



**Competency Based Learning Materials (CBLM)**  
**on**  
**Social Compliance and Environmental Management**  
**(RMG Sector)**

**Skills for Industry Competitiveness and Innovation Program (SICIP) Finance Division,  
Ministry of Finance**

## Module Instruction:

### Generic:

SL. No.	Unit Code	Module Title	Nominal Hours
1.	SICIP-RMG-SCEM-01-G	Carry out workplace interaction	15 hrs.
2.	SICIP-RMG-SCEM-02-G	Operate in a team environment	15 hrs.

### Sector Specific:

SL. No.	Unit Code	Module Title	Nominal Hours
1.	SICIP-RMG-SCEM-01-S	Carry out measurements and calculations	10 hrs.
2.	SICIP-RMG-SCEM-02-S	Apply green practices in RMG sector	10 hrs.

### Occupation Specific:

SL. No.	Unit Code	Module Title	Nominal Hours
1	SICIP-RMG-SCEM-01-O	Understanding social compliance principles	20 hrs.
2	SICIP-RMG-SCEM-02-O	Managing Health and Safety Issues	30 hrs.
3	SICIP-RMG-SCEM-03-O	Implementing Employment and Welfare Provisions	42 hrs.
4	SICIP-RMG-SCEM-04-O	Ensuring Environmental Requirements	80 hrs.
5	SICIP-RMG-SCEM-05-O	Understanding International Standards And Audit Requirements	50 hrs.

## **Module-1**

**Module Title: Understanding social compliance principles**

**Unit Code: SICIP-RMG-SCEM-01-O**

**Skills for Industry Competitiveness and Innovation Program (SICIP) Finance Division,  
Ministry of Finance**

## **Module – 1**

**Module Title: Understanding social compliance principles**

**Unit Code: SICIP-RMG-SCEM-01-O**

**Nominal Hours: 20 hrs.**

**Module Descriptions:** This module covers the skills, knowledge and attitudes required to understand social compliance principles. It specifically includes the task of interpreting labor rights and regulations, identifying anti-discrimination and equal opportunity practice, interpreting ethical sourcing and fair-trade principles and describing social compliance issues.

**Learning Outcome:** At the end of this unit, the learner will be able to demonstrate:

1. Interpret labor rights and regulations
2. Identify anti-discrimination and equal opportunity practice
3. Interpret ethical sourcing and fair-trade principles
4. Describe social compliance issues

**Assessment Criteria:**

1. Relevant sections of Bangladesh Labor Law 2006 (with all amendments) and Bangladesh Labor Rules 2015 (with all amendments) are interpreted
2. Organizational policies are identified and described.
3. ILO conventions are identified and interpreted.
4. Major issues of ILO conventions in social compliance practice are identified.
5. Anti-discrimination practices are identified and described.
6. Equal opportunity practices are identified and promoted.
7. Complaints or instances of discrimination are reported and investigated.
8. Awareness program on anti-discrimination is practiced in the workplace.
9. Ethical sourcing and fair-trade principles are reviewed and understood.
10. Fair-trade standards are recognized and interpreted.
11. Supplier practices are evaluated to confirm with ethical sourcing standards.
12. The impact of unethical sourcing on the industrial environment is explained.
13. Social compliance within the RMG Sector is interpreted.
14. Aspects of social compliance are identified and described.
15. Functions of compliance department are identified.
16. Role and responsibilities of compliance officer are identified

# Information Sheet 1.1

**Learning Outcome-1:** Interpret labor rights and regulations.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

## Content:

- 1.1 Interpretation of Bangladesh Labour Law 2006 (with all Amendments) and Labour Rules 2015
- 1.2 Identification and Description of Organizational Policies
- 1.3 Identification and Interpretation of ILO Conventions
- 1.4 Major Issues of ILO Conventions in Social Compliance Practice

### 1.1 Interpretation of Bangladesh Labour Law 2006 (with all Amendments) and Labour Rules 2015

The Bangladesh Labour Law 2006 (with amendments) and Bangladesh Labour Rules 2015 are the cornerstone of all employment and industrial relations in Bangladesh. For the Ready-Made Garment (RMG) industry, which employs millions of workers, understanding and implementing these laws are critical to maintaining a compliant, safe, and productive workplace.

#### Background and Purpose

The Bangladesh Labour Law 2006 consolidated and replaced earlier fragmented labor laws to create a comprehensive legal framework governing employment relationship in both industrial and commercial sectors. Its main purpose is to ensure fair labor practices, social justice, and worker welfare while maintaining industrial productivity.

#### Objectives of the Law

1. To establish and protect the rights and duties of both employers and workers.
2. To ensure decent working conditions, including safety, health, and welfare.
3. To regulate employment contracts, working hours, and wages.
4. To promote industrial peace through legal grievance and dispute settlement mechanisms.
5. To ensure social security and fair treatment of all employees, including women and young workers.

#### Importance in RMG Context

- Provides legal assurance of worker rights and helps maintain a positive image with global buyers.
- Prevents labor disputes, strikes, and non-compliance penalties.
- Supports the social compliance system that aligns with international standards (ILO, buyers' CoC).

#### Key Chapters Relevant to RMG Sector

##### Conditions of employment and services (chapter 2)

Chapter 2 of the Bangladesh Labor Act-2006 Sets the rules for employment relationship. It ensures fairness, protects workers' rights & gives clear responsibilities to employers. This chapter is crucial for HR, compliance officers & supervisors to understand, because most disputes between employers & employees arise from violations of this section.

## Appointment of Workers

### Legal Requirement

Every worker must receive:

- **Appointment Letter** (in writing, mentioning all terms) on her/his joining day with all information of BLR -19
- **Identity Card** (with photograph, designation, and ID number) by employer cost as per BLR form-06

## Classification of Workers

As per BLL-2006 classifies workers into **six categories**:

1. **Apprentice** – An Apprentice means a person who is employed in an establishment by an employer for the purpose of being trained in any trade, craft, or employment, in return for which the apprentice may receive an allowance or stipend. Apprentice = Learner under training + Receives apprentice allowance (not wage) as per gadget+ Not a full worker until training is over.
2. **Probationer** – A Probationer is a worker who is employed on a trial basis by the employer to assess their skills, conduct, and suitability for permanent employment in the establishment.
3. **Permanent Worker** – A Permanent Worker is a worker who has been employed on a permanent basis, or who, having completed the period of probation, has been confirmed in the service of the establishment.
4. **Temporary Worker** – A Temporary Worker is a worker who is employed in an establishment for work of a temporary nature and is likely to be finished within a limited period or employed temporarily for a specific job/project that is not permanent in nature.
5. **Casual Worker** – A Casual Worker is a worker employed in an establishment for work of a casual nature, which is not regular, frequent, or continuous, but rather occasional and irregular.
6. **Badli (Substitute)** – A Badli Worker is a worker who is employed in place of a permanent worker or probationer who is temporarily absent.

## Probation and Confirmation Rules

### Duration:

Clerical workers: 6 months.

Other workers: 3 months.

Provided that in the case of a skilled worker, the period of production may be extended by an additional period of three months if, for any circumstances, it has not been possible to determine the quality of his work within the first three months period of his /her probation.

**NB: If not confirmed in writing but continues work automatically becomes permanent.**

### Service Book

A Service Book is an official record maintained by the employer for each permanent worker, documenting their employment history, service details, and benefits in the establishment. It acts as an authentic record of the worker's service.

Employers must maintain a service book for every worker after permanent of employment & must record:

A service book shall contain the following particulars, namely:

- (a) name of the worker, names of the mother and father and address of the worker (the name of the spouse shall also be written, where applicable);
- (b) date of birth;
- (c) special particulars for identification;
- (cc) designation;
- (ccc) department or section;
- (cccc) ticket or card;
- (d) if previously employed under any employer, the name and address of that employer;
- (e) period of employment;
- (f) occupation or designation;
- (g) wages and allowance (if any);
- (h) leave availed; and
- (i) conduct of the worker.

**Inclusion of information in the service book. –**

- (1) The employer shall record necessary information of worker concerned in his service book, within a period of one month from the date of permanency of the service.
- (2) In the following cases next or new information regarding the workers has to be recorded in his service book within 15 (fifteen) days of the occurrence of the matters concerned, namely:-
  - (a) Change the rate of pay scale or wages;
  - (b) Transfer in another section of the same establishment or new service, or another establishment of the same employers;
  - (c) Any special training received or special skill achieved by the worker;
  - (d) Enjoyment of annual leave or encashment thereof;
  - (e) Retrenchment, discharge, dismissal, termination, resignation or retirement from the service;
  - (f) Imposing any fine or punishment and giving any reward or admiration; Provided no complaint regarding any misconduct shall be recorded in the service book until it is proved.

Any worker may receive a duplicate copy of the service book to preserve in his custody subject to the payment of Taka 20 (twenty) to the appointing authority as a price for the same.

**Child and adolescents (chapter-3)**

**1. Child:** As per BLL-2006 any person under the age of **14 years**.

**2. Adolescent:** As per BLL-2006 any person between 14 and 18 years of age.

**3. Employment Restrictions:**

**For Children (<14 years)**

- Employment is strictly prohibited in any establishment or work.
- No child can be engaged in any form of work that affects health, education, or development.
- Exceptions: Only allowed for light work in family business that does not interfere with schooling.

**For Adolescents (14–below 18 years)**

- Adolescents can be employed, but with restrictions to protect health, safety, and morals.

- Cannot work in:
  - Dangerous industries (mining, explosives, heavy machinery).
  - Work that is hazardous or harmful physically, mentally, or morally.

As well as we have to follow below rules

- The employer keeps the fitness certificate given by a registered doctor.
- While working, the worker must carry a token that refers to this certificate.
- Maximum working hours: 7 hours/day and 42 hours/week.
- Mandatory rest period: At least 1 hour after 4 hours of continuous work.
- Night work (10 PM–6 AM) is prohibited.
- Employers must ensure adolescent workers' schedules are flexible so that work does not interfere with school attendance.

#### 4. Remediation for Child and Adolescent Labor

##### Immediate Actions

If a Child (<14 years) is found working:

1. Stop employment immediately — child must be removed from workplace.
2. Notify authorities — report to local labor office and relevant government bodies.
3. Ensure safety and well-being — provide safe transportation home if needed.
4. Check educational status — confirm the child attends school.
5. Document incident — maintain records in HR/Compliance files.

If an Adolescent (14–18 years) is found working in prohibited conditions:

1. Cease hazardous work immediately.
2. Adjust work conditions — ensure safe, non-hazardous tasks only.
3. Review working hours — comply with 7 hours/day and 42 hours/week limit.
4. Provide rest periods and ensure no night shifts.

##### Maternity benefits (chapter-4)

**Definition of Maternity Benefits:** Maternity Benefits refer to the entitlements and protections granted to a female worker during pregnancy, childbirth, and the postnatal period, aimed at safeguarding her health, ensuring financial support, and protecting her employment rights.

##### Eligibility of Maternity Benefits

- a. This rule applies to all female workers under the Bangladesh Labor Act, 2006.
- b. The worker must have worked in the establishment for at least 6 months immediately preceding the day of her delivery
- c. Benefits are given for up to two living children.

NB: A woman will not get this benefit if she has not completed 6 months of work in the establishment or if she already has two or more living children at the time of delivery. However, she can still use any leave that is due to her.

##### Maternity Leave

Female workers are entitled to 16 weeks of maternity leave:

- 8 weeks before expected delivery (prenatal leave)
- 8 weeks after delivery (postnatal leave)

##### Procedure for Payment of Maternity Benefit

1. If a pregnant woman is entitled to maternity benefit, she must give her employer notice (oral or written) that she expects delivery within 8 weeks. The notice should also include the

- name of the person to receive the benefit if she dies.
2. If she did not give such notice before delivery, she must inform her employer within 7 days after giving birth.
  3. After receiving the notice:
    - If before delivery (under step 1), the employer must allow her to leave from the next day of the notice.
    - If after delivery (under step 2), she can take leave from the day of delivery until 8 weeks after delivery.
  4. Payment of maternity benefit must be made in one of the following ways (as the woman prefers):
    - If a doctor's certificate says she will deliver within 8 weeks, the employer must pay the benefit for the 8 weeks before delivery within 3 working days of the certificate. The remaining amount (after delivery) must be paid within 3 working days after she submits proof of childbirth.
    - Alternatively, she may receive the full benefit (8 weeks before and 8 weeks after delivery) together after submitting proof of childbirth.

### **Maternity Benefits – Calculation Example:**

#### **Rules:**

Maternity Leave Pay=Last Month Total Salary / 26×112

#### **Given:**

Last month total salary = Tk. 12,500

Total maternity leave = 16 weeks = **112 days**

Working days per month = 26

#### **Step 1: Daily Salary Calculation**

Daily average Salary=12,500/26=480.77 Tk/day

#### **Step 2: Total Maternity Leave Pay**

Maternity Pay=480.77×112 days  
= 53846 TK

This amount can be paid into 2 installments as per pregnant woman wish

### **Payment of Maternity Benefit in Case of Death**

1. **If a woman dies during delivery or within 8 weeks after delivery:**
  - If the baby survives the benefit will be paid to the person taking care of the child.
  - If the baby does not survive the benefit will be paid to the nominee mentioned by the woman.
  - If no nominee, the benefit will go to her legal representative.
2. **If a woman dies before giving birth but was entitled to maternity benefit:**
  - The employer must pay her benefit for the period up to and including the day of her death.
  - If she already received more than this amount, the employer cannot take it back.
  - Any remaining benefit must be paid to her nominee, or if no nominee, to her legal representative.

### **Restrictions on Termination of Employment for Women**

- An employer cannot unfairly terminate a woman worker within 6 months before or 8

weeks after her delivery.

- If she is dismissed, discharged, or removed without a valid reason during this period, she will still receive the maternity benefits she is entitled to

### **Prohibition of Engaging Women in Certain Work**

1. A woman cannot be employed in any work during the 8 weeks after her delivery.
2. A woman is also not allowed to work in any establishment during this period.
3. An employer cannot assign a woman to heavy, physically demanding, or long-hour standing work if:
  - She is likely to deliver a child within the next 10 weeks (based on medical reason or her information).
  - She has already delivered a child within the past 10 weeks.

### **Health and hygiene (chapter-5)**

**Definition: Health and Hygiene** in the workplace refer to maintaining a clean, safe, and sanitary environment to ensure workers' well-being and productivity. This includes cleanliness, proper ventilation, safe drinking water, adequate lighting, and sanitation facilities.

#### **Key Provisions**

##### **Cleanliness (Section 51)**

- **Workplace must be kept clean** and free from effluvia arising from drains, privies, or other nuisances.
- **Accumulation of dirt and refuse** must be removed daily by sweeping or other effective methods.
- **Floors, walls, and ceilings** of workrooms should be washed and maintained in a clean state.

##### **Ventilation and Temperature (Section 52)**

- **Adequate ventilation** must be provided to ensure the circulation of fresh air.
- **Temperature** should be maintained at a comfortable level for workers.

##### **Dust and Fume (Section 53)**

- **Measures must be taken** to prevent the inhalation of dust, fumes, or other impurities that may be injurious to health.
- **Effective exhaust systems** should be installed to remove harmful substances.

##### **Waste Disposal (Section 54)**

- **Proper arrangements** must be made for the disposal of wastes and effluents.
- **Disposal systems** should be maintained to prevent any health hazards.

##### **Artificial Humidification (Section 55)**

- If humidity is artificially increased, the water used must be taken from a public supply or effectively purified before use.

##### **Overcrowding (Section 56)**

- Workrooms should not be overcrowded to an extent injurious to health.
- Minimum space requirements (9 M<sup>3</sup>) should be maintained for each worker.

## Lighting (Section 57)

- **Sufficient and suitable lighting** (natural or artificial) must be provided and maintained. The lighting arrangement in any workplace where workers are employed must ensure a minimum illumination of 350 lux at a height of 1.0 meter in the workroom or area.
- **Glazed windows and skylights** used for lighting should be kept clean and free from obstruction.

## Drinking Water (Section 58)

1. Every establishment shall provide arrangements for the supply of pure drinking water to workers at an accessible and convenient location, maintained in a hygienic manner.
2. The location where potable water is stored shall be at least 6 meters away from any washroom, bathroom, or toilet.
3. Water supplied under Sub-Rule (1) shall:
  - a. Be kept in a germ-free, appropriate container.
  - b. Be changed at least once daily.
  - c. Be maintained using practical measures to prevent contamination from germs.
4. Provided that daily change is not required if water is supplied through modern purifying systems with water pots.
5. The surroundings of the water supply point shall be kept neat and clean and connected to a proper drainage system.
6. The owner shall, at least once a year (But as per BSCI requirement twice in a year) , or as directed by the Inspector, obtain and maintain a written certificate from the Public Health and Engineering Department or a government-approved agency confirming that the water (groundwater, tube well, or other sources) is free from arsenic and germs and fit for drinking.
7. In any room where more than 250 workers are generally employed, the employer shall provide, from 1st April to 30th September, at least one water cooler or other suitable arrangements to keep the water supplied to the canteen, dining hall, or restroom **cold**.
8. If any machine in the establishment produces heat exceeding the tolerable limit, the employer shall provide oral saline or a sorbet of molasses or sugar to every worker, with a minimum quantity of 2 liters per worker per day, as per Section 58(4).

## Latrines and Urinals (Section 59)

In accordance with **Section 59**, the number, location, and cleanliness of toilets and washrooms in an establishment shall be maintained as per **Schedule-II**.

### Calculation of Required Toilets/Washrooms (Section 2):

- The number of toilets and urinals shall be determined based on the total **number of male and female workers** employed in the establishment.
- Example as per Schedule-II:
- **For 25 female workers:** 1 toilet is required for up to 100 female employees. After that, 1 additional toilet should be provided for every 50 female employees.
- **For 40 male workers:** 1 toilet is required for up to 100 male employees. After that, 1 additional toilet should be provided for every 60 male employees.
- And so on, increasing proportionally with workforce size.
- Adequate **washrooms with running water** must be provided, and the facilities must be **kept clean, hygienic, and accessible** at all times.
- **Separate facilities** should be provided for male and female workers.

## **Dustbins and Spittoons (Section 60)**

1.4.10(1) In every establishment:

- a. At least one separate dustbin and spittoon shall be provided for every 100 workers.
- b. Spittoons shall be filled with sand, with a layer of bleaching powder on top to maintain hygiene.
- c. Spittoons shall be emptied and cleaned with germicides at least once every seven days, and the top layer of sand shall be replaced daily.
- d. Dustbins shall be made of plastic with a cover, and the waste shall be removed daily; both dustbins and spittoons shall be cleaned with germicides regularly.
- e. Spittoons and dustbins shall be kept near the doors of workrooms, positioned so that no bad smells are spread and the waste is not visible.

### **10(2) Prohibition of littering:**

- No person shall throw dirt or spit anywhere on the premises except in the designated dustbins and spittoons.
- Notices containing this provision shall be posted at suitable places throughout the establishment for clear visibility.
- They should be maintained in a clean and hygienic condition.

## **Safety (chapter-6)**

To ensure a safe and healthy working environment for all employees by minimizing risks, preventing accidents, and promoting occupational health.

### **Key Provisions:**

#### **Safety of Building and Machinery (Section 61)**

##### **1. Inspection and Corrective Measures:**

- If a Labour Inspector observes that any building, part of a building, road, machinery, plant, or internal electrical system in an establishment is in a condition dangerous to human life or safety, the Inspector may issue a written order directing the employer to take the necessary corrective measures within a specified timeframe.

##### **2. Prohibition of Use in Case of Imminent Danger:**

- If the Labour Inspector finds that the use of any building, part of a building, road, machinery, plant, or internal electrical system poses an imminent danger to human life or safety, he may issue a written order prohibiting its use until it is properly repaired or altered.

#### **Precautions as to Fire (Section 62)**

##### **1. Means of Exit:**

Every establishment must have at least one alternative staircase connecting each floor.

All exits must be:

- No more than 50 meters from any workstation.
- At least 1.15 m wide and 2.0 m high.
- Staircases for underground areas, flammable/explosive zones, or  $\geq 20$  workers must have at least 2 separate, fire-resistant, non-metallic staircases with handrails and obstacle-free passage.

##### **2. Doors and Windows:**

- Exit doors must open outward and not be locked while work is ongoing.
- Doors between two rooms must open toward the nearest exit.

- Windows can serve as emergency exits with ropes/ladders and safety nets on the ground floor.

### 3. Fire Fighting Equipment:

#### Basic Requirements

Every floor must have:

- One container with 200 liters of water
- Four red metallic buckets (10 liters each) for every 1000 sq. meters
- Buckets must meet Bangladesh Standard Specifications and be used only for firefighting.
- Buckets filled with sand unless fire risk is from flammable liquids, where water is ineffective.

NB: If the building has fire hydrants or sprinklers, these bucket requirements are not needed.

### 4. Hose Reels & Water Supply

- One hose reel per 850 sq. meters, installed in approved locations.
- Must have continuous water supply and be checked at least once a year.
  - Inspector General may relax requirements if alternative arrangements exist.

### 5. Fire Extinguishers

- For floors over 90 sq. meters: one portable dry chemical powder fire extinguisher per 90 sq. meters, in addition to buckets.
- Specific types for different risks:
  - Flammable liquids/paint/glaze:** foam, ABC powder, CO<sub>2</sub>
  - Electronic appliances:** CO<sub>2</sub>, dry chemical powder
  - Combustible metals (Mg, Al, Zn):** dry chemical powder, sand, stone powder
- Fire extinguishers must be:
  - Visible and easily accessible
  - Placed near exits, stair landings, and fire-prone areas
  - Wall-mounted 1 meter above ground, in wood/metal/plastic support
  - Portable where needed

### 6. Fire Safety Planning

- Evacuation plans displayed visibly on each floor
- Spare charges for all extinguishers must be maintained and ready
- At least 18% of workers trained in firefighting, rescue, and first aid
- Firefighting, rescue, and first-aid teams formed (6% members from trained workers)
- Teams must wear uniforms:
  - Fire: yellow apron with "FIRE" with Red color
  - Rescue: yellow apron with "RESCUER" with Red color
  - First aid: white apron with "FIRST AID" with Red color

### 7. Fire Officer & Fire Plan

- Establishments with **≥500 workers** must have **one trained officer** to maintain equipment and provide refresher training monthly
- Fire Extinguishing Plan must be prepared by the manager
- Mock drills every 6 months; record in Form-22(A)
- Notify Inspector and nearest fire service **15 days prior** to drills to DIFE & Nearest fire station.

### 8. Water Reservoirs

- Each establishment must have 5,000-liter water reservoir for firefighting, connected to hose

reels.

- Multiple establishments in a building may share a reservoir, subject to Inspector approval
- Installation must comply with Fire Prevention and Extinguishing Act, 2003

#### **9. Emergency Alarm and Passageways:**

- Audible whistle or alarm system must be provided to alert workers.
- Free passageways to each exit must be maintained.
- Staircases must have ventilation and light, and doors must remain unlocked during work.

#### **10. Training and Drills:**

- Establishments with  $\geq 10$  workers above ground floor, or with flammable/explosive materials, must train workers in fire escape procedures.
- Establishments with  $\geq 50$  workers must conduct mock fire drills at least every 6 months and maintain a record book.

#### **11. Staircase Design (Rule-specific details):**

Width:

- Up to 6 floors:  $\geq 1.5$  m
- More than 6 floors:  $\geq 2.0$  m
- Old buildings:  $\geq 1.15$  m, if impossible due to structure:  $\geq 0.82$  m
- Angle of stairs:  $\leq 45^\circ$
- Handrails: Both sides for new stairs; old stairs must comply within 6 months if possible
- Distance between two exits:  $\leq 50$  m, not adjacent

#### **12. Compliance and Penalty:**

- Failure to take measures within the timeframe specified by the Labour Inspector is considered a continuous offence.

#### **Mandatory Fencing of Machinery (Section-63)**

- All moving parts of prime movers, flywheels, water wheels, turbines, stock-bars, generators, motors, and transmission machinery must be securely fenced unless inherently safe.
- All revolving shafts, spindles, bolts, gears that can be contacted must be fenced to prevent accidents.

#### **Work on or Near Machinery (Section 64)**

- Only specially trained male workers may examine or operate machinery in motion.
- Workers must wear tight-fitting clothes and PPE.
- Work involving belts is allowed only if the belt is  $< 15$  cm wide and the joint is securely fastened.
- Names of authorized workers must be recorded in Form-23.

#### **Striking Gear and Automatic Machines (Sections 65–66)**

- Striking Gear: Must be maintained to move belts safely and prevent back-cropping.
- Emergency Power Cut Devices: Provided in every workshop.
- Automatic Machines: Moving parts cannot extend within 45 cm of any fixed structure where a worker may pass; Inspector General may grant conditional permission for old machines.

## **Casing Of New Machinery, Cranes, and Other Lifting Machinery (Sections 67–68)**

- **New Machinery (Section 67):** Screws, belts, shafts, wheels, pinions, and gears must be encased or guarded to prevent accidents.
- **Cranes and Lifting Machinery (Section 68):**
  - It must be good construction and maintained.
  - Examined once every 12 months by a competent person.
  - Load must not exceed marked capacity.
  - Safety distance of  $\geq 6$  meters when workers are on crane paths.

## **Hoists, Lifts, and Revolving Machinery (Sections 69–70)**

- **Hoists & Lifts (Section 69):**
  - a. Examined every 6 months, proper gates with interlocks, max load clearly indicated.
  - b. For rope/chain lifts:  $\geq 2$  supporting ropes, automatic speed control, and backup safety devices.
- **Revolving Machinery (Section 70):**
  - a. Maximum safe speed of grinding wheels, spindles, and pulleys must be displayed.
  - b. Measures taken to prevent exceeding safe speed.

## **Pressure Plants; Floors, Stairs and means of access; Pits, sumps, opening in floors etc; Excessive Weights; Protection of eye; Power to require specifications of defective parts or test of ability; Precautions against dangerous fumes; Explosive or inflammable dust, gas etc. (Section 71-77)**

### **Pressure Plants(section-71)**

- Machinery operating above atmospheric pressure must have measures to prevent exceeding safe working pressure.

### **Floors, Stairs and means of access;(Sections-72)**

- a. Construction and Maintenance
  - All floors, stairs, and passages must be strong, safe, and properly maintained.
  - Strong railings must be provided wherever necessary.
  - Passages and stairs should be kept clear and open for easy movement during work.
- b. Safe Access
  - Safe means of access must be provided to every workplace wherever a worker is required to work.
- c. Clean and Clear Passages
  - Passages and stairways must be clean, wide, and free from obstruction at all times.
- d. Enhanced Safety Measures
- e. For overall safety, employers may install CCTV cameras in passages, stairs, gates, godowns, and common areas.

### **Pits, sumps, opening in floors etc (Section 73):**

- Any fixed vessel, sump, tank, pit, or tunnel in an establishment that could be dangerous due to its depth, location, structure, or contents must be secured or fenced to prevent accidents.

- This is in line with BLR, Chapter 5, Rule 41, which emphasizes that hazardous areas must be clearly safeguarded to protect workers from falling or other injuries.

#### **Excessive Weights (Section-74)**

No worker shall be allowed to lift, carry, or move any load that is so heavy that it could cause injury. This aligns with BLR, 2006, Chapter 5, Rule 44, which ensures that manual handling of materials is controlled to protect workers from musculoskeletal injuries and accidents.

#### **Maximum Weight Limits (Flat / Straight Walkway)**

- Adult Male Worker: up to 50 kg
- Adult Female Worker: up to 30 kg

#### **Upward / Uneven Walkway or Carrying on Stairs**

- Inspector may reduce limits considering safety.
- Maximum allowed:
  - Adult Male Worker: 40 kg
  - Adult Female Worker: 25 kg

#### **Prohibited Workers**

- Adolescents
- Pregnant women, cannot be employed in lifting/carrying/moving heavy loads.

#### **General Safety Measures**

- Keep pathways clear of obstacles, debris, and wet areas.
- Workers should walk slowly and carefully on uneven surfaces.
- Always encourage team lifting for loads exceeding recommended limits.

#### **Protection of eye (Section-75)**

Employers must provide safety goggles, hand shields, or protective curtains (black cloth/board) where workers are exposed to eye injury risks.

#### **Situations requiring eye protection:**

##### **(a) Grinding & Polishing**

- Revolving wheels powered mechanically.
- Dry grinding/finishing of iron, steel, or similar metals.
- Internal or external metal works under dry conditions.

##### **(b) Welding & Cutting**

- Arc welding, electric welding, oxy-acetylene cutting, or similar processes.
- Work involving chemical reactions that produce harmful light, sparks, or fumes.

##### **(c) Heavy Impact & Construction Work**

- Cold riveting, bolt cutting, slicing, smoothing, or breaking of stone/concrete.
- Using portable machines or manual equipment that may emit flying fragments.

If curtains or goggles are impractical, employers must ensure alternative effective safety measures.

#### **Additional Rule (Eye Injury Risk in Other Processes)**

Where production processes involve risk to the eyes, employers must provide suitable protective goggles/eye guard (where applicable).

#### **Risks include:**

- Flying particles or fragments (chips, sparks, dust).
- Excessive heat or intense light exposure (welding arcs, furnaces).

### **Power to require specifications of defective parts or test of ability (Section-76)**

- Labour Inspector can require testing, drawings, and information to ensure safety.  
When it Applies  
If a Labour Inspector finds that:  
A building (or part of it),  
A passage,  
Machinery, or  
Plant (equipment)  
... is in a condition dangerous to human life or safety, he may issue a written order to the employer.

### **Employer's Legal Obligations**

The Inspector may require the employer to:

(a) Provide Technical Information

- Supply drawings, documents, and particulars to determine whether the structure/machinery can be used safely.

(b) Conduct Safety Tests

- Carry out strength or quality tests of the identified part (building, machinery, or plant).
- Submit the test results to the Labor Inspector within the specified time.

### **Dangerous fumes (Section 77):**

#### **Covered Places**

- Any reservoir, well, hole, tunnel, or closed place (rectangular, oval, or circular manhole) where a person can enter and where dangerous smoke/fumes may be produced must meet certain safety requirements.

#### **Minimum Manhole Dimensions**

For worker entry and safe exit, manholes must be built as follows:

- Rectangular/Oval: Minimum 40.65 cm (16 inches) length x 30.50 cm (12 inches) width.
- Circular: Minimum 40.65 cm (16 inches) diameter.
- Confined spaces require manholes or safe exits.

Portable lights limited to 24V; no flame lights if fumes are present.

Breathing apparatus and rescue ropes must be ready; personnel trained in use.

### **Explosive or Inflammable Materials (Section 78)**

Measures to prevent explosion/ignition:

Enclose machinery, remove/avoid dust, gas, fumes accumulation.

