Annual Report

A Decade of Sustainable Change

2019 DATA
FOREWORD

The digital version of the Annual Report can be found on our website: https://annual-report.betterwork.org/2019

The programme provides assessment, advisory and training services to improve compliance with the Jordanian labour law and International Core Labour Standards. Since Better Work’s arrival in Jordan in 2009, the sector has almost doubled in size valued at US$1.9 billion in 2019, comprising 23% of the country’s total exports. The report highlights the latest developments in social dialogue within the workplace and at industry level. It looks at the more inclusive, industry-wide Collective Bargaining Agreement (CBA), and provides insights from factories on their progress towards well-functioning worker-management engagement. We and our stakeholders have doubled efforts on gender equality and inclusion. The report looks at persistent challenges in the industry, such as verbal abuse and the mental wellbeing of workers.

EXECUTIVE SUMMARY

4 COUNTRY OVERVIEW
A number of changes stand out in 2019 amendments to Jordanian labour law; a record number of MoL inspectors participating in assessment and advisory visits to factories; and a renewed focus on effective grievance systems.

6 HOW WE WORK
In addition to the 83 assessments, 480 advisory visits and 62 training sessions delivered in 2019, we collaborated with external researchers to produce three studies to inform evidence-based policy making.

8 OUR STRATEGY
A focus on plans to promote respectful workplaces, strengthen women and migrants’ voices and improve dormitory living conditions in collaboration with stakeholders.

10 NON-COMPLIANCE HIGHLIGHTS
The highlights from the eight different clusters focus on areas where non-compliance is low or has improved and in areas where non-compliance is high or has regressed.

11 KEY ACHIEVEMENTS
In 2019, we facilitated and provided legal guidance to the most participative CBA process to date. MoL inspectors joined all assessment visits and half of 2019, and factories hired more people with disabilities.

14 PERSISTENT CHALLENGES
Many factories lack effective grievance systems and roughly a third do not have functioning joint union-management committees.

16 SPOTLIGHT
Looking back over a decade of Better Work in Jordan, we present the main changes in the programme and the garment sector as a whole, showcasing key improvements in non-compliance rates over time.

18 THE WAY FORWARD
How collaboration and joint initiatives with national partners and more than a dozen brands are driving sustainable impact.
We aspire to create an environment where all workers are empowered and continue to flourish while also strengthening Jordan’s economy and boosting investments so that Jordan’s garment sector is regarded globally as the epitome of success and a role model for all the other sectors to follow."

Ihab Qadri, representative of leather and garment sector at Jordan chamber of industry
The three-level approach

Our work goes far beyond factory assessments. It also comprises initiatives at the global level to invite international stakeholders and brands to tackle on-the-ground problems and at the country level through partnerships with government institutes, the union and employers’ associations.

**GLOBAL REACH**
We act as a global resource for data-supported information and strategies for improving labour conditions and enhancing productivity. The ILO, IFC and the World Bank leverage their partnership through Better Work to collaborate on public policy and technical interventions for decent work outcomes.

**COUNTRY LEVEL**
We work with national constituents to build capacity, influence labour laws, and strengthen industrial relations. Our efforts improve competitiveness and strengthen the private sector, so factories perform better. We work with local institutions and social partners for stronger workplace compliance.

**FACTORY STRATEGY**
We offer hands-on assistance to promote worker management cooperation. Training, advisory services and practical tools help managers and workers increase their ownership of labour law compliance and to self-diagnose as well as fix problems themselves.

**OUR CHECKLIST**
We evaluate over 200 issues on the eight topics below on international (red) and national (yellow) labour regulations.

- CHILD LABOUR
- DISCRIMINATION
- FORCED LABOUR
- FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING
- COMPENSATION
- CONTRACTS AND HUMAN RESOURCES
- OCCUPATIONAL SAFETY & HEALTH
- WORKING TIME

**COUNTRY LEVEL INITIATIVES IN 2019**

**WORKING WITH EMPLOYERS**
Six industry seminars were conducted to build the capacity of factory middle management on topics such as sexual harassment prevention, mental health, dormitory management, respectful workplaces, supervisory skills and amendments to Jordan’s labour law.

**PARTNER-SHIPS**
Our strategies focus on sustaining Better Work’s impact in collaboration with all stakeholders. For this goal, we signed four agreements with national stakeholders, and continued collaboration with NGOs, international organisations, and brands.

