

Better Work

Client Assessment Tool

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Key Strengths and Process Integrity

Fact-Gathering Questions

- Q 2 (FGQ)** Was the assessor's access to the enterprise unreasonably restricted?
- Q 3 (FGQ)** How many person days were spent on the assessment visit?
- Q 4 (FGQ)** Were documents provided in a timely manner?
- Q 5 (FGQ)** Titles of management staff met by assessors
- Q 6 (FGQ)** Briefly describe the interviews with workers, union leaders, and worker representatives.
- Q 7 (FGQ)** Describe any significant concerns about process integrity.
- Q 8 (FGQ)** Describe any significant issues not addressed elsewhere in the report.

Child Labour

Child Labourers

- Q 9 (CQ)** Have you found any workers under the age of 16?
Legal Reference: ILO Convention No. 138; Jordanian Labour Law, Art. 73

Hazardous Work and other Worst Forms

- Q 10 (CQ)** Do workers who are under age 18 perform work that is hazardous, including working overtime, at night, or more hours than allowed by law?
Legal Reference: ILO Convention Nos. 138, 182, Recommendation No. 190; Jordanian Labour Law, Arts. 74, 75; Official Gazette, Decision regarding dangerous or harmful works to the health of juveniles, 2011, Art. 2
- Q 11 (CQ)** Does the employer subject any workers under age 18 to the unconditional worst forms of child labour?
Legal Reference: ILO Convention No. 182

Documentation and Protection of Young Workers

- Q 12 (CQ)** Does the employer comply with documentation requirements for workers under age 18, and have a reliable system in place to verify the age of workers prior to hiring?
Legal Reference: ILO Convention No. 138, Recommendation No. 146; Jordanian Labour Law, Art. 76; Official Gazette, Decision regarding records employers must keep, 16 Oct 2002, Art. 2

Discrimination

Race and Origin

Q 13 (CQ) **Is an applicant's race, colour or origin referred to in recruitment materials and/or a factor in the employer's decisions regarding hiring, termination or retirement of workers?**

Legal Reference: ILO Convention No. 111

Q 14 (CQ) **Is race, colour or origin a factor in decisions regarding conditions of work and/or opportunities for promotion or access to training?**

Legal Reference: ILO Convention No. 111

Q 15 (CQ) **Is race, colour or origin a factor in decisions regarding pay?**

Legal Reference: ILO Convention No. 111

Q 16 (CQ) **Is there harassment of workers on the basis of race, colour or origin?**

Legal Reference: ILO Convention No. 111

Religion and Political Opinion

Q 17 (CQ) **Is an applicant's religion or political opinion referred to in recruitment materials such as job announcements or job application forms and/or a factor in the employer's decisions regarding hiring, termination or retirement of workers ?**

Legal Reference: ILO Convention No. 111

Q 18 (CQ) **Is religion or political opinion a factor in decisions regarding conditions of work and/or opportunities for promotion or access to training?**

Legal Reference: ILO Convention No. 111

Q 19 (CQ) **Is religion or political opinion a factor in decisions regarding pay?**

Legal Reference: ILO Convention No. 111

Q 20 (CQ) **Is there harassment of workers on the basis of religion or political opinion?**

Legal Reference: ILO Convention No. 111

Discrimination	
Gender	
Q 21 (CQ)	<p>Do job announcements refer to the applicant's gender and/or is an applicant's gender a factor in decisions regarding hiring, opportunities for promotion or access to training, termination and/or retirement of workers?</p> <p>Legal Reference: ILO Convention No. 111</p>
Q 22 (CQ)	<p>Does the employer require pregnancy tests or the use of contraceptives as a condition of employment?</p> <p>Legal Reference: ILO Convention Nos. 111, 183</p>
Q 23 (CQ)	<p>Is gender a factor in decisions regarding conditions of work?</p> <p>Legal Reference: ILO Convention No. 111</p>
Q 24 (CQ)	<p>Does the employer change the employment status, position, wages, benefits or seniority of workers during maternity leave, and/or is maternity leave excluded from workers' period of continuous service?</p> <p>Legal Reference: ILO Convention Nos. 111, 183; ILO Recommendation No. 191; Jordanian Labour Law, Art. 70</p>
Q 25 (CQ)	<p>Is gender a factor in decisions regarding pay?</p> <p>Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 2, 53; ILO Convention No. 111</p>
Q 26 (CQ)	<p>Are workers subject to sexual harassment?</p> <p>Legal Reference: ILO Convention No. 111</p>
Q 27 (CQ)	<p>Does the employer terminate workers who are pregnant or on maternity leave or force them to resign?</p> <p>Legal Reference: ILO Convention No. 111, 183; Jordanian Labour Law, Art. 27</p>
Other Grounds	
Q 28 (CQ)	<p>Does the employer comply with legal requirements regarding the hiring of disabled workers?</p> <p>Legal Reference: Jordanian Labour Law, Art. 13; Law on the Rights of Persons with Disabilities No. 20/ 2017, Art. 25</p>

Forced Labour

Coercion

Q 29 (CQ)

Does the employer restrict workers from leaving the workplace?