Chokes, baffles, vents to limit explosion spread.

Safe procedures when opening pressurized parts.

Welding/cutting only after ensuring substance removed or cooled.

### **Requirements to Use Personal Safety Equipment (Section -78A)**

No authority shall engage any worker in work without providing him with personal safety equipment and ensuring uses thereof and a record book shall be maintained in this behalf by the employer in the prescribed manner.

(a) If any personal safety equipment is supplied but not used, the worker concerned shall be liable.

(b) Every worker shall be made aware of the hazards of work through training in order to ensure

the protection and safety of his professional health in the place of

## Special provisions relating to health hygiene and safety (chapter-7)

### Definition of Dangerous Operations (Section 79, BLR-68)

The following types of work are considered hazardous/dangerous:

- (a) Production of aerated water and related processes;
- (b) Electroplating through electrolysis or oxidation of any metal with chromic acid or other chromium compound through the process of electrolysis;
- (c) Production and repair of electric accumulator;
- (d) Production of glass or glass products;
- (e) Making a metal sharp or shiny; (
- f) Making or repairing lead, lead alloy or few compounds of lead or any related work; (g) Production of gas from hazardous petroleum;
- (h) Any work relating to cleaning or smoothing any metal globe or gravel or any rough matter with sand jet run by compressed air or steam;
- (i) Liming and tanning of raw leather and any process associated therewith;
- (j) Putting jute or any fiber in a machine to make it soft;
- (k) Lifting, organizing, storing any product with a weight of more than 50 kg in a store or loading similar kind of product in ship or any other vehicle;
- (l) Preparing, using or storing cellulose solution;
- (m) Preparing chromic acid or preparing of retrieving sodium bichromate, potassium bichromate or ammonium dichromate.
- (n) Printing press or Type Foundry where any process with lead is operated;
- (o) Preparation of compressed hydrogen or compressed oxygen;
- (p) Making ceramic products/pottery;
- (q) Preparation of rayon of chemical sticky alkali;
- (r) Processing of plastic or polyethylene products;
- (s) Any work where hazardous gas is deposited or there is a risk of producing such gas, especially working in abandoned or closed wells, septic tanks, sewage lines and the work of old ship breaking;
- (t) Making chemical compost/chemicals;
- (u) Crushing stone/brick by mechanical method;
- (v) Any work on a height of at least 3 meters from the ground and 2 meter underneath; (w) Working with electric wiring or electric line;
- (x) Working at a brick burner; (y) Working inside a mine;
- (z)3 Melting, transforming, cutting and joining any metal with high heat;
- (-- ) Any production process where noise with a degree of higher than 80 dB is produced;
- (-- ) Crushing stone using power press (except hydraulic press), metal tread; (--) Guillotine machine;
- (-- ) Circular saw;
- (-- ) Plate printing machine;

**Inspector General Authority:** Can declare **any additional process** hazardous if necessary.

### Prohibition for Children, Adolescents, and Women (Sub-Rule 3)

- Children and adolescents cannot be employed in hazardous work.
- The Inspector General may prohibit employment of women or pregnant women in certain hazardous work.

### **Health & Medical Requirements**

- Pre-employment medical checkup: Employers must obtain a fitness certificate (Form-26) from a registered medical practitioner before assigning hazardous work.
- Annual medical checkup: Fitness certificate must be updated at least once a year.
- Recordkeeping: Health examination statements maintained as Form-26(a) by both doctor and employer.

### **Occupational disease reporting:**

- If a worker is affected by an occupational disease (Schedule-II), the doctor and employer must notify the Inspector within 24 hours (Form-29).
- Worker sent to District Civil Surgeon; report returned to Inspector General and employer.
- All related medical expenses are borne by the employer.

### **Safety Measures**

- Personal Protective Equipment (PPE): Employer must provide PPE and maintain records in Form-23, specifying the work for which it is supplied.
- Chemical hazards: Display Material Safety Data Sheet (MSDS) in a clearly visible place.
- Nutrition: Employers may provide nutritious snacks/tiffin for hazardous workers, based on Inspector's advice.

### **Reporting Fatal or Serious Accidents (Rule 69)**

- An accident is fatal or serious if it causes death or prevents a worker from returning to work for 20 days or more.
- Immediate notice must be sent via telephone, fax, email, or messenger to:
  1. Inspector General
  2. Deputy Commissioner
  3. Concerned Inspector
  4. Nearest Fire Service Station
  5. Nearest Hospital or Health Centre
  6. Officer-in-Charge of Industrial Police (for death/fatal accident)
- Written notice (Form-27) must follow within 2 days.
- Final report (Form-27A) must be submitted to the Deputy Inspector General within 2 months or after worker returns.

### **Reporting Minor Accidents (Rule 70)**

- Accident is minor if the worker is absent less than 20 days but more than 48 hours.
- Establishment must notify the authorities mentioned in Rule 69(a–c) within 7 days using Form-27.

### **Reporting Dangerous Occurrences (Rule 71)**

- Severe accidents like **explosions, fire outbreaks, building collapse, or serious machine accidents** must be reported **within 3 working days**, regardless of whether anyone is injured.
- Notification goes to authorities in Rule 69(a–c) using **Form-27(B)**.

### **Preservation of Fatal Accident Site (Rule 72)**

- Site of accident-causing disablement, amputation, or death must be preserved until inspector visits or at least **3 days**.
- Inspector collects information and informs employer of required steps.
- Rescue operations or safety measures may override this preservation rule.

## **Register of Accidents or Dangerous Occurrences & Half-Yearly Reporting (Rule 73)**

### **Recording Accidents**

- Every establishment must **maintain a register (Form-28)** to record:
  1. All accidents occurring in the establishment
  2. All dangerous occurrences
  3. Corrective or preventive measures taken by the employer for each incident

### **Half-Yearly Reporting**

- The information from the register must be compiled into a half-yearly accident report.
- Report must be submitted to the Labour Inspector within 10 working days after each 6-month period (**twice a year**).

### **Occupational Diseases & Poisoning (Rules 82 & 72-Subsection)**

- if a worker suffers from a disease listed in Schedule-II, employer, worker, or authorized person must notify the Inspector within 24 hours using **Form-29**.
- Inspector sends worker to District Civil Surgeon for examination.
- Civil Surgeon sends report to Inspector General; Inspector forwards it to employer for necessary measures.
- All examination expenses are borne by the employer.

## **Welfare measures (chapter-8)**

The purpose of Chapter 8 is to ensure health, comfort, and overall well-being of workers in the workplace. These provisions apply to all establishments as specified under the Act.

### **First-aid appliances (Section-89)**

- Every establishment must have a first-aid box or cupboard with the required contents, easily accessible during all working hours.
- There must be at least one first-aid box for every 150 workers.
- The first-aid box must be managed by a trained person, available during all working hours.
- A notice with the name of this person must be displayed, and the person should wear a badge for easy identification.
- Establishments with 300 or more workers must provide a sick room with a dispensary, equipped as per rules, and managed by a medical practitioner and nursing staff.
- Establishments with 5,000 or more workers must have a permanent medical center as per the rules.
- Any worker suffering from a work-related injury or disease must receive treatment from a qualified medical practitioner at the employer's expense until fully recovered.

### **Washing facilities. (Section-91)**

- Every establishment must provide enough bathrooms and washing facilities for workers, and ensure they are properly maintained.
- Facilities must be separate for male and female workers and properly screened for privacy.
- Facilities must be kept clean at all times and be easily accessible.
- The Government may set rules to define the standards for these facilities in any establishment.

### **Canteens (Section- 92)**

- Applicable to establishments with more than 100 workers  
Employers must provide:
  - a. A well-maintained canteen for meals
  - b. Hygienic facilities for cooking, serving, and dining

### **Restroom or Shelters (section-93)**

- Establishments with more than 25 workers must provide enough dining rooms where workers can eat their own meals and rest. Drinking water must also be available.
  - a. If a canteen exists under Section 92, it counts toward this requirement.
  - b. Workers must not eat in the workroom if a dining room is provided.
- Dining rooms must be well-lit, ventilated, at a comfortable temperature, and kept clean and tidy at all times.

Provided that, if such canteen has a dining capacity for 20 percent of the total number of workers, then separate dining room in accordance with Section 93 shall not be required.

### **Rooms for Children (Section-94)**

1. Establishments with 40 or more female workers must provide suitable rooms for their children under 6 years of age.
2. Rooms must have adequate space, light, ventilation, and be clean and sanitary. They should be managed by a trained or experienced woman for child care.
3. Rooms must be easily accessible to mothers and, as far as possible, located away from fumes, dust, odors, or noisy areas.
4. Rooms must be well-built, with heat-resistant, waterproof walls and roofs.
5. Minimum height of rooms: 360 cm; minimum floor space per child: 600 cm<sup>2</sup>.
6. Rooms must have sufficient light, fresh air, and ventilation.
7. Rooms must be furnished with at least one cot/cradle per child, one seat per mother, and suitable toys for older children.
8. A fenced, shaded playground must be provided for older children, unless exempted in writing by the Inspector General due to lack of space.

### **Children's Room – Additional Requirements (BLR-94)**

1. The design, standard, and location of the children's room or building must be approved by the Inspector General or an authorized inspector.
2. A separate room or screened area must be provided for lactating mothers to feed their children safely and privately.
3. The floor and lower 1.22 meters of the inside walls must have a smooth, impermeable surface.
4. Each child must be provided daily with 0.25 liters of milk and adequate nutritious food.
5. Staff working in the children's room must wear clean uniforms during duty hours.
6. When hiring staff for the children's room, women should be given priority.

### **Compulsory Group Insurance (Section-99)**

1. Establishments with at least 100 permanent workers must provide group insurance under existing insurance laws.
2. Insurance payments are in addition to other dues of the worker.
  - If a worker dies, the employer must ensure the insurance amount is paid directly to the dependents.
  - All claims must be settled jointly by the insurance company and employer within 120 days of the claim.

### **Medical Room Requirements (Factories & Establishments, BLR-77)**

#### **Staffing:**

- At least one registered medical practitioner on duty.
- Supported by at least one trained compounder/medical assistant, nurse, and other staff.

- For establishments with more than 3,000 workers, at least two registered medical practitioners and sufficient assistants/nurses are required.

**Location & Design:**

- The medical room must be separate from noisy areas.
- Design must be approved by the Inspector General or authorized inspector.
- Floor: smooth, strong, and impermeable.
- Walls: impermeable up to 1.5 m.
- Adequate ventilation and natural/artificial light.

**Usage & Equipment:**

- Only for first aid and patient rest.
- Must have: hot/cold water pot, table, sterilization arrangement, beds, stretchers, wheelchair, blankets, medical instruments, first-aid box, vaccines, and basic furniture.

**Emergency Transport:**

- If no hospital vehicle is available, employers must provide an appropriate vehicle for emergencies.

**Records & Medicines:**

- Maintain records of all treatments and accidents.
- Necessary medicines must be stocked as directed by the inspector.

**Health Center Requirements (Establishments with 5,000+ Workers, BLR-78)**

**Staffing:**

- 5,000–7,000 workers: at least 2 medical practitioners.
- 7,501+ workers: 3 medical practitioners.
- At least one trained nurse and one qualified dresser per doctor.
- Preferably, at least one female doctor if multiple doctors are appointed.

**Beds & Space:**

- Minimum 6 beds per center.
- Add 1 bed per 1,000 workers over 5,000.
- Each bed must have at least 3.72 m<sup>2</sup> of floor space (can be relaxed in emergencies with approval).

**Facilities:**

- Separate beds for male and female workers.
- Room for contagious diseases with separate toilet.
- Separate examination room for privacy.
- Room for minor surgery and dressing.
- Storeroom for medicines.
- Free medicine and food for inpatients.
- Facilities for family welfare, reproductive health, and counseling, including prenatal/postnatal care.
- Clinical X-ray, physical therapy, and lab facilities as required (or arrangement with nearby hospital if approved).

**Transportation:**

- Employer must provide free transport for workers to hospitals or clinics outside the health center when necessary.

**Joint Health Centers:**

- Multiple employers in same/adjoining buildings may establish a joint health center.
- Must follow approved plans and provide all medical treatments.
- Participation in a joint center may exempt an employer from individual health center provisions (with written notice).

**Supervision & Reporting:**

- Inspector General, in consultation with the Director of Public Health, determines necessary equipment, drugs, and appliances.
- Medical officers must maintain patient records.
- Annual return must be submitted as per Form-81 (Rule 362(2)(b)).

NB: In facilities operating in three shifts, a medical assistant may cover the night shift in place of a medical officer, subject to regulatory approval and compliance with applicable labour rules.

**Welfare Officer (BLR-79).****Appointment:**

- Establishments with 500 or more workers must appoint one qualified Welfare Officer.
- For every 2,000 additional workers, one more Welfare Officer must be appointed.

**Duties:** Welfare Officers are responsible for:

- Encouraging and supervising worker committees (Joint Production Committee, Cooperative Association, Welfare Committee).
- Monitoring facilities: canteen, restrooms, children's rooms, toilets, potable water.
- Assisting workers with leave and explaining leave rules.
- Overseeing housing, food, health care, education, social/recreational facilities, and other welfare activities.
- Improving workplace standards and worker life; sending welfare recommendations.
- Arranging training for new workers; advising management on technical training nominations.
- Advising management and workers on Labour Act compliance.
- Coordinating with medical officers for worker health support.
- Enhancing employer-worker relations; consulting on wages and service conditions.
- Mediating disagreements between employer and workers.
- Handling individual or collective worker complaints and notifying authorities for resolution.
- Organizing communication and discussion meetings to maintain cooperative relations.

**Qualifications:**

- Graduate degree **or** experience with special training in labour/industry matters.
- Proficient in labour law, industrial relations, and dispute resolution.

**Reporting & Notification:**

- Management must inform the Inspector General within **15 days** of appointment or termination.
- Vacant posts must be filled as soon as possible.

**Support:**

- Management must provide all necessary support to the Welfare Officer to perform duties effectively.
- termination and the vacant post shall have to be filled as soon as possible. (5) The management shall provide all supports to the Welfare Officer in performing his duties as per SubRule 2.

## Working hours and leave (chapter-9)

### Working Hours

#### Normal Working Hours:

- Maximum 8 hours per day and 48 hours per week.
- Work beyond normal hours is considered overtime.

#### Overtime:

- Must be **voluntary**.
- Paid at double the ordinary rate of wages.
- Cannot exceed 4 hours per day or 12 hours per week, unless specifically authorized.

#### Rest Intervals:

- Workers must have at least 1-hour break for meals if they work more than 5 hours.

#### Weekly Holidays:

- At least 1 day off per week.

#### Shift Work:

- Workers in 3-shift operations must have adequate rest between shifts.

### Leave Provisions

#### Weekly Holiday:

- workers are entitled to **1 day off per week** (24 consecutive hours).
- **No deduction** from wages for weekly holidays.

#### Weekly Compensatory:

- If a worker misses a weekly holiday due to production requirements, they are entitled to equal compensatory holidays within the following 03 (three) working days from such entitled holiday.
- Workers can, if they wish and after consultation with the workers' representatives, work on a weekly holiday and have it added to their festival holidays.
- No overtime pay applies for work on a weekly holiday in this case.

#### Casual Leave (CL):

- Every worker is entitled to 10 days of casual leave per calendar year with full pay. Unused casual leave cannot be carried forward to the next year.

#### Sick Leave (SL):

- All employee are entitled to 14 days of sick leave per year with full pay.
- Sick leave must be certified by a registered medical practitioner appointed by the factory, or another registered medical practitioner if none is available, confirming the need for leave.
- Sick leave cannot be carried forward to the next year.

NB: While taking a causal leave under Section 115 and 116 the worker concerned may include the weekly or festival holiday before or after that leave if he wishes to do so which shall not be included as casual leave: Provided that, if any weekly holiday falls into a casual leave or sick leave then that leave shall be included in original leave. Further provided that, in case of engagement in work at any time of the year the worker will be able to enjoy such leave proportionately.

#### Annual Leave / Earned Leave:

- Every adult worker who has completed 1 year of continuous service is entitled to paid leave during the following 12 months.
- Leave is calculated based on the number of days worked in the preceding 12 months.

- 1 day of leave for every 18 days of work.

NB: Unused leave may be encashed or carried forward, as per company policy and legal provisions.

**Maternity Leave:**

- Female workers are entitled to 16 weeks of maternity leave (8 weeks before and 8 weeks after delivery).
- Leave with full pay as per clause 46.

**Miscarriage Leave:**

- As per the Bangladesh Labour Rules (BLR) 2022, specifically Rule 38A, a female worker is entitled to four weeks of paid leave in the event of a miscarriage.
- This leave is granted for health reasons, and the worker's wages will not be deducted during this period.
- Additionally, this miscarriage leave is separate from other types of leave and cannot be adjusted against any other leave entitlements.

**Festival Leave:**

- Every worker is entitled to 11 days of festival holidays with full pay in a calendar year.
- The employer will fix the dates of these holidays as per the rules with PC or TU.

If a worker is required to work on a festival holiday, they must be given:

- One substitute holiday, and
- Two days' wages as compensation.

**Wages and payment thereof (chapter-10)**

**Special Definition of Wages:**

Unless there is anything repugnant in the subject or context, in this Chapter, "wages" means the wages as defined in section 2(45), and also includes the following dues, namely:-

- any bonus or other additional remuneration payable under the terms of employment;
- any remuneration payable for leave, holiday or overtime work;
- any remuneration payable under order of any Court or any award or settlement between the parties;
- any sum payable under any agreement or this Act for the reason of termination of employment, whether by way of retrenchment, discharge, removal, resignation, retirement, dismissal or by whatever means; and
- any sum payable due to lay-off or suspension.

**Responsibility for payment of wages:**

- Every employer must pay all wages due to their workers as per the law.
- For workers not employed by a contractor, the CEO, manager, or person in charge of the establishment is also responsible for ensuring payment.
- For workers employed by a contractor, if the contractor fails to pay wages, the employer of the establishment must pay the worker, and later recover the amount from the contractor.

**Wage Periods and Payment**

**Wage Periods:**

- Employers must fix wage periods for payment.
- No wage period can exceed 1 month.

**Time of Payment:**

- Wages must be paid within 7 working days after the end of the wage period.

- If employment ends (retirement, retrenchment, resignation, or termination), all wages must be paid within 30 working days of the last working day.
- Wages must always be paid on a working day.

### **Deductions which may be made from wages-**

- (1) Except the cases for deduction authorized by this Act, no deduction shall be made from the wages of a worker.
- (2) Deductions from the basic wages of a worker may be made only in accordance with the provisions of this Act, and such deduction shall be of the following kinds only, namely:-
  - (a) fines imposed under section 25;
  - (b) deductions for unauthorized absence from duty;
  - (c) deductions for damage to or loss of any goods given under the custody of a worker or for loss of money for which he is liable to account, where such damage or loss is directly attributable to his neglect or default;
  - (d) deductions for house-accommodation provided by the employer;
  - (e) deductions for facilities and service approved by the Government and provided by the employer, other than the raw materials and equipment's used for the requirement of employment;
  - (f) deductions for recovery of advances or loans or adjustment of overpayments of wages;
  - (g) deductions of income-tax payable by the worker;
  - (h) deductions by order of a Court or deduction by order of any authority competent to make such order of deduction;
  - (i) deductions for subscriptions to and for payment of advances from any provident fund to which the Provident Funds Act, 1925 (Act No. XIX of 1925) applies or any recognized provident fund as defined in the Income-tax Ordinance, 1984 (Ordinance No. XXXVI of 1984) or any other provident fund approved by the Government;
  - (j) deductions for payment to any co-operative society approved by the Government or to an insurance scheme maintained by the Bangladesh Postal Department or any Government Insurance Company;
  - (k) deductions made with the written consent of the workers for the contribution to any fund or scheme constituted or framed by the employer with the approval of the Government for the welfare of the workers or the members of their families; and
  - (l) deduction of subscription for the CBA Union through check-off system.

### **Deductions from wages for absence from duty:**

- (1) Deductions from wages of a worker for absence from the place of worker under section 125(2)(b) may be made only, when he, by the terms of his employment, is required to work, but he is absent for the whole or any part thereof.
- (2) The amount of such deduction shall, in no case, be more than the amount of wages payable to him for the period of absence: Provided that, subject to any rules made in this behalf by the Government, if ten or more workers in a body absent themselves from work without notice and reasonable cause, wages of not exceeding eight days may also be added to the deduction from wages from every such worker which is payable to the employer in lieu of notice by the terms of his employment.

### **Calculate wages for deduction (when a worker is absent):**

- "Wage" for deduction includes:
  - Basic wage
  - Dearness allowance (if applicable)
  - Ad hoc / Interim allowance (if any)

- To calculate **daily wage**:  
Daily Wage=Monthly Basic + DA + Ad hoc allowance/30
- This calculated daily wage must be clearly informed to the worker concerned.

### The procedure of calculating wages in case of incomplete months.

#### Applicability

- If a worker leaves employment before the month ends
- Or a worker joins employment after the month has started

In both cases, wages must be calculated proportionately for the days worked.

#### Method of Calculation

- **Total wages of the month** = Basic + House rent allowance + Transport allowance + Medical allowance (and any other regular allowance)

Formula:

Wage for the duration=Total Wages of the Month/Total Days in Month × Number of Total Days in Month

**Note:** Weekly and other holidays during the period are also counted as payable days

#### Overtime Payment:

- Any work beyond normal hours is considered overtime.
- Overtime must be paid at double the ordinary rate of wages.

NB: Overtime work should be voluntary

### Key Amendments and Their Implications for the RMG Sector

The Labour Law has undergone several important amendments to address evolving labor standards and global buyer requirements. Key amendments include those made in **2013, 2015, 2018, and 2022**.

#### Highlights of Major Amendments:

Amendment Year	Key Changes Introduced	Implications for RMG Sector
<b>2013 Amendment</b>	<ul style="list-style-type: none"> <li>• Eased formation of trade unions</li> <li>• Established welfare and safety committees</li> <li>• Introduced 5% profit-sharing for workers</li> <li>• Strengthened occupational safety measures</li> </ul>	Promoted worker participation, improved factory safety post-Rana Plaza, increased social dialogue
<b>2015 Labour Rules</b>	<ul style="list-style-type: none"> <li>• Provided detailed operational guidelines for implementing the 2006 Act</li> <li>• Set procedures for safety committees, maternity benefits, overtime, and leave records</li> </ul>	Helped standardize HR and compliance documentation; improved audit readiness
<b>2018 Amendment</b>	<ul style="list-style-type: none"> <li>• Reduced the minimum requirement for forming a trade union (from 30% to 20% of workers)</li> <li>• Prohibited discrimination against union members</li> <li>• Simplified labor inspection procedures</li> </ul>	Encouraged freedom of association and compliance transparency
<b>2022 Amendment</b>	<ul style="list-style-type: none"> <li>• Strengthened occupational health and safety protocols</li> <li>• Emphasized non-discrimination and anti-harassment measures</li> <li>• Updated maternity benefits and working hours for women</li> </ul>	Enhanced gender equality, worker welfare, and safe working conditions

## 1.2 Identification and Description of Organizational Policies

Organizational policies serve as a blueprint for responsible business practices, guiding both employers and employees to maintain discipline, fairness, and transparency in daily operations. They are also critical for passing buyer compliance audits and maintaining a socially responsible image in the global market.

### Organizational Compliance and HR Policies

Organizational policies are formal guidelines and rules developed by management to regulate employee behavior, ensure fair treatment, and promote compliance with laws and buyer standards. They act as a reference document for both workers and managers to understand their rights, duties, and the expected code of behavior in the workplace.

#### Importance of Policies in the RMG Sector:

1. Ensure compliance with Bangladesh Labour Law 2006 and Labour Rules 2015.
2. Fulfill buyer and brand social compliance requirements.
3. Promote transparency, accountability, and ethical conduct.
4. Minimize workplace conflicts and improve management-worker relationships.
5. Create a safe, fair, and inclusive working environment.

#### Types of Organizational Policies Common in RMG Factories:

- **Human Resource (HR) Policy:** Recruitment, attendance, leave, wage, and promotion guidelines.
- **Health, Safety, and Environment (HSE) Policy:** Ensures workplace safety and environmental protection.
- **Anti-Harassment Policy:** Protects workers from verbal, physical, or sexual abuse.
- **Equal Opportunity Policy:** Promotes gender equality and fair employment.
- **Grievance Handling Policy:** Describes the process for reporting and resolving employee complaints.
- **Child Labour and Forced Labour Policy:** Prohibits underage employment and coerced work.
- **Wage and Working Hour Policy:** Defines working time, overtime, and compensation methods.
- **Training and Development Policy:** Focuses on worker skill enhancement and career growth.

### Description of Major Organizational policy

#### Recruitment

Recruitment is the process of attracting, selecting, and appointing the right workers for the right job in a fair and transparent manner. It must comply with labour laws and social standards, ensuring no discrimination, coercion, or child labour.

**Objective:** To ensure that all hiring is ethical, transparent, and based on merit, with respect for workers' rights and dignity.

#### Key Practices:

- Job advertisements are open and accessible to all qualified candidates.
- No recruitment fees or commissions are taken from workers.
- Workers are selected based on skills, experience, and attitude, not on gender, religion, or connections.
- All employees receive a written appointment letter/contract in a language they understand.
- Proof of age and identity documents are verified to prevent child labour.

#### Example in Garment Industry:

A factory posts vacancies on notice boards and recruits sewing operators based on a practical test and interview. The HR department verifies age through NID or birth certificate and issues a written

employment contract before joining.

### **Health and Safety**

Health and safety ensure a secure and hazard-free work environment that protects employees from physical injury, occupational diseases, or unsafe conditions.

**Objective:** To maintain a safe and healthy workplace that prevents accidents and promotes workers' well-being.

#### **Key Practices:**

- Compliance with national occupational safety laws and buyer standards.
- Proper ventilation, lighting, and sanitation.
- Availability and proper use of Personal Protective Equipment (PPE).
- Regular fire drills, first aid facilities, and emergency exits.
- Trained safety committee and safety officers.

#### **Example in Garment Industry:**

The factory conducts monthly fire evacuation drills, ensures clear pathways, maintains emergency lights, and provides safety gloves and masks in ironing or chemical areas.

### **Welfare**

Welfare refers to the facilities and services provided by the employer to improve workers' quality of life and well-being beyond basic employment.

**Objective:** To ensure workers are comfortable, healthy, and motivated in the workplace.

#### **Key Practices:**

- Clean and accessible toilets and handwashing stations.
- Safe drinking water and hygienic canteen facilities.
- First aid boxes and access to medical care.
- Childcare/daycare center where applicable.
- Proper rest areas, prayer space, and recreational facilities.

#### **Example in Garment Industry:**

A garment factory provides a daycare center for workers' children, a clean dining hall, and medical staff for health check-ups and first aid support.

### **Grievance Redress Management**

A formal system that allows workers to raise concerns or complaints related to workplace issues and ensures fair, confidential, and timely resolution.

**Objective:** To promote trust, fairness, and communication between workers and management while protecting workers from retaliation.

#### **Key Practices:**

- Complaint boxes, hotlines, or suggestion forms available in accessible areas.
- Grievance committee includes worker representatives.
- Confidential investigation and record-keeping.
- Resolution communicated within a fixed time frame.
- Periodic review of grievance trends to prevent future issues.

#### **Example in Garment Industry:**

A worker reports harassment through the complaint box. The grievance committee investigates confidentially, takes disciplinary action against the offender, and informs the complainant of the resolution.

## **Non-Discrimination**

Non-discrimination means treating all workers equally without bias based on gender, religion, race, ethnicity, age, disability, or marital status.

**Objective:** To create an inclusive workplace where all employees have equal access to employment, promotion, and training opportunities.

### **Key Practices:**

- Equal pay for equal work regardless of gender.
- Fair promotion and performance evaluation systems.
- Recruitment and training opportunities open to all.
- Awareness programs on equality and respect at work.

### **Example in Garment Industry:**

Both male and female operators are selected for a skill development program based on their performance and not on gender or marital status.

## **Harassment**

Harassment refers to any unwanted verbal, physical, or psychological behavior that humiliates, threatens, or offends a worker. It can be sexual or non-sexual in nature.

**Objective:** To ensure a workplace free from any form of abuse, intimidation, or gender-based violence. It should be a ZERO Tolerance issue for an organization.

### **Key Practices:**

- Zero-tolerance policy toward harassment or bullying.
- Clear policy displayed on notice boards.
- Awareness training for workers and supervisors.
- Confidential complaint mechanism for victims.
- Disciplinary action against offenders.

### **Example in Garment Industry:**

A female operator reports verbal abuse from her supervisor. HR investigates confidentially, provides counseling support, and takes disciplinary action against the supervisor according to company policy.

## **1.3 Identification and Interpretation of ILO Conventions**

The International Labour Organization (ILO) is a specialized agency of the United Nations (UN) dedicated to promoting social justice and internationally recognized human and labor rights. It was established in 1919 following the Treaty of Versailles, which ended World War I, making it the oldest UN agency. The ILO's fundamental mission is to ensure that economic progress and social development go hand in hand, ensuring fair treatment, decent work, and equality for all workers worldwide.

### **Objectives of the ILO**

The ILO works toward achieving four main strategic objectives known as the Decent Work

#### **Agenda:**

1. Promote and realize fundamental principles and rights at work – including freedom of association, elimination of forced labor, abolition of child labor, and elimination of discrimination.
2. Create greater opportunities for women and men to secure decent employment and income.
3. Enhance the coverage and effectiveness of social protection for all.

4. Strengthen tripartism and social dialogue between workers, employers, and governments. These objectives ensure that all workers—regardless of gender, age, or occupation—enjoy fair wages, safe workplaces, and respect for their dignity.

### Tripartite Structure of the ILO

One of the most unique features of the ILO is its tripartite structure, which means it brings together three parties:

- **Governments**
- **Employers**
- **Workers**

These three groups jointly shape labor policies and standards. Each member country is represented at the International Labour Conference (ILC) by four delegates—two from the government, one representing employers, and one representing workers. This structure ensures that the ILO's decisions reflect a balance between social, economic, and industrial interests.

### Core Functions of the ILO

The ILO performs several important functions that impact the global workforce:

1. **Setting International Labor Standards:**
  - The ILO formulates **Conventions** (legally binding treaties) and **Recommendations** (non-binding guidelines) that define minimum labor rights and practices.
  - Member states can ratify these conventions, committing to implement them in national laws and policies.
2. **Technical Cooperation and Capacity Building:**
  - The ILO provides **training, research, and advisory support** to governments, industries, and organizations to help them apply labor standards effectively.
3. **Research and Publications:**
  - It conducts research on labor market trends, occupational safety, gender equality, and decent work to guide policy-making.
4. **Supervision and Monitoring:**
  - The ILO regularly monitors and reviews how member countries implement ratified conventions through reporting and inspection mechanisms.