**SPECIAL PROJECTS**
In collaboration with Gap Inc.’s Personal Advancement and Career Enhancement programme (P.A.C.E), Better Work empowered and upskilled 238 local, migrant and refugee female workers along with 37 female job seekers in rural areas with UN Women.

**STUDIES FOR EVIDENCE-BASED INITIATIVES**
Better Work conducts and disseminates research in order to inform policy-making. Better Work Jordan has recently published three research papers:

◆ **Transparency and Compliance.** This research shows that non-compliance rates improved for publicly-reported issues, adding evidence to the positive correlation between compliance and transparency.

◆ **Mental Wellbeing of Migrant Workers.** This report looks at the role of mental health on the wellbeing of migrant workers, evaluates current mental health care in factories, and proposes solutions for addressing gaps in care.

◆ **The Garment Industry and us.** The history of the garment industry from the 1990s to the present gives important context for the sector and our role in it.

**STEPS TO SUPPORT FACTORIES’ ACTIVITIES IN 2019**

**ADVISORY SERVICES**
Better Work Jordan provided 480 advisory visits to factories with a focus on enhancing management systems and worker-management committees. We conducted 52 joint advisory visits in 2019. Of those, 29 were with labour inspectors and 25 with the union, increasing outreach to the sectors’ workforce.

**ASSESSMENTS**
We conducted 83 assessment visits throughout 2019. During the second half of the year, all of them were delivered jointly with a team of 20 MoL inspectors. These joint visits increased the learning and communication between Better Work Jordan and the MoL inspection units and will continue in 2020.

**TRAINING**
We delivered 62 training sessions to 1,221 workers and managers from 32 factories on topics such as Supervisory Skills Training, Workplace Communication and Training of Trainers (ToTs) on Sexual Harassment Prevention. A mobile-based survey across multiple languages was tested to evaluate the effectiveness of these programmes.
For better worker wellbeing and a competitive industry

Better Work Jordan strives to accelerate and sustain improvements in working conditions and business competitiveness in Jordan’s garment industry as well as the exporting industrial sector at large. In the current strategic phase (2017-2022), the focus is on boosting scalability and sustainability of impact. This is achieved by working with national stakeholders and strengthening their capacities, particularly those of labour inspectors, the union and employers. In addition to the comprehensive and proven in-factory interventions which drive stakeholders’ ownership, we are contributing to greater evidence-based policy making. This enables the private sector to be more competitive and adhere to international labour standards to a larger degree, creating more employment for Jordanian workers. Our thematic focus in 2020 includes the three areas discussed in detail (see right).
Main results from our assessments

The following non-compliance findings comprise successes as well as challenges identified during the assessments of 81 garment factories throughout 2019. For each compliance cluster, we have highlighted two non-compliance rates to show either a) an area of success and improvement, or b) an area of challenge and regression. It is important to acknowledge improvements in working conditions while also flagging labour violations, particularly ones that are persistent. Many of the core international standards fall under our zero-tolerance protocol with the MoL. Violations of these standards are taken very seriously and reported immediately to the MoL.

<table>
<thead>
<tr>
<th>NON-COMPLIANCE HIGHLIGHTS</th>
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<tbody>
<tr>
<td>CHILD LABOUR</td>
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<tr>
<td>1% of factories have workers under the age of 18 performing hazardous work in the factories.</td>
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<tr>
<td>2% of factories have workers under the age of 18 without proper documentation.</td>
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<td>DISCRIMINATION</td>
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<tr>
<td>2% of factories use gender as a factor in making decisions at work.</td>
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<td>1% of factories restrict workers freedom to come and go from dormitories or industrial park.</td>
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<td>12% of factories do not meet legal requirements for hiring workers with disabilities.</td>
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<td>0% of factories deny workers access to their personal documents when they need them.</td>
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<td>FORCED LABOUR</td>
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<tr>
<td>1% of factories deny union representatives access to employees in the workplace.</td>
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<tr>
<td>57% of factories failed to fully implement all of the CBA provisions.</td>
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<td>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</td>
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<td>1% of factories do not provide workers with at least 14 days of sick leave.</td>
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<td>5% of factories do not provide workers with at least 14 days of annual leave when they leave the factory.</td>
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<td>COMPENSATION</td>
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<tr>
<td>2% of factories do not pay at least minimum wage for ordinary work hours.</td>
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<tr>
<td>10% of factories do not compensate workers for unused paid annual leave when they leave the factory.</td>
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<tr>
<td>28% of factories have employment contracts that do not comply with Jordanian legal requirements.</td>
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<tr>
<td>WORKING TIME</td>
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<tr>
<td>5% of factories do not have time records that accurately reflect hours worked.</td>
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<td>38% of factories have workers that are not effectively trained to use protective equipment.</td>
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<td>44% of factories do not have adequate eating and living areas in the dorms.</td>
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<tr>
<td>OCCUPATIONAL SAFETY &amp; HEALTH</td>
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<td>CONTRACTS AND HUMAN RESOURCES</td>
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More workers’ voices in the new agreement

