processes, management will also install plastic curtains on the door ways.		
Nov-16	Occupational Safety and Health	Emergency Preparedness	Cell phones were being charged inappropriately throughout the workplace.	Provide a designated phone charging station and post "No phone charging" signs in all other areas throughout the workplace.		
Assessment November 2015						
Nov-15	Compensation	Overtime Wages	Workers not correctly paid for overtime hours worked after 6 pm.	Adjust the payroll system to ensure that workers are paid 100% above the normal wage for overtime hours worked after 6 pm. Communicate the new system to all workers.	The factory revised the internal procedure for the payment of overtime work at night.	0

Nov-15	Compensation	Paid Leave	Workers not correctly paid for weekly rest days when they complete 48 hours of work.	Adjust the payroll system to ensure that, as required by law, workers who complete 48 hours of work are paid for weekly rest days even if they do not complete 6 consecutive days of work. Communicate this change to all workers.		0
Nov-15	Compensation	Paid Leave	Sick leave not systematically paid when workers submit medical certificate.	Ensure that workers are compensated for sick leaves according to the national law. Provide a list of accepted hospitals and clinics to workers. Hire a doctor to certify sick leave certificates from private hospitals and clinics.	The employer has agreed to accept medical leave certificates from non-public institutions.	0
Nov-15	Compensation	Paid Leave	Maternity leave not systematically paid when workers submit medical certificate.	Provide a copy of the payment receipts to workers with the appropriate signatures and dates. Ensure that workers are compensated for maternity leaves according to the national law. Provide a list of accepted hospitals and clinics to workers. Hire a doctor to certify maternity leave certificates from non-public hospitals and clinics.	The employer has agreed to accept maternity leave certificates from non-public institutions.	6
Nov-15	Compensation	Social Security and Other Benefits	The factory has not forwarded the employer's contribution to OFATMA for this fiscal year.	Pay the employer's contribution to OFATMA for work-related accident insurance.		6
Nov-15	Compensation	Social Security and Other Benefits	The factory is not affiliated with OFATMA for health and maternity insurance.	Inform workers about OFATMA's maternity and health insurance services. Submit the maternity and health insurance registration documents to OFATMA. Ensure that the payment and an updated list of workers are submitted to OFATMA on a monthly basis.		6
Nov-15	Compensation	Social Security and Other Benefits	The factory does not collect and forward worker's contribution for the health and maternity insurance of OFATMA.	Inform workers about OFATMA's maternity and health insurance services. Submit the maternity and health insurance registration documents to OFATMA. Ensure that the payment and an updated list of workers are submitted to OFATMA on a monthly basis.		6

Nov-15	Contract and Human Resources	Employment Contracts	Internal work rules not compliant with the legal requirements.	Update the internal work rules to ensure that the new procedure, which is mainly related to the payment of maternity and sick leaves, is properly documented and sent to MAST for approval. Communicate the updated policy to workers.	The internal work rules have been updated.	0
Nov-15	Contract and Human Resources	Dialogue, Discipline and Disputes	Illegal disciplinary measures.	Update the internal work rules to ensure that the new procedure related to unauthorized absences is properly documented and send it to MAST for approval. Communicate the new policy regarding unauthorized absences to workers.	The updated version of the internal work rules is approved by MAST and the new policy on disciplinary measures has been posted.	0
Nov-15	Occupational Safety and Health	OSH Management Systems	The factory does not submit the accidents record to OFATMA on a monthly basis.	Ensure that reports of work-related accidents and diseases are maintained and submitted to OFATMA on a monthly basis.	Management maintained records for work-related accidents and diseases for the months of October and November 2015 and these were also submitted to OFATMA.	0
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Several unlabeled containers of chemicals were observed around the workplace.	Ensure that all hazardous and chemical substances used in the workplace are properly labelled. The labels should also include the name in creole and a hazard pictogram. This task should be assigned to a specific staff member with clear instructions on how to carry out this task. Review the MSDS' to know which pictograms are needed. Train workers on the importance of labeling and to understand hazard pictograms.	All hazardous and chemical substances used in the workplace were properly labelled.	0
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Several non-compatible chemicals were stored together.	Carefully review and follow the storage instructions as noted in MSDS' for all the chemicals used at the factory. Ensure that all chemicals and hazardous substances are stored properly. Staff members working with chemicals should be properly informed about safe storage practices.	The storage area for chemicals and hazardous substances was reorganized.	0

Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS' were found for the thinner in the storage room or the Pull Out on the inspection tables.	Ensure that MSDS' are available in the local language for all the chemicals and hazardous substances used in the factory.	MSDS' have been provided for all chemicals and hazardous substances used at the facility.	0
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Chemical mixing for the stamping machines was being done on the floor in front of several workers.	Identify training needs to raise the workers' and supervisors' awareness on safe chemical handling practices.	A special room has been designated for mixing chemicals and proper PPE has also been provided to these workers. An awareness training session has been held.	0
Nov-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No functional eye wash stations were observed in the workplace.	Provide eye washing stations in the workplace and ensure that they are properly maintained.	Eye wash stations were installed and the Compliance Manager is in charge of ensuring proper maintenance.	0
Nov-15	Occupational Safety and Health	Worker Protection	Management did not provide appropriate masks for workers using chemicals.	Identify the staff in charge of providing and replacing PPE. Update the PPE regulation (based on MSDS and hazard inventory) and provide employees with all the necessary personal protective clothing and equipment accordingly. Train workers on the proper use of PPE. Post signs near the corresponding workstations to remind workers about PPE use.	Factory has provided proper masks for workers using chemical mixtures.	0
Nov-15	Occupational Safety and Health	Worker Protection	Seats of workers in the washing area do not meet ergonomic requirements.	Washing should be done in a dedicated area where workers are properly accommodated to perform the task.	A new area for washing clothes has been designated by the factory administration.	0
Nov-15	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Increase the number of toilets as per the Haitian Labor Code.		0
Nov-15	Occupational Safety and Health	Welfare Facilities	Insufficient eating area.	Ensure that an adequate eating area is available for all workers.	The cafeteria has been extended in order to accommodate about 750-800 workers during meal times. However, access to the cafeteria is only granted to workers who purchase food from the cafeteria.	0
Nov-15	Occupational Safety and Health	Emergency Preparedness	Non functional emergency lights.	Install emergency lights near all exits.	Emergency lights were installed.	0

Nov-15	Working Time	Overtime	Overtime hours exceed legal limits.	Conduct an analysis of the internal causes for excessive overtime, identify at least 1-2 main causes and develop an action plan to address this issue. Management should aim to reduce overtime work to the limit set by law (overtime hours should not exceed 80 hours per trimester). HR should also inform workers in advance about the production schedule.	Valdor has adjusted their overtime policy to prohibit excessive overtime work except for urgent production schedules, which must be approved by the General Manager. This policy has also been communicated to the workers.	0
Nov-15	Working Time	Overtime	Overtime was not voluntary at the factory.	Conduct an analysis of the internal causes for excessive overtime, identify at least 1-2 main causes and develop an action plan to address this issue. Implement the action plan to ensure that the working hours do not exceed the legal limit. Inform workers in advance regarding overtime schedules and use a form to obtain the workers' consent for overtime work (this can include the number of hours required and a space for the workers' signatures) Inform all production employees that workers have the choice to refuse to work overtime.	Factory has set up an overtime policy and a regular working schedule from 7am to 4pm followed by one hour of overtime from 4pm to 5pm. This policy has been posted on the production floor. Supervisors and workers have been informed that workers have the choice to refuse to work overtime. Any operators working overtime are also required to sign the overtime sheet.	0
Nov-15	Working Time	Overtime	No authorization from MAST for overtime work.	Request an authorization from MAST in order to work overtime.		0
Nov-15	Working Time	Leave	Breastfeeding breaks are not provided at the factory.	Ensure that all eligible workers are provided with breastfeeding breaks.		0
Nov-15	Occupational Safety and Health	Health Services and First Aid	No health checks have been conducted for workers who are exposed to work-related hazards.	Ensure that workers who are exposed to work-related hazards receive free health checks.		0
Nov-15	Occupational Safety and Health	Health Services and First Aid	Insufficient number of medical staff.	Ensure to have required onsite medical staff.		0
Nov-15	Occupational Safety and Health	Health Services and First Aid	No annual medical checks are provided to workers.	Ensure that all workers have at least one annual medical check.		0