### Bangladesh and the ILO

Bangladesh became a member of the ILO in 1972. Since then, it has ratified 35 ILO conventions, including 8 core conventions related to fundamental labor rights.

The ILO has been an active partner in supporting Bangladesh's RMG sector—especially in improving workplace safety, labor inspection, and social dialogue after the Rana Plaza tragedy in 2013.

#### Key ILO-supported initiatives in Bangladesh include:

**Better Work Bangladesh Program:** Focuses on improving factory compliance and worker-management relations.

**Occupational Safety and Health (OSH) programs:** Enhance safety in RMG factories.

**Promoting Freedom of Association and Collective Bargaining projects:** Strengthen worker representation and social dialogue.

### Core ILO conventions relevant to the RMG sector

#### **Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)**

This convention guarantees that workers and employers have the right to form and join organizations (such as trade unions or associations) of their own choosing, without interference from employers or the government.

**Example (Garments Industry):** Workers form a trade union in the factory to represent their

interests in front of management, and management allows it without punishment or pressure.

**Right to Organise and Collective Bargaining Convention, 1949 (No. 98)**

This ensures that workers can organize freely and that employers must not discriminate against workers for union activities. It also promotes collective bargaining between workers' representatives and employers to negotiate fair terms and conditions of employment.

**Example:** A factory's management and workers' union meet to discuss wage increases and working hours and reach an agreement through peaceful negotiation.

**Forced Labour Convention, 1930 (No. 29)**

This prohibits all forms of forced or compulsory labour — work that a person is made to do under threat or penalty and without their voluntary consent.

**Example:** A worker cannot be forced to work overtime or extra shifts without their consent, and cannot be held in the factory against their will.

**Abolition of Forced Labour Convention, 1957 (No. 105)**

This reinforces Convention No. 29 by prohibiting forced labour for political reasons, punishment for strikes, or as a means of discrimination or coercion.

**Example:** Workers cannot be forced to work because they joined a union or protested against unsafe working conditions.

**Minimum Age Convention, 1973 (No. 138)**

This sets the minimum age for employment to ensure that children are not employed in work that can harm their health, education, or development. The general minimum age is not less than 15 years (or 14 in developing countries).

**Example:** A garments factory ensures that all workers are above 18 years old and verifies age documents during recruitment.

**Worst Forms of Child Labour Convention, 1999 (No. 182)**

This convention calls for the immediate elimination of the worst forms of child labour, such as slavery, trafficking, hazardous work, or any work harmful to a child's health, safety, or morals.

**Example:** Children are not allowed to work in dyeing, chemical, or heavy machine areas because these are dangerous environments.

**Equal Remuneration Convention, 1951 (No. 100)**

This ensures equal pay and benefits for men and women for work of equal value, without discrimination based on gender.

**Example:** A male sewing operator and a female sewing operator performing the same job and output receive the same wage and benefits.

**Discrimination (Employment and Occupation) Convention, 1958 (No. 111)**

This convention prohibits discrimination in employment and occupation based on race, color, sex, religion, political opinion, national origin, or social background.

**Example:** During recruitment or promotion, decisions are made based on skills and performance — not on religion, ethnicity, or gender.

**Violence and Harassment Convention, 2019 (No. 190)**

This ensures every worker's right to a workplace free from violence and harassment, including gender-based violence. Employers must take preventive and protective measures.

**Example:** A garments factory adopts a zero-tolerance policy for harassment, trains supervisors on respectful behavior, and provides a safe channel for workers to report any abuse confidentially.

## 1.4 Major Issues of ILO Conventions in Social Compliance Practice

The major issues of ILO conventions in the RMG sector revolve around ensuring decent work, fair treatment, and safe workplaces. By understanding these conventions and addressing related challenges, factories can achieve sustainable compliance, strengthen buyer confidence, and contribute to the ethical growth of Bangladesh's garment industry.

However, despite significant progress, major issues remain in translating ILO standards into consistent factory-level practices. Challenges such as child labor, forced labor, long working hours, low wages, gender discrimination, and lack of worker representation still affect compliance performance in many factories.

### Major issues of ILO conventions

Area	ILO Convention	Key Issue	Compliance Requirement
Freedom of Association	87, 98	Fear of forming unions	Allow free worker representation
Forced Labour	29, 105	Threat or coercion	Voluntary work, free movement
Child Labour	138, 182	Hiring underage workers	Age verification, no hazardous work
Equal Pay & Non-Discrimination	100, 111	Gender or religious bias	Equal opportunity and pay
Violence & Harassment	190	Harassment or abuse	Zero tolerance and awareness
Working Hours & Wages	-	Excessive overtime, low pay	Follow labor law standards
Health & Safety	155	Unsafe environment	Provide safe working conditions

### Major Issues of ILO Conventions in Social Compliance Practice

Below are the key issues, their relevance to ILO conventions, and the implications for the RMG sector:

#### 1. Child Labour

**Description:** Child labor refers to the employment of children below the legal minimum age, often in unsafe or exploitative conditions.

#### Compliance Challenges:

- Lack of proper age verification at recruitment.
- Use of fake identification documents.
- Inadequate monitoring of subcontractors and home-based work.

**Impact on Social Compliance:** Violations lead to audit failures, buyer sanctions, and loss of factory reputation.

#### Preventive Measures:

- Strict age verification procedures.
- Maintenance of worker ID and birth certificate records.
- Community awareness and training for HR staff.
- Rehabilitation or education support for child workers found.

## 2. Forced or Compulsory Labour

**Description:** Forced labor occurs when workers are compelled to work under threat or coercion without their free consent.

**Compliance Challenges:**

- Withholding of ID cards or wages.
- Excessive overtime without consent.
- Restricting workers' movement or access to grievance systems.

**Impact on Social Compliance:** Violates ethical labor practices and directly breaches both ILO standards and buyer codes.

**Preventive Measures:**

- Ensure free and voluntary employment contracts.
- Provide wage payments on time.
- Allow freedom of movement and worker resignation as per law.
- Regular internal audits for any coercive practices.

## 3. Freedom of Association and Collective Bargaining

**Description:** Workers have the right to form and join trade unions and engage in collective negotiations with employers.

**Compliance Challenges:**

- Management interference in union activities.
- Fear of retaliation among workers.
- Lack of proper worker participation committees (WPCs).

**Impact on Social Compliance:** Non-compliance with these rights results in audit non-conformities, worker unrest, and international criticism.

**Preventive Measures:**

- Encourage open dialogue between management and workers.
- Establish WPCs and Safety Committees as per law.
- Train management to respect workers' organizational rights.

## 4. Discrimination and Equal Opportunity

**Description:** All workers should receive equal treatment in terms of wages, promotions, and opportunities regardless of gender, age, religion, ethnicity, or disability.

**Compliance Challenges:**

- Wage disparity between male and female workers.
- Gender bias in promotions or task assignments.
- Harassment or unequal facilities for women.

**Impact on Social Compliance:** Gender inequality affects factory reputation, worker morale, and violates buyer ethical sourcing standards.

**Preventive Measures:**

- Implement gender equality and anti-harassment policies.
- Conduct regular training on workplace diversity and inclusion.
- Maintain transparent HR records on recruitment and pay.

## 5. Working Conditions, Health, and Safety

**Description:** Workers have the right to a safe, clean, and healthy work environment.

**Compliance Challenges:**

- Poor ventilation, lighting, and ergonomics.
- Lack of personal protective equipment (PPE).
- Insufficient fire safety and emergency preparedness.

**Impact on Social Compliance:** Unsafe workplaces lead to injuries, low productivity, and reputational risks for factories.

**Preventive Measures:**

- Implement Occupational Safety and Health (OSH) policies.
- Conduct regular fire and evacuation drills.
- Provide PPE, first aid, and safety committee training.

## **6. Working Hours and Fair Wages**

**Description:** Workers must not work excessive hours and should receive fair wages in line with legal and industry standards.

### **Compliance Challenges:**

- Excessive overtime beyond legal limits.
- Non-payment or delayed payment of wages and overtime.
- Lack of proper wage documentation.

**Impact on Social Compliance:** Leads to audit violations, labor unrest, and high worker turnover.

### **Preventive Measures:**

- Maintain accurate attendance and wage records.
- Adhere to legal limits for working hours.
- Ensure transparent payroll systems and payslips.

## **7. Harassment, Abuse, and Grievance Mechanisms**

**Description:** Workers have the right to be treated with dignity and respect in the workplace.

### **Compliance Challenges:**

- Verbal or physical abuse by supervisors.
- Lack of confidential grievance reporting systems.
- Cultural or gender-based harassment.

**Impact on Social Compliance:** Creates a hostile work environment and violates buyer CoC and ethical standards.

### **Preventive Measures:**

- Develop and enforce anti-harassment policies.
- Establish grievance committees with worker representation.
- Conduct regular awareness training for all staff.

## Self-Check – 1.1

### Short Questions:

5. What are the main conditions of employment as stated in Chapter 2 of the Labor Act?
6. At what age is a worker considered a child, adolescent, and adult under Chapter 3?
7. What is the main purpose of the Freedom of Association Convention (No. 87)?
8. What does the Equal Remuneration Convention (No. 100) require from employers?

### Multiple Choice Questions (MCQ):

1. According to the Labour Act, the minimum age for employment of a child is:
  - a) 12 years
  - b) 14 years
  - c) 15 years
  - d) 18 years
2. A female worker is entitled to maternity leave for how many weeks?
  - a) 8 weeks
  - b) 10 weeks
  - c) 12 weeks
  - d) 16 weeks
3. What is the main purpose of a fair recruitment process in the garment industry?
  - a) To hire workers through agents or brokers
  - b) To charge workers recruitment fees
  - c) To ensure hiring is transparent, merit-based, and free from discrimination
  - d) To prefer relatives of current employees
4. Which of the following is a good health and safety practice?
  - a) Keeping emergency exits locked during production
  - b) Conducting regular fire drills and providing PPE
  - c) Allowing smoking inside production areas
  - d) Ignoring unsafe electrical wiring
9. Which ILO Convention protects workers' rights to form or join unions?
  - a) Convention No. 138
  - b) Convention No. 87
  - c) Convention No. 100
  - d) Convention No. 182
10. The Right to Organise and Collective Bargaining Convention (No. 98) focuses on:
  - a) Overtime payment rules
  - b) Preventing union membership
  - c) Negotiations between workers and employers
  - d) Child labour inspection

## Answer Key – 1.1

### Short Questions Answers:

1. What are the main conditions of employment as stated in Chapter 2 of the Labour Act?  
**Answer:**
  - a. Appointment letter and identity card must be issued.
  - b. Service book must be maintained.
  - c. Classification of workers (apprentice, casual, temporary, permanent, seasonal, etc.).
  - d. Conditions on probation period, termination, discharge, dismissal, and resignation.
2. At what age is a worker considered a child, adolescent, and adult under Chapter 3?  
**Answer:**
  - a. Child: Under 14 years (not allowed to work).
  - b. Adolescent: 14–18 years (can work under medical fitness certificate and restrictions).
  - c. Adult: 18 years and above.
3. What is the main purpose of the Freedom of Association Convention (No. 87)?  
**Answer:** To ensure workers and employers can freely form or join organizations such as trade unions without fear or interference.
4. What does the Equal Remuneration Convention (No. 100) require from employers?  
**Answer:** It requires employers to provide equal pay for men and women performing work of equal value.

### Multiple Choice Questions (MCQ):

1. According to the Labour Act, the minimum age for employment of a child is:  
**Answer:** b) 14 years
2. A female worker is entitled to maternity leave for how many weeks?  
**Answer:** d) 16 weeks
3. What is the main purpose of a fair recruitment process in the garment industry?  
**Answer:** To ensure hiring is transparent, merit-based, and free from discrimination
4. Which of the following is a good health and safety practice?  
**Answer:** b) Conducting regular fire drills and providing PPE
5. Which ILO Convention protects workers' rights to form or join unions?  
**Answer:** b) Convention No. 87
6. The Right to Organise and Collective Bargaining Convention (No. 98) focuses on:  
**Answer:** c) Negotiations between workers and employers

## Task Sheet- 1.1

**Task Name:** Identify Key Amendments of Bangladesh Labour Law and Describe Their Implications.

<b>Instructions:</b>
<b>Read and understand the directions carefully:</b> <ul style="list-style-type: none"><li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance &amp; Environmental Management occupations.</li><li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li><li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li><li>▪ you have one (1) hour to complete this demonstration.</li></ul>
<b>Procedure:</b> <ul style="list-style-type: none"><li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li><li>▪ Read the specification information provided.</li><li>▪ Collect all materials needed to complete the task.</li><li>▪ Perform the task within the given time.</li><li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li></ul>
<b>Specification Information:</b> <ul style="list-style-type: none"><li>▪ Collect required supplies, materials, tools and equipment for the job.</li><li>▪ Read the training materials carefully before starting.</li><li>▪ Study the relevant sections of the <b>Bangladesh Labour Law 2006</b> and its amendments (2013, 2018, 2022).</li><li>▪ Review the <b>Bangladesh Labour Rules 2015</b> and related compliance clauses.</li><li>▪ List out the significant changes made through amendments.</li><li>▪ Explain the purpose of each amendment and its intended impact on workers' rights and factory management.</li><li>▪ Describe how these amendments influence factory operations, compliance audits, and worker welfare.</li><li>▪ Summarize findings in a structured format (table or report) showing amendment details and practical implications.</li><li>▪ Ensure that all information is accurate and based on updated laws and rules.</li><li>▪ Write the required information and put into the blank column.</li><li>▪ Submit the completed worksheet to the Trainer.</li></ul>
<b>Drawing/ Diagram/ Worksheet:</b>

**Worksheet:** (Please use extra sheet as required)

SL No.	Amendment Year	Key Amendment / Clause	Purpose / Objective	Practical Implications in RMG Factories
1.				
2.				
3.				
4.				
5.				

**Resources Required:**

Tools:	<ul style="list-style-type: none"> <li>• Computer / Laptop (for report preparation)</li> <li>• Internet access or printed Labour Law documents</li> <li>• Stationery (pen, notepad, highlighter)</li> <li>• Printer / Photocopier (for documentation)</li> <li>• Factory policy and compliance manual (for reference)</li> <li>• ID card / Factory entry pass</li> <li>• Notebook and pen (for data recording)</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Copy of Bangladesh Labour Law 2006 (with amendments up to 2022)</li> <li>• Copy of Bangladesh Labour Rules 2015</li> <li>• Factory Code of Conduct (CoC) and HR Policy Manual</li> <li>• Case studies or audit reports related to legal compliance</li> <li>• Sample template for reporting amendments and implications</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Safety shoes</li> <li>▪ Safety vest (for factory visits)</li> <li>▪ Mask (if entering production areas)</li> </ul>

## Information Sheet- 1.2

**Learning Outcome-2:** Identify anti-discrimination and equal opportunity practice

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 2.1 Anti-discrimination practices
- 2.2 Equal opportunity practices
- 2.3 Complaints or instances of discrimination
- 2.4 Awareness program on anti-discrimination

### 2.1 Anti-Discrimination Practices

Discrimination—whether based on gender, age, religion, disability, ethnicity, or any other factor—can harm employees, reduce morale, and violate both company policies and international labor standards.

#### Definition and Forms of Discrimination

Discrimination occurs when an employee or job applicant is treated unfairly or unequally because of personal characteristics that are not related to their job performance or ability. It violates fundamental labor rights and ethical standards.

#### Key Characteristics That Often Lead to Discrimination:

1. **Gender:** Unequal treatment between men and women, such as lower pay for women doing the same job or restricting women from supervisory roles.
2. **Age:** Favoring younger or older workers unfairly, for example, refusing to hire older applicants.
3. **Religion:** Denying workers the right to practice their religion or giving preference to one religion over another.
4. **Disability:** Refusing to employ or accommodate workers with physical or mental disabilities, even when they are capable of performing the job.
5. **Ethnicity or Caste:** Unequal treatment based on ethnic background, language, or social group.
6. **Marital or Family Status:** Penalizing women for being pregnant or preferring unmarried workers.

#### Examples of Discrimination in the RMG Sector:

- A supervisor assigning easier tasks to male workers and harder ones to females.
- A factory not allowing female workers to apply for line leader positions.
- Refusal to provide prayer breaks for workers of a particular faith.
- Termination of pregnant workers without valid reason.

#### Effects of Discrimination:

- Low employee morale and motivation.
- Decreased productivity and teamwork.
- Damage to factory reputation and loss of buyer confidence.
- Non-compliance with labor laws and audit failure.

## Legal and Ethical Foundations of Anti-Discrimination

The RMG sector in Bangladesh must comply with both national labor laws and international labor standards to ensure fair treatment of workers.

### Legal Framework:

1. **Bangladesh Labour Act (BLA) 2006 (amended 2018):**
  - Prohibits discrimination in recruitment, wages, promotion, and other employment terms.
  - Ensures equal pay for equal work regardless of gender.
  - Protects workers from unfair dismissal due to pregnancy, religion, or political opinion.
2. **ILO Conventions:**
  - **Convention No. 100:** Equal Remuneration for Men and Women Workers.
  - **Convention No. 111:** Discrimination (Employment and Occupation).
  - **Convention No. 183:** Maternity Protection Convention.
3. **Buyers' Code of Conduct and Compliance Standards:**
  - Brands such as H&M, Levi's, and Primark require suppliers to maintain non-discrimination policies as part of their social compliance audits.
  - Audit standards such as BSCI, WRAP, SEDEX, and RMG Sustainability Council (RSC) include anti-discrimination clauses.

### Ethical Considerations:

- Every worker deserves respect, dignity, and equal opportunity.
- Fair treatment improves workplace harmony and productivity.
- Ethical management helps build long-term relationships with buyers and global partners.

### RMG Industry Perspective:

- Anti-discrimination practices are now a buyer requirement and part of factory social audits.
- Non-compliance may lead to audit failure, loss of orders, or reputation damage.

## Factory Policies and HR Practices for Non-Discrimination

To prevent discrimination, factories must adopt **clear HR policies** and ensure all employees understand them.

### Key Elements of Factory Non-Discrimination Policy:

1. **Equal Employment Opportunity Policy (EEO):**
  - Clearly states that all employment decisions (hiring, training, promotion, pay) are based on merit and performance, not personal characteristics.
2. **Recruitment and Promotion Practices:**
  - Use written job descriptions and transparent selection criteria.
  - Provide equal access to training and promotion opportunities for men and women.
3. **Wage and Benefit Policies:**
  - Equal pay for equal work, regardless of gender or background.
  - Regular audits to identify pay gaps and corrective actions.
4. **Complaint and Grievance Mechanisms:**
  - Establish confidential channels for workers to report discrimination (e.g., complaint boxes, helplines).
  - Set up a grievance redressal committee with worker representatives.
5. **Awareness and Training:**
  - Conduct regular awareness sessions for workers and supervisors on workplace equality and behavior.
  - Include anti-discrimination topics in orientation and compliance training.
6. **Monitoring and Evaluation:**

- Regularly review HR data to ensure non-discriminatory practices.
- Report findings to top management and compliance auditors.

### **Example – Good Practice in RMG Factory:**

A garment factory introduced an “Equal Opportunity Policy” that ensured at least 40% of supervisory positions are available to qualified female workers. This initiative improved employee satisfaction, reduced turnover, and received positive feedback from buyers during audits.

### **Examples of Anti-discrimination**

Anti-discrimination practices are policies and actions taken to prevent unfair treatment of workers based on gender, age, religion, ethnicity, disability, marital status, union membership, or any other personal characteristics.

### **Examples in the Garments Industry:**

- Recruitment and promotions are based on merit, skills, and experience, not personal bias.
- Equal wages for equal work (no wage gap between men and women for the same job).
- No forced resignation during pregnancy or after maternity leave.
- Protection of workers from harassment or bullying on the factory floor.

## **2.2 Equal Opportunity Practices**

Equal Opportunity Employment (EOE) means that all employees and job applicants are treated fairly and equally, without discrimination or bias, in all aspects of employment—from recruitment and training to promotion and termination. It ensures that employment decisions are based solely on an individual’s merit, skills, and performance.

### **Core Principles of Equal Opportunity:**

- 1. Fairness and Non-Discrimination:**  
Every employee must be treated with respect and dignity. Employment decisions should be made based on qualifications, not personal characteristics such as gender, religion, or age.
- 2. Equal Access to Employment:**  
All qualified individuals should have equal access to job opportunities. No one should be denied work or advancement due to discrimination.
- 3. Equal Pay for Equal Work:**  
Men and women performing the same job with the same skills and responsibilities must receive the same pay and benefits, as required by **Bangladesh Labour Act 2006 (Amend. 2018)** and **ILO Convention No. 100**.
- 4. Gender Equality and Women Empowerment:**  
The RMG sector employs a large number of women workers. Equal opportunity must include providing women with fair access to training, supervisory roles, and maternity protection.
- 5. Inclusion of Vulnerable Groups:**  
Employment opportunities should also be open to people with disabilities, minorities, or other underrepresented groups. Reasonable accommodations must be made to enable them to perform their duties.
- 6. Merit-Based Employment Decisions:**  
Selection, promotion, and rewards should be based on objective performance criteria and not on favoritism or bias.
- 7. Respect for Diversity:**  
Encouraging a diverse workforce helps promote innovation, teamwork, and respect across different backgrounds and perspectives.

## Importance of Equal Opportunity Employment in the RMG Industry:

- Builds trust and motivation among workers.
- Reduces conflicts, absenteeism, and staff turnover.
- Enhances factory reputation with international buyers.
- Ensures compliance with legal and ethical standards.
- Contributes to a more productive and cooperative workforce.

**Example:** A garment factory introduced a “Gender Equality Policy” to ensure at least 30% of line supervisors are female. This created a more balanced leadership team and improved workplace communication and productivity.

## Implementing Equal Opportunity in the Workplace

To make equal opportunity effective, factories must translate the principles into practical actions within daily operations, HR systems, and management practices.

### A. Policy and Commitment

#### 1. Develop a Written Equal Opportunity Policy:

- The policy should clearly state the factory’s commitment to fairness, inclusion, and non-discrimination.
- It must be approved by top management and shared with all employees.
- The policy should align with local labor laws, ILO standards, and buyer requirements.

#### 2. Display and Communication:

- The policy should be displayed on notice boards and communicated during orientation and staff meetings.
- It should be available in the local language so all employees understand it.

### B. Recruitment and Selection Practices

#### 1. Fair Hiring Procedures:

- Job advertisements must be gender-neutral and inclusive.
- Selection should be based on skills, qualifications, and performance during interviews or tests.
- Avoid any bias or preference toward gender, religion, or ethnicity.

#### 2. Equal Opportunity in Training and Promotion:

- Provide training programs accessible to both men and women.
- Encourage female workers to apply for supervisory or technical positions.
- Conduct regular performance evaluations using transparent criteria.

### C. Wage and Benefit Equality

#### 1. Equal Pay for Equal Work:

- Ensure wage structures are fair and transparent.
- Regularly review payroll data to identify any gender or role-based pay gaps.
- Benefits (e.g., bonuses, leave, allowances) must apply equally to all employees.

#### 2. Maternity and Paternity Rights:

- Provide maternity leave, nursing breaks, and job protection as per labor law.
- Encourage male employees to support family responsibilities through paternity leave.

### D. Workplace Inclusion and Accessibility

#### 1. Creating an Inclusive Environment:

- Respect cultural and religious differences (e.g., allow prayer breaks, flexible shifts during festivals).
- Provide suitable facilities (toilets, rest areas, and transport) for both male and female workers.

#### 2. Support for Persons with Disabilities:

- Modify workstations or provide assistive devices where needed.

- Assign suitable roles according to ability and comfort.

## **E. Monitoring and Evaluation**

### **1. Track Equality Indicators:**

- Maintain records on gender ratio, promotion rates, and pay equality.
- Monitor participation in training and development by different worker groups.

### **2. Regular Review by Management:**

- HR and compliance teams should review equal opportunity practices quarterly.
- Audit findings should include equality performance and recommendations for improvement.

## **F. Building Awareness and Capacity**

### **1. Training and Sensitization:**

- Conduct regular awareness sessions for managers, supervisors, and workers on equal opportunity and gender sensitivity.
- Train line supervisors to recognize and prevent bias or favoritism.

### **2. Communication and Motivation:**

- Promote equality messages through posters, meetings, and factory campaigns.
- Recognize and reward good practices that demonstrate fairness and inclusivity.

### **Example of Best Practice:**

A leading export-oriented garment factory introduced “Equal Growth Path Training” for all workers, providing both male and female employees with technical upskilling and leadership training. As a result, female representation in supervisory roles increased from 15% to 40% within two years, improving team productivity and factory reputation in social audits.

## **2.3 Complaints or Instances of Discrimination**

This refers to a systematic process within the workplace that allows workers to safely report any unfair treatment, harassment, or discriminatory behavior, and ensures that such complaints are promptly, fairly, and confidentially investigated by management or the responsible committee. The process also includes taking appropriate corrective actions and protecting the complainant from retaliation.

### **Reporting Mechanism**

- Workers can file complaints through a suggestion/complaint box, hotline, or directly to the HR/Compliance department.
- Workers’ representatives or union leaders can assist in lodging complaints.

### **Investigation & Resolution**

- All complaints are documented and investigated fairly and confidentially.
- The worker must not face retaliation for reporting discrimination.
- Corrective measures are taken (warnings, retraining, disciplinary action).
- Workers are informed about the outcome.

### **Grievance Handling**

A grievance is any concern, complaint, or dissatisfaction raised by a worker regarding unfair treatment, discrimination, harassment, or violation of rights at work.

A grievance handling procedure is a structured system that allows workers to safely report problems, ensures fair investigation, and provides appropriate solutions in a timely manner.

### **Types of Workplace Grievances in the RMG Sector**

1. Discrimination in recruitment, promotion, or wages.
2. Harassment by supervisors or co-workers.
3. Denial of benefits or unfair dismissal.
4. Unsafe or disrespectful work environment.

## Steps in Grievance Handling Procedure

1. **Filing a Complaint:**
  - The worker submits a written or verbal complaint to the line supervisor, HR, or compliance officer.
  - Complaint boxes, helpdesks, or suggestion boxes can also be used to report confidentially.
2. **Acknowledgment and Registration:**
  - The HR or compliance officer records the complaint in the **grievance register** with date, name (if provided), and issue summary.
  - A reference number is given to track the progress.
3. **Initial Review and Classification:**
  - Determine whether the complaint is related to discrimination, harassment, or other workplace concerns.
  - Urgent or sensitive cases (such as gender-based discrimination or harassment) should be prioritized.
4. **Investigation Process (if required):**
  - If the issue involves discrimination, it is referred to the Grievance Redressal Committee (GRC) or Compliance Team.
  - The committee investigates facts, interviews relevant parties, and gathers evidence.
5. **Resolution and Corrective Action:**
  - The committee recommends solutions (e.g., counseling, warning, reassignment, or disciplinary action).
  - HR implements the corrective measures and ensures that no retaliation occurs against the complainant.
6. **Feedback and Documentation:**
  - The outcome is communicated to the complainant.
  - All records are properly documented for audit and compliance verification.

## Investigating Discrimination Cases

Investigation is a systematic process of gathering facts and evidence to determine whether discrimination has occurred and what corrective actions are needed.

### Steps of Investigation Process

1. **Receiving and Acknowledging the Complaint:**
  - Once a discrimination complaint is received, acknowledge it formally.
  - Assign a case number and ensure the complainant is aware of next steps.
2. **Assigning an Investigator or Committee:**
  - The Grievance Committee or a Compliance Officer takes responsibility for investigation.
  - All members must be trained in gender sensitivity and worker rights.
3. **Gathering Information and Evidence:**
  - Interview the complainant, accused, and witnesses separately.
  - Review documents such as attendance, pay records, or HR files.
  - Collect physical or electronic evidence if available (messages, reports, CCTV).
4. **Analyzing the Findings:**
  - Compare statements and evidence to determine whether discrimination occurred.
  - Ensure conclusions are based on facts, not opinions or assumptions.
5. **Preparing the Investigation Report:**
  - Include the background, summary of interviews, findings, and recommendations.
  - Keep the report confidential and submit it to management for action.
6. **Corrective and Preventive Actions:**
  - Management decides on appropriate disciplinary measures or counseling.
  - Update HR policies or conduct refresher training to prevent future incidents.

## 7. Follow-Up:

- Ensure corrective actions have been implemented effectively.
- Monitor the workplace to confirm no further discrimination or retaliation occurs.

### Example of a Discrimination Case in RMG Factory

**Case:** A female sewing operator reported that her line supervisor repeatedly ignored her for overtime opportunities and gave preference to male workers.

#### Process:

- Complaint filed through grievance box → registered by HR → GRC investigation.
- Committee interviewed both parties and reviewed overtime records.
- Evidence confirmed unfair practice.
- Supervisor received written warning and equality training.
- HR issued policy reminder to all supervisors.

## 2.4 Awareness Program on Anti-Discrimination

Awareness programs play a vital role in educating workers and supervisors about their rights, responsibilities, and acceptable workplace behavior. These programs help prevent discriminatory acts, promote respect for diversity, and build a positive and inclusive factory culture.

### Purpose of Anti-Discrimination Awareness Programs

- To educate workers and supervisors about the rights and responsibilities related to non-discrimination.
- To prevent discriminatory behavior by building respect for diversity, gender equality, and fairness.
- To strengthen factory compliance culture in line with buyer and international labor standards.
- To encourage workers to report any discriminatory incidents without fear of retaliation.

### Planning an Awareness Program

A successful awareness program requires careful planning and organization. The following steps help ensure effective execution:

1. **Identify the Objective:**
  - Define what the awareness program aims to achieve (e.g., reducing gender bias, promoting inclusion, improving respect between teams).
2. **Target Audience:**
  - Identify who will attend: workers, line supervisors, managers, compliance officers, or mixed groups.
  - Plan separate sessions for management and workers if needed.
3. **Develop the Content and Materials:**
  - Topics may include:
    - Definition and forms of discrimination
    - Equal opportunity and gender equity
    - Grievance handling and reporting procedures
    - Respectful communication and teamwork
  - Prepare materials such as posters, leaflets, video clips, or role-play scripts.
  - Use simple language and visual aids so all participants can understand.
4. **Select Trainers or Facilitators:**
  - Trainers should be experienced in compliance, HR, or industrial relations.
  - Preferably include both male and female trainers to promote inclusivity.
5. **Choose the Format and Methods:**
  - Short workshops or sessions during working hours.
  - Group discussions, interactive games, or real-life case studies.
  - Visual displays on notice boards, posters, and factory TV screens.
6. **Scheduling and Logistics:**
  - Coordinate with production teams to ensure participation without affecting output.