Legal Reference: ILO Convention No. 29

Q 30 (CQ)

Does the employer restrict workers' freedom to come and go from the dormitories and/or the industrial park or zone in which the factory is located?

Legal Reference: ILO Convention No. 29

Q 31 (CQ)

Does the employer use violence or the threat of violence to intimidate workers?

Legal Reference: ILO Convention No. 29

Q 32 (CQ)

Does the employer delay or withhold wage payments in order to coerce workers to work?

Legal Reference: ILO Convention No. 29

Q 33 (CQ)

Does the employer force workers to work to discipline them or as punishment for participation in a strike?

Legal Reference: ILO Convention Nos. 29, 105

Q 34 (CQ)

Does the employer deny workers access to their personal documents (such as birth certificates, passports, work permits and ID cards) when they need them?

Legal Reference: ILO Convention No. 29; Jordanian Labour Law, Art. 77(B)

Q 35 (CQ)

Does the employer use threats such as deportation, cancellation of visas or reporting to the authorities in order to force workers to stay at the job?

Legal Reference: ILO Convention No. 29

Q 36 (CQ)

Are workers free to terminate their employment with reasonable notice, and to leave their jobs when their contracts expire?

Legal Reference: ILO Convention No. 29; Labour Law, Art 26(B)

Bonded Labour

Q 37 (CQ)

Can workers who owe debts to the employer and/or a third party freely leave their jobs?

Legal Reference: ILO Convention Nos. 29, 181; Jordanian Labour Law, Art. 77(B)

Forced Labour and Overtime

Q 38 (CQ)

Are workers forced to work overtime under threat of penalty?

Legal Reference: ILO Convention Nos. 1, 29; Jordanian Labour Law, Art. 56

Prison Labour

Q 39 (CQ)

If prison labour is used, have the prisoners freely consented to do the work; do they receive similar treatment to non-prison workers; and is the work carried out under the supervision and control of a public authority?

Legal Reference: ILO Convention No. 29

Freedom of Association and Collective Bargaining

Fact-Gathering Questions

- Q 40 (FGQ)** How many active unions are there in the factory?
- Q 41 (FGQ)** What percentage of workers are union members?
- Q 42 (FGQ)** For each active union, provide • the name of the union, • the number of union members, • the union's affiliation status (affiliated or non-affiliated with a federation or confederation), • the name of the federation or confederation with which it is affiliated, if applicable.
- Q 44 (FGQ)** How many collective bargaining agreements are in effect in the factory?
- Q 45 (FGQ)** For each CBA, indicate: - the parties - the % of the workforce covered - the duration of the agreement - an overview of the issues covered
- Q 46 (FGQ)** How many strikes have there been since the last visit?
- Q 47 (FGQ)** For each strike, indicate: - why workers went on strike - whether the strike complied with legal requirements, and if not, which requirements were not complied with - whether the strike resulted in violence - the number of days workers were on strike - the number of person days workers were on strike - the outcome of the strike

Legal Reference: Jordanian Labour Law, Arts. 134, 135

Freedom to Associate

- Q 48 (CQ)** Can workers freely form and join a union?
- Legal Reference: ILO Convention No. 87
- Q 49 (CQ)** Can the union(s) freely form and join federations and confederations of their choice?
- Legal Reference: ILO Convention No. 87
- Q 50 (CQ)** Does the employer require workers to join a union?

Legal Reference: ILO Convention No. 87

Union Operations

- Q 51 (CQ)** Do union representatives have access to the workers in the workplace?
- Legal Reference: ILO Convention Nos. 87, 135; ILO Recommendation No. 143
- Q 52 (CQ)** Does the employer deduct union dues from workers' wages when they request this in accordance with national law?

