

IMPACT BRIEF:

Better Work Jordan

Programme at a Glance¹ (June 2013)



2008
established



59
factories



39,526
workers
(26,482
female)



2,483
training
participants



158
assessments



1,060
advisory
visits

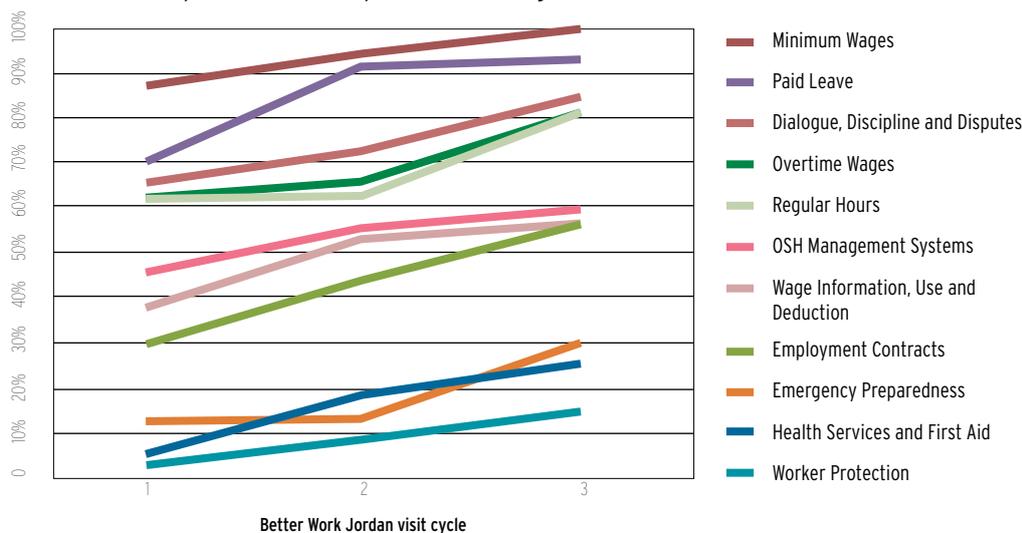


28
buyers

¹ Figures are total since programme launch in 2009.

Improvements in Compliance

FIGURE 1: Improvement in Compliance of Working Conditions



Declining risks of exploitation and violations of human rights

- In the 2009-2013 period, compliance in **forced labour** issues has improved dramatically. Under Coercion, referring in particular to curfews in workers' dorms, compliance has improved by 19%, with only 11% of factories still in non-compliance. In the same period, compliance with **bonded labour** regulations has increased by 4%.
- In 2012, 94% of workers in Jordan report having control of their own **passports**, a 19-point increase from 2010, and especially important for the two thirds of Jordanian garment workers who are international migrants.



BETTER WORK

Better Work Jordan Impact

Better Work strives to make a significant impact on the rights and in the lives of workers, the business of firms, and the social, human, and economic development of countries. Together with Tufts University, we are implementing a rigorous impact assessment methodology to measure the long-term impact of our programme. We have been measuring our impact in participating factories in Jordan since 2010 and results so far demonstrate the positive impact of the programme on workers' rights, wellbeing and livelihoods, as well as on businesses. A summary of the results up to September 2013 is presented below.

What does improved workplace compliance mean for workers' rights, wellbeing and livelihoods?

- One quarter of workers are in their first job. Holding a quality job is an important route out of **poverty** for both workers and their families.
- From 2010 to 2012, workers report significant **health** improvements. Reports of frequent exhaustion or fatigue are down nearly 50%. Workers suffering from dizziness, backache or neck ache "often" or "every day" also decreased, from 12% to 7%. In terms of **mental wellbeing**, workers report consistent improvement regarding the frequency of feeling fearful—in the second data collection, 66% of workers never experienced feeling fearful, up from 62% in the first.
- **Safety at work** is also improving: workers are 9% less likely to express concerns about dangerous equipment, accidents or poor air quality than they were at baseline.
- Increase in **wage satisfaction**: concerns about low wages have declined from 65% to 59%.
- The use of yelling as a **punishment** is down 77% since the start of the programme.
- During the second data collection, concern about **sexual harassment** dropped, with the proportion of participants reporting that sexual harassment is a concern declining by 10%. Fewer workers are feeling so concerned about sexual harassment that they discussed the issue with management (from 16% to 9%) or considered quitting (from 8% to 5%). There remains a concern that workers are not reporting sexual harassment, as the proportion of participants who do not want to answer rose from 3% to 10%.

What does this mean for businesses?

- Most factories enrolled in Better Work Jordan are **preferred suppliers** in global supply chains, and this remains constant through the second data collection.
- Factories enrolled in Better Work are trusted by their key customers (**buyers**). This is demonstrated through fewer factory visits by buyers over time. In 2012, five or fewer yearly visits are reported for quality control, compliance, sourcing and equipment checks.
- Baseline surveys show that factories have begun to address their labour management challenges by introducing **worker committees** and **grievance procedures**. A small proportion of factories are also planning innovations related to skills training for workers and supervisors. Investments in workplace communication are likely a result of Better Work Jordan's role in factories. In addition, a greater proportion reports the implementation of worker committees in their factories after the first assessment visit.

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