- Arrange a training room, seating, projector (if available), and materials in advance.
7. **Conducting the Program:**
    - Begin with an introduction explaining the importance of respect and equality.
    - Present examples of discriminatory behavior and discuss preventive actions.
    - Encourage questions, discussion, and sharing of experiences.
    - Use visual materials and real-life cases from the RMG context for better understanding.
  8. **Evaluation and Feedback:**
    - Use short quizzes, participant feedback forms, or observation to assess understanding.
    - Identify areas that need follow-up training or awareness reinforcement.

### Communication and Advocacy Strategies

Awareness programs are most effective when supported by continuous communication and advocacy within the organization.

### Role of Communication in Promoting Anti-Discrimination

1. **Educate and Inform:** Communication ensures that every worker knows their rights, factory policies, and complaint channels.
2. **Change Behavior and Attitude:** Repeated messages and visual reminders encourage respectful and inclusive behavior.
3. **Build Organizational Culture:** A culture of open communication creates trust, transparency, and cooperation among workers and management.

### Communication Methods and Tools

1. **Visual Communication:**
  - Posters, banners, and wall charts showing equality messages.
  - Illustrations that promote teamwork, gender equity, and respect.
  - Display slogans such as *“Respect Has No Gender”*, *“Equal Work, Equal Rights”*, *“We Stand Against Discrimination”*.
2. **Verbal and Interactive Communication:**
  - Morning briefings and toolbox talks focusing on respect and equality.
  - Group meetings or team discussions to identify workplace challenges.
  - Peer education sessions and suggestion-sharing meetings.
3. **Digital and Written Communication:**
  - Factory newsletters, notice boards, or short videos on worker rights.
  - SMS messages or announcements in local language for key awareness reminders.
4. **Involvement of Worker Committees and Representatives:**
  - Compliance, participation, and welfare committees should take part in promoting awareness.
  - Worker representatives act as role models and help cascade messages across sections.

### Methods:

- Regular orientation sessions for new workers about company policies on non-discrimination.
- Posters, leaflets, and notice-board messages promoting equality and respect, also can put a statement in organization websites.
- Monthly or quarterly training sessions for supervisors and line managers.
- Observing International Women’s Day, May Day, and other events to reinforce commitment to equality.

## Self-Check – 1.2

### Short Questions:

1. Define anti-discrimination practices in your own words.
2. Give two examples of equal opportunity practices in the garments industry.
3. What should a worker do if they face harassment or discrimination at work?
4. Why is it important to conduct fair and confidential investigations of discrimination complaints?

### Multiple Choice Questions (MCQ):

1. Which of the following is an example of discrimination in the garments industry?
  - a) Promoting workers based on skill
  - b) Paying men and women differently for the same job
  - c) Providing maternity leave benefits
  - d) Giving training opportunities to all
2. Under anti-discrimination practices, what protection should be given to pregnant workers?
  - a) Forced resignation during pregnancy
  - b) Termination after maternity leave
  - c) No forced resignation during pregnancy or after maternity leave
  - d) Reduction in salary during maternity leave
3. Equal opportunity practices mainly ensure that:
  - a) Only male workers can apply for higher positions
  - b) All employees have fair access to jobs, training, and promotions
  - c) Bonuses are given only to senior staff
  - d) Workers follow strict uniform rules
4. A proper reporting mechanism for discrimination should include:
  - a) Direct dismissal of the accused without investigation
  - b) Workers reporting through a complaint box or hotline
  - c) Managers hiding complaints to protect company image
  - d) Forcing workers to withdraw complaints
5. What is the most important principle of investigating discrimination complaints?
  - a) Investigation must be delayed until production pressure is over
  - b) Complaints must be ignored if against a senior manager
  - c) Complaints must be investigated fairly, confidentially, and without retaliation
  - d) Workers should be punished for complaining
6. Which of the following is an example of an awareness program on anti-discrimination?
  - a) Reducing maternity leave
  - b) Regular orientation sessions for new workers
  - c) Assigning more night shifts to women
  - d) Limiting training to male workers only

## Answer Key- 1.2

### Short Questions Answer:

1. Define anti-discrimination practices in your own words.  
**Answer:** Anti-discrimination practices are actions and policies that prevent unfair treatment of workers based on gender, age, religion, ethnicity, disability, union membership, or other personal characteristics.
2. Give two examples of equal opportunity practices in the garments industry.  
**Answer:**
  1. Providing training and development equally to male and female workers.
  2. Promoting women into supervisory or managerial roles when qualified.
3. What should a worker do if they face harassment or discrimination at work?  
**Answer:** The worker should report the issue through the complaint box, hotline, HR/Compliance department, or with the help of a workers' representative or union leader.
4. Why is it important to conduct fair and confidential investigations of discrimination complaints?  
**Answer:** Because it ensures trust in the system, protects workers from retaliation, and helps the company take corrective action to maintain a safe and respectful workplace.

### Multiple Choice Questions (MCQ) Answers:

1. Which of the following is an example of discrimination in the garments industry?  
**Answer:** b) Paying men and women differently for the same job
2. Under anti-discrimination practices, what protection should be given to pregnant workers?  
**Answer:** c) No forced resignation during pregnancy or after maternity leave
3. Equal opportunity practices mainly ensure that:  
**Answer:** b) All employees have fair access to jobs, training, and promotions
4. A proper reporting mechanism for discrimination should include:  
**Answer:** b) Workers reporting through a complaint box or hotline
5. What is the most important principle of investigating discrimination complaints?  
**Answer:** c) Complaints must be investigated fairly, confidentially, and without retaliation
6. Which of the following is an example of an awareness program on anti-discrimination?  
**Answer:** b) Regular orientation sessions for new workers

## Information Sheet -1.3

**Learning Outcome-3:** Interpret ethical sourcing and fair-trade principles

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

**Contents:**

- 3.1 Ethical sourcing and fair-trade principles
- 3.2 Fair-trade standards
- 3.3 Evaluate supplier practices
- 3.4 Impact of unethical sourcing

### 3.1 Ethical Sourcing and Fair-Trade Principles

**Ethical sourcing** and **fair-trade principles** are therefore essential components of modern garment production. They ensure that materials, labor, and processes are obtained responsibly — without exploitation or harm — and that everyone in the supply chain benefits fairly.

Ethical sourcing means obtaining products and materials responsibly, ensuring that workers involved in production are treated fairly, work under safe conditions, and that environmental and social standards are respected throughout the supply chain. Fair trade focuses on creating better trading conditions and promoting sustainability, especially for marginalized producers and workers.

**Objective:** To ensure all sourcing and production decisions support human rights, fair wages, safe working conditions, and environmental protection.

**Key Practices:**

- Sourcing only from suppliers who comply with labor, safety, and environmental laws.
- Verifying that no forced, child, or trafficked labor is used in the supply chain.
- Promoting fair wages and decent working hours.
- Ensuring raw materials are produced sustainably (e.g., organic cotton, recycled fibers).

**Example (Garment Industry):** A factory only purchases fabrics from mills certified by OEKO-TEX and ensures all subcontractors follow the same ethical labor standards.

**Importance in the RMG Industry:**

- The RMG sector in Bangladesh exports to major global markets, where buyers (such as H&M, Levi's, Marks & Spencer, and Zara) demand compliance with ethical sourcing standards.
- Ethical sourcing helps factories build trust, attract long-term orders, and avoid penalties or order cancellations during audits.
- It protects workers' rights, enhances factory reputation, and contributes to sustainable industrial growth.

**Goals of Ethical Sourcing:**

- Promote **human rights and fair working conditions**.
- Ensure **transparency and traceability** in production and supply chains.
- Minimize environmental harm through **sustainable resource use**.
- Build long-term, trust-based relationships between buyers and suppliers.

### Core Principles of Ethical Sourcing

Ethical sourcing is based on universally accepted values and standards that guide all activities in the supply chain. The following principles are critical for RMG factories and suppliers:

## **A. Human Rights and Labor Standards**

- Respect for basic human rights of all workers.
- No use of child labor, forced labor, or discrimination.
- Freedom of association and collective bargaining must be respected.
- Fair wages and reasonable working hours according to labor law.

## **B. Fair Wages and Decent Work Conditions**

- Workers must receive wages that meet or exceed the legal minimum wage and be paid on time.
- Factories should provide safe, hygienic, and comfortable working environments.
- Overtime should be voluntary and properly compensated.

## **C. Environmental Responsibility**

- Minimize waste, reduce energy and water consumption, and control emissions.
- Proper disposal of chemical and dyeing waste.
- Encourage recycling and sustainable sourcing of raw materials.

## **D. Transparency and Traceability**

- Every step of the production process should be transparent and traceable.
- Suppliers must be honest about working conditions, materials, and subcontracting arrangements.
- Buyers should be informed about where and how goods are produced.

## **E. Accountability and Continuous Improvement**

- Factories must be responsible for ensuring compliance with ethical standards.
- Regular audits, self-assessments, and worker feedback systems help maintain accountability.
- Continuous improvement should be part of management commitment.

## **Fair-Trade Concept and Philosophy**

Fair trade is a social and economic movement that ensures producers, workers, and suppliers receive fair compensation, work under safe conditions, and have equal opportunities for growth. It promotes ethical relationships between producers in developing countries and buyers in developed markets by ensuring justice, transparency, and respect in trade practices.

### **Fair-Trade Philosophy in the RMG Context:**

#### **1. Fair Payment:**

- Workers and producers are paid fairly for their labor, covering living costs and ensuring economic security.
- Buyers pay suppliers a fair price that allows compliance with labor and safety standards.

#### **2. Gender Equity and Empowerment:**

- Fair-trade supports women's participation in leadership and decision-making roles.
- Promotes non-discrimination in employment, training, and promotion.

#### **3. Long-Term Business Relationships:**

- Encourages stable contracts between suppliers and buyers.
- Reduces pressure for short lead times, which often leads to excessive overtime or labor exploitation.

#### **4. Community Development:**

- Fair-trade organizations often reinvest profits into community programs such as education, healthcare, and childcare facilities.

#### **5. Environmental Protection:**

- Promotes environmentally sustainable production methods, use of organic materials, and waste reduction.

## 3.2 Fair-Trade Standards

Fair-trade standards are a set of rules and criteria that ensure workers and producers receive fair pay, safe working conditions, and respect for their rights. These standards also promote environmental care and community development.

**Objective:** To understand and apply the core principles of fair trade in sourcing, production, and supplier management.

### Key Principles:

- Fair wages and decent working conditions.
- No forced or child labor.
- Gender equality and non-discrimination.
- Safe and healthy work environment.
- Respect for workers' rights to organize.
- Environmentally sustainable production.

**Example:** A buyer sources garments from a certified Fairtrade International supplier who guarantees fair wages, safe working conditions, and equal treatment of male and female workers.

### Key Purposes of Fair-Trade Standards:

- **Empowerment of Workers and Producers:** Ensuring fair wages, safe working conditions, and respect for labor rights.
- **Sustainable Production:** Encouraging environmentally responsible methods, reducing waste, and minimizing pollution.
- **Transparency and Accountability:** Promoting traceability in supply chains to ensure ethical sourcing and production.
- **Community Development:** Using Fair-Trade premiums to fund education, healthcare, and community welfare initiatives.
- **Gender Equality and Inclusion:** Promoting women's participation and equal treatment in the workplace.

### Core Components of Fair-Trade Standards in RMG:

1. **Fair Wages and Decent Work:** Workers must receive fair pay that supports a decent standard of living, with regular working hours and safe environments.
2. **Freedom of Association:** Workers have the right to join unions and participate in collective bargaining.
3. **No Child or Forced Labor:** Strict prohibition of child labor and all forms of modern slavery.
4. **Health and Safety:** Factories must comply with international health and safety standards, ensuring a secure workplace.
5. **Environmental Sustainability:** Encouraging use of organic fibers, reduced water usage, and eco-friendly dyeing processes.
6. **Ethical Business Conduct:** Prohibiting corruption, bribery, and exploitation within the supply chain.

### Key Fair-Trade Certification Systems

Fair-Trade certification systems provide frameworks for verifying that production and trade practices meet globally recognized ethical and environmental standards. These certifications are essential for factories and suppliers who aim to demonstrate their commitment to responsible business conduct.

#### a. Fairtrade International (FLO - Fairtrade Labelling Organizations International)

- **Overview:** One of the most recognized Fair-Trade systems globally.
- **Focus Areas:** Worker empowerment, fair pricing, sustainable production, and community development.

- **Certification Label:** The **Fairtrade Mark**, used on products that meet the FLO standards.
  - **Relevance to RMG:** Ensures that cotton and textile producers receive fair prices, workers are treated ethically, and environmental impacts are minimized.
- b. World Fair Trade Organization (WFTO)**
- **Overview:** Represents a global network of organizations committed to Fair-Trade principles.
  - **Key Standards:**
    - Commitment to Fair-Trade as the primary goal.
    - Capacity building and continuous improvement in social responsibility.
    - Transparency and accountability in trading relationships.
  - **Relevance to RMG:** Focuses on producer organizations and small-scale enterprises promoting ethical garment production.
- c. Fair Trade USA**
- **Overview:** Independent organization certifying factories and farms under Fair-Trade principles.
  - **Certification Process:** Includes audits of labor conditions, wages, environmental performance, and worker empowerment programs.
  - **RMG Impact:** Factories certified under Fair Trade USA must maintain health and safety standards, fair wages, and use Fair-Trade premiums for worker welfare projects.
- d. SA8000 (Social Accountability International)**
- **Overview:** Although not a “Fair-Trade” label, SA8000 is a globally recognized **social compliance certification** aligned with Fair-Trade values.
  - **Key Criteria:** Child labor, forced labor, health and safety, freedom of association, discrimination, disciplinary practices, and working hours.
  - **Application in RMG:** Frequently used by garment factories to demonstrate ethical labor practices and attract responsible buyers.
- e. Global Organic Textile Standard (GOTS)**
- **Overview:** Integrates Fair-Trade principles with environmental sustainability for textile production.
  - **Coverage:** Organic fiber content, safe chemical use, environmental management, and social criteria for workers.
  - **RMG Relevance:** Ensures that garments are both environmentally and socially responsible.

### Benefits of Recognizing and Implementing Fair-Trade Standards

1. **Improved Brand Image:** Demonstrates commitment to ethical sourcing and sustainability.
2. **Market Access:** Increases opportunities to partner with global buyers who require Fair-Trade compliance.
3. **Worker Welfare:** Enhances job satisfaction, safety, and motivation through fair treatment and benefits.
4. **Sustainability:** Promotes long-term environmental and social responsibility in the RMG sector.
5. **Economic Growth:** Strengthens Bangladesh’s competitiveness in the global ethical apparel market.

### 3.3 Evaluate Supplier Practices

Evaluating supplier practices means assessing whether suppliers follow ethical, social, and environmental standards consistent with company and buyer codes of conduct.

**Objective:** To ensure all suppliers and subcontractors comply with ethical sourcing policies before and during business partnerships.

### **Evaluation Methods:**

- Conducting supplier audits (social, environmental, and health & safety).
- Reviewing documentation (contracts, payroll, attendance, age records).
- Checking working conditions and worker interviews.
- Verifying certifications (Such as, BSCI, WRAP, Fairtrade, SA8000).

**Example:** A compliance team visits a fabric dyeing supplier to verify waste-water treatment practices and ensure they meet environmental standards before approving orders.

### **Supplier Selection and Evaluation Process**

A structured supplier selection and evaluation process is fundamental to maintaining the quality, integrity, and sustainability of the RMG supply chain. Ethical sourcing demands that every supplier is evaluated not only for cost and quality but also for social responsibility, environmental management, and compliance with labor laws.

#### **Purpose of Supplier Evaluation**

The main objectives are to:

- Ensure that suppliers comply with buyer and brand ethical sourcing standards.
- Minimize risks related to labor violations, unsafe working conditions, or environmental harm.
- Maintain consistent quality, transparency, and accountability in sourcing.
- Support continuous improvement and long-term partnerships with responsible suppliers.

### **Steps in Supplier Selection and Evaluation**

#### **Step 1: Supplier Identification and Pre-Qualification**

- Gather a list of potential suppliers based on capability, product quality, delivery capacity, and ethical reputation.
- Review basic information such as business registration, compliance certificates, and previous client feedback.
- Screen suppliers for high-risk issues such as child labor, forced labor, or environmental violations.

#### **Step 2: Preliminary Assessment (Desk Review)**

- Evaluate supplier documents such as licenses, social audits, safety reports, and environmental management records.
- Check alignment with international standards such as **ILO Conventions**, **SA8000**, **Fairtrade**, and **WRAP** (Worldwide Responsible Accredited Production).

#### **Step 3: On-Site Audit and Evaluation**

- Conduct factory visits to verify working conditions, health and safety measures, waste disposal, and energy management.
- Interview workers and supervisors to assess labor practices and management systems.
- Evaluate compliance with working hours, wages, discrimination policies, and grievance procedures.

#### **Step 4: Performance Scoring and Approval**

- Rate suppliers based on a scoring system covering ethical, environmental, quality, and delivery performance criteria.
- Approve suppliers who meet minimum compliance standards and develop improvement plans for those with gaps.

#### **Step 5: Continuous Monitoring and Re-Evaluation**

- Perform periodic audits to ensure ongoing compliance.
- Track improvements, corrective actions, and performance consistency.
- Suspend or terminate contracts for repeated or serious ethical breaches.

### Ethical Evaluation Criteria for Suppliers in RMG

- **Labor Practices:** No child or forced labor, fair wages, and safe working hours.
- **Health and Safety:** Proper ventilation, fire safety systems, first aid, and emergency exits.
- **Environmental Management:** Proper waste disposal, chemical management, water conservation, and reduced carbon emissions.
- **Transparency:** Accurate record-keeping, open communication, and traceable sourcing.
- **Anti-Corruption:** No bribery, falsification of documents, or exploitation.

### 3.4 Impact of Unethical Sourcing

Unethical sourcing refers to obtaining materials or products from suppliers that violate labor, social, or environmental standards.

**Objective:** To understand how unethical sourcing affects not only the workforce but also the company's reputation, environment, and long-term sustainability.

#### Key Impacts:

- **Social:** Worker exploitation, unsafe conditions, child or forced labor.
- **Economic:** Loss of buyer trust, order cancellations, and brand damage.
- **Environmental:** Pollution, resource depletion, and waste.
- **Reputational:** Negative media coverage and loss of international certification.

**Example:** If a garment factory is found using subcontractors that employ child labor, major buyers may cancel contracts and blacklist the supplier, causing severe financial and reputational loss.

## Self-Check – 1.3

### Short Questions:

1. What is the main goal of ethical sourcing?
2. Mention two ways to evaluate supplier practices.
3. How does unethical sourcing affect the garment industry?

### Multiple Choice Questions (MCQ):

#### 1. Ethical sourcing mainly ensures that:

- A. Products are cheap and produced quickly
- B. Workers are treated fairly and environmental laws are followed
- C. Buyers get the lowest cost possible
- D. Only local suppliers are used

#### 2. Which of the following is a core principle of fair trade?

- A. Longer working hours
- B. Fair wages and safe working conditions
- C. Child labour for faster production
- D. Ignoring environmental issues

#### 3. Evaluating supplier practices means:

- A. Visiting suppliers only once a year
- B. Checking suppliers' compliance with ethical and environmental standards
- C. Collecting samples for quality inspection only
- D. Asking suppliers to reduce prices

#### 4. Which certification is commonly used to verify ethical sourcing in the garment industry?

- A. ISO 9001
- B. OEKO-TEX or Fairtrade International
- C. HACCP
- D. FDA

#### 5. One of the negative impacts of unethical sourcing is:

- A. Increase in company reputation
- B. Strong buyer trust
- C. Loss of business and damaged reputation
- D. Increase in product quality

## Answer Key- 1.3

### Short Questions Answers:

**1. What is the main goal of ethical sourcing?**

**Answer:** To ensure that all materials and products are produced in a socially responsible, environmentally friendly, and legally compliant manner that respects workers' rights and promotes sustainability.

**2. Mention two ways to evaluate supplier practices.**

**Answer:**

1. Conducting regular social and environmental audits.
2. Reviewing supplier documents such as payroll, age records, and certifications.

**3. How does unethical sourcing affect the garment industry?**

**Answer:** It leads to poor labor conditions, environmental pollution, loss of buyer trust, and damage to the company's brand reputation.

### Multiple Choice Questions (MCQ) Answers:

**1. Ethical sourcing mainly ensures that:**

**Answer:** B

**2. Which of the following is a core principle of fair trade?**

**Answer:** B

**3. Evaluating supplier practices means:**

**Answer:** B

**4. Which certification is commonly used to verify ethical sourcing in the garment industry?**

**Answer:** B

**5. One of the negative impacts of unethical sourcing is:**

**Answer:** C

## Information Sheet -1.4

**Learning Outcome-4:** Describe social compliance issues.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 4.1 Social compliance within the RMG Sector
- 4.2 Aspects of social compliance
- 4.3 Functions of compliance department
- 4.4 Role and responsibilities of compliance officer

### 4.1 Social Compliance within the RMG Sector

**Social Compliance** refers to the way an organization treats its employees, respects labor laws, protects workers' rights, and ensures safe and ethical working conditions throughout the production process. It is the process by which a company monitors and manages its operations — and those of its suppliers — to ensure compliance with local labor laws, international standards, and buyer codes of conduct.

**In simple terms**, social compliance means doing business in a socially responsible and legally compliant manner, where workers' health, safety, wages, and dignity are protected.

#### Key Elements of Social Compliance:

- Respect for human rights and labor laws
- Prevention of child labor and forced labor
- Fair wages and reasonable working hours
- Freedom of association and collective bargaining
- Non-discrimination and equal opportunity
- Safe and healthy workplace environment
- Environmental responsibility and ethical behavior

**Explanation:** Factories must comply with labor laws, buyer codes of conduct, and global standards such as ILO conventions to ensure workers' rights, health, and safety are protected.

#### Importance of Social Compliance

The global apparel industry operates through complex supply chains involving brands, buyers, suppliers, and subcontractors across many countries. Buyers from Europe, North America, and other regions have established codes of conduct that their suppliers must follow. These standards are based on international labor conventions, such as those of the International Labour Organization (ILO), and on human rights principles.

Failure to meet social compliance standards can result in loss of buyer contracts, order cancellation, or even factory blacklisting. Therefore, maintaining compliance is not only a moral obligation but also a business necessity for survival in the competitive RMG export market.

#### Key Reasons Why Social Compliance is Important:

1. **Market Access:** Buyers prefer sourcing from compliant factories to avoid legal and reputational risks.
2. **Worker Welfare:** Ensures workers' safety, fair wages, and better living standards.
3. **Brand Reputation:** Protects global brand image and builds consumer trust.
4. **Operational Efficiency:** Reduces turnover, absenteeism, and accidents, leading to better productivity.
5. **Sustainability:** Promotes long-term growth through ethical and responsible business practices.

**Example:** After incidents such as the *Rana Plaza collapse (2013)*, international buyers strengthened their compliance requirements under initiatives like the Accord on Fire and Building Safety and the Alliance for Worker Safety. These frameworks made compliance a mandatory part of global sourcing agreements.

### Social Compliance in the RMG Industry of Bangladesh

Bangladesh is one of the world's largest exporters of ready-made garments. To meet buyer requirements and ensure sustainable business, most factories have adopted compliance practices aligned with international standards and Bangladesh labor laws.

#### Key Features of Social Compliance in Bangladesh's RMG Sector:

- Establishment of compliance departments in medium and large factories.
- Appointment of compliance officers to monitor and report compliance performance.
- Regular audits by buyers and third-party organizations.
- Implementation of workplace safety programs (fire, building, and electrical safety).
- Promotion of worker welfare activities, health services, and grievance mechanisms.

#### Government and Industry Support:

- The **Bangladesh Labour Act (2006, amended in 2018)** defines the rights and responsibilities of both employers and workers.
- The Department of Inspection for Factories and Establishments (DIFE) monitors compliance across factories.
- The **BGMEA** and **BKMEA** associations provide guidance and training on compliance to member factories.

#### Recent Developments:

- Growing awareness among workers about their rights.
- Increased investment in health and safety measures.
- Integration of environmental and sustainability issues into compliance programs.

## 4.2 Aspects of Social Compliance

Social compliance refers to the ethical and legal responsibilities of a company toward its employees, community, and environment. In the RMG (Ready-Made Garment) industry, social compliance ensures that factories provide fair wages, maintain safe working conditions, and respect workers' rights as per national laws and international labor standards.

The **aspects of social compliance** are the key areas that must be monitored and implemented to achieve full compliance. Understanding these aspects is vital for every compliance officer, line supervisor, and worker to ensure that the workplace follows fair labor practices and meets buyer expectations.

### Child Labor

Employment of children below the legal minimum age, especially in hazardous work.

**Explanation:** Factories must ensure that no child under 14 (or ILO legal age) is employed.

**Example:** Verifying age documents during recruitment and avoiding hiring non-conformity.

### Forced Labor

Any work done under coercion, threat, or without consent is considered forced labor and violates fundamental human rights, as it deprives individuals of their freedom, dignity, and the ability to make voluntary choices regarding their employment or participation.

**Explanation:** Workers must be free to join, leave, or refuse overtime without punishment.

**Example:** Not holding identity cards, Original documents or wages to prevent workers from leaving.

### Working Hours

Compliance with legal limits for daily and weekly working hours, including rest days.

**Explanation:** Excessive working hours more than legal limit can harm health and violate labor law.

**Example:** Maintaining attendance records and limiting overtime as per law.

### Compensation and Benefits

Payment of fair wages and provision of legally mandated benefits.

**Explanation:** Workers must receive at least minimum wage, overtime pay, and other entitlements.

**Example:** Paying full wages on time and providing maternity or medical benefits.

### Discrimination

Unfair treatment based on gender, religion, age, ethnicity, disability, or marital status is considered discrimination, undermines equality in the workplace, and violates both ethical standards and legal protections, restricting individuals from equal opportunities, fair treatment, and a safe, inclusive environment.

**Explanation:** All employees must have equal access to employment, promotion, and training.

**Example:** Equal pay for men and women performing the same work.

### Harassment and Abuse

Verbal, physical, or psychological abuse in the workplace constitutes harassment, which can create a hostile or unsafe environment. Harassment must be actively prevented and addressed promptly through clear policies, reporting mechanisms, and corrective actions to ensure a respectful and safe workplace for all employees.

**Example:** Zero-tolerance policy for sexual harassment and bullying.

### Health and Safety

Measures to protect workers from accidents, injuries, and occupational illnesses include implementing safety protocols, providing proper training and personal protective equipment, maintaining a hazard-free work environment, and regularly monitoring and improving workplace health and safety practices to ensure the well-being of all employees.

**Explanation:** Includes PPE, fire safety, emergency procedures, and safe machinery.

**Example:** Fire drills, first aid training, and safe chemical handling.

### Welfare and Social Benefits

Facilities and services to improve workers' well-being include access to clean and safe rest areas, healthcare services, recreational spaces, nutritious meals, counseling or mental health support, and programs that promote work-life balance, all aimed at enhancing overall employee health, satisfaction, and productivity.

**Explanation:** Includes clean drinking water, canteens, restrooms, daycare, and medical facilities.

**Example:** Providing a childcare center and clean dining area for workers.

### Freedom of Association

Workers' right to join or form unions without fear of retaliation.

**Explanation:** Workers should be able to organize, elect representatives, and participate in collective bargaining.

**Example:** Allowing a union committee to operate freely in the factory.

### Environment

Responsible management of natural resources and minimization of environmental impact involve adopting sustainable practices such as reducing waste, conserving energy and water, recycling materials, and implementing eco-friendly processes, all aimed at protecting the environment and promoting long-term ecological sustainability.

**Explanation:** Factories must comply with environmental laws, manage waste, and reduce pollution.

**Example:** Proper wastewater treatment and recycling programs.

### Buyer Code of Conduct

Standards set by buyers to ensure ethical, legal, and safe manufacturing practices.

**Explanation:** Factories must comply with buyer codes on wages, working hours, health & safety, and social responsibility.

**Example:** Implementing BSCI, WRAP, or other buyer-specific compliance requirements.

## 4.3 Functions of Compliance Department

The Compliance Department ensures that the factory follows labor laws, buyer codes, and international standards. It protects workers' rights, promotes a safe workplace, and maintains ethical and socially responsible practices. The department also helps build buyer trust and business sustainability by monitoring, implementing, and improving compliance across all factory operations.

### Legal Issues

Legal issues refer to all laws, rules, and regulations that govern employment relationships, labor rights, workplace safety, and factory operations.

**Explanation:** Every RMG factory must comply with national labor laws (like Bangladesh Labor Act 2006 and Amendments), ILO conventions, and buyer codes of conduct.

Non-compliance can lead to fines, legal actions, or loss of buyer trust.

#### Examples:

- Maintaining employee contracts and ID records.
- Following minimum wage laws.
- Ensuring maternity benefits and working hour limits.

### Workplace Safety

Workplace safety means protecting workers from accidents, injuries, or illness by providing a safe and hazard-free environment.

**Explanation:** It includes fire safety, proper machine maintenance, personal protective equipment (PPE), and emergency preparedness.

#### Examples:

- Fire drills every six months.
- First aid box and trained first aiders.
- Safe electrical wiring and chemical handling practices.

### Workers' Welfare

Workers' welfare means providing facilities and support that promote the physical, mental, and social well-being of employees.

**Explanation:** It includes ensuring clean drinking water, restrooms, medical care, childcare, and recreational facilities.

**Examples:**

- Medical Center or nurse in the factory.
- Canteen and resting areas.
- Daycare or childcare facilities for female workers.

### Job Security Validation

Job security means protecting workers from unfair dismissal and ensuring employment stability according to labor laws.

**Explanation:** Factories must follow legal termination procedures, pay due benefits, and avoid forced resignations.

**Examples:**

- Issuing appointment letters and maintaining service books.
- Paying legal compensation during retrenchment.
- Avoiding termination without notice or justification.

### Training and Development

Training and development refer to continuous learning programs that improve workers' skills, efficiency, and career growth.

**Explanation:** Training helps reduce workplace accidents, improve quality, and build employee confidence.

**Examples:**

- Orientation for new workers.
- Fire safety and first aid training.
- Skill development for machine operators or supervisors.

## 4.4 Roles and Responsibilities of Compliance Officer

The Compliance Officer acts as the key link between management, workers, and buyers to ensure that the factory follows labor laws, ethical standards, and buyer codes of conduct. They help maintain a safe, fair, and legally compliant workplace while promoting ethical business practices and protecting workers' rights.

### Workplace Health and Safety

Ensuring a safe and hazard-free working environment to prevent accidents, injuries, or illnesses.