Legal Reference: C87, C98, C135, R143

Freedom of Association and Collective Bargaining

Interference and Discrimination

Q 53 (CQ)	Are workers free to meet without management present? Legal Reference: ILO Convention No. 98
Q 54 (CQ)	Has the employer tried to interfere with, manipulate, or control the union(s)? Legal Reference: ILO Convention No. 98
Q 55 (CQ)	If there is more than one union, does the employer treat them equally? Legal Reference: ILO Convention No. 98
Q 56 (CQ)	Is a job applicant's union membership or union activities a factor during hiring decisions? Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 97
Q 57 (CQ)	Does the employer provide incentives to workers to keep them from joining a union or engaging in union activities? Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 97
Q 58 (CQ)	Does the employer punish workers for joining a union or engaging in union activities? Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 97
Q 59 (CQ)	Does the employer threaten, intimidate, or harass workers who join a union or engage in union activities? Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 97
Q 60 (CQ)	Has the employer terminated workers or not renewed their contract due to the worker's union membership or activities? Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 97
Q 61 (CQ)	Has the employer terminated a union official in a way that did not comply with the law? Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 97

Freedom of Association and Collective Bargaining

Collective Bargaining

Q 62 (CQ) **Does the employer refuse to bargain collectively or refuse to bargain in good faith with the union, worker representatives, union federations or confederations?**

Legal Reference: ILO Convention Nos. 98, 154

Q 63 (CQ) **If there is a collective agreement, are the provisions at least as favourable for workers as the law?**

Legal Reference: ILO Convention No. 98

Q 64 (CQ) **Are workers informed about the CBA?**

Legal Reference: ILO Convention No. 98; Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 39, 44

Q 65 (CQ) **Has the employer failed to implement any of the provisions of the collective agreement(s) in force?**

Legal Reference: ILO Convention No. 98; Jordanian Labour Law, Art. 41

Strikes

Q 66 (CQ) **Has the employer tried to prevent any workers from participating in a strike?**

Legal Reference: ILO Convention No. 98

Q 67 (CQ) **Has the employer hired new workers to replace striking workers during a strike?**

Legal Reference: ILO Convention No. 98

Q 68 (CQ) **Has the employer punished any workers for participating in a strike?**

Legal Reference: ILO Convention No. 98

Q 69 (CQ) **Were security guards, the police or armed forces called by the employer to break up a peaceful strike or arrest striking workers?**

Legal Reference: ILO Convention No. 98

Compensation

Minimum Wages/Piece Rate Wages

- Q 70 (CQ)** **Does the employer pay at least minimum wage for ordinary hours of work to regular full time workers?**
- Legal Reference: Jordanian Labour Law, Art. 53; Official Gazette No. 4799, Tripartite Committee decisions on minimum wage, dated 24/2/2020 and 20/12/2020; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003
- Q 71 (CQ)** **Does the employer pay piece rate workers correctly for ordinary hours of work when their piece rate earnings exceed minimum wage?**
- Legal Reference:
Jordanian Labour Law, Art. 53; Official Gazette No.4799, Tripartite Committee decisions on minimum wage, dated 24/2/2020 and 20/12/2020; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003
- Q 72 (CQ)** **Does the employer pay at least minimum wage for ordinary hours of work to vocational trainees?**
- Legal Reference: Jordanian Labour Law, Art. 37; Official Gazette No.4799, Tripartite Committee decisions on minimum wage, dated 24/2/2020 and 20/12/2020; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003
- Q 73 (CQ)** **Does the employer pay at least minimum wage for ordinary hours of work to casual workers, temporary workers, and probationary workers?**
- Legal Reference: Jordanian Labour Law, Arts. 35, 53; Official Gazette No. 4799, Tripartite Committee decisions on minimum wage, dated 24/2/2020 and 20/12/2020; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003

Overtime Wages

- Q 74 (CQ)** **Does the employer pay workers 125% of their normal wage for all ordinary overtime hours worked?**
- Legal Reference: Jordanian Labour Law, Arts. 2, 59; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003
- Q 75 (CQ)** **Does the employer pay workers 150% of their normal wage for overtime worked on weekly rest days and public holidays?**
- Legal Reference: Jordanian Labour Law, Arts. 2, 59; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003

Method of Payment

- Q 76 (CQ)** **Are workers paid within seven days from the date wages become payable?**
- Legal Reference: Jordanian Labour Law, Art. 46
- Q 77 (CQ)** **Do in-kind wage payments comply with workers' employment contracts?**
- Legal Reference: Jordanian Labour Law definition of wage, and Art. 45; Official Gazette No. 4799, Tripartite Committee decisions on minimum wage, dated 24/2/2020 and 2012/2020; Official Gazette No. 4605 of 16/6/2003, Decree No. 5 of 2003 by the Office for the interpretation of laws to explain the term wage, dated 21/5/2003