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

Nov-16	4%
Nov-15	0%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: The Willbes Haitian II S.A.
Location: Port-au-Prince
Number of workers: 1405
Date of registration: Aug-10
Date of last two Better Work: Jun-16 Jul-15

Advisory and Training Services

19-Aug-16 Meeting with the compliance team to review the improvements made since the last assessment. Introduction to new Better Work portal's features. Factory tour.
 23-Aug-16 Collective Bargaining Seminar.
 29-Aug-16 Collective Bargaining Seminar.
 3-Sep-16 PICC Workers & Management Training
 24-Sep-16 Communication Training
 13-Dec-16 Meeting with the Social Compliance Director regarding the immediate completion of the self-reported progress report and the improvement of OSH issues noted in the last assessment. Factory tour, including in a new building, in which operations started. Recommendations made on several OSH-related issues.
 3-Feb-17 Discussion on various issues from the improvement plan such as the compensation-related remediation efforts with the payroll department.
 3-Feb-17 Meeting with the compliance team to establish a training program and set up the PICC.
 16-Feb-17 OSH tour to validate findings marked as 'completed' by the factory. Discussions on training agenda.
 8-Mar-17 Communication Training
 14-Mar-17 Introductory meeting. Advisory on the members' role within the committee-planning agenda for meetings.
 15-Mar-17 Meeting with management and the union to explain the PICC role. The Union agreed that 9 members of the union will be part of the PICC.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDATION EFFORTS	MONTHS
Assessment June 2016						
Jun-16	Compensation	Paid Leave	The calculation of annual leave is not accurate for workers who were entitled to maternity leave during the year.	Ensure payment for annual leave is accurate.	Maternity leave payments is now based on the average of all earnings from the last three months of work.	11
Jun-16	Compensation	Paid Leave	The piece rate workers who go on breastfeeding break are paid the minimum wage instead of the average earnings.	Ensure payments for maternity leave are based on average earnings.	Nursing workers now receive compensation based on the average of all earnings from the last three months of work for breastfeeding	11
Jun-16	Compensation	Social Security and Other Benefits	The calculation used for the annual salary supplement is not correct for workers who were entitled to maternity leave payment during the year.	Ensure annual salary supplement payments are accurate.	Maternity leave payment is now considered as a part of total earnings when calculating annual salary supplements or bonuses.	17

Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	EAs observed several unlabeled containers in the chemical room which contained a thinner-like chemical product.	Ensure all containers of chemicals and hazardous substances are properly labeled.		23
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	Missing MSDS in the material room in building 42, the boiler room and also in the cutting area.	Provide MSDS for all chemicals and hazardous substances in use in the workplace.	Management stated that thinner is not used in the boiler room or the cutting area and will ensure that all chemical products are properly stored and provided with MSDS. However, during the advisory visit in February, EA observed unlabelled thinner bottles in the material room and two bottles of Blow Out in the	23
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	There is no eye wash station in the ink preparation room. Also, the one in the chemical room is not working and no eye wash station was available in the material room and in the boiler room.	Add eye wash stations where needed.	The ink preparation room was provided with an eye wash station and the one in the chemical room has been repaired.	23
Jun-16	Occupational Safety and Health	Worker Protection	No earplugs were found in the generator room and heat protective aprons were not available for workers in the boiler room.	Provide workers appropriate personal protective equipment.	Earplugs were provided to workers in the generator room.	65
Jun-16	Occupational Safety and Health	Worker Protection	During the factory tour, several machines were observed missing eye guards and finger guards.	Install appropriate guards on all machines.	An inventory of missing needle guards is being maintained in order to regularly purchase and install them when needed.	65
Jun-16	Occupational Safety and Health	Worker Protection	During the factory tour, EAs observed one main electrical box open on the floor in building 43.	Ensure all electrical boxes are properly protected and isolated.	All the electrical boxes were properly covered.	65
Jun-16	Occupational Safety and Health	Working Environment	Temperatures in the workplace exceed the recommended level of 30 C.	Ensure that temperature level is compliant in all sections.	A cooling system has been installed.	23