**Explanation:** Includes proper ventilation, fire safety, safe machinery, PPE, and emergency preparedness.

**Example:** Conducting monthly fire drills, maintaining first aid kits, and providing gloves and masks for machine operators.

### Awareness Training

Programs designed to educate workers and management about workplace safety, social compliance, and ethical practices.

**Explanation:** Training ensures employees understand their rights, responsibilities, and how to maintain a safe, fair, and compliant workplace.

**Example:** Orientation sessions for new workers and quarterly refresher training on anti-harassment policies.

### Grievance Handling

A formal system that allows workers to raise complaints or concerns safely and ensures fair resolution.

**Explanation:** Includes confidential reporting channels, timely investigation, and corrective action without retaliation.

**Example:** Workers submit complaints through a suggestion box or hotline, and the HR/compliance team resolves issues promptly.

### Social Compliance Audit

An assessment of a factory's adherence to labor laws, buyer codes, and international standards.

**Explanation:** Audits evaluate areas like wages, working hours, health & safety, welfare, and freedom of association.

**Example:** A third-party audit is conducted to verify minimum wage compliance, fire safety measures, and training records.

### Audit Documentation

Maintaining accurate records of social compliance activities and audit results.

**Explanation:** Documentation includes attendance registers, wage records, training logs, inspection reports, and corrective action reports.

**Example:** The compliance officer files monthly health and safety checklists and audit reports for review by management and buyers.

### Welfare Issues

Addressing the needs and well-being of workers to create a supportive work environment.

**Explanation:** Includes medical care, clean drinking water, restrooms, canteens, childcare, and recreational facilities.

**Example:** The factory provides an on-site nurse, a hygienic canteen, and daycare for female workers.

## Self-Check – 1.4

### Short Questions:

1. What does social compliance mean in the RMG industry?
2. Mention three key functions of the compliance department.
3. What are two responsibilities of a compliance officer?

### Multiple Choice Questions (MCQs):

1. What is the main goal of social compliance in the RMG sector?
  - A. To increase production speed
  - B. To ensure workers' rights and ethical labor practices
  - C. To reduce factory expenses
  - D. To satisfy buyers only
2. Which of the following is NOT an aspect of social compliance?
  - A. Health and safety
  - B. Child labour prevention
  - C. Fair wages
  - D. Increasing solid waste in cutting section
3. The compliance department is mainly responsible for:
  - A. Designing garments
  - B. Monitoring and ensuring factory compliance with laws and buyer codes
  - C. Handling export shipments
  - D. Managing production targets
4. Which of the following is a key responsibility of a compliance officer?
  - A. Preparing payroll
  - B. Investigating non-compliance issues and maintaining audit records
  - C. Supervising cutting section
  - D. Conducting product quality checks
5. What is an example of a social compliance practice?
  - A. Allowing forced labor during peak season
  - B. Conducting regular fire drills and safety training
  - C. Ignoring worker complaints
  - D. Reducing wages for absences due to maternity leave

## Answer Key -1.4

### Short Questions Answers:

**1. What does social compliance mean in the RMG industry?**

**Answer:** It means following labor laws, ILO conventions, and buyer codes of conduct to ensure fair wages, safe working conditions, and respect for workers' rights.

**2. Mention three key functions of the compliance department.**

**Answer:**

1. Monitoring legal and buyer requirements.
2. Conducting internal audits and training.
3. Handling/Monitoring (Based on organization SOP) grievances and maintaining compliance records.

**3. What are two responsibilities of a compliance officer?**

**Answer:**

1. Ensuring factory operations meets social and ethical standards.
2. Preparing reports and coordinating with buyers during audits.

### Multiple Choice Questions (MCQs) Answers:

**1. What is the main goal of social compliance in the RMG sector?**

**Answer:** B

**2. Which of the following is NOT an aspect of social compliance?**

**Answer:** D

**3. The compliance department is mainly responsible for:**

**Answer:** B

**4. Which of the following is a key responsibility of a compliance officer?**

**Answer:** B

**5. What is an example of a social compliance practice?**

**Answer:** B

## **Module-2**

**Module Title: Managing Health and Safety Issues**

**Unit Code: SICIP-RMG-SCEM-02-O**

**Skills for Industry Competitiveness and Innovation Program (SICIP) Finance Division,  
Ministry of Finance**

## Module – 2

**Module Title:** Managing Health and Safety Issues.

**Unit Code:** SICIP-RMG-SCEM-02-O

**Nominal Hours:** 30 hrs.

**Module Descriptions:** This unit covers the skills, knowledge and attitudes required to manage health and safety issues. It specifically includes the task of identifying health and safety hazards in the RMG workplace, assessing the impact of identified health and safety issues, monitoring the work environment for health and safety compliance, reporting identified health and safety concern and promoting safety awareness among workers.

**Learning Outcome:** At the end of this unit, the learner will be able to demonstrate:

1. Identify potential health and safety hazards in the workplace.
2. Assess the impact of identified health and safety issues.
3. Monitor the work environment for health and safety compliance.
4. Report health and safety issues and suggest corrective actions.
5. Promote a culture of safety awareness in the workplace.

**Assessment Criteria:**

1. Potential hazards are recognized in accordance with workplace safety regulations.
2. Safety risks related to manual handling and workplace layout are evaluated and addressed.
3. Emergency procedures are understood and communicated.
4. Potential impact of identified health and safety issues is identified.
5. Financial, legal, and reputational consequences of health and safety issues are considered.
6. Recommendations for corrective actions are provided based on the assessment.
7. Safety checks and inspections are conducted.
8. Health and safety records are reviewed periodically to track compliance and identify areas for improvement.
9. Any violations or deviations from health and safety standards are reported.
10. Work environment is regularly monitored.
11. Appropriate personnel are notified of the identified health and safety concern.
12. The severity of the health and safety concern are communicated.
13. Incident reports and safety concerns are submitted.
14. Follow-up actions are recommended and tracked.
15. Workers are regularly trained on safety procedures, risk identification.
16. Safety information is demonstrated prominently throughout the workplace.
17. Regular safety meetings are conducted to foster a culture of safety.
18. Best practices on safety are followed and promoted.
19. Feedback from workers regarding safety concerns is encouraged and addressed.

## Information Sheet 2.1

**Learning Outcome-1:** Identify potential health and safety hazards in the workplace.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

### Contents:

- 1.1 Recognition of Potential Workplace Hazards
- 1.2 Workplace Safety Regulations and Legal Requirements
- 1.3 Evaluation and Control of Manual Handling Risks
- 1.4 Workplace Layout and Safety Improvement
- 1.5 Emergency Preparedness and Response

### 1.1 Recognition of Potential Workplace Hazards

Health and safety hazards in the RMG sector can be broadly categorized into several types. It is essential for workers and management to understand and identify these hazards to take preventive measures.

#### Chemical Hazards

Chemical hazards occur when workers are exposed to harmful chemicals through inhalation, skin contact, or ingestion. In the RMG industry, chemicals are commonly used in dyeing, washing, finishing, and cleaning processes.

1. **Common Chemical Hazards in the RMG Sector:**
  - a. **Dyes and pigments:** Exposure to toxic dyes used in textile coloring.
  - b. **Solvents:** Chemicals used in cleaning fabrics or machinery that may be harmful if inhaled or touched.
  - c. **Cleaning agents:** Chemicals like bleach, degreasers, and detergents used for cleaning the factory space and machinery.
2. **Health Risks:**
  - a. Respiratory problems (e.g., asthma, lung diseases).
  - b. Skin irritations and chemical burns.
  - c. Chronic illnesses due to prolonged exposure, such as cancer or neurological disorders.
3. **Preventive Measures:**
  - a. Use appropriate PPE such as gloves, masks, and goggles.
  - b. Ensure proper ventilation in areas where chemicals are used.
  - c. Implement safe storage practices and label chemicals properly.
  - d. Provide training on handling hazardous chemicals and emergency protocols.

#### Physical Hazards

Physical hazards are factors in the workplace environment that can cause physical harm to workers.

1. **Common Physical Hazards in the RMG Sector:**
  - a. **Noise:** Continuous noise from machinery like sewing machines, cutting machines, and conveyors.
  - b. **Temperature extremes:** Heat in the dyeing or printing areas and cold in storage or distribution areas.
  - c. **Electrical hazards:** Exposed wires, faulty equipment, and improper handling of electrical machinery.

2. **Health Risks:**
  - a. Hearing loss due to prolonged exposure to high noise levels.
  - b. Heat stress or hypothermia from extreme temperatures.
  - c. Electric shock, burns, and fatalities from faulty electrical equipment.
3. **Preventive Measures:**
  - a. Implement hearing protection (earplugs or earmuffs) in noisy areas.
  - b. Maintain temperature control and provide cooling or heating systems where necessary.
  - c. Ensure regular maintenance of electrical equipment and proper insulation of wires.
  - d. Provide emergency shutdown systems and regular training on electrical safety.

### Ergonomic Hazards

Ergonomic hazards are conditions that lead to strain, stress, or injury due to the physical demands of the job and workstation layout.

1. **Common Ergonomic Hazards in the RMG Sector:**
  - a. Repetitive tasks like sewing, pressing, or packing that require frequent bending, stretching, or repetitive motions.
  - b. Workers may be forced into uncomfortable positions while operating machinery.
  - c. Manual handling of heavy or bulky materials (e.g., fabric rolls, boxes).
2. **Health Risks:**
  - a. Musculoskeletal injuries (e.g., back pain, wrist strain).
  - b. Carpal tunnel syndrome and tendinitis from repetitive motions.
  - c. Fatigue due to prolonged standing or bending.
3. **Preventive Measures:**
  - a. Design ergonomic workstations that reduce the need for bending or stretching.
  - b. Provide adjustable chairs, tables, and work surfaces to ensure comfortable working postures.
  - c. Rotate tasks regularly to reduce repetitive motion injuries.
  - d. Provide manual handling training to workers and use lifting aids like trolleys and hoists.

## 1.2 Workplace Safety Regulations and Legal Requirements

Workplace safety and health are fundamental aspects of social compliance and sustainable industrial operation. In the Ready-Made Garment (RMG) industry, maintaining safety and hygiene is not only a moral duty but also a legal requirement under national labor laws and international standards.

Factories must follow the **Bangladesh Labour Act (2006, amended in 2018)** and the **Bangladesh Labour Rules (2015)** to protect workers from occupational hazards, ensure a safe working environment, and promote workers' physical and mental well-being.

### Key Provisions of Bangladesh Labour Act Related to Health and Safety

The **Bangladesh Labour Act (BLA)** and its amendments are the main legal framework that governs occupational safety and health (OSH) in all factories and industrial establishments.

#### Key Provisions include:

##### a) Health Provisions

1. **Cleanliness (Section 51):** Factories must be kept clean, with regular removal of waste, proper drainage, and sanitation facilities.

2. **Ventilation and Temperature (Section 52):** Adequate ventilation and temperature control must be maintained to ensure worker comfort.
3. **Lighting (Section 53):** Sufficient and well-positioned lighting is required to ensure safe and efficient work.
4. **Drinking Water (Section 55):** Safe, pure drinking water must be supplied and marked clearly for worker access.
5. **Latrines and Urinals (Section 56):** Separate, clean toilets for men and women must be provided in sufficient numbers.
6. **Waste Disposal:** Proper disposal of waste and effluents is required to prevent health hazards.

#### b) Safety Provisions

1. **Fencing of Machinery (Section 61):** All moving parts of machinery must be securely fenced to prevent accidents.
2. **Work on or near Machinery in Motion (Section 63):** Only trained and authorized persons may handle or repair moving machinery.
3. **Employment of Young Persons (Section 68):** Adolescents cannot work on dangerous machines unless fully trained and supervised.
4. **Precautions in Case of Fire (Section 62):** Adequate fire exits, alarms, extinguishers, and emergency drills must be provided.
5. **Lifting and Carrying Loads (Section 76):** Workers should not be required to lift excessive loads that may cause injury.
6. **Building and Equipment Maintenance (Section 78):** Structures must be maintained to prevent collapse, leaks, or electrical hazards.

#### c) Welfare Provisions

1. **First Aid (Section 89):** First aid boxes must be readily available in every department with trained first-aid personnel.
2. **Canteens (Section 92):** Factories with more than 250 workers must provide canteen facilities.
3. **Rest Rooms and Shelters (Section 93):** Adequate resting facilities for workers must be provided.
4. **Safety Committees (Section 99):** Factories employing 50 or more workers must have a safety committee with equal representation of workers and employers.

### Factory Rules and Compliance Policies for Safe Work Environment

In addition to legal requirements, factories adopt internal compliance policies and factory rules to maintain consistent safety practices that meet both national standards **and** buyer expectations.

#### a) Factory Safety Policies

- **Health and Safety Policy Statement:** Outlines the management's commitment to ensuring a safe workplace.
- **Zero Accident Policy:** Aims to prevent all workplace accidents through proactive measures and training.
- **Emergency Preparedness Policy:** Defines procedures for responding to fire, structural failure, or natural disasters.
- **Environmental and Waste Management Policy:** Promotes sustainable and environmentally safe production processes.

#### b) Factory Rules and Implementation Practices

1. **Safety Training and Induction:** All new workers must receive safety orientation before starting work.

2. **Use of PPE (Personal Protective Equipment):** Workers must wear protective clothing, gloves, masks, earplugs, and helmets as needed.
3. **Fire Drills and Evacuation Plan:** Regular fire drills must be conducted to ensure workers know how to respond during an emergency.
4. **Machine Safety Checklist:** Daily machine inspection logs must be maintained to identify hazards early.
5. **Chemical Handling Procedures:** Proper labeling, storage, and use of chemicals following Material Safety Data Sheets (MSDS).
6. **Electrical and Structural Safety:** Regular inspection by qualified engineers to ensure compliance with Accord/Alliance or buyer standards.
7. **Housekeeping and Waste Management:** Regular cleaning schedules, safe waste disposal, and prevention of blocked pathways.
8. **Incident Reporting System:** Workers should report any accident, near-miss, or unsafe condition immediately to supervisors or compliance officers.
9. **Monitoring and Audit:** Regular internal and external audits are conducted to assess ongoing compliance with laws and buyer requirements.

### 1.3 Evaluation and Control of Manual Handling Risks

Manual handling refers to the process of lifting, carrying, pushing, pulling, or moving materials or objects by hand or bodily force. In the Ready-Made Garment (RMG) industry, many daily tasks involve manual handling — such as carrying fabric rolls, moving cartons, loading machines, and stacking finished goods.

While these activities may seem routine, improper manual handling can lead to serious injuries such as back pain, muscle strain, fatigue, and repetitive motion disorders. Such injuries not only affect workers' health but also reduce productivity and efficiency in the factory.

#### Types of Manual Handling Tasks in RMG Sector

Manual handling means the use of human force to lift, lower, push, pull, carry, hold, or move objects. It includes any activity that requires physical effort to move an item.

**Importance in RMG Industry:** Manual handling tasks are common in garment factories due to the physical movement of materials throughout the production line. Workers often handle fabric rolls, garments, accessories, and cartons manually — which can be safe if performed correctly but risky if not.

#### Types of Manual Handling Tasks in RMG Sector:

1. **Lifting Tasks**
  - Lifting fabric rolls, boxes of accessories, or finished garments from one area to another.
  - Lifting raw materials onto cutting tables or sewing workstations.
2. **Carrying Tasks**
  - Carrying bundles of cut panels or stitched garments between departments (cutting, sewing, finishing, packing).
  - Transporting finished cartons to the storage area or loading dock.
3. **Pushing and Pulling Tasks**
  - Moving trolleys loaded with garments or materials.
  - Pulling heavy carts or bins of fabric waste.
4. **Holding and Reaching Tasks**
  - Holding materials during sewing or ironing operations.
  - Reaching for materials or tools above shoulder height or below waist level.
5. **Repetitive Handling Tasks**
  - Repeatedly folding, packing, labeling, or sealing garments.

- Continuous use of the same motion in stitching or cutting, often leading to fatigue or strain.

### Key Factors that Affect Manual Handling Safety:

- Weight of the object.
- Frequency and duration of the task.
- Posture and body movement used during the task.
- Distance the object is moved.
- Work area layout, floor condition, and available space.

### Common Risks: Back Injury, Muscle Strain, Fatigue, and Repetitive Motion Disorders

Manual handling tasks can cause musculoskeletal disorders (MSDs) if not performed correctly. These are injuries or disorders affecting muscles, joints, tendons, ligaments, and nerves.

#### 1. Back Injury:

- **Cause:** Lifting heavy or awkward objects incorrectly (bending from the waist, twisting while lifting, sudden movements).
- **Symptoms:** Lower back pain, stiffness, difficulty in bending or standing straight.
- **Prevention:**
  - Bend knees and keep the back straight when lifting.
  - Avoid twisting or jerking movements.
  - Use mechanical aids or request assistance for heavy loads.

#### 2. Muscle Strain:

- **Cause:** Overstretching or overusing muscles during lifting, pulling, or repetitive motion.
- **Symptoms:** Pain, swelling, and reduced flexibility in affected muscles (arms, shoulders, or legs).
- **Prevention:**
  - Perform stretching exercises before work.
  - Use proper grip and lifting posture.
  - Take short breaks between repetitive tasks.

#### 3. Fatigue:

- **Cause:** Continuous physical effort without rest, improper workstation height, or excessive workload.
- **Symptoms:** Weakness, lack of concentration, increased risk of errors and accidents.
- **Prevention:**
  - Plan regular breaks.
  - Alternate between sitting and standing positions.
  - Adjust workstation ergonomically.

#### 4. Repetitive Motion Disorders (RMDs):

- **Cause:** Repeated movements of the same body part for long hours (e.g., stitching, labeling, folding).
- **Symptoms:** Tingling, numbness, or pain in fingers, wrists, shoulders, or neck.
- **Examples:** Carpal tunnel syndrome, tendonitis.
- **Prevention:**
  - Job rotation and task variation.
  - Ergonomic workstation design (correct table height, adjustable chairs).
  - Use of padded gloves or wrist supports where applicable.

### Evaluation of Manual Handling Risks

**Purpose of Risk Evaluation:** To identify which tasks could cause harm and to take preventive action before an injury occurs.

#### Steps for Evaluating Manual Handling Risks:

1. **Identify the Task:** Observe what types of manual handling activities are being performed.
2. **Assess the Load:** Consider the object's weight, size, and stability.

3. **Check the Environment:** Evaluate floor condition, space, lighting, and temperature.
4. **Observe Worker Posture and Technique:** Look for bending, twisting, or overreaching.
5. **Determine Frequency and Duration:** Identify tasks performed continuously or repetitively.
6. **Decide Control Measures:** Use mechanical aids, redesign tasks, or provide training to minimize risk.

### Manual Handling Hazards

Manual handling involves lifting, carrying, or moving objects by hand, and when not done properly, can lead to injuries.

1. **Common Manual Handling Hazards:**
  - a. Lifting heavy materials such as fabric rolls or machinery parts.
  - b. Carrying bulky items in awkward positions or over long distances.
2. **Preventive Measures:**
  - a. **Proper lifting techniques:** Workers should use their legs, not their back, when lifting.
  - b. **Use lifting aids:** Workers should use as trolleys or hoists.
  - c. **Team lifting:** Workers should use team lifting for heavy or awkward objects.

### 1.4 Workplace Layout and Safety Improvement

Improper layout design — such as congested pathways, poor lighting, and unsafe machine placement — can lead to injuries, reduce productivity, and create non-compliance issues during audits. On the other hand, an organized and safe layout enhances workflow, minimizes handling time, and ensures workers' comfort and safety.

### Importance of Proper Layout Design

A proper workplace layout ensures that the factory environment is organized, safe, and suitable for the type of production activities being carried out. The layout should be designed to support smooth workflow, easy movement, and accident prevention.

#### 1. Safety Benefits of Proper Layout Design:

- Reduces the risk of accidents and injuries caused by congestion, obstruction, or unsafe equipment placement.
- Provides clear evacuation routes for emergency situations (e.g., fire or electrical failure).
- Ensures adequate lighting and ventilation, improving worker comfort and reducing fatigue.
- Prevents tripping and slipping hazards by maintaining clean, unobstructed floors.
- Supports ergonomic working conditions, reducing strain and fatigue.

#### 2. Efficiency Benefits of Proper Layout Design:

- Enhances production flow by minimizing unnecessary movement of materials and workers.
- Saves time in transferring semi-finished and finished goods between departments.
- Improves coordination between sections such as cutting, sewing, finishing, and packing.
- Increases worker productivity through clear space allocation and reduced distractions.
- Reduces material waste and damage through organized storage and handling areas.

#### 3. Key Principles for Good Layout Design:

- **Simplicity:** Keep the arrangement logical and easy to follow.
- **Flow Orientation:** Align processes in sequence to support a smooth workflow (cutting → sewing → finishing → packing).
- **Accessibility:** Ensure easy access to tools, materials, and exits.
- **Visibility:** Maintain open sightlines for supervision and communication.
- **Adaptability:** Allow flexibility for layout adjustments based on production needs.

## Safe Placement of Machines, Aisles, and Workstations

### 1. Machine Placement:

- Machines must be installed according to the manufacturer's guidelines and electrical safety standards.
- Maintain safe distance between machines to prevent crowding and allow easy movement of workers.
  - Minimum space between two machines: usually 1 meter.
- Secure all machines on stable surfaces to prevent vibration or tipping.
- Provide sufficient lighting above each machine for accurate operation.
- Keep electrical cables organized and covered to avoid tripping or electric shock hazards.
- Install emergency stop buttons and machine guards where necessary.

### 2. Aisle Design and Arrangement:

- Aisles must be clearly marked with yellow safety lines to guide worker movement.
- Minimum aisle width should be at least 1.2 meters, allowing easy two-way traffic.
- Aisles must always be free from obstruction — no boxes, trolleys, or materials should block walkways.
- Emergency exits and pathways must be clearly visible and well-lit.
- Fire extinguishers, alarms, and exit doors must be accessible without obstruction.
- Directional arrows on the floor can guide material movement efficiently.

### 3. Workstation Setup:

- Workstations should be ergonomically designed to match the worker's height and reach.
- Chairs and tables should be adjustable to maintain good posture and reduce strain.
- Tools and accessories should be placed within easy reach to minimize unnecessary stretching or bending.
- Workers should have enough personal space to move freely and work comfortably.
- Ensure good lighting, ventilation, and cleanliness in each workstation.
- Noise levels around workstations should be minimized for better focus and communication.

### 4. Storage and Handling Areas:

- Materials should be stacked safely with proper labeling.
- Heavy items should be stored at waist level to avoid lifting injuries.
- Fabric rolls and finished goods should be stored in racks or trolleys for stability.
- Chemical or cleaning materials must be kept separately in designated safe storage rooms.

## Workplace Layout Hazards

The way a workplace is designed can impact worker safety, especially if there are obstacles or poorly designed workstations.

### 1. Common Workplace Layout Hazards:

- a. Cluttered workstations leading to trips and falls.
- b. Narrow aisles or blocked emergency exits.
- c. Inadequate lighting in work areas, which can increase the risk of accidents.

### 2. Preventive Measures:

- a. Clear walkways and workspaces to reduce clutter.
- b. Maintain proper lighting to ensure visibility.
- c. Regular inspections to ensure compliance with workplace design standards.

## 1.5 Emergency Preparedness and Response

**Emergency Procedures** are predefined plans and actions designed to protect workers, property, and the environment during an unexpected or hazardous event.

They describe what actions should be taken, who should take them, and how to respond quickly and safely to minimize harm or damage.

In simple terms, emergency procedures are step-by-step instructions that guide workers and management on how to respond when a dangerous situation occurs in the workplace.

**In the RMG Industry Context:** Emergency procedures may include instructions for fire evacuation, chemical spill response, electrical failure management, building collapse, or natural disaster preparedness.

### Purpose of Emergency Procedures

The main purpose of emergency procedures is to protect human life, prevent panic, and reduce damage to property or the environment during any emergency. It also helps ensure compliance with national safety laws and buyer requirements.

#### 1. Protect Human Life and Health

- The first and foremost goal is to **save lives** by ensuring all workers know how to react quickly and safely.
- Proper procedures prevent injury and help workers evacuate the building in an organized manner.

#### 2. Prevent Panic and Confusion

- Clearly defined emergency steps help maintain order and calm during crises.
- Workers are more confident when they know what to do and where to go.

#### 3. Ensure Quick and Effective Response

- Emergency procedures assign specific roles and responsibilities to designated persons such as **fire wardens, first aiders, and security staff**.
- This ensures that emergency actions such as alarm activation, evacuation, and communication are done swiftly.

#### 4. Minimize Property and Equipment Damage

- Rapid and organized response helps prevent the spread of fire or damage to valuable machines and materials.
- Proper shutdown of power or use of fire extinguishers reduces loss.

#### 5. Comply with Legal and Buyer Requirements

- The **Bangladesh Labour Act (2006, amended 2018)** and factory rules mandate that all factories must have fire safety and emergency evacuation plans.
- International buyers also require factories to implement and regularly practice emergency drills as part of **social compliance** and audit standards.

#### 6. Promote a Culture of Safety and Responsibility

- Regular emergency drills and awareness training encourage workers to take responsibility for their safety and that of others.
- It builds confidence and teamwork during real emergencies.

#### 7. Support Business Continuity

- By reducing injury, damage, and production downtime, proper emergency procedures help factories recover and resume operations quickly after an incident.

### Key Components of an Effective Emergency Procedure

While this topic focuses on definition and purpose, trainees should also be familiar with the main components of a typical emergency procedure in an RMG factory:

1. **Identification of Possible Emergencies** (fire, earthquake, electrical, chemical, medical, etc.)
2. **Alarm and Communication System** (how to alert everyone)
3. **Evacuation Routes and Exits** (clear, well-marked, and unobstructed)
4. **Emergency Roles and Responsibilities** (fire wardens, floor in-charges, first aid team)
5. **Assembly Points and Headcounts** (safe outdoor locations to gather)
6. **Training and Drills** (regular practice sessions for all workers)
7. **Emergency Equipment and Facilities** (fire extinguishers, alarms, medical kits)
8. **Post-Emergency Actions** (first aid, reporting, investigation, and recovery).

### Emergency Procedures and Hazard Communication

Effective emergency preparedness and hazard communication are essential for managing unforeseen incidents in the workplace. Workers must be trained in responding to emergencies like fires, chemical spills, or machinery accidents, with clear procedures for evacuation, first aid, and notifying emergency services.

#### Common Emergencies in the RMG Sector:

- Fire outbreaks due to flammable chemicals or electrical faults.
- Chemical spills or exposure from unsafe handling or storage.
- Machinery accidents leading to injuries.

#### Key Emergency Procedures:




- **Activate Alarm System:** Ensure that all workers are aware of the fire or emergency alarm systems and can activate them when necessary.
- **Evacuate through Emergency Exits:** Workers should be trained to evacuate quickly and safely through designated emergency exits.
- **Use Fire Extinguishers (If trained):** Workers who are trained in fire safety should be able to use fire extinguishers to control small fires and prevent escalation.
- **Administer Basic First Aid:** Ensure that first aid kits are easily accessible, and workers are trained to provide basic first aid in case of injury.
- **Call Emergency Services:** Procedures for contacting emergency services (fire department, medical services, etc.) should be in place and easily accessible to all workers.
- **Report to Assembly Point:** Workers should know the designated assembly point where everyone should gather after evacuation for headcounts and further instructions.
- **Isolate the Hazard Area:** In case of a chemical spill or fire, workers should be trained to isolate the hazard area to prevent exposure and further risks.
- **Notify Supervisor or Safety Officer:** The supervisor or safety officer should be notified immediately of any incidents for appropriate action to be taken.
- **Use Appropriate PPE:** Workers should use the appropriate personal protective equipment (PPE), such as gloves, masks, or goggles, during emergencies.
- **Follow Emergency Response Plan:** Every worker should be familiar with the emergency response plan and be trained to follow it step by step to ensure safety during any incident.






### Hazard Communication

Effective hazard communication is crucial in ensuring a safe and healthy workplace in the RMG sector. It involves providing workers with clear information about the hazards they may encounter and the procedures to manage them. This section outlines key elements of hazard communication, including safety signs, Safety Data Sheets (SDS), and the role of training.

## Safety Signs

Safety signs are an essential part of hazard communication and serve as visual reminders of potential risks and safety protocols. These signs must be clear, visible, and easily understood by all workers in the workplace. In the RMG sector, the following types of safety signs are commonly used:

Sign Name	Symbol	Application	Examples
<b>Warning Sign</b>		Used to indicate a potential hazard or a dangerous situation that requires caution.	<ul style="list-style-type: none"> <li>a) <b>Flammable Material:</b> Used in areas where flammable substances, such as solvents or chemicals, are present.</li> <li>b) <b>High Voltage:</b> Used near electrical equipment or areas where there is an electrical risk.</li> <li>c) <b>Toxic/Corrosive Chemicals:</b> Warning about chemicals that can cause harm if inhaled, ingested, or in contact with skin.</li> </ul>
<b>Mandatory Signs</b>		These signs indicate actions that must be taken to ensure safety, such as using PPE or following safety procedures.	<ul style="list-style-type: none"> <li>a) <b>Wear Safety Glasses:</b> Indicates that workers must wear eye protection when working in specific areas.</li> <li>b) <b>Wear Gloves:</b> Found in areas where workers may be exposed to chemicals or sharp objects.</li> <li>c) <b>Wear Safety Jacket:</b> Indicates that workers must wear high-visibility safety jackets when working in areas with low visibility or where vehicle movement is present.</li> </ul>
		Used to indicate activities or behaviours that are prohibited to	<ul style="list-style-type: none"> <li>a) <b>No Smoking:</b> Placed in areas where flammable chemicals or gases are present to reduce fire hazards.</li> </ul>

<b>Prohibition Signs</b>		prevent accidents.	b) <b>No Entry:</b> Used in restricted areas or those with hazardous conditions, such as chemical storage rooms.
<b>Emergency Information Signs</b>	 	These signs provide critical information related to emergency procedures.	a) <b>First Aid Kit Location:</b> Indicates where first aid supplies are kept for immediate use in case of injury. b) <b>Emergency Exit:</b> Marks the route to safe evacuation during an emergency, ensuring quick and safe exits.
<b>General Safety Signs</b>	 	Used to indicate safety measures and guide workers in situations that require immediate action.	a) <b>Exit Signs:</b> Indicate the locations of exits for evacuation in case of fire or other emergencies. b) <b>Fire Extinguisher Signs:</b> Show the location of fire extinguishers and how to use them properly in case of fire.

### Safety Data Sheets (SDS)

Safety Data Sheets (SDS) provide detailed information about hazardous chemicals and materials, including their safe use, handling, storage, and emergency response measures. In the RMG sector, it is vital that all workers who handle chemicals or materials with potential health hazards have access to the relevant SDS.