Compensation

Wage Information, Use and Deduction

- Q 78 (CQ)** **Has the employer made any unauthorized deductions from wages?**
 Legal Reference: Jordanian Labour Law, Arts. 46-49, 55
- Q 79 (CQ)** **Does the employer keep only one accurate payroll record?**
 Legal Reference: Official Gazette, Decision regarding records employers must keep, 16 Oct 2002, Art. 22
- Q 80 (CQ)** **Does the employer properly inform workers about wage payments and deductions?**
 Legal Reference: Official Gazette, Decision regarding records employers must keep, 16 Oct 2002, Art. 2

Paid Leave

- Q 81 (CQ)** **Does the employer pay workers correctly for paid public holidays?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 60, 61
- Q 82 (CQ)** **Does the employer pay workers correctly for annual leave (14 or 21 days)?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 61
- Q 83 (CQ)** **Does the employer pay workers correctly during sick leave?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 65
- Q 84 (CQ)** **Does the employer pay workers correctly for maternity leave?**
 Legal Reference: Jordanian Labour Law, Art. 70
- Q 85 (CQ)** **Does the employer pay workers correctly for paternity leave?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 66(c)
- Q 86 (CQ)** **Does the employer pay workers correctly during breastfeeding breaks?**
 Legal Reference: Jordanian Labour Law, Art. 71
- Q 87 (CQ)** **Does the employer pay workers correctly during idle periods or work stoppages?**
 Legal Reference: Jordanian Labour Law, Arts. 50, 84

Social Security and Other Benefits

- Q 88 (CQ)** **Does the employer correctly calculate, collect, and forward workers' contributions to the Social Security Corporation?**
 Legal Reference: Jordanian Labour Law, Art. 47; Social Security Law No 1/2014, Arts 20, 22, 48, 59
- Q 89 (CQ)** **Does the employer correctly calculate and send the employer contribution to the Social Security Corporation?**
 Legal Reference: Social Security Law No 1/2014, Arts. 20, 22, 24, 42, 48, 59, 64; Regulation No. 120/2016 amending Insurance Benefits for the Social Security Corporation, Regulation No. 15/2015

Contracts and Human Resources

Fact-Gathering Questions

- Q 90 (FGQ)** **How many total workers are employed by the factory?**
 Legal Reference: Jordanian Labour Law, Art. 2
- Q 91 (FGQ)** **How many of the workers are men?**

Contracts and Human Resources

Fact-Gathering Questions

Q 92 (FGQ)	How many supervisors are employed by the factory?
Q 93 (FGQ)	How many of the supervisors are men?
Q 94 (FGQ)	How many of the supervisors are migrants?
Q 95 (FGQ)	How many of the total workforce are migrant workers?
Q 96 (FGQ)	How many of the migrant workers are men?
Q 99 (FGQ)	How many regular workers are employed by the factory?
Q 100 (FGQ)	How many of the regular workers are men?
Q 101 (FGQ)	How many temporary workers are employed by the factory? <small>Legal Reference: Jordanian Labour Law, Art. 2</small>
Q 102 (FGQ)	How many of the temporary workers are men?
Q 103 (FGQ)	How many casual workers are employed by the factory? <small>Legal Reference: Jordanian Labour Law, Art. 2</small>
Q 104 (FGQ)	How many of the casual workers are men?
Q 105 (FGQ)	How many probationary workers are employed by the factory? <small>Legal Reference: Jordanian Labour Law, Art. 35</small>
Q 106 (FGQ)	How many of the probationary workers are men?
Q 109 (FGQ)	Does the factory use subcontractors to complete all or part of the production process?
Q 110 (FGQ)	Does the factory use contractors to provide services at the factory that are not part of the production process?
Q 111 (FGQ)	Has the factory received any notices of noncompliance from the labour ministry during last twelve months? <small>Legal Reference: Jordanian Labour Law, Art. 9</small>
Q 112 (FGQ)	Is there an adequate HR policy that is signed by top management with a clear commitment to meet all legal requirements?
Q 113 (FGQ)	Does the employer have an adequate recruitment procedure?
Q 114 (FGQ)	Does the employer have adequate disciplinary and termination procedures?
Q 115 (FGQ)	Does the employer have adequate grievance handling and dispute resolution procedures?
Q 116 (FGQ)	Does the employer adequately assign accountability to management for following factory policies and procedures relating to Human Resource management and performance?
Q 117 (FGQ)	Does the employer adequately communicate and implement HR policies and procedures?