Jun-16	Occupational Safety and Health	Welfare Facilities	The factory is compliant with the law with regards to men's toilets but needs 33 additional toilets for women.	Increase the number of toilets for women.	Management stated that they do not have any plans to increase the number of toilets as they consider this to be a responsibility of the industrial park administration. Building additional toilets has also been noted as a challenge due to the lack of space.	65
Jun-16	Occupational Safety and Health	Welfare Facilities	Although the factory has a designated eating area onsite, it cannot accommodate all workers.	Increase the capacity of the current eating area.	Two new eating areas are now available for the workers.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	Workers said that they do not receive any medical checks within the first three months of hiring.	All newly hired workers must be submitted to a medical check within the first 3 months of employment.	The factory has a doctor who will provide health checks to newly recruited workers.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	The factory does not provide health checks to all workers who have been exposed to work related hazards.	Provide health checks at no cost for workers who are exposed to work-related hazards.	Workers who are exposed to work-related hazards have already received one medical check during the advisory period.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	Workers said that they do not receive annual medical checks. However, the factory hired a doctor who will provide health checks to workers on a regular basis.	Provide annual medical checks for all workers.	The factory has a doctor who will provide health checks to workers on a regular basis.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	The factory has 2 nurses and a doctors who visit the factory 6 days per week . To comply with the Haitian Labor Code, a factory of this size must have a permanent onsite medical service with at least 6 nurses and 5 doctors' visits per week.	Ensure that the factory has an onsite medical service with at least 6 nurses and 5 doctors' visits per week.		65
Jun-16	Occupational Safety and Health	Emergency Preparedness	Obstructed fire extinguisher.	Ensure all fire extinguishers remain unobstructed at all times during working hours.	All fire extinguishers are easily accessible and unobstructed. Members of the compliance team are doing daily OSH tours to ensure that extinguishers are unobstructed.	65

Assessment July 2015

Jul-15	Compensation	Paid Leave	Annual leave payments do not include all earnings received by the workers as stipulated by the law.	Ensure all earnings are included in the calculation of annual leave payments.	The factory includes all earnings received by the workers in the calculation of annual leave.	
Jul-15	Compensation	Paid Leave	Sick leave payment is based on the minimum wage and not on the basic salary as required by law.	Sick leave payments must be adjusted to reflect the average of daily earnings for at least the last three months.	The factory now considers the average of daily earnings for sick leave payments.	
Jul-15	Compensation	Paid Leave	Maternity leave payment is only based on the minimum wage and not on the average salary as required by law.	Payment for maternity leave must be adjusted to match daily average earnings.	The factory now considers the average of daily earning for maternity leave payments.	
Jul-15	Compensation	Social Security and Other Benefits	Employer did not forward workers' contributions to OFATMA.	Employer must collect and forward workers' contributions to OFATMA.	Discussions have been held between management and OFATMA to start implementing this requirement.	6
Jul-15	Compensation	Social Security and Other Benefits	The employer is not affiliated with the OFATMA maternity and health insurance.	Employer must forward their contributions to OFATMA.	Discussions have been held between management and OFATMA to start implementing this requirement.	6
Jul-15	Contract and Human Resources	Employment Contracts	The internal work rules of the factory do not comply with legal requirements regarding compensation for holiday work.	The factory must ensure that all work days are paid in accordance with the law. The internal work rules must be revised so that all policies are in line with the law.	The management has made the necessary adjustments in the payroll but the internal work rules have not been changed yet.	
Jul-15	Contract and Human Resources	Termination	Maternity leave payments as well as cash payments for sunday work are not included in the total earnings of workers for the calculation of the amount to be paid for termination notice.	Adjustment to the calculation of compensations to be made to ensure full compliance with laws.	Maternity leave payment is now included in the calculation of termination settlements. Sample studied did not show any evidence on work performed on Sundays.	

Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Unlabeled container of hazardous substance found.	Ensure all containers of chemicals and hazardous substances are properly labeled and maintained.	Management is building a new facility to store chemicals and is putting new safety procedures in place to handle these substances.	12
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Missing MSDS in chemical storage	The factory must have MSDS for all existing chemicals in use in the workplace.	Management is building a new facility to store chemicals and is putting new safety procedures in place to handle these substances.	12
Jul-15	Occupational Safety and Health	Emergency Preparedness	Obstructed aisles, exit doors and escape routes.	The factory management needs to ensure that all escape routes remain unobstructed during working hours.	The factory is revising the layout of the different floors to ensure unobstructed evacuation routes and prevent congestion.	54
Jul-15	Occupational Safety and Health	Emergency Preparedness	Unprotected electrical boxes and stacking of flammable materials (carton boxes) near electrical cables.	Ensure all electrical boxes are properly protected and isolated. Prevent stacking of carton boxes near any possible sources of ignition.		54
Jul-15	Occupational Safety and Health	Health Services and First Aid	No pre-assignment medical check within first 3 months of employment.	All newly hired workers must be submitted to a medical check within the first 3 months of employment.		54
Jul-15	Occupational Safety and Health	Health Services and First Aid	Additional nurses required for the existing workforce with regards to national law requirements.	The factory must ensure adequate medical staff is available to attend to workers needs in compliance with the labour law.		54
Jul-15	Occupational Safety and Health	Health Services and First Aid	First aid box inaccessible. Keys unavailable to open the boxes.	The factory needs to ensure that all first aid boxes remain accessible at all times during working hours.	The compliance team is doing daily tours through the floor to inspect all the OSH compliance point. There is also an OSH committee of ten members to notify any problem.	54
Jul-15	Occupational Safety and Health	Working Environment	Lighting levels below recommendations in packing section.	Ensure that light levels match at least the minimum for all sections.		12

Jul-15	Occupational Safety and Health	Health Services and First Aid	The factory does not provide health checks to all workers who have been exposed to work related hazards.	Provide health checks at no cost for workers who are exposed to work-related hazards.	54
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Eye wash stations were available in all buildings in the factory. However, there is no eye wash station in the ink preparation room. Also, the one in the chemical room is not working and no eye wash station was available in the material room and in the boiler	Add eye wash stations where needed.	12
Jul-15	Occupational Safety and Health	Worker Protection	Management provides proper masks to workers in the spot cleaning section, metal gloves for workers in the cutting department, gloves and goggles for workers in the mechanics' shop. However, no earplugs were found in the generator room and heat protective aprons were not available for workers in the boiler room.	Provide workers with appropriate personal protective equipment.	54
Jul-15	Occupational Safety and Health	Working Environment	Temperatures in the workplace exceed the recommended level of 30 C.	Ensure temperature level is compliant in all sections.	12
Jul-15	Occupational Safety and Health	Welfare Facilities	The factory is compliant with the law with regards to men's toilets but needs 33 additional toilets for women.	Increase number of toilets for women.	54
Jul-15	Occupational Safety and Health	Welfare Facilities	Although the factory has a designated eating area onsite, it cannot accommodate all workers. The majority of workers eat outside and a large number have to sit on the ground or elsewhere during lunch time. However, EAs observed that the factory has two new facilities under construction for eating area.	Increase capacity of current eating area.	54
Jul-15	Occupational Safety and Health	Health Services and First Aid	Workers said that they do not receive annual medical checks. However, the factory hired a doctor who will provide health checks to workers on a regular basis.	Provide annual medical checks for all workers.	54