#### Key Components of SDS:

- i. **Identification:** The product name, manufacturer, and emergency contact information.
- ii. **Hazard Identification:** Health, physical, and environmental hazards associated with the chemical.
- iii. **Composition/Ingredients:** Information on the chemical ingredients and their concentrations.
- iv. **First-Aid Measures:** How to treat exposure or injuries caused by the chemical (e.g., skin contact, eye contact, inhalation).
- v. **Fire-Fighting Measures:** Instructions for dealing with fires involving the chemical.
- vi. **Handling and Storage:** Proper methods for storing and handling the chemical to minimize risk.
- vii. **Exposure Controls and PPE:** Recommended PPE and exposure limits to prevent harm.

**Access and Availability:**

SDS should be readily available to all workers who may come into contact with hazardous substances. They can be kept in physical formats or accessible through digital systems.

**Training on SDS:**

Workers should be trained to understand the SDS and how to use the information to protect themselves. Regular refresher training should be conducted to ensure workers are up-to-date on the proper safety protocols.

**Training and Awareness**

Training and raising awareness about health and safety hazards are essential for fostering a safety culture in the workplace. Effective training ensures that all workers understand the risks they face and the proper safety measures to follow.

**A) Types of Training:**

- i. **New Worker Orientation:** Upon hiring, workers should receive safety orientation that covers workplace hazards, PPE usage, and emergency procedures.
- ii. **Regular Safety Training:** Periodic safety training sessions should be held to reinforce knowledge of safety procedures and introduce any new hazards or safety practices.
- iii. **Emergency Response Drills:** Workers should regularly practice emergency procedures (e.g., fire drills, chemical spill response, and first-aid practice) to ensure they know what to do in case of an emergency.

**B) Worker Engagement:**

- i. Encourage workers to participate in safety meetings and feedback sessions to report hazards, suggest improvements, and discuss safety concerns.
- ii. Workers who are actively involved in safety practices are more likely to follow safety guidelines and report issues promptly.

**C) Post-Incident Reviews:**

- i. After any workplace accident or near miss, conduct investigations to determine the root cause and adjust safety protocols accordingly. This helps in improving overall safety awareness and prevents similar incidents.

## Self-Check– 2.1

### Short Questions:

1. What is a workplace hazard in the context of the RMG industry?
2. Name one common injury caused by poor manual handling in the RMG sector and how it can be prevented.
3. Why is proper workplace layout important for safety in a garment factory?
4. What is the main purpose of an emergency procedure in the workplace?

### Multiple Choice Questions:

- 1. Which of the following is an example of a chemical hazard in the RMG sector?**
  - a) Noise from machines
  - b) Exposure to toxic dyes
  - c) Repetitive motions
  - d) Poor lighting conditions
- 2. What is the main health risk associated with prolonged exposure to chemical solvents in the RMG sector?**
  - a) Skin irritations and chemical burns
  - b) Hearing loss
  - c) Muscle fatigue
  - d) Eye strain
- 3. Which of the following is a preventive measure for dealing with chemical hazards in the workplace?**
  - a) Providing regular breaks for workers
  - b) Installing air conditioning units
  - c) Using appropriate PPE like gloves, masks, and goggles
  - d) Ensuring all workers work from home
- 4. Manual handling hazards in the RMG sector mainly involve:**
  - a) Exposure to harmful chemicals
  - b) Lifting heavy objects like fabric rolls or machinery
  - c) Poor ventilation
  - d) Unclear signage
- 5. What is the best preventive measure for manual handling hazards?**
  - a) Increasing working hours
  - b) Using lifting aids such as trolleys or hoists
  - c) Reducing workers' lunch breaks
  - d) Working in smaller groups
- 6. What should be done to minimize the risks associated with poor workplace layout?**
  - a) Keep walkways clear and maintain proper lighting
  - b) Place heavy machinery in the centre of the workspace
  - c) Ensure workers stay in one position throughout their shifts
  - d) Reduce the number of safety signs in the workplace

## Answer Key-2.1

### Short Questions Answers:

1. What is a workplace hazard in the context of the RMG industry?

**Answer:** A workplace hazard is any condition or practice that can cause injury, illness, or harm to workers — such as unsafe machinery, poor ventilation, exposed wiring, or slippery floors.

2. Name one common injury caused by poor manual handling in the RMG sector and how it can be prevented.

**Answer:** A common injury is back strain, which can be prevented by bending the knees, keeping the back straight while lifting, and using mechanical aids or team lifting for heavy loads.

3. Why is proper workplace layout important for safety in a garment factory?

**Answer:** Proper layout ensures smooth workflow, prevents congestion, provides clear aisles and emergency exits, and reduces the risk of accidents and injuries.

4. What is the main purpose of an emergency procedure in the workplace?

**Answer:** The main purpose is to protect human life, prevent panic, and ensure quick, organized response during emergencies like fires, electrical failures, or building evacuations.

### Multiple Choice Questions Answers:

1. Which of the following is an example of a chemical hazard in the RMG sector?

**Answer Key: b) Exposure to toxic dyes**

2. What is the main health risk associated with prolonged exposure to chemical solvents in the RMG sector?

**Answer Key: a) Skin irritations and chemical burns**

3. Which of the following is a preventive measure for dealing with chemical hazards in the workplace?

**Answer Key: c) Using appropriate PPE like gloves, masks, and goggles**

4. Manual handling hazards in the RMG sector mainly involve:

**Answer Key: b) Lifting heavy objects like fabric rolls or machinery**

5. What is the best preventive measure for manual handling hazards?

**Answer Key: b) Using lifting aids such as trolleys or hoists**

6. What should be done to minimize the risks associated with poor workplace layout?

**Answer Key: a) Keep walkways clear and maintain proper lighting**

## Task Sheet- 2.1

**Task Name:** List the potential hazard and their health risk.

<b>Instructions:</b>		
<p><b>Read and understand the directions carefully:</b></p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance &amp; Environmental Management.</li> <li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li> <li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li> <li>▪ you have one (1) hour to complete this demonstration.</li> </ul>		
<b>Procedure:</b>		
<ul style="list-style-type: none"> <li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li> <li>▪ Read the specification information provided.</li> <li>▪ Collect all materials needed to complete the task.</li> <li>▪ Perform the task within the given time.</li> <li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li> </ul>		
<b>Specification Information:</b>		
<ul style="list-style-type: none"> <li>▪ Collect required supplies, materials, tools and equipment for the job.</li> <li>▪ Read the training materials carefully before starting.</li> <li>▪ Observe the assigned work area (cutting, sewing, finishing, or maintenance section) carefully to identify potential hazards.</li> <li>▪ List all hazards found, such as electrical, fire, mechanical, ergonomic, or chemical hazards.</li> <li>▪ Describe the possible health risks or injuries associated with each identified hazard.</li> <li>▪ Work carefully and stay alert while inspecting machines or production areas.</li> <li>▪ Follow all factory safety and hygiene rules during observation.</li> <li>▪ Write the required information and put into the blank column.</li> <li>▪ Submit the completed worksheet to the Trainer.</li> </ul>		
<b>Drawing/ Diagram/ Worksheet:</b>		
<b>Worksheet:</b> (Please use extra sheet as required)		
<b>Sl.No.</b>	<b>Description/Items (List the potential hazard)</b>	<b>Activities (Write down the Health Risk)</b>

<b>Resources Required:</b>	
Tools:	<ul style="list-style-type: none"> <li>• Torch Light</li> <li>• Inspection Checklist / Form</li> <li>• Digital Camera or Mobile</li> <li>• Measuring Tape</li> <li>• Marking Tape / Signage</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• The training materials</li> <li>• The theoretical notes</li> <li>• Hazard Identification Form / Worksheet</li> <li>• Safety Posters / Labels</li> <li>• Pen / Clipboard</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Safety Shoes</li> <li>▪ Hand Gloves</li> <li>▪ Safety Glasses</li> <li>▪ Face Mask</li> <li>▪ Ear Plugs / Ear Muffs</li> <li>▪ Helmet / Hard Hat</li> <li>▪ Apron / Protective Clothing</li> </ul>

## Information Sheet 2.2

**Learning Outcome 2:** Assess the impact of identified health and safety issues.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

### Contents:

- 2.1 Impacts of Health and Safety Issues
- 2.2 Financial, Legal, and Reputational Consequences
- 2.3 Recommendations for Corrective Actions

### 2.1 Impacts of Health and Safety Issues

**Health and Safety Impact Assessment (HSIA)** is a systematic process of identifying, analyzing, and evaluating the potential effects that health and safety issues may have on workers, equipment, productivity, and the overall organization.

It involves examining workplace hazards, determining their possible consequences, and deciding on the necessary control or corrective measures to prevent accidents and promote a safe working environment.

**In simple terms**, HSIA means studying what could go wrong, how serious the outcome could be, and what actions should be taken to stop it from happening.

#### Key Components of Health and Safety Impact Assessment:

1. **Identification:** Recognizing hazards or unsafe conditions in the workplace (e.g., faulty electrical wiring, chemical fumes, unsafe machine guards).
2. **Analysis:** Understanding how these hazards can harm workers or disrupt operations.
3. **Evaluation:** Measuring the potential severity (impact) and likelihood (risk) of the issue.
4. **Action:** Recommending or implementing control measures to eliminate or reduce risks.
5. **Review:** Monitoring and reassessing conditions regularly to ensure ongoing safety compliance.

#### Purpose and Importance of Assessing Health and Safety Issues

Assessing health and safety issues serves multiple purposes that directly support worker welfare, business performance, and legal compliance in the RMG industry.

##### 1. Protect Worker Health and Life

- The primary purpose of any safety assessment is to prevent accidents and injuries.
- It ensures workers operate in safe environments with minimal risk of exposure to hazards.
- Regular assessments identify hidden risks before they cause harm.

##### 2. Maintain Compliance with Laws and Buyer Requirements

- The Bangladesh Labour Act (2006, amended 2018) and international standards require factories to regularly monitor and improve safety conditions.
- Global buyers (such as H&M, Uniqlo, or Walmart) demand proof of compliance through regular audits.
- Assessments help ensure the factory meets both national laws and buyer codes of conduct.

##### 3. Reduce Financial Losses and Downtime

- Accidents cause production delays, compensation claims, and equipment repair costs.
- A proper assessment helps identify cost-saving preventive measures by avoiding workplace incidents.

- Investing in safety reduces long-term expenses and improves overall efficiency.

#### 4. Enhance Factory Reputation and Buyer Confidence

- A factory known for maintaining high safety standards earns buyer trust and repeat orders.
- Positive reputation also improves worker satisfaction and retention, reducing turnover.
- Conversely, unsafe conditions can damage a company's image and result in order cancellations.

#### 5. Improve Productivity and Morale

- Workers who feel safe are more focused, motivated, and productive.
- A safe and healthy environment reduces absenteeism and promotes teamwork.

#### 6. Support Continuous Improvement and Sustainability

- Regular assessment ensures that the factory continuously improves its safety management system.
- It fosters a proactive safety culture, encouraging everyone to take responsibility for workplace safety.

#### 7. Early Detection of Problems

- Assessments allow the identification of small issues before they grow into serious problems.
- Early corrective actions prevent accidents, protect assets, and ensure uninterrupted production flow.

### Risk Assessment Process:

Conducting a comprehensive risk assessment is critical in identifying, analysing, and mitigating health and safety hazards in the workplace. The following steps outline the process for evaluating potential risks and their impact:

#### Step 1: Hazard Identification:

1. Review all workplace activities, equipment, chemicals, and processes to identify potential hazards.
2. Consider all types of hazards such as Physical, chemical, ergonomic, psychosocial, and environmental hazards.
3. Use tools such as:
  - a. **Workplace inspections:** Conduct regular walk-throughs to identify hazards.
  - b. **Safety audits:** Periodically review safety standards and practices.
  - c. **Checklists:** Use pre-established lists of common hazards in the industry.
  - d. **Incident reports:** Review past incidents to identify recurring hazards.
4. Engage workers through interviews or feedback sessions, as they are often the first to identify emerging risks in their tasks.

#### Step 2: Evaluate Likelihood of Occurrence:

Assess how likely it is that a hazard will lead to an incident or injury:

- **Highly Likely:** The incident is expected to occur frequently in the workplace.
- **Possible:** The incident may occur occasionally, but it's not guaranteed.
- **Unlikely:** The incident is rare, but there's still a chance it could happen.

Use historical data such as incident reports, near-misses, and frequency of exposure to assess likelihood.

#### Step 3: Assess Severity of Consequences

1. **Evaluate the potential impact** of a hazard if it occurs. This includes both short-term and long-term effects on the workers and the organization:

- **Minor:** Temporary discomfort, minor injuries, or negligible operational disruption.
- **Moderate:** Lost workdays, medical attention required, and reduced productivity.
- **Severe:** Major injuries, long-term illnesses, fatalities, or significant financial loss.

2. **Consider:**

- Health impacts (e.g., chemical exposure, musculoskeletal disorders).
- Operational impacts, including productivity loss, disruptions, and damage.
- Reputational damage to the company if the incident leads to negative publicity.

**Step 4: Use a Risk Matrix**

Combine the likelihood and severity to calculate the overall risk level. A typical Risk Matrix categorizes risks as:

- **Low:** Acceptable risk, monitor and maintain precautions.
- **Medium:** Action required within a reasonable timeframe.
- **High:** Immediate action required to reduce risk.
- **Extreme:** Urgent action required, stop activity if necessary until mitigated.

**Risk Matrix Example:**

Severity / Likelihood	Rare	Unlikely	Possible	Likely	Almost Certain
Insignificant	Low	Low	Low	Low	Medium
Minor	Low	Low	Medium	Medium	High
Moderate	Low	Medium	Medium	High	High
Major	Medium	Medium	High	High	Extreme
Catastrophic	Medium	High	High	Extreme	Extreme

**Step 5: Assess Impact on Workers' Health**

- **Short-term impacts:** This includes injuries like cuts, burns, slips, or acute exposure to hazardous substances (e.g., chemical burns).
- **Long-term impacts:** This could involve chronic conditions such as respiratory diseases from chemical exposure, or musculoskeletal disorders from repetitive tasks.
- **Consider cumulative effects:** Repeated exposure to minor hazards over time can lead to significant health issues.
- **Evaluate the number of workers:** The number of workers can be affected by each hazard and the severity of health outcomes.

**Step 6: Assess Economic and Operational Impact**

- **Productivity Loss:** Work stoppages, absenteeism, or reduced efficiency due to injuries or illness. This can affect operational schedules and the completion of orders.
- **Financial Costs:** Costs related to medical bills, insurance premiums, legal liabilities, and compensation claims for injured workers.
- **Operational Disruptions:** Production delays, damaged equipment, and the increased cost of maintenance or repairs. This can also affect delivery timelines and customer satisfaction.

## Step 7: Prioritize Hazards

- Rank hazards based on the combined assessment of likelihood, severity, and economic impact.
- High-risk hazards should be addressed immediately, while medium and low-risk hazards should be prioritized based on available resources.
- Document all identified hazards, risk levels, and proposed mitigation measures in a risk register for tracking and continuous improvement.

## Tools for Risk Assessment

Effective risk assessment relies on using systematic tools and methods to identify, evaluate, and prioritize hazards in the workplace. These tools help ensure that no potential risk is overlooked and that appropriate control measures are implemented. Using a combination of quantitative and qualitative tools also allows organizations to gather comprehensive insights from both data and worker experiences. Some commonly used tools for risk assessment in the RMG sector include:

- **Checklists:** Structured lists of common hazards to ensure comprehensive hazard identification and assist in systematic inspections.
- **Rating Systems:** Tools that assign numerical values to the likelihood and severity of hazards, helping to evaluate risks systematically.
- **Interviews and Feedback:** Engaging workers in discussions about hazards, near-misses, and unsafe conditions to gather firsthand insights.
- **Observation and Workplace Inspections:** Conducting regular inspections of processes, equipment, and workplace layout to identify potential risks.

## 2.2 Financial, Legal, and Reputational Consequences of Health and Safety Issues:

Proper management of health and safety hazards is critical not only for worker wellbeing but also for protecting a company from significant financial, legal, and reputational risks. Failure to address workplace hazards can have immediate and long-term consequences for organizations in the RMG sector.

### Financial Consequences:

#### a) Direct Costs:

- i) **Medical Expenses:** Immediate medical treatment for injured workers, including first aid, hospitalization, and long-term medical care.
- ii) **Compensation Payments:** Workers' compensation claims or settlements for occupational injuries and illnesses.
- iii) **Insurance Premiums:** Health and liability insurance premiums may increase significantly after workplace incidents.
- iv) **Legal Costs:** Expenses arising from lawsuits or settlements related to workplace injuries or violations of labor regulations.

#### b) Indirect Costs:

- i) **Reduced Productivity:** Injuries or illnesses may reduce operational efficiency due to absenteeism, slower work pace, or increased error rates.
- ii) **Work Stoppages:** Temporary shutdowns of production lines to investigate incidents or implement corrective actions.
- iii) **Employee Turnover:** Frequent incidents may lead to worker dissatisfaction and attrition, increasing recruitment and training costs.
- iv) **Operational Delays:** Injuries and unsafe practices can disrupt production schedules, affecting delivery timelines and contractual obligations.

### **Example in RMG Context:**

A chemical spill in a dyeing unit not only requires immediate medical attention for exposed workers (direct cost) but also may halt production for hours or days, causing delays in order delivery (indirect cost).

### **Legal Consequences:**

Non-compliance with national regulations or international standards exposes companies to legal actions, fines, or even operational shutdown.

#### **a) Key National Regulations (Bangladesh):**

- i) **Bangladesh Labour Act 2006 (Amendments 2018):**  
Mandates safe working conditions, proper machinery operation, fire safety, occupational health services, and workplace inspections.
- ii) **Factories Act, 1965:**  
Specifies safety provisions, building requirements, and regulations for hazardous operations.
- iii) **Bangladesh Environment Conservation Act 1995 & Rules 1997:**  
Regulates safe handling, storage, and disposal of hazardous chemicals and waste.

#### **b) Relevant International Standards:**

- i) **ILO Conventions:**
  - a. **Convention No. 155 (Occupational Safety and Health, 1981):** Requires employers to ensure workplace safety and prevent occupational hazards.
  - b. **Convention No. 187 (OSH Management Systems, 2006):** Provides guidelines to implement a systematic OSH management approach.
- ii) **ISO 45001:2018 – Occupational Health and Safety Management System:**  
Provides a framework to identify hazards, assess risks, and implement controls.
- iii) **SA8000 – Social Accountability Standard:**  
Requires organizations to provide safe and healthy working conditions as part of broader labor compliance.

#### **c) Legal Consequences Include:**

- i) Fines or penalties for violations of labor laws or safety regulations.
- ii) Court actions in case of negligence leading to worker injury or fatality.
- iii) Possible suspension or shutdown of operations for severe or repeated violations.

### **Example in RMG Context:**

Failure to comply with fire safety standards or maintain adequate emergency exits could result in fines, legal investigations, or factory closure by the Bangladesh Department of Inspection for Factories and Establishments (DIFE).

### **Reputational Consequences:**

#### **a) Public Perception:**

- i) Workplace incidents, particularly those causing injuries or fatalities, can attract media attention.
- ii) Negative publicity may erode consumer confidence and brand reputation, particularly for international buyers prioritizing ethical supply chains.

#### **b) Client and Buyer Relations:**

- i) Global apparel brands often conduct audits to ensure compliance with health, safety, and labor standards. Poor safety records may lead to:
  - o Termination or suspension of contracts.

- Delays in order placement or reduced future orders.

**c) Employee Perception:**

- i) Unsafe workplaces lead to lower morale and higher turnover, creating a reputation of being an unfavourable employer in the local labor market.

**Example in RMG Context:**

If a factory repeatedly reports injuries due to unsafe chemical handling, international buyers may terminate contracts, citing non-compliance with SA8000 or Higg FEM requirements, resulting in revenue loss and damaged reputation.

### 2.3 Recommendations for Corrective Actions

CAPA is a critical element of social compliance, occupational health and safety, and continuous improvement systems. It ensures that identified problems are analyzed systematically, resolved effectively, and monitored continuously.

#### Corrective and Preventive Actions (CAPA)

**Corrective Action (CA):** A Corrective Action is an immediate step taken to eliminate the cause of a detected non-conformity or unsafe condition and prevent its recurrence. It focuses on solving an existing problem that has already occurred.

**Immediate Corrective Actions:**

- i) Remove or minimize immediate hazards through engineering controls, substitution, or PPE.
- ii) Provide temporary solutions (e.g., restrict access to dangerous areas) while permanent measures are being implemented.

**Long-Term Corrective Actions:**

- i) Redesign workstations to improve ergonomics.
- ii) Provide ongoing training and establish stronger safety protocols to reduce risk in the future.
- iii) Update safety procedures regularly based on new risk assessments and industry best practices.

**Preventive Action (PA):** A Preventive Action is a proactive measure taken to eliminate the cause of a potential non-conformity or risk before it happens. It focuses on identifying potential problems and stopping them from occurring in the future.

#### Key Steps in Developing Effective Recommendations (CAPA Process)

To ensure that CAPA is effective and sustainable, it should follow a systematic approach involving four key steps:

##### Step 1: Identify Root Cause

Before taking any action, it is important to find out why the problem occurred. Addressing symptoms only gives temporary results, but finding the root cause ensures the problem does not return.

**Root Cause Analysis (RCA)** tools include:

- **5 Whys Technique:** Asking “Why?” repeatedly until the main cause is found.
- **Fishbone Diagram (Ishikawa):** Categorizing causes into areas such as manpower, machinery, method, material, and environment.

##### Step 2: Suggest Practical Control Measures

Once the root cause is identified, **practical control measures** must be developed to correct or prevent recurrence.

Control measures should be realistic, cost-effective, and aligned with safety standards.

**Types of Control Measures:**

- **Engineering Controls:** Modify or replace equipment to remove hazards (e.g., machine guard installation).
- **Administrative Controls:** Change work procedures or shift patterns (e.g., introduce rest breaks to reduce fatigue).
- **Personal Protective Equipment (PPE):** Provide gloves, masks, earplugs, etc., to protect workers from residual risks.

**Step 3: Assign Responsibility and Timeline**

A CAPA plan is effective only if specific people are made **accountable** for implementing the actions. Each action must have:

- **Assigned Responsibility:** Name or position of the person responsible (e.g., Compliance Officer, Maintenance Supervisor).
- **Timeline / Deadline:** A clear date by which the action should be completed.
- **Resources:** Tools, materials, or training needed for implementation.

**Step 4: Monitor and Evaluate Implementation**

Monitoring ensures that the corrective or preventive actions are properly implemented and remain effective over time.

**Key Monitoring Activities:**

- Conduct follow-up inspections or audits.
- Check incident reports to verify improvement.
- Evaluate worker feedback on safety improvements.
- Update CAPA records and maintain documentation.

**Examples of Corrective Actions in RMG Factories**

Below are common examples of CAPA practices used in RMG factories to address health, safety, and compliance issues:

Issue / Non-Conformity	Root Cause Identified	Corrective Action Taken	Preventive Action Implemented
Fire exits blocked by materials	Lack of monitoring and awareness	Immediate removal of obstruction	Weekly housekeeping audit and signage installed
Frequent needle injuries	Missing guards and improper handling	Installed machine guards and trained workers	Regular inspection checklist and refresher training
Poor lighting in sewing area	Damaged bulbs not replaced timely	Replaced defective lights	Monthly electrical inspection plan
Slippery floor near washing section	Leakage from water pipes	Fixed pipe leakage and cleaned area	Regular floor inspection and maintenance plan
Workers suffering heat stress	Insufficient ventilation	Installed exhaust fans	Quarterly HVAC maintenance schedule
Chemical odor in finishing section	Improper chemical storage	Organized storage with MSDS and ventilation	Introduced chemical handling SOP and PPE policy

## Self-Check – 2.2

### Short Answer Questions:

1. Define “risk assessment” in the context of workplace health and safety.
2. Explain the difference between likelihood and severity in risk assessment.
3. What are two examples of long-term health impacts from exposure to workplace hazards?
4. Identify one direct financial consequence and one indirect financial consequence of health and safety incidents.
5. Mention one legal and one reputational consequence of failing to manage workplace hazards.

### Multiple Choice Questions (MCQs)

1. **In the risk matrix, a hazard that is “Possible” and “Major” would generally be classified as:**
  - a) Low Risk
  - b) Medium Risk
  - c) High Risk
  - d) Extreme Risk
2. **Which of the following is an example of a psychosocial hazard?**
  - a) Repetitive motion injuries
  - b) Stress and workplace bullying
  - c) Chemical exposure
  - d) Slippery floors
3. **Which of the following is considered an indirect financial cost of health and safety issues?**
  - a) Medical bills
  - b) Insurance premiums
  - c) Reduced productivity due to absenteeism
  - d) Compensation claims
4. **Which of the following is a reputational consequence of health and safety issues?**
  - a) Increased insurance premiums
  - b) Legal penalties
  - c) Loss of clients and buyers
  - d) Production delays

### True or False Questions:

1. Risk assessment should only focus on physical hazards.
2. Immediate corrective actions include removing hazards or using PPE.
3. Financial, legal, and reputational impacts should be considered before, during, and after incidents.
4. A risk register is used to document identified hazards and mitigation measures.
5. Long-term corrective actions can include ongoing training and safety protocol updates.

## Answer Key – 2.2

### Short Questions Answer:

- 1. Define “risk assessment” in the context of workplace health and safety.**  
**Answer:** Risk assessment is a systematic process of identifying hazards in the workplace, evaluating their likelihood and potential impact, and determining measures to control or eliminate risks to workers’ health and safety.
- 2. Explain the difference between likelihood and severity in risk assessment.**  
**Answer:** Likelihood refers to how probable it is that a hazard will cause harm, while severity refers to the extent of potential damage or impact if the hazard occurs.
- 3. What are two examples of long-term health impacts from exposure to workplace hazards?**  
**Answer:** Chronic respiratory diseases from chemical exposure and musculoskeletal disorders from repetitive tasks or poor ergonomics.
- 4. Identify one direct financial consequence and one indirect financial consequence of health and safety incidents.**  
**Answer:** Direct: Medical expenses or compensation claims.  
Indirect: Reduced productivity, work stoppages, or employee turnover.
- 5. Mention one legal and one reputational consequence of failing to manage workplace hazards.**  
**Answer:** Legal: Fines, lawsuits, or suspension/closure due to violations of labor laws and safety regulations.  
Reputational: Loss of clients, buyers, or public trust, especially among international buyers prioritizing ethical supply chains.

### Multiple Choice Questions (MCQs)

- 1. In the risk matrix, a hazard that is “Possible” and “Major” would generally be classified as:**  
**Answer:** c) High Risk
- 2. Which of the following is an example of a psychosocial hazard?**  
**Answer:** b) Stress and workplace bullying
- 3. Which of the following is considered an indirect financial cost of health and safety issues?**  
**Answer:** c) Reduced productivity due to absenteeism
- 4. Which of the following is a reputational consequence of health and safety issues?**  
**Answer:** c) Loss of clients and buyers

### True or False Questions:

- 1. Risk assessment should only focus on physical hazards.**  
**Answer:** False
- 2. Immediate corrective actions include removing hazards or using PPE.**  
**Answer:** True
- 3. Financial, legal, and reputational impacts should be considered before, during, and after incidents.**  
**Answer:** True
- 4. A risk register is used to document identified hazards and mitigation measures.**  
**Answer:** True
- 5. Long-term corrective actions can include ongoing training and safety protocol updates.**  
**Answer:** True

## Task Sheet- 2.2

**Task Name:** Determine the health and safety issue and root cause with corrective and preventive actions.

### Instructions:

#### Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance & Environmental Management.
- this assessment activity will be used to measure your underpinning knowledge and skills
- you will have fifteen (15) minutes to familiarize yourself with the resources to be used
- you have one (1) hour to complete this demonstration.

### Procedure:

- Observe and wear personal protective equipment (PPE) as required for the task to be performed.
- Read the specification information provided.
- Collect all materials needed to complete the task.
- Perform the task within the given time.
- Observe and follow all health and safety (OHS) requirements at all times.

### Specification Information:

- Collect required supplies, materials, tools and equipment for the job.
- Read the training materials carefully before starting.
- Observe the assigned section of the factory (cutting, sewing, finishing, etc.).
- Identify at least one existing or potential health and safety issue.
- Clearly describe what the issue is, where it was found, and how it affects workers or equipment.
- Identify the real cause behind the issue.
- List the immediate steps required to fix the current problem.
- Suggest long-term solutions to avoid recurrence.
- Record all details in the CAPA Worksheet provided below, including issue description, root cause, corrective and preventive actions,
- Write the required information and put into the blank column.
- Submit the completed worksheet to the Trainer.

### Drawing/ Diagram/ Worksheet:

**CAPA Worksheet:** (Please use extra sheet as required)

Sl.No.	Description/Items (List the potential Issue)	Root Cause Identified	Corrective Action Taken	Preventive Action Implemented

**Resources Required:**

Tools:	<ul style="list-style-type: none"> <li>• Torch Light</li> <li>• Inspection Checklist / Form</li> <li>• Digital Camera or Mobile</li> <li>• Measuring Tape</li> <li>• Notepad / Clipboard</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• The training materials</li> <li>• The theoretical notes</li> <li>• CAPA Worksheet (provided)</li> <li>• Pen / Marker</li> <li>• Safety Posters / Labels</li> <li>• Incident Reports / Previous Audit Records</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Safety Shoes</li> <li>▪ Hand Gloves</li> <li>▪ Safety Glasses</li> <li>▪ Face Mask</li> <li>▪ Ear Plugs / Ear Muffs</li> <li>▪ Helmet / Hard Hat</li> <li>▪ Apron / Protective Clothing</li> <li>▪ Reflective Vest</li> </ul>

## Information Sheet 2.3

**Learning Outcome-3:** Monitor the work environment for health and safety compliance.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

### Contents:

- 3.1 Conducting Safety Checks and Inspections
- 3.2 Reviewing Health and Safety Records
- 3.3 Reporting Health and Safety Violations
- 3.4 Regular Monitoring of Work Environment

### 3.1 Safety Checks and Inspections

Conducting regular safety checks and inspections is essential for maintaining a safe and compliant workplace. The ILO guidelines emphasize the importance of systematic assessments to identify potential hazards and ensure that safety measures are implemented and adhered to. Regular inspections help to proactively identify risks and prevent incidents by addressing issues before they escalate.

#### Types of Safety Inspections:

Conducting different types of safety inspections helps identify potential hazards, assess the effectiveness of safety measures, and ensure that the workplace remains compliant with safety standards. These inspections should be part of a comprehensive safety management process to prevent incidents and protect workers.