Contracts and Human Resources

Fact-Gathering Questions

Q 118 (FGQ) **Does the employer adequately investigate performance under HR policies and procedures to identify weaknesses and make necessary adjustments?**

Employment Contracts

Q 119 (CQ) **Do the employment contracts specify the terms and conditions of employment?**

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 2, 17, 18

Q 120 (CQ) **Do the employment contracts comply with Jordanian legal requirements?**

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 4, 15

Q 121 (CQ) **Do workers understand the terms and conditions of employment?**

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 15

Q 122 (CQ) **Does the employer maintain a personnel file for each worker?**

Legal Reference: "Decision for the records employers must keep" published in the Official Gazette on 16 Oct 2002, Art. .

Q 123 (CQ) **Do all persons who perform work for the factory, both on the premises and offsite, have a contract?**

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 2, 15

Q 124 (CQ) **Does the employer provide workers with a copy of their contract?**

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 15

Q 125 (CQ) **Do the factory bylaws comply with Jordanian legal requirements and were they communicated to workers?**

Legal Reference: Jordanian Labour Law, Art. 55

Contracts and Human Resources

Contracting Procedures

Q 126 (CQ)	<p>Is the probationary period limited to 3 months?</p> <p>Legal Reference: Jordanian Labour Law, Art. 35</p>
Q 127 (CQ)	<p>Does the employer consider workers on limited duration contracts who work beyond their term as unlimited duration contract workers?</p> <p>Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 15</p>
Q 128 (CQ)	<p>Have you found non-compliance with legal requirements for compensation, contracts, OSH, and/or working time pertaining to non-production workers and/or sub-contracted workers?</p> <p>Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019</p>
Q 129 (CQ)	<p>Has the employer taken sufficient steps to ensure that migrant workers do not pay any unauthorized fees?</p> <p>Legal Reference: Amended Instruction of Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers in the Qualified Industrial Zones, Art. 4; Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers (2012)</p>
Q 130 (CQ)	<p>Have workers paid any fees to recruitment agents?</p> <p>Legal Reference: Amended Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers in the Qualified Industrial Zones, Art. 3(A); Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers (2012); ILO General Principles and Operational Guidelines for Fair Recruitment (2016)</p>
Q 131 (CQ)	<p>Do the migrant workers have valid work permits and residence IDs?</p> <p>Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 12; Amended Instruction of Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers in the Qualified Industrial Zones, Art.8; Instructions for the Conditions and Procedures of Bringing and Employing Non-Jordanian Workers (2012), Art. 5; Comprehensive Instructions for the Conditions and Procedures of Syrian Workers (2018)</p>
Q 132 (CQ)	<p>Does the employer pay for the return trip of migrant workers who have been expelled from the country because of an invalid work permit?</p> <p>Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 12</p>

Contracts and Human Resources

Termination

- Q 133 (CQ)** **Does the employer only terminate workers for valid reasons?**
 Legal Reference: Jordanian Labour Law, Arts. 21, 22, 24, 27, 97
- Q 134 (CQ)** **Do workers have an opportunity to defend themselves before they are terminated based on their conduct or performance?**
 Legal Reference: Jordanian Labour Law, Art. 48
- Q 135 (CQ)** **Does the employer provide workers proper notice of termination?**
 Legal Reference: Jordanian Labour Law, Arts. 23, 28, 35
- Q 136 (CQ)** **Does the employer comply with legal requirements regarding severance pay, and do workers receive contractually required entitlements upon expiration of their contracts?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 26, 32, 33, 35, 63, 64
- Q 137 (CQ)** **Does the employer compensate workers for unused paid annual leave when they resign or are terminated?**
 Legal Reference: Jordanian Labour Law, Arts. 63, 64
- Q 138 (CQ)** **Does the employer comply with legal requirements before terminating or suspending workers due to changes in operations?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 31

Dialogue, Discipline and Disputes

- Q 139 (CQ)** **Do the disciplinary measures comply with legal requirements?**
 Legal Reference: Jordanian Labour Law, Arts. 47-48, 55
- Q 140 (CQ)** **Have any workers been bullied, harassed, or subjected to humiliating treatment?**
 Legal Reference: Jordanian Labour Law, Arts. 26, 29
- Q 141 (CQ)** **Did the employer resolve collective disputes in compliance with legal requirements?**
 Legal Reference: Jordanian Labour Law, Art. 120-136
- Q 142 (CQ)** **Did the employer resolve individual grievances and disputes in compliance with legal requirements?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 55 and 137
- Q 143 (CQ)** **Do employer and worker representatives meet at least twice a year?**
 Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art 44(B)