Jul-15	Compensation	Premium Pay	Payments for regular working hours worked on weekly rest days are not accurate.	Ensure payments for regular working hours worked on weekly rest days are accurate.	6
Jul-15	Compensation	Wage Information, Use and Deduction	Payroll records are not accurate	Ensure that all deductions taken from workers' wages are reported in the payroll.	6
Jul-15	Occupational Safety and Health	Emergency Preparedness	Missing and obstructed fire extinguishers.	Ensure that emergency preparedness principles are respected.	54
Jul-15	Compensation	Social Security and Other Benefits	Payment of annual salary supplement or bonus are not accurate.	Ensure that payment of annual salary or bonus are accurate.	6
Jul-15	Working Time	Leave	Time off for breastfeeding breaks.	Provide breastfeeding breaks in accordance with the Haitian labour law.	6
Jul-15	Working Time	Regular Hours	Inaccurate working time records.	Keep accurate working time records and attendance system.	6

Percentage of workers on an incentive scheme earning 320 (350 as of 01 May 2016) Gourdes per 8 hours of work:

Jul-15	59%
Jun-16	35%

BETTER WORK HAITI - 14TH SYNTHESIS REPORT



Factory: The WILLBES Haitian III S.A
Location: Port-au-Prince
Number of workers: 728
Date of registration: Aug-10
Date of last two Better Work assessments: Jun-16 Jul-15

Advisory and Training Services

1-Aug-16 Grievance Mechanism Training
 19-Aug-16 Meeting with the compliance team to review the improvements made since the last assessment. Introduction of the new Better Work portal's features. Factory tour.
 25-Aug-16 Collective Bargaining Seminar
 29-Aug-16 Collective Bargaining Seminar
 24-Sep-16 Communication Skills Training
 13-Dec-16 Completion of the progress report and the improvement of OSH issues noted in the last assessment. Factory tour.
 3-Feb-17 Meeting with the compliance team to establish a training program and set up the PICC.
 16-Feb-17 OSH tour to validate findings marked as 'completed' in the improvement plan by the factory. Discussion on training agenda.
 8-Mar-17 Communication Training
 15-Mar-17 Meeting with management and the union to explain the PICC role. The union agreed to be part of the bipartite committee.

ASSESSMENT	COMPLIANCE CLUSTER	COMPLIANCE POINT	DETAILS OF NON COMPLIANCE	IMPROVEMENT PRIORITIES	REMEDIATION EFFORTS	MONTHS
Assessment June 2016						
Jun-16	Compensation	Minimum Wages/Piece Rate Wages	The adjustment for the minimum wage was not applied consistently for the month of May 2016.	Apply the adjustment of the minimum wage.	The payment was calculated and the missing amount has been paid to all workers.	
Jun-16	Compensation	Overtime Wages	The adjustment to the minimum wage was not applied to overtime hours worked in May 2016.	Apply the adjustment of the minimum wage to overtime hours.	This was an isolated occurrence as there was a strike in several factories in Port-au-Prince that day. The adjustments were made by the factory immediately following BW's recommendations.	
Jun-16	Compensation	Paid Leave	Some workers were only paid the rest day if they complete 48 hours of work during the week regardless of how many days in the week they come to work.	Pay accurately for weekly rest days.	The calculation error in the system has been amended.	11