#### a) Routine Inspections:

Regularly scheduled inspections that are conducted as part of an ongoing safety management process.

- i) **Frequency:** Should occur on a weekly or monthly basis, depending on the risk levels in the workplace.
  - High-risk environments (e.g., machinery-heavy areas, chemical use) may require weekly inspections.
  - Low-risk environments may have monthly inspections.
- ii) **Objective:**
  - Ensure compliance with established safety standards and regulations.
  - Identify minor hazards before they escalate into larger problems.
  - Foster a proactive safety culture, where safety is continuously assessed and improved.

#### b) Targeted Inspections:

Targeted inspections are focused on high-risk areas of the workplace. These include areas like chemical storage rooms, machinery, and ventilation systems that could have a higher likelihood of causing harm or injury.

- i) **Examples:** Inspections of chemical mixing rooms, areas involving hazardous machinery (e.g., sewing machines, cutting machines), or spaces where electrical and mechanical hazards are common.
- ii) **Frequency:** These may be conducted quarterly or following any significant changes in the process or equipment.

### c) **Pre-shift and Post-shift Checks:**

These are quick, focused inspections that ensure equipment is in good working condition at the beginning of the shift and that safety protocols are followed at the end of the shift.

- i) **Purpose:** Ensure safe equipment use, confirm that hazards are controlled during operation, and prepare for the next shift.
- ii) **Pre-shift:** Ensuring machinery is set up correctly, tools are in place, and PPE is ready for use.
- iii) **Post-shift:** Confirm that all machinery is turned off properly, tools are stored safely, and the workspace is ready for the next round of operations.

### **Key Areas to Inspect:**

#### a) **Machinery and Equipment:**

- Ensure that all machinery is in good working condition and has the required safety features, such as guards, emergency stops, and warning lights.
- Regularly check maintenance logs to ensure that machinery is being serviced on time and any issues from previous inspections have been addressed.
- Inspect moving parts, belts, gears, and controls to prevent mechanical failure that can lead to injuries.

#### b) **Workplace Layout:**

- Inspect workstations to ensure that they are ergonomically designed to prevent musculoskeletal injuries such as back pain or repetitive strain injuries.
- Ensure that emergency exits are clearly marked and free from obstructions, and fire safety protocols are in place, such as clearly designated fire evacuation routes.
- Inspect aisles and walkways for clutter that could cause trips and falls. Ensure that proper signage is visible for hazardous areas or equipment.

#### c) **Personal Protective Equipment (PPE):**

- Verify that workers are using appropriate PPE for their tasks and that the equipment is in good condition.
- Check that PPE such as gloves, masks, goggles, aprons, and safety boots are provided and are being worn properly in areas where risks such as chemical exposure, heat, or sharp objects are present.
- Ensure compliance with PPE usage and identify any gaps or areas where additional protection may be needed.

#### d) **Fire Safety Systems:**

- Conduct inspections of fire extinguishers, sprinkler systems, fire alarms, and emergency exits to ensure that they are operational.
- Check that fire exits are unobstructed and that emergency lighting is functioning properly.
- Regularly test fire safety equipment and ensure staff are trained in fire safety procedures.

### **Inspection Tools:**

**Checklists:** Safety checklists are one of the most effective tools for ensuring that all aspects of health and safety are covered during an inspection. These checklists provide a structured and systematic approach to assess various safety factors in the workplace.

#### a) **Customization:**

Checklists should be tailored to the specific needs of the workplace and the potential hazards present. For example, they could focus on key safety areas such as:

- I. **Fire safety** (e.g., fire exits, extinguishers, alarms)
- II. **Chemical handling** (e.g., proper storage, PPE usage, ventilation systems)
- III. **Equipment condition** (e.g., machinery maintenance, safety guards)
- IV. **PPE compliance** (e.g., availability and condition of protective gear)

b) **Digital Checklists:**

- I. Utilizing digital checklists helps enhance accuracy and efficiency by ensuring that all areas are thoroughly reviewed and tracked over time.
- II. Digital tools can allow for real-time updates during inspections, enabling supervisors to implement corrective actions immediately and track progress.
- III. These systems can automatically generate reports and provide insights into recurring safety issues, helping to prioritize areas that need urgent attention.

c) **Key Benefits:**

- I. **Streamlined Documentation and Record-Keeping:**  
Digital checklists and safety management software help automate the documentation process, ensuring that all safety inspections, reports, and corrective actions are consistently tracked and easily accessible for audits.
  - II. **Standardized Inspections Across Multiple Shifts or Sites:**  
Using standardized checklists and inspection tools ensures that safety measures are evaluated in the same way across all shifts, departments, and even across multiple locations (e.g., different factories or production units).
  - III. **Ensures Compliance with Local and International Standards:**
- **Local Standards:**
    - **Bangladesh Labor Law, 2006 (Amended):** This law outlines requirements for workplace safety, workers' rights, and health standards that all businesses, including those in the RMG sector, must comply with.
    - **The Bangladesh National Occupational Safety and Health Policy:** This policy focuses on improving working conditions in industries like textiles, ensuring that employers follow OSH practices that safeguard workers' health and well-being.
    - **Directorate of Factories and Establishments (DoFE):** Under this body, factories in Bangladesh are subject to periodic inspections to ensure compliance with safety regulations.
  - **International Standards:**
    - **ISO 45001:2018:** This international standard specifies requirements for an Occupational Health and Safety (OHS) management system to ensure safe and healthy working conditions. ISO 45001 is relevant for organizations in the RMG sector, providing a structured approach to managing health and safety risks.
    - **ILO Occupational Safety and Health (OSH) Convention, 1981 (No. 155):** This convention sets out guidelines on the organization of occupational health and safety in workplaces. It is applicable to industries worldwide, including RMG, and aims to create a safe work environment.
    - **ILO Convention No. 161 on Occupational Health Services:** This convention mandates that employers should establish proper health services for workers, addressing both physical and psychological aspects of health in the workplace.

- **ISO 9001:2015** (Quality Management System) **and ISO 14001:2015** (Environmental Management Systems): These standards, while primarily focused on quality and environmental management, also emphasize the importance of worker safety as part of the overall system.

### Audit Reports:

Regular audit reports are essential for verifying compliance with both local and international safety standards, as well as evaluating the overall effectiveness of the safety management system. These reports should be used as a tool for continuous improvement in safety practices.

#### A. Types of Audits:

- a) **Internal Audits:** These focus on internal processes such as:
  - i. **Employee training:** Assessing whether workers are receiving adequate safety training.
  - ii. **Machine maintenance:** Ensuring that machinery is regularly serviced and remains in good condition.
  - iii. **Incident reporting:** Reviewing how workplace incidents are documented and the corrective actions taken.
  - iv. **Compliance checks:** Ensuring that workplace safety measures align with company policies.
  
- a) **External Audits:** External audits help ensure compliance with legal safety requirements and industry standards like:
  - i. ISO 45001: A global standard for occupational health and safety management systems.
  - ii. ILO guidelines on safety and health in workplaces.
  - iii. Regulatory compliance with government agencies (e.g., Occupational Safety and Health Administration in the U.S., European Safety Standards).

#### B. Audit Benefits:

- a. Audits benchmark safety performance and highlight areas that require improvement.
- b. They provide an objective evaluation of compliance and help prevent future safety violations.
- c. Audits ensure that corrective actions are tracked and resolved promptly, reducing the likelihood of accidents.

### Worker Feedback:

Workers are often the first to notice hazards or safety issues that might not be detected during formal inspections. Engaging workers in safety discussions is essential for a participatory approach to safety management.

#### 1) Collecting Feedback:

- a) Hold regular safety meetings or informal discussions to gather feedback from workers about hazards they face daily. This will help highlight areas of concern that may not have been addressed in previous inspections.
- b) Use surveys or interviews to gather worker perspectives on:
  - i. **PPE usage:** Is PPE being used correctly and is it available?
  - ii. **Equipment maintenance:** Are machines functioning properly, or are there recurring issues?

- iii. **Workplace comfort:** Are workers experiencing discomfort or health issues from poor ergonomics?
- 1) **ILO Recommendations:**
  - a. The ILO emphasizes that worker participation is key to an effective safety management system. Workers should feel empowered to report unsafe conditions without fear of retaliation.
  - b. Anonymous reporting systems may also be used to encourage workers to report concerns freely.
- 1) **Using Feedback for Improvement:**
  - a. Regular feedback from workers should be analysed to identify emerging risks or unsafe practices that may not be visible in formal inspections.
  - b. This feedback can then be used to adjust safety protocols, improve training, or implement new safety measures, ensuring continuous improvement in workplace safety.

### Technological Tools:

Technology plays an increasingly important role in modern safety inspections. Using advanced safety management software, mobile applications, and wearable devices enhances the ability to monitor and manage workplace safety in real-time.

#### A. Safety Management Software:

- Safety management software enables organizations to digitally track inspections, incident reports, and corrective actions.
- These systems also help schedule inspections and audits, provide reminders for safety checks, and generate automated safety reports to track trends and identify potential risks.

#### B. Wearable Safety Devices:

- Wearable devices such as safety vests with built-in sensors, smart helmets, or biosensors can provide real-time monitoring of workers' health and safety.
- These devices monitor parameters like body temperature, stress levels, and location within high-risk areas (e.g., around heavy machinery or chemical storage rooms).
- For instance, a smart helmet might alert a worker if they are in a high-noise area, or if a worker's temperature is elevated, signalling potential heat stress.

#### C. Benefits of Technology:

- Real-time data collection allows for immediate corrective actions when risks are detected.
- Provides continuous monitoring to ensure that hazards are identified and addressed promptly.
- Enhanced reporting and tracking for audits and safety compliance.

#### D. Future Developments:

- The integration of Artificial Intelligence (AI) and Machine Learning into safety systems is growing. These technologies analyse safety data to predict potential risks before they occur, providing an even more proactive approach to workplace safety.

## 3.2 Reviewing Health and Safety Records

Periodic review of health and safety records is essential for tracking compliance with workplace safety regulations and identifying areas for improvement.

#### A. Types of Records to Review:

- **Incident Reports:** Document incidents such as injuries, accidents, and near misses. Regularly review these reports to identify patterns and areas of concern.

- **Inspection Reports:** Review previous inspection reports to ensure that corrective actions were implemented and that new hazards are identified.
- **Training Records:** Ensure workers have received appropriate training in health and safety procedures, including emergency response, equipment handling, and use of PPE.
- **Worker Health Records:** Monitor workers' health records for any illnesses or injuries related to workplace hazards, such as respiratory issues or musculoskeletal disorders.

#### **B. Reviewing Compliance:**

- **Compare current records to industry standards:** Regularly compare internal safety performance to legal requirements and ILO standards to ensure compliance.
- **Track Health and Safety Trends:** Look for recurring patterns in incidents or violations to identify systemic issues and improve safety measures.
- **Assess Safety Performance:** Use key performance indicators (KPIs) such as accident frequency rates, incident severity, and training completion rates to measure safety performance.

#### **C. Utilizing Data for Improvement:**

- Identify trends in incidents to adjust safety measures.
- Use feedback from audits and inspections to adjust policies or introduce new equipment.
- Engage workers in the process of improving safety standards based on the trends and findings from the review.

### **Importance of Periodic Review**

A periodic review means regularly checking and analyzing recorded health and safety information within a fixed schedule — such as weekly, monthly, or quarterly — to ensure that workplace practices remain compliant and effective.

#### **Purpose of Periodic Review:**

- To verify whether corrective and preventive actions (CAPA) from previous incidents have been implemented and are working.
- To identify any patterns or trends in accidents, near-misses, or unsafe acts.
- To ensure that safety systems are continuously improved, not just reactively maintained.
- To prepare accurate and up-to-date reports for management, auditors, and buyers.

#### **Example (RMG Context):**

If a factory reviews its monthly incident reports and notices that “needle prick injuries” are recurring, management can take preventive steps — such as issuing proper finger guards and conducting refresher training for sewing machine operators.

Periodic reviews ensure that safety issues are identified early, allowing for timely corrective actions that protect workers and sustain compliance.

### **Using Records to Identify Key Safety Issues**

Reviewing health and safety records helps management identify the root causes and recurring patterns behind accidents and non-compliance. Records serve as a valuable decision-making tool for preventing future incidents and improving operational safety.

#### **a) Identifying Recurring Hazards or Accidents**

- Health and safety records such as accident logs, near-miss reports, and inspection checklists help identify hazards that repeatedly occur in certain departments.

- These may include issues like poor machine guarding, faulty wiring, blocked aisles, or lack of PPE.
- Identifying such recurring hazards helps compliance teams focus on high-risk areas **and** allocate resources effectively.

**Example (RMG):** If fire drill logs show repeated delays in evacuation from the finishing section, it indicates the need for improved training and layout correction in that area.

**Action:** Develop a specific corrective and preventive action plan (CAPA) to fix those recurring issues.

### b) Identifying Areas of Improvement

Periodic record reviews highlight **weak points** in safety systems and processes that require improvement.

#### Common Areas for Improvement in RMG Factories:

- Machine maintenance frequency
- Fire safety and evacuation route signage
- PPE usage compliance
- Ventilation and lighting in production areas
- Waste management and housekeeping practices

By analyzing records, management can set new safety goals — for example, reducing minor injuries by 25% in six months or increasing PPE compliance to 100%.

**Example:** A quarterly review shows that PPE usage among workers in the washing section dropped to 70%. Corrective actions could include a refresher training session, strict enforcement, and signage reinforcement.

### c) Identifying Training and Resource Gaps

Health and safety record analysis also helps identify where training, supervision, or resources are lacking.

#### Indicators of Training Gaps:

- Recurrence of similar accidents despite earlier corrective actions.
- Worker confusion or non-compliance with safety rules.
- Inconsistent record-keeping by supervisors.

#### Indicators of Resource Gaps:

- Insufficient PPE stock or damaged safety equipment.
- Lack of first aid kits or medical supplies.
- Absence of safety signage in high-risk areas.

#### Example (RMG):

Accident reports reveal several minor electrical shocks in the sewing section.

- **Training Gap:** Workers lack awareness of lockout/tagout procedures.
- **Resource Gap:** No rubber mats or insulated gloves available.

**Corrective Action:** Conduct safety training on electrical hazard control and ensure provision of insulated tools and protective equipment.

### Importance of Reviewing Health and Safety Records

- **Ensures Continuous Compliance:** Supports both local legal and buyer safety audit requirements.
- **Prevents Future Accidents:** Identifies problems before they become serious incidents.
- **Promotes Accountability:** Ensures responsible persons complete corrective actions.
- **Improves Worker Morale:** Workers feel valued when safety is monitored and acted upon.

- **Strengthens Factory Reputation:** Demonstrates a commitment to social compliance and safe working conditions.

### 3.3 Reporting Health and Safety Violations

Reporting violations or deviations from health and safety standards is a critical step in ensuring corrective action is taken promptly. ILO guidelines stress the importance of clear reporting structures for any health and safety violations.

#### A. Types of Violations to Report:

- **Non-compliance with PPE usage:** Workers not using appropriate PPE as required for specific tasks.
- **Unsafe work practices:** Workers engaging in risky behaviour or bypassing safety protocols.
- **Hazardous conditions:** Unidentified chemical spills, exposed wiring, or poorly maintained machinery.
- **Blocked emergency exits or fire hazards:** Emergency routes blocked by equipment or materials, faulty fire extinguishers, or inadequate fire safety measures.

#### B. Reporting Systems:

- **Safety Officer or Supervisor Reporting:** Supervisors or safety officers should be immediately notified of any unsafe condition, with clear procedures in place for reporting incidents.
- **Digital Reporting Systems:** Many workplaces now use digital tools to report incidents, allowing immediate escalation and tracking of safety concerns.
- **Anonymous Reporting:** Some workers may feel uncomfortable reporting safety violations directly. Providing an anonymous reporting system can encourage more reports and prevent retaliation.

#### C. Escalation of Issues:

- Once violations are reported, the information must be escalated to the appropriate department (e.g., HR, safety management) for immediate action.
- Follow-up actions should be taken to ensure that the reported violation has been addressed, and preventive measures have been implemented.

### Common Health and Safety Violations

Health and safety violations occur when factory operations or worker practices fail to meet legal requirements or buyer standards. Recognizing these violations is the first step toward ensuring a safe and compliant workplace.

Below are the most common types of violations observed in RMG factories:

#### a) Blocked Fire Exits or Aisles

- **Description:** Storage boxes, trolleys, or materials obstructing emergency exits or walkways.
- **Risk:** Workers may not be able to evacuate quickly in case of fire or emergency, leading to injury or fatality.
- **Compliance Requirement:** All exits and aisles must be clearly marked, unobstructed, and accessible at all times.
- **Example:** Fire exit doors locked or blocked by finished goods in the finishing section.

### b) Missing PPE or Safety Guards

- **Description:** Workers not wearing required Personal Protective Equipment (PPE) or machines lacking safety guards.
- **Risk:** Leads to injuries such as cuts, burns, eye damage, or hearing loss.
- **Compliance Requirement:** PPE must be provided, maintained, and worn according to job requirements; machines must have proper guards.
- **Example:** Sewing operators working without finger guards or pressmen not wearing gloves.

### c) Unsafe Chemical Storage

- **Description:** Storing chemicals (e.g., dyes, cleaning agents, solvents) in open or unlabelled containers near work areas.
- **Risk:** Fire, chemical burns, poisoning, or respiratory problems.
- **Compliance Requirement:** Chemicals must be stored in a ventilated area, properly labelled, and handled using PPE as per the Material Safety Data Sheet (MSDS).
- **Example:** Bleaching chemicals stored near heat sources without warning signage.

### d) Poor Ventilation or Lighting

- **Description:** Inadequate airflow or low lighting levels in production areas.
- **Risk:** Fatigue, headaches, eye strain, and decreased work efficiency.
- **Compliance Requirement:** Factories must ensure proper lighting and ventilation as per Bangladesh Labour Act, 2006 (Amended 2018).
- **Example:** Dark sewing section or congested finishing area with poor air circulation.

## Procedure for Reporting Violations

Every worker and supervisor should know the proper process for reporting unsafe conditions or violations so that management can take timely corrective action.

### a) Whom to Inform (Reporting Hierarchy)

When a health or safety violation is identified, it should be reported immediately to the appropriate authority.

Typical reporting hierarchy in RMG factories:

Reporting Level	Role / Responsibility
Immediate Supervisor / Line In-Charge	First point of contact; responsible for verifying and taking quick corrective action.
Compliance Officer / Safety Officer	Reviews the report, records it officially, and ensures corrective and preventive actions (CAPA) are implemented.
Department Head / Factory Management	Informed if the issue is major or unresolved; ensures policy compliance and accountability.
Safety Committee / Worker Representative	May assist in reporting, reviewing, and following up on violations.

**Example:** If a fire exit is blocked by materials, the worker informs the line supervisor immediately. If it is not cleared promptly, the issue is escalated to the compliance officer for corrective action and recordkeeping.

### b) Reporting Format and Timelines

To maintain transparency and consistency, every factory should use a standard reporting format for recording safety violations. Reports can be made in written, verbal, or digital form depending on factory policy.

### Typical Reporting Formats:

- **Verbal Report:** Immediate report to supervisor in emergencies.
- **Written Report:** Use of Health and Safety Violation Form or CAPA Form.
- **Digital Reporting:** Using factory software or mobile-based safety reporting system (if available).

### Information to Include in the Report:

1. Description of the violation (what, where, and when).
2. Persons or areas affected.
3. Possible risks involved.
4. Actions already taken (if any).
5. Recommendations for corrective action.
6. Reporter's name or anonymous ID (if applicable).

### Timelines for Reporting:

- **Immediate (within 24 hours)** for serious hazards or emergencies.
- **Within 48–72 hours** for minor or low-risk issues.
- **Regular monthly reporting** during routine inspections.

### c) Ensuring Confidentiality and Non-Retaliation for Reporting

**Confidentiality:** Workers have the right to report safety issues confidentially without revealing their identity if they wish. Factories must provide safe channels such as:

- Suggestion / Complaint Boxes.
- Confidential reporting to compliance or HR departments.
- Private meetings with safety committee members.

**Non-Retaliation Policy:** No worker should be punished, threatened, or dismissed for reporting a health or safety concern in good faith. Management must promote an open culture where workers feel safe to speak up.

## 3.4 Regular Monitoring of Work Environment

Regular monitoring of the work environment is key to maintaining a safe workplace and ensuring ongoing compliance with safety regulations. ILO guidelines highlight that continuous monitoring helps prevent accidents and ensures health and safety standards are consistently met.

### A. Continuous Monitoring Approaches:

- **Environmental Monitoring:** Continuously track factors like air quality, noise levels, temperature, and humidity in the workplace. These factors should be kept within the recommended safe levels to prevent health issues like respiratory problems or heat stress.
- **Real-Time Hazard Monitoring:** Use tools like gas detectors, noise meters, and temperature sensors to monitor hazardous conditions in real time. These tools can provide immediate feedback and trigger alarms if conditions become unsafe.

### B. Monitoring Worker Health:

- Regular health assessments and check-ups for workers exposed to hazardous conditions (e.g., chemical exposure or high noise levels) help track any emerging health concerns.
- Ensure that workers are not exposed to excessive noise, chemicals, or extreme temperatures beyond safe levels.

### C. Documentation and Tracking:

- Keep detailed records of all monitoring activities, including environmental assessments and worker health evaluations. These records will be essential for compliance audits and identifying areas for improvement.
- Use digital safety management systems to automate and track monitoring data, ensuring that it is easily accessible for review and reporting.

### Environmental Monitoring

Environmental monitoring refers to the systematic observation, measurement, and evaluation of workplace conditions that affect workers' health, safety, and comfort.

It ensures that the factory environment remains safe, clean, and compliant with both legal regulations and buyer safety standards.

#### Scope of Environmental Monitoring in RMG Factories:

Environmental monitoring in RMG workplaces covers:

- **Physical conditions:** air quality, lighting, noise, temperature, and ventilation.
- **Hygiene and cleanliness:** waste management, sanitation, pest control, and housekeeping.
- **Ergonomic conditions:** proper workstation setup, seating arrangement, and safe material handling.
- **Occupational safety indicators:** monitoring of fire exits, electrical wiring, and emergency readiness.

Monitoring should be continuous and documented, and results should be analyzed to identify trends, risks, and areas for improvement.

### Key Elements of a Healthy and Safe Work Environment

A healthy and safe work environment is built on several key factors. Each factor must be regularly monitored and maintained within acceptable standards to protect workers and support efficient operations.

#### a) Air Quality, Temperature, and Ventilation

##### Air Quality:

- Air quality refers to the level of clean, breathable air free from dust, smoke, and chemical fumes.
- Poor air quality can lead to headaches, fatigue, respiratory problems, and low concentration among workers.

##### Monitoring Methods:

- Check for dust accumulation, odors, or smoke near production areas.
- Measure air exchange rates and humidity levels periodically.
- Inspect ventilation ducts and fans to ensure proper airflow.

##### Temperature and Ventilation:

- The temperature in work areas should be comfortable and consistent.
- Ventilation systems must remove heat, odors, and humidity efficiently.
- Natural or mechanical ventilation (fans, exhaust systems) should maintain good air circulation.

##### Recommended Range (General):

- Temperature: 25–30°C (depending on factory section).
- Humidity: 40–60%.

#### b) Noise Level and Lighting Condition

##### Noise Level:

- High noise levels from sewing machines, compressors, or cutting machines can cause fatigue, stress, and long-term hearing problems.

- **Bangladesh Labour Rules (2015)** recommend that noise should not exceed 85 decibels (dB) in continuous exposure areas.

**Monitoring Methods:**

- Use a **sound level meter** to check noise levels during working hours.
- Provide **earplugs or earmuffs** where noise levels are high.
- Ensure machine maintenance to minimize vibration and sound.

**Lighting Condition:**

- Adequate lighting prevents eye strain and errors during detailed tasks like stitching or inspection.
- Poor lighting may cause mistakes, accidents, or eye discomfort.

**Monitoring Methods:**

- Use a **lux meter** to measure light intensity.
- Replace damaged bulbs promptly.
- Ensure uniform lighting across workstations and emergency exits.

**c) Cleanliness and Waste Management**

**Cleanliness:**

- A clean workplace prevents accidents, improves morale, and maintains buyer confidence.
- Daily housekeeping ensures that floors, machines, and storage areas are free from obstructions, dust, and waste.

**Waste Management:**

- Waste materials (fabric scraps, packaging, chemicals) should be sorted and disposed of properly.
- Separate bins must be provided for general waste, recyclable materials, and hazardous waste.
- Waste disposal areas should be clearly marked and cleaned regularly.

**Monitoring Methods:**

- Daily inspection of aisles, floors, and storage areas.
- Weekly review of waste segregation and disposal records.
- Compliance checks with local environmental and factory waste disposal regulations.

**d) Ergonomics and Workstation Design**

**Ergonomics:**

- Ergonomics means designing workstations and tasks to fit the worker's physical needs and comfort.
- Poor ergonomic design can cause back pain, neck strain, and repetitive motion injuries.

**Key Ergonomic Principles in RMG Factories:**

- Sewing machine tables should be at the correct height (approx. 70–75 cm).
- Chairs must be adjustable with back support.
- Adequate leg space and lighting should be provided.
- Workers should have short breaks to stretch and relax.

**Monitoring Methods:**

- Observe workers' posture during sewing, cutting, or ironing tasks.
- Adjust workstation layouts as needed.
- Conduct ergonomic awareness training for workers and supervisors.

## Self-Check– 2.3

### Multiple Choice Questions:

- 1. What is the main purpose of pre-shift and post-shift checks?**
  - a) To ensure workers have access to necessary PPE.
  - b) To ensure that equipment is functioning properly and safety protocols are followed.
  - c) To evaluate employee performance.
  - d) To check inventory levels.
- 2. Which of the following is NOT a key area to inspect during safety checks?**
  - a) Machinery and equipment.
  - b) Workplace layout and ergonomics.
  - c) Worker's personal health conditions.
  - d) Fire safety systems.
- 3. Which of the following is a critical tool used in ensuring thorough inspections?**
  - a) Work productivity logs.
  - b) Digital safety checklists.
  - c) Office supplies inventory list.
  - d) Time-tracking software.
- 4. Why is it important to engage workers during safety inspections?**
  - a) To reduce inspection times.
  - b) To gather feedback on potential hazards that may not be detected in formal inspections.
  - c) To train them in administrative tasks.
  - d) To increase productivity.
- 5. What type of audit focuses on reviewing internal processes such as employee training and machine maintenance?**
  - a) External audits.
  - b) Random inspections.
  - c) Internal audits.
  - d) Post-incident audits.
- 6. Which of the following is a major benefit of using wearable safety devices in a workplace?**
  - a) They improve work speed.
  - b) They reduce equipment costs.
  - c) They provide real-time health and safety monitoring, enabling immediate corrective actions.
  - d) They track employee performance.
- 7. What should be the primary action after a violation or deviation from health and safety standards is reported?**
  - a) Do nothing and continue operations.
  - b) Notify the supervisor and take corrective actions.
  - c) Inform employees but not address the violation.
  - d) Ignore the violation if it is not severe.

## Answer Key– 2.3

### Multiple Choice Questions Answers:

- 1. What is the main purpose of pre-shift and post-shift checks?**  
**Answer Key:** b) To ensure that equipment is functioning properly and safety protocols are followed.
- 2. Which of the following is NOT a key area to inspect during safety checks?**  
**Answer Key:** c) Worker's personal health conditions.
- 3. Which of the following is a critical tool used in ensuring thorough inspections?**  
**Answer Key:** b) Digital safety checklists.
- 4. Why is it important to engage workers during safety inspections?**  
**Answer Key:** b) To gather feedback on potential hazards that may not be detected in formal inspections.
- 5. What type of audit focuses on reviewing internal processes such as employee training and machine maintenance?**  
**Answer Key:** c) Internal audits.
- 6. Which of the following is a major benefit of using wearable safety devices in a workplace?**  
**Answer Key:** c) They provide real-time health and safety monitoring, enabling immediate corrective actions.
- 7. What should be the primary action after a violation or deviation from health and safety standards is reported?**  
**Answer Key:** b) Notify the supervisor and take corrective actions

## Job Sheet- 2.3

**Job Name:** Conduct Safety Checks and Inspections for Health and Safety Compliance.

### **Working Procedure / Steps:**

1. Review the inspection checklist and ensure all items are covered
2. Collect necessary tools, forms, and PPE before entering the inspection area.
3. Inform the section in-charge or supervisor about the planned inspection.
4. Divide the inspection area into zones (e.g., cutting, sewing, finishing, packing).
5. Observe the physical environment carefully for any unsafe acts or conditions.
6. Ensure fire extinguishers are accessible, charged, and marked.
7. Check that all moving parts are properly guarded.
8. Examine electrical systems: Look for damaged cables, overloaded sockets, or open wires.
9. Confirm workers are using gloves, masks, goggles, and other protective gear as required.
10. Check lighting, temperature, ventilation, and noise level.
11. Note down all findings — compliant, non-compliant, or partially compliant — on the inspection checklist.
12. Prepare a short inspection report summarizing key issues and recommendations.
13. Submit the report to the Compliance Department.

### **Cautions:**

- Never touch or operate any machine during inspection without authorization.
- Do not enter restricted areas (e.g., boiler room, electrical room) without permission and proper PPE.
- Avoid distractions or chatting during inspection; stay focused.
- Report all unsafe conditions immediately to the supervisor.
- Do not remove or alter safety devices or warning labels.

## Specification Sheet – 2.3

**Job Name:** Conduct Safety Checks and Inspections for Health and Safety Compliance.

### Required PPE:

- Safety Shoes
- Hand Gloves
- Safety Glasses
- Face Mask
- Ear Plugs / Ear Muffs
- Helmet / Hard Hat
- Apron / Protective Clothing
- Reflective Vest

### Required Tools & Equipment:

- Torch Light
- Inspection Checklist / Form
- Digital Camera or Mobile
- Measuring Tape
- Lux Meter
- Noise Level Meter
- Notepad / Clipboard
- Clipboard / Pen

### Required Materials:

- Safety Inspection Form
- CAPA Form
- Floor Plan / Factory Layout
- Safety Signage Reference Sheet

### Drawing/Diagrams/Layout:

#### Sample Factory Floor Safety Inspection Layout (Illustrative Diagram)

RMG FACTORY INSPECTION MAP	
[1] Cutting Section	[2] Sewing Lines (A-F)
- Fabric storage	- Check PPE usage
- Dust extractor check	- Fire exit access
[3] Finishing Area	[4] Packing & Dispatch Zone
- Check lighting level	- Verify waste disposal bins
- Ventilation fan test	- Ensure aisles are clear
[5] Fire Exit & Staircase Area	
- Verify exit signs, doors, and lighting	
[6] Electrical & Boiler Room (Authorized Entry Only)	
- Check circuit boxes, warning signs, PPE availability	

\*Red Circle = Hazard Observed

\*Green Circle = Compliant Area

## Information Sheet 2.4

**Learning Outcome-4:** Report health and safety issues and suggest corrective actions.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

### Contents:

- 4.1 Identifying and Recognizing Health and Safety Concerns
- 4.2 Notifying Appropriate Personnel of Identified Concerns
- 4.3 Communicating the Severity of the Concern
- 4.4 Preparing and Submitting Incident Reports and Safety Concerns
- 4.5 Recommending and Tracking Follow-Up Actions

### 4.1 Identifying and Recognizing Health and Safety Concerns

In the **Ready-Made Garment (RMG)** industry, workers perform repetitive tasks, operate high-speed machines, handle chemicals, and work in crowded production environments. Therefore, identifying and recognizing potential health and safety concerns is essential to prevent accidents, injuries, and non-compliance incidents.