Occupational Safety and Health

Fact-Gathering Questions

- Q 144 (FGQ)** Is there an adequate OSH Policy that is signed by top management?
- Q 145 (FGQ)** Is there an adequate hazard/risk management and control procedure?
- Q 146 (FGQ)** Is there an adequate emergency preparedness procedure?
- Q 147 (FGQ)** Is there an adequate accident investigation procedure?
- Q 148 (FGQ)** Does the employer adequately assign accountability to management for carrying out health and safety responsibilities?
- Q 149 (FGQ)** Does the employer adequately communicate and implement OSH policies and procedures?
- Q 150 (FGQ)** Does the employer adequately investigate, monitor and measure OSH issues to identify root causes and make necessary adjustments to prevent recurrence?
- Q 151 (FGQ)** How many work-related accidents have there been in the factory in the last 12 months?
- Legal Reference: Regulation No. 7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Arts. 6, 8
- Q 152 (FGQ)** If there is an OSH Committee in the factory, indicate the number of employer and worker members, broken down by sex, as well as the number of union representatives on the committee:

OSH Management Systems

- Q 153 (CQ)** Does the employer have written plans for OSH programs?
- Legal Reference: Regulation No. 7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Art. 6
- Q 154 (CQ)** Has the employer performed an assessment of general occupational safety and health issues in the factory?
- Legal Reference: Regulation No. 7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Art. 6
- Q 155 (CQ)** Has the employer formed a joint worker/management OSH committee?
- Legal Reference: Jordanian Labour Law, Art.85; Regulation No. 7/1998 on Forming Committee and Supervisors for Safety and Vocational Health
- Q 156 (CQ)** Does the factory employ the required OSH specialists?
- Legal Reference: Jordanian Labour Law, Art 85; Regulation No. 7/1998 on Forming Committees and Supervisors for Safety and Vocational Health; 2002 Special Decision for entities and level of training of OSH supervisors, Art 8
- Q 157 (CQ)** Does the employer record work-related accidents and diseases?
- Legal Reference: Regulation No. 7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Art. 6(d)
- Q 158 (CQ)** Does the factory have a valid business license? (business licenses require building safety approvals)

Occupational Safety and Health

Chemicals and Hazardous Substances

Q 159 (CQ) Does the employer keep a chemical inventory, and ensure that all chemicals and hazardous substances are properly labelled and have safety data sheets?

Legal Reference: Jordanian Labour Law, Arts.78, 80; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Arts. 5, 5g

Q 160 (CQ) Are chemicals and hazardous substances properly stored?

Legal Reference: Jordanian Labour Law, Arts.78, 80; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 5e

Q 161 (CQ) Has the employer taken action to prevent and limit workers' exposure to chemicals and hazardous substances?

Legal Reference: Jordanian Labour Law, Art. 78; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 5; Arab Labour Organization Convention on Work Levels, No.1/1966

Q 162 (CQ) Has the employer effectively trained workers who work with chemicals and hazardous substances?

Legal Reference: Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 8

Q 163 (CQ) Does the employer provide adequate washing facilities and cleaning materials in the event of exposure to hazardous chemicals?

Legal Reference: Jordanian Labour Law, Art.78; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 5

Occupational Safety and Health

Worker Protection

Q 164 (CQ) Are workers punished if they remove themselves from work situations that they believe present an imminent and serious danger to life or health?

Legal Reference: Jordanian Labour Law, Art.78; ILO Convention No. 155

Q 165 (CQ) Does the employer provide workers with all necessary personal protective clothing and equipment?

Legal Reference: Jordanian Labour Law, Art.78, 79; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Arts. 2, 5d; Official Gazette, Instructions on Protection of Workers and Establishments from Workplace Hazards, 16 June 1998, Art. 15, Arts. 2-10; Arab Labour Organization Convention on Work Levels No.1/1966

Q 166 (CQ) Are workers effectively trained to use the personal protective equipment and machines?

Legal Reference: Jordanian Labour Law, Art.78; Regulation No. 7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Art. 6g; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 8

Q 167 (CQ) Does the employer comply with ergonomic requirements?

Legal Reference: ILO Recommendation 102 (Welfare Facilities), para. 17; Jordanian Labour Law, Art.78; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art.3b; Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Art. 15

Q 168 (CQ) Are proper guards, barriers, emergency stops and switches installed and maintained on all dangerous machines and equipment?

Legal Reference: Jordanian Labour Law, Art.78; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Arts. 2, 3, 4(B)(2); Ergonomic Checkpoints: Practical and easy-to-implement solutions for improving safety, health and working conditions, 2d ed. ILO (2010), Checkpoints 33, 47, 48

Q 169 (CQ) Are electrical wires, cables, switches, plugs and equipment (e.g. transformer, generator, electrical panel, circuit breakers) properly installed, grounded (for equipment), and maintained?