Thanks to long-lasting and stronger partnerships with Jordan’s stakeholders, we were able to achieve improvements in different areas. The fourth CBA was developed with record levels of workers’ participation, across seven nationalities. It added new workers’ benefit provisions such as addressing violence and harassment, providing psychological health support as well as annual wage increases for workers in the sector.

Building the capacity of labour inspectors, with a larger role in delivering factory services

For the first time, they joined our team in half of the factories’ evaluations, ensuring our sustainability.

This year’s CBA is evidence of successful collaboration among all actors in the garment sector, showing good practice in social dialogue. We will continue working for a better environment and to provide a platform for workers to empower them, build their capacities and hear their voices.”

Fathallah Amrani, Chairperson of the General Union of Workers in Textile and Clothes Industries

Better Work and the MoL continued their collaboration to ensure knowledge transfer and sustainable impact. One key element is the secondment programme, which has seen 20 labour inspectors participate since mid-2018. Through in-class and field visits, the labour inspectors enhanced their knowledge of international labour standards and skills to carry out comprehensive assessment and advisory services to factories. In addition, a total of 59 MoL inspectors were trained on different topics spanning health and safety, dormitory conditions and sexual harassment prevention. This is part of a broader partnership between us and the Ministry of Labour established by the MoU signed in 2016.

Image: Factory inspection, workers reporting violations.
An approach that reflects workers’ needs

All CBA meetings were translated into three languages to ensure workers’ full participation in the discussions. For the first time, the discussions on the fourth sector-wide CBA focused on inclusive consultation workshops with workers, especially migrants. The sessions were held in three industrial zones — Irbid, Al-Dulayl and Sahab — and received 283 participants from different factories and various nationalities (Jordanians, Bangladeshi, Burmese, Indian, Nepali, Sri Lankan and Pakistan). Facilitated by the head of union, the meetings were translated by its representatives and our team into three languages: Arabic, Bangla and Hindi, and workers inputs and requests were later raised in negotiations with employers. After extensive discussion, the new three-year CBA was signed by two apparel employers’ associations and Jordan’s garment union during the 43rd PAC meeting on 2 December. It includes new provisions such as:

- 43rd PAC meeting on 2 December.
- Jordan’s garment union during the employers’ associations and wellbeing of workers;
- Violence and harassment
- Internal policies to address working conditions, factors for business competitiveness, engagement with national stakeholders, and life for workers outside the factory.
- The discussions focused on inclusive consultation to join the sector’s existing union.
- The sessions were held in three industrial zones — Irbid, Al-Dulayl and Sahab.
- 283 participants from different factories and various nationalities.
- The meetings were translated by its representatives and our team into three languages.
- Workers inputs and requests were later raised in negotiations with employers.
- The new three-year CBA was signed by two apparel employers’ associations and Jordan’s garment union.

JORDANIAN LEGAL CONTEXT

As Jordan is yet to ratify ILO Convention No. 87 on the Freedom of Association and Protection of the Right to Organize, all factories assessed continue to be non-compliant on workers’ ability to freely join and form unions. Jordanian Labour Law stipulates a single trade union structure — one union per sector, which restricts workers from forming their own unions and requires them to join the sector’s existing union. Despite the progress in 2019 towards an inclusive CBA, more remains to be done.

- 100% of factories are non-compliant on freedom of association.
- 57% of factories failed to fully implement all provisions of the CBA.
- 5% of factories had workers who were not informed about the CBA.

WORKER AND MANAGER SURVEYS

Better Work has consistently invested in research to measure the impact of the programme, which has involved collecting survey data directly from workers and managers to amplify the programme’s own compliance data. Better Work Jordan re-launched worker and manager surveys in 2019 with two rounds of data collection. Each round of the survey covered roughly 1,700 workers across 77 factories (2% of the garment sector workforce), and gathered data on demographic information, working conditions, factors for business competitiveness, engagement with national stakeholders, and life for workers outside the factory. Results from the June survey were published in a policy brief, and are used throughout this report to complement findings from assessment visits.