Jun-16	Compensation	Social Security and Other Benefits	Employer contribution to ONA is inaccurate.	Employer must adjust the amount of their contributions to ONA based on the average earnings of the workers.		11
Jun-16	Compensation	Social Security and Other Benefits	The amount collected and forwarded for workers' contributions for social insurance funds to ONA is inaccurate.	Employer must collect and forward workers' contributions to ONA based on the average earnings of the workers.		11
Jun-16	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS for the glue spray used in the cutting section.	Provide MSDS for all chemicals and hazardous substances in use in the workplace.	All chemical substances are provided with their respective MSDS.	11
Jun-16	Occupational Safety and Health	Worker Protection	One worker in the cutting section was seen using a chemical spray without the proper personal protective equipment.	Provide workers personal protective clothing and equipment.	All workers are provided with the necessary PPE.	11
Jun-16	Occupational Safety and Health	Worker Protection	Several workers were observed standing without fatigue mats.	Ensure that the factory is compliant with ergonomic requirements.	All standing workers are provided with ergonomic mats.	11
Jun-16	Occupational Safety and Health	Worker Protection	During the factory tour, several machines were seen without the appropriate safety guards.	Install appropriate guards on the machines.	An inventory of missing guards is being done in order to regularly purchase and install them when needed.	11
Jun-16	Occupational Safety and Health	Working Environment	Temperatures in the workplace exceed the recommended level of 30 C.	Ensure that temperature level is compliant in all sections.	Air cooling systems have been installed.	11
Jun-16	Occupational Safety and Health	Working Environment	Noise level is too high.	Ensure that noise level is compliant in all sections.	Last check showed that the noise levels in all section was under 90 dB.	11

Jun-16	Occupational Safety and Health	Welfare Facilities	Insufficient number of toilets.	Increase number of toilets.	Management stated that they do not have any plans to increase the number of toilets and sees themselves as being compliant with international standards. Building additional toilets has also been noted as a challenge due to the lack of space. Management also considers this as the responsibility of the administration of the industrial park.	65
Jun-16	Occupational Safety and Health	Welfare Facilities	The factory has an eating area. However, it can only accommodate about 20 per cent of the workforce.	Increase capacity of the current eating area.	An eating area with a capacity for 700 workers has been established and is ready for use and a second eating area, designed for 350 workers, is under construction.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	Medical checks are not systematically provided within the first three months of hiring.	Provide medical check to all new workers.	The factory has a doctor that performs systematic checks for newly recruited workers.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	Annual medical checks are not systematically provided.	Provide annual medical checks to all workers.	Health checks are performed annually for all workers.	65
Jun-16	Occupational Safety and Health	Health Services and First Aid	Insufficient medical staff.	Ensure that the factory has at least 3 nurses.		65
Jun-16	Occupational Safety and Health	Health Services and First Aid	Inadequate first aid boxes.	Provide sufficient adequate first aid boxes.	The employer provide a sufficient number of readily accessible first aid boxes.	65
Assessment July 2015						
Jul-15	Compensation	Paid Leave	Annual leave payments do not include all earnings received by the workers as stipulated by the law.	Ensure all earnings are included in the calculation for annual leave payments.	All earnings are included in the calculation for annual leave payments.	
Jul-15	Compensation	Paid Leave	Sick leave payment is based on the minimum wage and not the average salary as required by law.	Sick leave payment must be adjusted to reflect the average daily earnings.	The average of daily earnings for at least the last three months is now considered to calculate sick leave payments.	