Legal Reference: Jordanian Labour Law, Art.78; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 4, ILO Convention 119/1963, Guarding of Machinery, Arts. 6, 11; Arab Labour Organization Convention on Work Levels, No.1/1966, Art 53

Q 170 (CQ) Are appropriate safety warnings posted in the workplace?

Legal Reference: ILO Convention 119/1963, Guarding of Machinery, Art. 10; Arab Labour Organization Convention on Work Levels, No.1/1966, Art 53; Regulation No.7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Art. 6i; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Arts. 4b and 6a

Occupational Safety and Health

Working Environment

Q 171 (CQ) Are the temperature and ventilation in the workplace acceptable?

Legal Reference: Jordanian Labour Law No. 78; Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Arts. 18, 19; Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art. 5; Arab Labour Organization Convention on Work Levels, No.1/1966

Q 172 (CQ) Are noise levels acceptable?

Legal Reference: Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Arts. 5, 16

Q 173 (CQ) Is the workplace clean and tidy?

Legal Reference: Regulation No.7/1998 on Forming Committees and Supervisors for Safety and Vocational Health, Art 6 (f); Regulation No. 43/1998 on Protection and Safety of Tools and Industrial Machines and Workplaces, Art.5A; Arab Labour Organization Convention on Work Levels, No.1/1966

Q 174 (CQ) Is the workplace adequately lit?

Legal Reference: Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Art. 20

Occupational Safety and Health

Welfare Facilities

Q 175 (CQ) Does the workplace have adequate accessible toilets?

Legal Reference: International Labour Recommendation No. R164

Q 176 (CQ) Does the workplace have adequate hand washing facilities and adequate soap?

Legal Reference: Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Art. 11(d)

Q 177 (CQ) Does the employer provide workers enough free safe drinking water?

Legal Reference: ILO Recommendation 97, Protection of Workers' Health Recommendation, paragraph 2(e)

Q 178 (CQ) Does the workplace have adequate changing rooms/lockers to meet the needs of workers?

Legal Reference: Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Art. 12

Q 179 (CQ) Does the workplace have an adequate eating area?

Legal Reference: Official Gazette, Instructions related to the protection of workers and establishments from workplace hazards, 16 June 1998, Arts. 11, 13

Q 180 (CQ) Does the employer provide an adequate day care facility for the children of workers?

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 72

Q 181 (CQ) When provided as in-kind payment, does the employer give workers enough food of decent quality?

Legal Reference: ILO Recommendation 102 (Welfare Facilities)

Occupational Safety and Health

Health Services and First Aid

- Q 182 (CQ)** **Does the employer address safety and health risks to pregnant workers?**
- Legal Reference: Jordanian Labour Law, Art.69; Minister of Labour Decision regarding works and times in which women are not allowed to work, 1 December 2010, Art. 3
- Q 183 (CQ)** **Does the employer comply with legal requirements regarding medical checks for workers?**
- Legal Reference: Regulation No. 42/1998 on Preventive Medical Care and Treatment of Employees in Establishments, Arts. 3, 4; Initial Medical Check Instructions, Arts. 2, 3 and Periodic medical check instructions, Arts. 2-4
- Q 184 (CQ)** **Does the workplace have required onsite medical facilities and staff?**
- Legal Reference: Regulation No. 42/1998 on Preventive Medical Care and Treatment of Employees in Establishments, Art. 7
- Q 185 (CQ)** **Has the employer ensured that there are a sufficient number of readily accessible first aid boxes/supplies in the workplace?**
- Legal Reference: Jordanian Labour Law, Art.78; Official Gazette, MoL Decision Regarding Medical Aids and Apparatus for Employees in Establishments, 16 Jan 1997
- Q 186 (CQ)** **Has the employer provided first-aid training for workers?**
- Legal Reference: ILO Recommendation 155; Jordanian Labour Law, Art.78

Worker Accommodation

- Q 187 (CQ)** **Does the accommodation comply with minimum space requirements?**
- Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Art. 3, issued pursuant to Public Health Law No. 47/2008, Art. 49
- Q 188 (CQ)** **Does the accommodation have enough safe water?**
- Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Art. 12, issued pursuant to Public Health Law No. 47/2008, Art. 49
- Q 189 (CQ)** **Does the accommodation have adequate toilets, showers, sewage and garbage disposal systems?**
- Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 5, 13, 14, issued pursuant to Public Health Law No. 47/2008, Art. 49
- Q 190 (CQ)** **Is the accommodation protected against fire?**
- Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 4(2), 11, 17, issued pursuant to Public Health Law No. 47/2008, Art. 49
- Q 191 (CQ)** **Is the accommodation adequately protected against heat, cold, dampness, and noise, and is it adequately ventilated and lit?**
- Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 2(A), 8, 9, 11, issued pursuant to Public Health Law No. 47/2008, Art. 49