ON THE GROUND BENEFITS

More female workers have access to daycare facilities

The service is bringing working mothers closer to their children and communities

As women make up 73% of the workforce in the industry, Better Work Jordan and partners have supported the establishment of daycare facilities in different garment factories across Jordan to help increase women’s economic participation and improve the enterprises’ profitability.

Although the number of daycare facilities in the Jordanian garment industry increased to nine in 2019, of which four are operating in “satellite units” across Jordan, Better Work Jordan assessments found 19% non-compliance among assessed factories which failed to adhere to laws governing daycare facilities. More work needs to be done to promote women and family-friendly environments inside factories.

Many factory managers are reporting the positive impact of providing daycare facilities. In 2018, Maliban factory management contracted a childcare facility in the local community to care for the children of working mothers. Having started with 20 working mothers in 2018, the factory now has 33 on the production line. “This experience made female workers more comfortable to stay in their jobs, but it also provided an opportunity to build the capacity of the local community,” said Mohammed Qutaishat, Maliban Factory Manager, about the programme.

Hanane Khawaldeh, a 37-year-old mother of four children and a supervisor in the Needle Craft factory, shares her story: “I would not have been able to continue working if there was no nursery in the factory.” When her daughter Bailasan was nine months old, Hanane contracted a childcare facility in the local community to care for her and check on her whenever she needed. "Now, as I take my daughter with me to the nursery next to the factory, things are getting better. I can see her and check on her whenever I need to.”
Verbal abuse remains a persistent problem

A number of workers revealed in interviews that they were shouted at or scolded when they failed to meet production targets or had a production defect. Verbal abuse remains a concern in factories: in 2019, workers were bullied, harassed or subjected to humiliating treatment in 22% of factories, a number that stayed steadily high for the last few years. As many as 28% of satellite units were cited as non-compliant on verbal abuse. This practice occurs throughout the garment industry in many countries and stems from a misguided idea that yelling at workers will make them perform faster or make fewer mistakes. This could be particularly relevant in Jordan of late due to the increased demand in 2019, placing a higher burden on factories — and ultimately workers — to meet production deadlines. Better Work impact assessment research shows, however, that verbal abuse lowers worker productivity and the quality of work, as well as having adverse health effects.

Solving these problems and ensuring social dialogue requires an active and functioning labour-management committee. They provide essential channels for ensuring workers’ grievances are addressed and their voices heard. The garment sector’s CBA requires factories to form union-management committees with an equal balance of worker and employer representatives, that meet at least once per month, but the factories failed to comply with this:

- Of the 81 factories assessed, 26 did not have a functioning joint union-management committee (for a committee to be functioning, it needs to meet regularly with sufficient attendance and workers need to be aware of the committee);
- 10 of them did not have any committee at all, an increase from eight factories in 2018;
- In 11 factories the workers were not aware of the committee and in four, they met infrequently.

Higher production demands could have a negative effect as joint union-management committees not only meet less often but have fewer efficient meetings as more factory time is devoted to hitting higher production targets. We are working to bolster these committees in 2020 while also ensuring that multiple channels are available to workers to voice their complaints.

In 2019, assessment findings on verbal abuse are backed up by data from worker and manager surveys:

- 33% of workers reported that verbal abuse was a concern for them or their co-workers;
- More women reported concerns than men, and Jordanians are more likely to report concerns than migrant workers;
- 75% of the managers interviewed said that the labour-management skills of their supervisors was a challenge to their business;
- 30% of managers agreed that workers performed better in response to threats than encouragement;
- We reported an increase in demand from factories for supervisory skills training in 2019 year as factories sought to prepare their supervisors better.

Having a strong grievance handling system in the factory proved to save employers’ time and money as solutions are found for workplace problems.”

HR Manager of a factory who applied grievance mechanisms

Two months ago, I raised an anonymous grievance on the hygiene and cleanness of the washrooms in the department I work at. One week later, the factory said it would take action. My workplace cleanness is much better now. I feel more confident in reaching out to my management.”

A quality assurance female worker, 25 years old, from Bangladesh

A FACTORY IMPROVED LABOUR CONDITIONS BY CREATING MULTIPLE CHANNELS FOR WORKERS TO REPORT GRIEVANCES

When they are in place, worker-management committees are effective ways to solve grievances. One Jordanian garment factory realised the importance of building proper communication with its workforce, so the management set up different approaches to bridge such gaps. They included labour-management committee meetings, open-door policy, regular worker surveys, establishing an active welfare committee, hotline number, by creating dorms wardens. This was central to improving labour conditions and created a dialogue between workers and managers.

