



# BetterWork

## FREQUENTLY ASKED QUESTIONS

# Public Reporting



## What is public reporting?

Public reporting is the publication of factory compliance and noncompliance with selected issues assessed by Better Work. Factories are identified by name along with their compliance findings, and the information is available to the public on the Better Work website.

## Why is Better Work moving to public reporting?

**Transparency raises the compliance levels across the sector.** Experience with public reporting by Better Factories Cambodia (BFC) has shown a positive impact. The percentage of factories that were in compliance on publicly reported issues went from 29% prior to public reporting, to 45% once they were subject to public reporting.

**Public reporting protects the reputation of the sector as a whole.** In the past, entire industries have had their reputations damaged because of a few low-compliance factories. Public reporting projects the true picture of a country's industry.

**Supported by global brands.** In line with the buyer partnership model, partner brands have agreed to work with factories that are serious about resolving issues.

**Rewards good performers.** Factories that comply with fundamental rights are 56% more likely to retain buyers.

**No adverse impact on exports.** Following the re-introduction of public reporting in Cambodia in January 2014, export volumes continued to grow, and revenues in the sector reached the highest levels in history.



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## 🗨️ In Cambodia, non-compliance has come down, especially in new factories...

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### **Which factories are subject to public reporting?**

Better Work factories that have had at least two assessments are subject to public reporting.

### **Who will see the information posted on the website?**

The transparency portal will be freely accessible to the general public, so anyone who visits the Better Work website will be able to view the information.

### **How does public reporting work?**

- The Better Work compliance assessment tools contain more than 200 questions, but on average across countries, only 29 questions will be subject to public reporting in Jordan.
- Factory assessment reports indicate whether any of the publicly reported issues are in noncompliance.
- Factory compliance (and noncompliance) with publicly reported issues is reported on Better Work's transparency portal.

### **What kind of factory information will be made public on the Portal?**

The transparency portal will show the following:

- Factory name
- Country
- Assessment date (most recent assessment)
- Overview of compliance status (compliant or non-compliant) vis-à-vis the 26 publicly reported issues
- Response (if any) posted by the factory

### **What issues are subject to public reporting?**

- Selected issues including core labour standards, basic legal requirements relating to wages and worker safety, and mechanisms for workplace dialogue (all programmes).
- Country-specific issues that are especially relevant in the country in question.
- The publicly reported issues are listed and explained here. [<http://betterwork.org/jordan/?cat=13>]

### **Is anything other than compliance information subject to public reporting?**

Yes. Refusal by a factory to allow Better Work to conduct an assessment on two occasions is publicly reported (except in cases of force majeure or where there is more than one non-Better Work other audit on the same day).

### **When will public reporting begin?**

The launch of public reporting will vary somewhat from country to country. In Vietnam and Haiti, public reporting will cover assessments conducted from 1 June 2016 onwards. After that, the Public Reporting website will be updated continuously, as assessment reports are finalized and published. Additional Better Work countries are expected to launch public reporting during 2017.

### **For what period of time will a factory's information be posted publicly?**

A factory's compliance findings remain on the website until a new assessment report is published, at which point the website is updated to reflect the factory's most recent assessment data. The previous assessment data is no longer available via the public website.



## **What can a factory do if it disagrees with assessment findings?**

Factories receive a draft assessment report that indicates whether any of the publicly reported issues are in noncompliance. Factories have 7 calendar days (or 5 business days in case of holidays or force majeure) to provide feedback on the draft report.

## **Can factories respond to their publicly reported noncompliance findings on the website?**

Yes. Better Work encourages factories to post evidence of improvements to working conditions on the public reporting website. The site will be moderated to ensure that postings are related to each factory's working conditions.

## **If a factory already has fixed the problem – will the noncompliance finding be changed?**

Better Work updates a factory's publicly reported compliance findings only when a new assessment report is finalized. However, factories can indicate progress on addressing issues at any point during the reporting period by uploading information to the public reporting website.

## **Will labor inspectors inspect factories that are publicized on the Portal?**

Like the general public, labour inspectors will have access to the compliance information posted on the transparency portal. Although the labour inspectorates decide where and when to conduct their inspections, they may choose to use this information to help them more efficiently channel their resources.

## **Will non-compliant factories be ejected from the Better Work programme?**

Better Work may in the future introduce criteria for persistently underperforming factories (i.e., those with a very poor track record), which may result in changes to the type of services offered by Better Work to those factories.



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