Occupational Safety and Health

Worker Accommodation

Q 192 (CQ)	<p>Is the accommodation clean, and protected against disease carrying animals or insects?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 10, 14, 15, issued pursuant to Public Health Law No. 47/2008, Art. 49</p>
Q 193 (CQ)	<p>Does the accommodation have adequate cooking facilities?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 2(B), 4, issued pursuant to Public Health Law No. 47/2008, Art. 49</p>
Q 194 (CQ)	<p>Does the accommodation offer workers adequate privacy?</p> <p>Legal Reference: ILO Recommendation No. 115</p>
Q 195 (CQ)	<p>Has the employer adequately prepared for emergencies in the accommodation?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Art. 17, issued pursuant to Public Health Law No. 47/2008, Art. 49</p>
Q 196 (CQ)	<p>Are trained first aid personnel and adequate first aid supplies available in the accommodation?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 2(E), 16, issued pursuant to Public Health Law No. 47/2008, Art. 49</p>
Q 197 (CQ)	<p>Is the accommodation separate from the workplace (even though it may be in the same compound/industrial park)?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Art. 2(C), issued pursuant to Public Health Law No. 47/2008, Art. 49</p>
Q 198 (CQ)	<p>Does the accommodation have adequate eating and living areas?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Arts. 2(B), 6, issued pursuant to Public Health Law No. 47/2008, Art. 49</p>
Q 199 (CQ)	<p>Does the accommodation have laundry facilities?</p> <p>Legal Reference: ILO Recommendation No. 115; Instructions to prevent hardship related to health damage caused by labor residential units, No. 1/2013, Art. 7, issued pursuant to Public Health Law No. 47/2008, Art. 49</p>

Occupational Safety and Health

Emergency Preparedness

Q 200 (CQ)	Does the workplace have a fire detection and alarm system?
	Legal Reference: Jordanian Labour Law, Art.80
Q 201 (CQ)	Does the workplace have adequate and accessible fire-fighting equipment?
	Legal Reference: Jordanian Labour Law, Art.80
Q 202 (CQ)	Has the employer trained an appropriate number of workers to use the fire-fighting equipment?
	Legal Reference: Jordanian Labour Law, Art.80
Q 203 (CQ)	Are emergency exits and escape routes clearly marked and posted in the workplace?
	Legal Reference: Jordanian Labour Law, Art.80
Q 204 (CQ)	Are there enough emergency exits?
	Legal Reference: Jordanian Labour Law, Art.80
Q 205 (CQ)	Are the aisles and emergency exits accessible, unobstructed and unlocked during working hours, including overtime?
	Legal Reference: Jordanian Labour Law, Art.80
Q 206 (CQ)	Does the employer conduct periodic emergency drills?
	Legal Reference: Jordanian Labour Law, Art.80
Q 207 (CQ)	Are flammable materials safely stored?
	Legal Reference: ILO, Fire Risk Management (2012)
Q 208 (CQ)	Are possible sources of ignition appropriately safeguarded?
	Legal Reference: ILO, Fire Risk Management (2012)

Working Time

Fact-Gathering Questions

Q 209 (FGQ) On average, how many total weekly working hours are worked per worker?

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts.19, 57

Regular Hours

Q 210 (CQ) Do regular working hours exceed 11 hours per day or 48 hours per week?

Legal Reference: Jordanian Labour Law, Art. 56

Q 211 (CQ) Do the working time records reflect the hours actually worked?

Legal Reference: Official Gazette, Decision regarding the records employers must keep, 16 Oct 2002, Arts. 1, 2

Q 212 (CQ) Does the employer provide required weekly rest periods?

Legal Reference: Jordanian Labour Law, Art. 60

Overtime

Q 213 (CQ) Is overtime work voluntary?

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 57, 59

Leave

Q 214 (CQ) Does the employer provide workers at least 14 days of sick leave?

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 65

Q 215 (CQ) Does the employer provide workers at least 10 weeks of maternity leave?

Legal Reference: Jordanian Labour Law, Art. 70

Q 216 (CQ) Does the employer provide one hour per day for breastfeeding breaks?

Legal Reference: Jordanian Labour Law, Art. 71

Q 217 (CQ) Does the employer provide workers at least 3 days of paternity leave?

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Art. 66(c)

Q 218 (CQ) Does the employer provide workers at least 14 working days of annual leave per year, or 21 working days after 5 years of service?

Legal Reference: Jordanian Labour Law, as amended by Law No. 14/2019, Arts. 61, 62