CHANGES IN ASSESSMENT CRITERIA IN 2019

Following consultations with tripartite stakeholders, Better Work Jordan implemented changes in 2019 to the assessment guidance for two compliance points. In both cases, employers are now held responsible for the treatment of workers during the recruitment process. Under contracts and HR, factories are found to be non-compliant if workers paid any recruitment fees. Under gender discrimination, factories are marked non-compliant if any workers were subjected to recruitment-related pregnancy tests.

25% of factories had workers who paid unauthorised recruitment fees.

51% of factories had workers who had undergone recruitment-related pregnancy tests.
A 10-year journey

Better Work Jordan celebrates a rewarding decade-long relationship with its key partners and stakeholders

In 2018, Better Work Jordan marked the 10-year anniversary of its operations in the country. Since being set up in 2008 at the request of the Jordanian government, our efforts have deepened the partnership with national and international actors which has contributed to our growth and effectiveness in improving working conditions and promoting decent work in the garment sector. Over the past decade, the industry has improved non-compliance rates, enhanced social dialogue at both sectoral and factory levels, and cemented Jordan’s role as a preferred supplier, especially for the US market. In addition, the public reporting system, the transparency portal, was introduced in 2017 to ensure continuous progress in compliance. Sector-wide CBAs have encouraged social dialogue and helped eliminate for the most part wage discrimination between Jordanians and migrant workers. The programme continues its initiatives at all levels — factory, country and global. The timeline below highlights our progress:

**TIMELINE**

**Phase I: 2009-2013**
- **2009**: Release of instructions on our role in assessing working conditions in the garment sector.
- **2010**: Launch of our core services across local factories in the garment industry.
- **2011**: Opening of the Worker Centre for migrant workers at Jordan’s Al-Hassan Industrial Zone.
- **2013**: First Collective Bargaining Agreement in Jordan’s garment industry.

**Phase II: 2013-2018**
- **2013**: First Collective Bargaining Agreement in Jordan’s garment industry.
- **2014**: Apparel employer associations and Jordan’s garment union commit to implementing a unified contract for migrant garment workers by 2016.
- **2015**: Removal of the CBA in Jordan’s garment industry.
- **2016**: Removal of garments produced in Jordan from the US Forced Labour List.
- **2017**: MoU between Better Work Jordan and the MoL.

**Phase II: 2017-2022**
- **2017**: EU-ILO collaboration in response to the provisions under the RoO Agreement which aims to ensure decent working conditions in companies exporting to the EU and to enhance opportunities for Syrian refugees.
- **2018**: Signing of a MoU on boosting the provision of safer working conditions across the country’s factories.
- **2019**: Industry-wide policy of zero recruitment fees on migrant workers.

**Number of Participating Factories**

<table>
<thead>
<tr>
<th>Year</th>
<th>Factories</th>
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<tbody>
<tr>
<td>2009</td>
<td>20</td>
</tr>
<tr>
<td>2019</td>
<td>972</td>
</tr>
</tbody>
</table>

**Exports Worth**

<table>
<thead>
<tr>
<th>Year</th>
<th>Value (million)</th>
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<tbody>
<tr>
<td>2008</td>
<td>1.9</td>
</tr>
<tr>
<td>2019</td>
<td>972</td>
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**The Sector’s Workforce**

<table>
<thead>
<tr>
<th>Year</th>
<th>Workers</th>
</tr>
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<tbody>
<tr>
<td>2009</td>
<td>43,000</td>
</tr>
<tr>
<td>2019</td>
<td>76,220</td>
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</tbody>
</table>

**Three Big Achievements**

Here we compare the average non-compliance rates from Cycle 1 to Cycle 6 for the subset of 47 factories in our programme for at least six cycles, focusing on areas of concern. Comparing non-compliance rates over cycles is the most accurate way to see the effect of the programme over time.