Jul-15	Compensation	Paid Leave	Maternity leave payment is only based on the minimum wage and not the average salary as required by law.	Payment for maternity leave must be adjusted to match daily average earnings of the workers.	The management is reviewing the system to make the necessary adjustments.	
Jul-15	Compensation	Social Security and Other Benefits	Employer did not forward workers' contributions to OFATMA.	Employer must collect and forward workers' contributions to OFATMA.	Discussions have been held with OFATMA to implement this service.	
Jul-15	Compensation	Social Security and Other Benefits	The employer is not affiliated with the OFATMA maternity and health insurance.	Employer must pay their contributions to OFATMA.	Discussions have been held with OFATMA to implement this service.	
Jul-15	Compensation	Social Security and Other Benefits	The annual salary supplement payment is calculated based on the basic salary and not on the average pay as required by law.	Adjust the payment system so that annual salary supplement payment is based on the average of all earnings.	The management is reviewing the system to make the necessary adjustments.	
Jul-15	Contract and Human Resources	Employment Contracts	The internal work rules of the factory do not comply with legal requirements regarding compensation for holiday work.	The factory must ensure that all work days are paid in accordance with the law. The internal work rules must be revised so that all policies are in line with the law.	The management is reviewing the system to make the necessary adjustments.	
Jul-15	Contract and Human Resources	Termination	Maternity leave payments as well as cash payments for sundays work are not included in the total earnings of workers for the calculation of the amount to be paid for termination notice.	Adjustment to calculation of compensation system to be made to ensure full compliance with the law.	The management is reviewing the system to make the necessary adjustments.	18
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Several unlabelled chemical containers of chemicals were found.	Ensure all containers of chemicals and hazardous substances are properly labeled.		
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	Inadequate chemical storage.	Arrange proper storage for chemicals and hazardous substances.	The factory is building a new storage facility for chemicals.	
Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	No MSDS found in chemical storage.	Provide MSDS for all chemicals and hazardous substances in use in the workplace	The factory is building a new facility for which they will maintain the necessary documentation and abide by the recommended safety measures for the proper storage and use of chemical substances.	

Jul-15	Occupational Safety and Health	Chemicals and Hazardous Substances	The chemical storage area did not have washing facilities or cleansing materials in the event of exposure to hazardous chemicals.	Provide washing facilities for workers using chemicals in the event of contamination.	The factory is building a new facility for which they will maintain the necessary documentation and abide by the recommended safety measures for the proper storage and use of chemical substances.	
Jul-15	Occupational Safety and Health	Working Environment	Temperatures in the workplace exceed the recommended level of 30 C.	Take appropriate measures to lower the temperatures inside the workplace.		
Jul-15	Occupational Safety and Health	Emergency Preparedness	Several aisles in building 35 were found obstructed especially in the packing area.	Ensure all aisles remain unblocked at all times during working hours.	The management is putting a system in place to monitor this issue and prevent recurrence.	24
Jul-15	Working Time	Regular Hours	Workers are under pressure to return to their workstations before completing a full hour of daily break.	Ensure all doors remain open and no workers are requested to return to work during the allocated daily break.	Management is taking measures along with the HR personnel to ensure that the break period is fully respected.	
Jul-15	Working Time	Leave	Not all women are informed of their right to breastfeeding breaks where applicable.	Inform all nursing women and ensure the breastfeeding break period is implemented.		
Jul-15	Occupational Safety and Health	Welfare Facilities	The factory does not have enough toilets.	Increase the number of toilets. With its current workforce, the factory should have 43 functioning toilets for women.	Management explained that they are in the process of renovating some of the existing facilities into industrial type toilets.	54
Jul-15	Occupational Safety and Health	Welfare Facilities	The factory has an eating area. However, it can only accommodate about 20 per cent of the workforce.	Increase the eating area in order to accommodate more workers.	Management explained that they are building a new eating area in order to accommodate more workers.	54
Jul-15	Occupational Safety and Health	Health Services and First Aid	Only 50 workers received their annual medical check in the last 12 months.	Provide annual medical checks to all workers.		54
Jul-15	Contract and Human Resources	Dialogue, Discipline and Disputes	Disciplinary measures.	Ensure that disciplinary measures comply with the law.		

Percentage of workers on an incentive scheme earning 350 Gourdes per 8 hours of work:

Jun-16	54%
Jul-15	25%

As a partnership between the International Labor Organization and the International Finance Corporation, a member of the World Bank Group, Better Work brings together various groups - governments, global brands, plant owners, trade unions and workers - to improve Work in apparel industry and make the sector more competitive.

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