Better Work

Improving working conditions and promoting competitiveness in global supply chains
Overview
Better Work

- Partnership programme of the ILO and IFC
- Global-level governance:
  - Management Group
  - Advisory Committee
- Impact Assessment: ongoing global and country-specific
- Public reporting
Better Work Around the World

• Currently in the garment sector in Cambodia (Better Factories Cambodia), Haiti, Indonesia, Jordan, Lesotho, Nicaragua and Vietnam
• Conducting a feasibility study to implement in Bangladesh garment sector
• Exploring expansion to other sectors: electronics, agribusiness, tourism
Programme Stakeholders

Better Work Country Programme

Government (PAC)  Manufacturers (PAC)  Workers/Unions (PAC)

International Buyers

PAC: Project Advisory Committee
Services
How do we do it?

Integrated approach to improvement:

✓ **Assessment** establishes a baseline

✓ **Advisory services** help factories make improvements, with ongoing technical advice and inputs

✓ **Training services** provide a deeper level of instruction in key areas needed by each factory
Baseline Assessment Services

Better Work helps factories identify areas of non-compliance with:

International Labour Standards
  • Child Labour
  • Discrimination
  • Forced Labour
  • Freedom Of Association and Collective Bargaining

National Labour Law
  • Contracts and Human Resources
  • Working Time
  • Compensation and Benefits
  • Occupational Safety and Health
Advisory Services

Tailored to address specific needs of each enterprise

- Establish Performance Improvement Consultative Committee (PICC), with management and union/worker representatives
- Facilitate PICC to develop and implement improvement plans
- Identify targeted training needs
- Provide bi-annual progress reports on improvements

** A Better Work subscription offers 10 days/year of advisory work, including: in-person meetings, coaching sessions, phone/e-mail support and good practice resources.
Training Services

Improve compliance and competitiveness:
- Delivered by accredited training partners
- Highly participatory approach

Key courses:
- Supervisory Skills Training
- Workers’ Training (soap opera-style videos & comic books for large-audience instruction)
- Occupational Health and Safety
- Workplace Cooperation
- Negotiation Skills
Benefits
Benefits for Enterprises

Stronger relationships with workers:

- Increased workplace cooperation and fewer disputes
- Increased worker productivity
- Reduced worker turnover and fewer work stoppages
- Higher worker satisfaction
- Greater employee loyalty
Benefits for Enterprises

Stronger business relationship with buyers:
• Demonstration of factory commitment to improvement
• Increasingly skilled, productive and stable workforce

** International buyer commitment to Better Work enterprises:
✓ No auditing in areas covered by Better Work assessment
✓ No terminating or significantly reducing orders based on non-compliance
✓ Support for Better Work’s improvement planning process
✓ Better communication between compliance and sourcing staff
✓ Review of internal buying practices that impact compliance
Benefits for Workers

- Better working conditions as a result of improved compliance with labor standards
- More accurate payment of wages, incl. overtime
- Enhanced efficiency and effectiveness in identifying and addressing problems through joint worker-mgmt committee
- Stronger ownership in the improvement process
- Greater understanding of rights and responsibilities in the workplace
- Increased skill level through quality training
Benefits for Governments

- Strengthened social dialogue institutions (through PAC)
- Increased labour administration capacity
- Clarified interpretation of relevant labour law
- More stable industry due to increased workplace cooperation
- Ability to market national industry as ethical sourcing location due to increased compliance
- Development of workforce skills/capacity through Better Work advisory and training services
Benefits for Buyers

- **Interaction** with government, factories, and workers on a sustainable nationally-owned approach
- Participation in **Buyers’ Forums** to identify industry challenges and be part of the solution
- **Alignment** with other buyers in the same factory to reinforce best practices
- **Access to** independent verified data
- **Reduction in auditing** pressure and costs
- **Increased focus on practical** long-term improvements
Better Work Global Donors

The Better Work global programme is supported by (in alphabetical order):

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- Federal Ministry for Economic Cooperation and Development, Germany (BMZ)
- International Finance Corporation (funds provided by IrishAid and The Walt Disney Company)
- Netherlands Ministry of Foreign Affairs
- State Secretariat for Economic Affairs, Switzerland
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Better Work Country Programme Donors

**Better Factories Cambodia**
- Australian Agency for International Development; Cambodian Confederation of Trade Unions; Cambodian Labour Confederation; Garment Manufacturers Association in Cambodia; Royal Government of Cambodia; The World Bank

**Better Work Haiti**
- United States Department of Labor; (funding for additional activities provided by Human Resources and Skills Development Canada)

**Better Work Indonesia**
- Australian Agency for International Development

**Better Work Jordan**
- Jordanian Ministry of Labour; Labour Programme of Human Resources and Skills Development Canada; United States Agency for International Development

**Better Work Lesotho**
- United States Department of Labor

**Better Work Nicaragua**
- United States Department of Labor

**Better Work Vietnam**
- Australian Agency for International Development; IFC’s Corporate Advice and Sustainability Program, whose donors include Finland, Ireland, New Zealand, the Netherlands, and Switzerland.
For more information

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- **ILO Helpdesk for Business on international labour standards** [www.ilo.org/business](http://www.ilo.org/business)
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- **The UN Global Compact Labour Principles, A Guide for Business**