- **Do bylaws comply with legal requirements and are they communicated to workers?**
  - Cycle 1: 2022%
  - Cycle 6: 34%
  - Average: 26%

- **Are emergency exits and escape routes clearly marked and posted in the workplace?**
  - Cycle 1: 72%
  - Cycle 6: 40%
  - Average: 53%

- **Does the accommodation have enough safe water?**
  - Cycle 1: 40%
  - Cycle 6: 26%
  - Average: 34%

**The Sector’s Workforce**

- **2009**: 43,000 workers (50% women)
- **2019**: 76,220 workers (69.3% women)

**Three Big Achievements**

- **2009**: Launch of Better Work Jordan.
- **2010**: Release of instructions on our role in assessing working conditions in the garment sector.
- **2011**: Opening of the Worker Centre for migrant workers at Jordan’s Al-Hassan Industrial Zone.
- **2013**: First Collective Bargaining Agreement in Jordan’s garment industry.
- **2014**: Apparel employer associations and Jordan’s garment union commit to implementing a unified contract for migrant garment workers by 2016.
- **2015**: Removal of the CBA in Jordan’s garment industry.
- **2016**: Removal of garments produced in Jordan from the US Forced Labour List.
- **2017**: MoU between Better Work Jordan and the MoL.
- **2018**: Signing of a MoU on boosting the provision of safer working conditions across the country’s factories.
- **2019**: Industry-wide policy of zero recruitment fees on migrant workers.
- **2020**: Labour Ministry’s inspection guidelines to apply across EU-exporting factories.
- **2021**: Start of our services across new manufacturing sectors.
- **2022**: Fourth Collective Bargaining Agreement.
Joint initiatives with partners for sustainability

In 2020, Better Work Jordan will work with its national and international stakeholders to:

◆ Support the development of a sector strategy for creating an institutional framework for collaboration, embedding our principles and programmes into the national plan;
◆ Promote structural integrity and safety of dormitories for the benefits of workers and factories;
◆ Liaise with all stakeholders to limit the impact of the COVID-19 pandemic on workers and business and identify a collective approach to support the industry at this difficult times.

GOVERNMENT
We will continue our collaboration with the Government of Jordan to help create effective labour regulation and enabling business environment for sustainable impact, including job creation for Jordanians. Better Work Jordan will keep building the capacity of the MoL for enhanced ownership in inspecting working conditions. We will also work with the MoL improving the living conditions of workers in the apparel industry by training inspectors on dorm assessments in line with health and safety standards.

FACTORY OWNERS
We will work with factory owners to create a workplace environment that is non-discriminatory and gender-responsive to promote the wellbeing of all workers. In collaboration with employers, we will conduct a worker survey on wellbeing in their factories to identify the gap and support the needs of workers. We will also develop new materials relevant to mental health for workers, welfare committees, and dorm supervisors to raise their awareness on this issue.

EMPLOYERS’ ASSOCIATIONS
Employers’ associations are vital partners in our efforts to create better conditions for garment workers in a way that also boosts business performance. We are working closely with employers’ associations (JCI, J-GATE and Syndicate) on the development of a strategy that will articulate how to grow the sector sustainably and to increase the employment opportunities for Jordanians.

LOCAL UNION
We will collaborate with the union to strengthen its capacity to organise and represent all workers including migrant workers and Jordanian workers in remote areas. Recently joined union organisers will facilitate the communication between migrant workers and the union leadership, as well as conduct training for migrant workers.

DEVELOPMENTAL DONORS
We will work together with donors to respond to workers’ needs in the garment and non-garment sectors, boost productivity and enhance competitiveness in the labour market. We will continue our partnership with donors to build the capacity of our national stakeholders to create decent working conditions in the garment sector and beyond.

GLOBAL PARTNERS
Through ongoing partnerships with international brands and retailers, and with engagement with fellow UN agencies, we will continue to leverage the influence and expertise of global players in advancing Better Work Jordan’s objectives.

IMPROVING WORKERS’ WELLBEING
Workers’ mental health has a major impact on employers and businesses through low productivity rates and high turnover. We’ve been collaborating through activities with academia, the World Health Organization (WHO) and NGOs to increase the resilience and coping mechanisms and raise the awareness of migrant workers on mental health issues. See our collaborations below:
◆ A roundtable discussion with the WHO to better understand and respond to the psychological and psychosocial needs of the garment sector’s workforce.
◆ A training was delivered in 2019 to 26 medical staff in ten garment factories as a pilot to study the early diagnosis of mental health issues, and how to refer these cases to organisations when necessary.
◆ We are seeking additional resources to scale-up training for medical professionals in factories and conduct an in-depth worker survey to identify and raise awareness of support needs for workers.

Workers’ welfare is our core mandate, and we will continue our collaboration with our stakeholders to maintain the transfer of knowledge and build their capacity to improve the living and working conditions of workers in the garment sector and beyond.”
Tareq Abu Qaoud, Better Work Jordan Programme Manager
Check all non-compliance and compliance issues in our Transparency Portal here: portal.betterwork.org/transparency

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