When workers and supervisors are able to recognize hazards such as fire risks, machine safety problems, poor ergonomics, and chemical exposure, they can take timely action to report and correct these issues.

### Common Health and Safety Concerns in RMG Factories

In a garment factory, health and safety concerns can arise from physical conditions, machine operations, chemical handling, and poor ergonomic design. Recognizing these risks early helps prevent injury, maintain compliance, and improve worker morale.

Below are the four main categories of health and safety concerns that trainees should be familiar with:

#### a) Fire Hazards (Blocked Exits, Faulty Wiring)

Fire hazards are unsafe conditions that may lead to a fire outbreak or prevent safe evacuation during an emergency.

#### Common Fire Hazards in RMG Factories:

- Fire exits blocked by materials, boxes, or trolleys.
- Faulty or overloaded electrical wiring and plugs.
- Use of non-fire-resistant materials near heat sources.
- Accumulation of lint, fabric dust, or flammable waste near machines.
- Fire extinguishers missing, expired, or inaccessible.

#### Possible Consequences:

- Rapid fire spread and smoke inhalation.
- Injuries, fatalities, or property loss.
- Factory closure and legal or buyer penalties.

#### How to Recognize Fire Hazards:

- Visually inspect aisles and exits for obstructions.
- Check electrical outlets and cords for burning smell or damage.
- Observe whether fire extinguishers and alarms are working and accessible.

## **b) Machine Safety Issues (Unguarded Machines, Noise Hazards)**

Machine safety issues occur when machines are operated or maintained in unsafe conditions that can cause physical injury or hearing damage.

### **Common Machine-Related Concerns in RMG Factories:**

- Missing machine guards or needle guards.
- Loose or broken drive belts on sewing machines.
- Overcrowded workstations increasing collision risk.
- Loud noise from cutting, pressing, or compressor machines.
- Workers operating machines without proper training or PPE.

### **Possible Consequences:**

- Cuts, needle pricks, or entanglement injuries.
- Long-term hearing loss due to excessive noise.
- Decreased efficiency and fear among workers.

### **How to Recognize Machine Safety Issues:**

- Observe if machines have missing guards or safety labels.
- Listen for high noise levels that make communication difficult.

## **c) Ergonomic Problems (Awkward Posture, Repetitive Strain)**

Ergonomic problems occur when the design of the workstation or task does not suit the worker's body movement or comfort, leading to strain, fatigue, or musculoskeletal injury.

### **Common Ergonomic Issues in RMG Factories:**

- Sewing operators bending forward for long hours.
- Chairs without back support or incorrect height.
- Workers lifting heavy bundles manually without aid.
- Repetitive wrist and shoulder movements during stitching or finishing.

### **Possible Consequences:**

- Back pain, neck pain, and muscle strain.
- Fatigue and decreased concentration.
- Long-term musculoskeletal disorders (MSD).

### **How to Recognize Ergonomic Problems:**

- Observe workers' posture and workstation setup.
- Identify repetitive movements or long periods of sitting or standing.
- Listen for worker complaints about pain or discomfort.

## **d) Chemical Hazards (Unsafe Storage, Fumes, Lack of PPE)**

Chemical hazards arise when workers are exposed to dangerous substances such as cleaning agents, dyes, solvents, or adhesives that can cause health issues.

### **Common Chemical Hazards in RMG Factories:**

- Storing chemicals in unlabelled or open containers.
- Mixing or handling chemicals without gloves or masks.
- Inadequate ventilation in chemical storage or washing areas.
- Lack of Material Safety Data Sheets (MSDS) near chemical containers.
- Spills or leaks not cleaned properly.

### **Possible Consequences:**

- Skin burns, rashes, and respiratory problems.
- Eye irritation or vision damage from chemical splashes.
- Fire or explosion from improper chemical handling.

### How to Recognize Chemical Hazards:

- Notice strong smells or fumes in chemical areas.
- Check if containers are properly labelled and sealed.
- Observe whether workers wear appropriate PPE such as gloves, goggles, and aprons.

### Importance of Recognizing Health and Safety Concerns

- Early identification of hazards prevents accidents and injuries.
- Ensures compliance with national laws and buyer safety standards.
- Builds worker awareness and ownership of safety practices.
- Reduces absenteeism and improves productivity.
- Strengthens the factory's reputation and audit performance.

## 4.2 Notifying Appropriate Personnel of Identified Concerns

When a health or safety concern is identified in the workplace, it is crucial to notify the appropriate personnel promptly. This ensures that the correct individuals take immediate action to prevent further risks to workers' health and safety.

### Key Personnel to Notify

When a health or safety concern arises, it is crucial to promptly notify the appropriate personnel to ensure that the issue is addressed swiftly and effectively. The following key personnel should be alerted based on the nature of the concern:

- Safety Officers:** In charge of overseeing health and safety standards. They are typically responsible for implementing safety measures and investigating reported concerns.
- Supervisors and Managers:** They must be informed immediately to ensure that issues affecting their team are handled promptly and adequately.
- HR and Labor Representatives:** For issues that may involve workers' rights, legal matters, or recurring health concerns that require policy or procedural adjustments.
- Emergency Response Teams:** If the situation involves a potential emergency (e.g., fire, chemical spill, machinery accident), the emergency response team or designated first-aid staff should be alerted immediately.
- Regulatory Authorities:** In some cases, especially if legal violations are involved, local health and safety regulatory bodies (e.g., Department of Occupational Safety and Health or equivalent) must be notified for official intervention.

### Reporting Channels

Establishing clear reporting channels is critical in ensuring that health and safety concerns are communicated to the appropriate personnel quickly and efficiently. A robust reporting system facilitates immediate action and continuous improvement in safety practices.

These reporting channels should be designed to be easily accessible, confidential (where necessary), and efficient, enabling workers to report safety concerns without barriers. Below is the key reporting channels used in a comprehensive safety management system:

#### a) Verbal Reporting to Immediate Supervisors or Safety Officers

Direct verbal reporting is the most immediate form of communication for reporting hazards or unsafe practices. It is crucial that all workers feel comfortable discussing safety issues directly with their supervisor or safety officer.

- Benefits:**
  - a. Enables immediate communication of concerns.
  - b. Allows supervisors or safety officers to address issues on the spot or escalate them as needed.

- c. Provides an opportunity for workers to explain the situation clearly and ask for immediate assistance.
- ii) **Best Practices:**
  - a. Establish a no-retaliation policy to encourage workers to report concerns without fear of repercussions.
  - b. Create an open-door policy where safety officers and supervisors are approachable and available for discussions on safety concerns.

### **b) Written Reports (Formal Emails, Digital Safety Management Systems)**

Written reporting ensures that the safety concern is documented in a formal manner and can be referred to for future review. This method is especially useful for more detailed or ongoing issues.

- i) **Benefits:**
  - a. Provides documentation of the concern for legal and regulatory compliance.
  - b. Helps in tracking recurring safety issues that may require long-term corrective actions.
  - c. Enables follow-up by the safety management team.
- ii) **Examples:**
  - a. Formal email to the designated safety officer or department outlining the concern, any immediate actions taken, and the proposed next steps.
  - b. Incident report forms submitted digitally through a safety management system. These systems store reports for future audits and provide a centralized database for incident tracking.
- iii) **Best Practices:**
  - a. Use digital tools (e.g., Safety Management Software) to streamline the submission and tracking of reports.
  - b. Ensure clear guidelines are provided for submitting written reports, including required information (e.g., description of the hazard, severity, location, and time of occurrence).

### **c) Safety Hotlines or Apps for Quick Reporting**

Safety hotlines or mobile apps are effective tools for quick reporting of health and safety concerns. They allow workers to report issues anonymously or directly to the designated personnel, even in high-pressure situations.

- i) **Benefits:**
  - a. Provides immediate access for workers to report safety concerns anytime.
  - b. Enables anonymous reporting, which can encourage workers to report issues that they might otherwise hesitate to share openly.
  - c. Can include real-time updates, allowing workers to track the progress of their reported issue.
- ii) **Best Practices:**
  - a. Ensure that hotlines and apps are available 24/7, especially in facilities with multiple shifts.
  - b. Regularly monitor the reports and ensure that they are addressed promptly.
  - c. Maintain confidentiality and provide a means for workers to report issues anonymously if desired.

### **d) Safety and Health Committees**

Safety committees or safety meetings offer an additional channel for reporting issues. These committees can provide workers with a platform to voice concerns in a structured environment.

- i) **Benefits:**
  - a. Allows for a collaborative approach to identifying and resolving safety issues.
  - b. Provides a formal record of safety discussions and actions taken.
  - c. Ensures that both management and workers are actively involved in improving workplace safety.
- ii) **Best Practices:**
  - a. Hold regular safety meetings where workers can bring up safety concerns in a safe and constructive manner.
  - b. Ensure that committee members are well-trained in safety management practices and have the authority to escalate issues when necessary.

#### e) Anonymous Reporting Systems

Sometimes workers may hesitate to report safety concerns due to fear of retaliation. Anonymous reporting systems - whether via digital platforms, suggestion boxes, or third-party services - offer workers a confidential way to report concerns.

- i) **Benefits:**
  - a. Encourages workers to speak up without fear of repercussions.
  - b. Allows the organization to detect and address safety issues that may be overlooked or suppressed.
- ii) **Best Practices:**
  - a. Ensure that feedback is given to the worker who reported the issue, even if anonymously.
  - b. Use external auditors or third-party systems to maintain objectivity and fairness in handling reports.

#### f) Digital Reporting Platforms

With the increasing reliance on digital tools, digital reporting platforms (e.g., apps, websites, and online systems) allow workers to easily submit reports, track safety concerns, and follow the progress of corrective actions.

- i) **Benefits:**
  - a. Real-time tracking of safety concerns.
  - b. Easy accessibility for workers to report incidents and track resolutions.
  - c. Provides a centralized system for storing reports, which helps in tracking trends and ensuring compliance.
- ii) **Best Practices:**
  - a. Integrate digital reporting with other safety management tools like audit systems, checklists, and incident tracking.
  - b. Provide training for workers on how to use digital platforms to report safety concerns.

### 4.3 Communicating the Severity of the Concern

Once a concern is identified, it is essential to communicate the severity of the issue accurately. This ensures that the appropriate level of urgency is applied to the matter, and it is addressed promptly.

- i) **Assessing the Severity:**
  - a. The severity of a health and safety concern can vary based on factors such as:
    - **Potential harm to workers:** Could the hazard lead to minor injuries or fatality?

- **Environmental impact:** Will the hazard impact the surrounding environment, such as air or water quality?
  - **Operational disruption:** Will the concern halt operations or damage equipment, leading to productivity losses?
- ii) **Categories of Severity:**
- a. **Low Severity:** The risk is minimal, and no immediate corrective action is necessary. Examples include minor slips or tripping hazards that don't result in injury.
  - b. **Moderate Severity:** The risk requires attention and action, as it could lead to injury or cause disruption. Examples include damaged equipment that could fail or unsafe working conditions.
  - c. **High Severity:** The concern poses immediate danger to workers or the facility. Examples include chemical spills, fire hazards, or serious machinery malfunctions that could lead to injury or fatalities.
- iii) **Communication of Severity:**
- a. **Incident Report Forms:** Use a standardized form to communicate the concern, its severity, and any immediate risks to affected personnel.
  - b. **Escalation Process:** Concerns should be escalated according to their severity. For high-severity issues, immediate actions should be communicated via phone, direct messaging, or emergency protocols.
- iv) **Documentation of Severity:**
- a. Severity should be documented in incident reports or digital safety management systems, with clear descriptions of the risk level and recommendations for action.

#### 4.4 Preparing and Submitting Incident Reports and Safety Concerns

Incident reports are essential for documenting health and safety concerns, tracking progress, and ensuring that corrective actions are implemented. They provide a record of the issue, the response, and the final resolution.

- a) **Types of Incident Reports:**
- i. **Accident Reports:** Detailing any injuries, near misses, or accidents that occurred in the workplace, including first-aid treatments, medical care provided, and witness statements.
  - ii. **Hazardous Condition Reports:** Used to report hazardous conditions or unsafe work practices, such as exposed wiring, improper machine guarding, or inadequate PPE.
  - iii. **Chemical Spill Reports:** Specialized forms to report incidents involving hazardous materials or chemical spills, ensuring that emergency protocols are followed and all necessary safety measures are taken.
- b) **Reporting Process:**
- i. **Immediate Reporting:** As soon as a health and safety concern is identified, it should be reported immediately, even if the situation is not fully assessed. This ensures that the issue is acknowledged and reviewed as soon as possible.
  - ii. **Formal Documentation:** Use a formal incident report form or digital system to submit detailed information about the concern. Ensure that the report includes:
    - The date and time of the concern.
    - A description of the incident or unsafe condition.
    - The severity of the issue.
    - Any immediate actions taken or recommendations made.

c) **Importance of Incident Reports:**

- i. **Legal Compliance:** Accurate incident reports help ensure compliance with local health and safety regulations and protect the company from potential legal liabilities.
- ii. **Continuous Improvement:** Reports allow the organization to track patterns of incidents, review safety protocols, and introduce corrective actions to prevent recurrence.

### Components of a Standard Incident Report

An incident report is a formal document used to record the details of accidents, injuries, near misses, or unsafe conditions in the workplace. To be effective, the report must be clear, complete, and factual, covering all the key components described below.

#### a. Date, Time, and Location of Incident

- Every incident report should begin by clearly noting when and where the event occurred.
- Include the exact date, specific time, and location (e.g., cutting section, sewing floor, finishing area, warehouse).
- Accurate time and location help management trace the circumstances and identify environmental or procedural factors contributing to the incident.

*Example:*

Date: 15 March 2025

Time: 10:45 a.m.

Location: Sewing Line 3, Building B

#### b. Persons Involved and Witnesses

- Clearly identify all individuals directly involved, including employees, supervisors, and contractors.
- Mention the designation or department of each person.
- Include the names of witnesses who saw the incident, as their statements may assist in investigation.

*Example:*

Involved Person: Rahima Begum, Sewing Operator, Line 3

Supervisor: Md. Alam, Line Supervisor

Witnesses: Farhana Akter (Helper), Monirul Islam (Mechanic)

#### c. Description of Incident or Hazard

- Provide a detailed, factual account of what happened, without personal opinions or assumptions.
- Describe the sequence of events leading to the incident.
- If applicable, mention the type of hazard involved (e.g., machine malfunction, slip or fall, fire, ergonomic strain, or chemical spill).

*Example:*

“While operating the overlock machine, the needle broke and struck the operator’s left hand. The machine guard was found partially loose.”

#### d. Immediate Actions Taken

- Record the **first actions** taken right after the incident occurred.
- Include emergency response steps such as first aid, evacuation, or shutting down machinery.
- Note the person responsible for taking each action.

*Example:*

“The injured worker was provided first aid by the floor nurse. The machine was immediately switched off, and maintenance was informed to inspect it.”

## 4.5 Recommending and Tracking Follow-Up Actions

### Definition of Follow-Up Actions

**Follow-up actions** refer to the steps taken after an incident or hazard report to ensure that the problem has been resolved and will not happen again. These actions are essential for improving workplace safety, compliance with labor laws, and maintaining factory certifications such as WRAP, BSCI, or ISO standards.

Follow-up actions can include:

- Repairing or replacing unsafe equipment.
- Providing additional training to workers.
- Updating safety procedures or signage.
- Monitoring whether corrective actions remain effective over time.

### Key Purpose:

- Resolve the reported issue.
- Prevent similar incidents in the future.
- Verify that safety improvements are sustained.

After identifying, reporting, and addressing health and safety concerns, it is crucial to track follow-up actions to ensure that the issue is fully resolved and that safety measures are improved.

#### a) **Follow-Up Actions:**

- i) Once the safety concern is reported and corrective actions are initiated, follow-up actions are necessary to ensure that those actions are completed effectively. These actions might include:
  - Repairing faulty equipment.
  - Replacing worn-out PPE or adding additional protective gear.
  - Re-training employees on safety protocols or new safety measures.
  - Improving ventilation systems or adding warning signs.
- ii) Follow-up actions also include adjusting workplace policies or procedures based on lessons learned from the incident.

#### b) **Tracking Follow-Up Actions:**

- i) **Safety Management Systems:** Use digital platforms to track the progress of corrective actions, ensuring deadlines are met, and necessary resources are allocated.
- ii) **Regular Reviews:** Schedule follow-up inspections to verify that the corrective actions have been implemented effectively and that the hazard no longer poses a risk.
- iii) **Feedback Loops:** After corrective actions are taken, workers should be asked for feedback to verify that the issue has been resolved and that the corrective actions are effective in preventing future incidents.

#### c) **Evaluating the Effectiveness of Actions:**

- i) **Incident Trend Analysis:** Use incident reports and follow-up feedback to evaluate whether the corrective actions have resolved recurring issues or improved the safety environment.
- ii) **Employee Involvement:** Encourage workers to report on the effectiveness of the corrective actions and whether they have noticed improvements in their work environment.

## Developing Corrective and Preventive Action Plans (CAPA)

A **Corrective and Preventive Action (CAPA) Plan** is a structured approach to solve problems, eliminate causes of non-conformities, and prevent recurrence. CAPA helps organizations take both immediate and long-term actions to enhance workplace safety and efficiency.

### a. Identify Root Cause

Before suggesting actions, it is crucial to **identify the root cause** of the problem—not just the symptoms.

This can be done using methods such as:

- **5 Whys Analysis** – asking “Why?” repeatedly to find the underlying reason.
- **Fishbone Diagram (Cause-and-Effect)** – categorizing possible causes such as human error, equipment failure, environment, or method.

*Example:*

Incident: Worker injured by machine needle.

Root Cause: Machine guard was missing due to improper maintenance procedure.

### b. Suggest Corrective Action (Immediate Fix)

**Corrective actions** are short-term steps taken to address the current issue immediately.

These actions aim to **remove the hazard or repair the problem** that caused the incident.

*Examples:*

- Replace or repair the missing machine guard.
- Provide first aid and medical support to the injured worker.
- Clean or organize the work area to remove immediate risk.

### c. Recommend Preventive Action (Long-Term Measure)

**Preventive actions** are long-term solutions designed to eliminate the possibility of recurrence.

They often involve **training, procedural changes, or regular monitoring systems**.

*Examples:*

- Schedule regular machine safety inspections.
- Conduct training on machine handling and safety procedures.
- Update maintenance checklist to include guard inspection before shift start.

Preventive actions should address the systemic cause of the issue rather than only treating the symptom.

## Tracking Follow-Up Progress

After actions are recommended and initiated, it is vital to track progress to verify that they have been implemented effectively and are working as intended. This step closes the safety loop and ensures continuous improvement.

### a. Using CAPA Log or Follow-Up Tracker

A **CAPA Log** or **Follow-Up Tracker** is a record-keeping tool used to monitor the progress of corrective and preventive actions.

It includes details such as:

- Date of issue and report reference
- Description of the problem
- Assigned person
- Action steps and target date
- Completion status (Open / In Progress / Closed)
- Verification remarks

This tool helps management ensure that no action item is overlooked and that all identified issues are addressed systematically.

### b. Conducting Re-Inspections

Re-inspections or follow-up inspections are conducted after the corrective actions have been implemented.

The purpose is to:

- Confirm that the problem has been resolved.
- Ensure safety measures are working effectively.
- Verify that workers are following updated procedures.

*Example:*

After installing a new machine guard, a safety officer conducts a re-inspection to verify that it is properly fitted and in use.

### **c. Verifying Implementation Effectiveness**

Once actions have been completed, it is necessary to evaluate their effectiveness.

This involves:

- Checking if similar incidents occur again.
- Gathering feedback from workers and supervisors.
- Reviewing whether the implemented changes improved safety performance.

If actions are found to be ineffective, the CAPA process must be revisited to identify additional steps or alternative solutions.

## Self-Check – 2.4

### Short Questions:

1. Who should be notified immediately if a fire hazard is identified in the workplace?
2. List two types of reports commonly used to document safety concerns in the workplace.
3. What is the main benefit of tracking follow-up actions after a health and safety issue is reported?

### Multiple-Choice Questions (MCQ)

**1. Which of the following is a key personnel to notify when a health and safety concern is identified?**

- a) Workers on break
- b) Only the manager of the department
- c) Safety officers, supervisors, and HR representatives
- d) External consultants

**2. What should be the first action when a health and safety concern is identified?**

- a) Report it to the media
- b) Notify the appropriate personnel immediately
- c) Wait for the next scheduled inspection
- d) Ignore it until further investigation

**3. What type of report is used to document hazardous conditions in the workplace, such as exposed wiring?**

- a) Accident Report
- b) Hazardous Condition Report
- c) Chemical Spill Report
- d) Injury Report

### True/False Questions:

1. A report on a chemical spill should be submitted immediately, even if the situation is not fully assessed. **True / False**
2. The severity of a health and safety concern should be communicated only after the concern is fully resolved. **True / False**
3. Incident reports help track patterns of safety issues and improve safety protocols. **True /False**

### Fill in the Blanks

1. After identifying a health and safety concern, the first action is to \_\_\_\_\_ the appropriate personnel immediately.
2. When a safety concern is identified, it is important to communicate the \_\_\_\_\_ of the issue to ensure the correct level of urgency is applied.
3. \_\_\_\_\_ systems allow workers to report safety concerns without fear of retaliation, ensuring that all issues are addressed promptly.

## Answer Key-2.4

### Short Questions Answer:

1. Who should be notified immediately if a fire hazard is identified in the workplace?  
**Answer Key:** Safety officers, supervisors, emergency response teams, and regulatory authorities if necessary.
2. List two types of reports commonly used to document safety concerns in the workplace.  
**Answer Key:** Accident reports, Hazardous condition reports
3. What is the main benefit of tracking follow-up actions after a health and safety issue is reported?  
**Answer Key:** It ensures that corrective actions are completed effectively and helps evaluate their effectiveness in preventing future incidents.

### Multiple-Choice Questions (MCQ) Answer:

1. Which of the following is key personnel to notify when a health and safety concern is identified?  
**Answer Key:** c) Safety officers, supervisors, and HR representatives
2. What should be the first action when a health and safety concern is identified?  
**Answer Key:** b) Notify the appropriate personnel immediately
3. What type of report is used to document hazardous conditions in the workplace, such as exposed wiring?  
**Answer Key:** b) Hazardous Condition Report

### True/False Questions Answer:

1. A report on a chemical spill should be submitted immediately, even if the situation is not fully assessed.  
**Answer Key:** True
2. The severity of a health and safety concern should be communicated only after the concern is fully resolved.  
**Answer Key:** False
3. Incident reports help track patterns of safety issues and improve safety protocols.  
**Answer Key:** True

### Fill in the Blanks Questions Answer:

1. After identifying a health and safety concern, the first action is to \_\_\_\_\_ the appropriate personnel immediately.  
**Answer Key:** notify
2. When a safety concern is identified, it is important to communicate the \_\_\_\_\_ of the issue to ensure the correct level of urgency is applied.  
**Answer Key:** severity
3. \_\_\_\_\_ systems allow workers to report safety concerns without fear of retaliation, ensuring that all issues are addressed promptly.  
**Answer Key:** Anonymous reporting

## Information Sheet 2.5

**Learning Outcome-5:** Promote safety awareness among workers.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

### Contents:

- 5.1 Workplace Safety Awareness
- 5.2 Safety Training and Risk Identification
- 5.3 Displaying and Communicating Safety Information
- 5.4 Conducting Regular Safety Meetings
- 5.5 Promoting and Following Safety Best Practices
- 5.6 Encouraging and Responding to Worker Feedback

### 5.1 Workplace Safety Awareness

Workplace safety awareness refers to the knowledge and understanding of potential hazards, safe work practices, and preventive measures that help protect workers from injury or illness in the workplace. It involves being alert to unsafe situations, following safety rules, and taking responsibility for one's own safety as well as the safety of co-workers.

#### Importance in the RMG Industry:

The RMG sector involves various operations such as cutting, sewing, ironing, packaging, and materials handling, all of which can pose safety risks like fire, machinery accidents, or ergonomic injuries.

Safety awareness plays a key role in:

- **Preventing Accidents:** Workers who are aware of safety procedures can avoid injuries caused by negligence or lack of attention.
- **Ensuring Compliance:** Awareness ensures adherence to national labor laws, factory compliance standards, and buyer safety requirements.
- **Improving Productivity:** A safe environment reduces absenteeism and enhances worker morale and performance.
- **Promoting a Positive Work Culture:** When everyone values safety, teamwork and mutual responsibility increase.
- **Reducing Costs:** Fewer accidents mean lower medical, insurance, and downtime costs.

Developing safety awareness requires regular training, visual reminders (posters, signs), and consistent reinforcement of safe behaviors in everyday work.

### Employer and Worker Responsibilities in Maintaining Safety

A safe workplace is a shared responsibility between employers and workers. Each has a critical role in creating and sustaining a safety-conscious environment.

#### A. Employer Responsibilities

1. **Provide a Safe Workplace:** Employers must ensure that the workplace design, lighting, ventilation, and equipment meet safety standards.
2. **Identify and Control Hazards:** Conduct regular inspections to detect fire risks, unsafe machinery, chemical exposure, or poor ergonomics, and take immediate corrective actions.

3. **Develop Safety Policies and Procedures:** Establish clear safety rules, emergency response plans, and reporting systems for incidents or hazards.
4. **Provide Safety Training:** Employers should train all workers on emergency evacuation, use of personal protective equipment (PPE), machine operation, and first aid.
5. **Display Safety Information:** Safety instructions, warning signs, and emergency exit maps should be displayed in visible locations throughout the factory.
6. **Encourage Reporting and Participation:** Workers should be encouraged to report unsafe conditions without fear of punishment. Employers should take such feedback seriously and act promptly.
7. **Maintain Equipment and Facilities:** Machines must be regularly serviced and maintained to prevent malfunctions or accidents.

#### **B. Worker Responsibilities**

1. **Follow Safety Rules and Procedures:** Workers must strictly adhere to established safety practices, including the use of PPE such as masks, gloves, and ear protection.
2. **Be Alert and Aware:** Always stay aware of your surroundings, equipment status, and co-workers' activities to prevent accidents.
3. **Report Unsafe Conditions:** Immediately inform the supervisor or safety officer about damaged equipment, unsafe behavior, or potential hazards.
4. **Participate in Safety Training:** Attend all safety-related meetings and training sessions to keep updated on best practices and emergency responses.
5. **Use Equipment Correctly:** Operate machinery and tools only if trained and authorized. Never remove safety guards or bypass safety devices.
6. **Take Care of Personal Health:** Maintain good hygiene, rest adequately, and use correct posture to prevent fatigue and ergonomic injuries.
7. **Promote Safety Culture:** Encourage fellow workers to follow safety rules and support each other in maintaining a hazard-free environment.

### **5.2 Safety Training and Risk Identification**

Training is a fundamental component of building a safety-conscious workforce. According to the ILO, regular training helps workers understand the risks associated with their tasks and equips them with the knowledge to prevent accidents and injuries.

#### **Types of Training**

Effective safety training is crucial for ensuring that workers understand the potential risks they face and are equipped with the knowledge to mitigate these risks. According to the International Labour Organization (ILO) and best practices in safety management, different types of training programs must be implemented to cover various aspects of workplace safety. Below are the different types of training that must be provided in the RMG sector:

#### **1. Induction Safety Training**

Induction safety training is the first step in integrating a new worker into the safety culture of the workplace. This training should cover all the essential health and safety knowledge they need to perform their job safely.

##### **a) Overview:**

This training should be provided as part of the new worker's induction to the organization.

##### **b) Key Topics:**

- i) **Introduction to company safety policies:** The worker should be made aware of the company's safety objectives, safety reporting systems, and the importance of adhering to safety guidelines.

- ii) **Hazardous materials:** Workers should be trained on chemical handling, including the identification of hazardous materials they might encounter (e.g., solvents, dyes) and how to manage them safely.
- iii) **Emergency procedures:** Workers need to understand emergency evacuation plans, fire drills, the use of fire extinguishers, and how to handle other emergencies like chemical spills.
- iv) **Use of PPE:** The worker should be instructed on the types of Personal Protective Equipment (PPE) required for their specific tasks (e.g., gloves, masks, safety goggles) and how to use them properly.
- c) **Best Practices:**
  - i) Training should be interactive, including practical demonstrations, virtual reality training (for complex operations), or hands-on experience with machinery and equipment.
  - ii) Incorporate multilingual training materials if the workforce is diverse to ensure clarity and accessibility for all workers.
- d) **ILO Guidelines:**
  - i) According to ILO Convention No. 155, all employers must ensure that new employees receive adequate safety training as part of their induction.

## 2. Refresher Courses

Even after induction, continuous learning is necessary to keep employees updated on safety practices and procedures, especially as workplace environments and regulations change.

### a) Overview:

Regular refresher training should be conducted annually or biannually to remind employees of critical safety procedures and to introduce new safety protocols or regulations.

### b) Key Topics:

- i) **Updated safety procedures:** Ensure workers are aware of any new protocols introduced in the workplace (e.g., updated evacuation procedures, new machinery protocols, or changes in PPE requirements).
- ii) **Mock drills:** Fire drills, chemical spill response, first-aid practice, and other emergency drills should be conducted regularly to reinforce safety practices.
- iii) **Changes in regulations:** Local or international regulations might change, so workers should be updated about these changes, such as changes in Occupational Health and Safety (OHS) laws or standards like ISO 45001:2018.

### c) ILO Guidelines:

- i) ILO Recommendation No. 164 stresses the importance of regular refresher courses to maintain safety awareness and ensure the effectiveness of safety measures.

### d) Best Practices:

- i) Refresher courses should involve hands-on training with machinery and safety equipment.
- ii) Use safety data analysis from previous incidents to improve the training focus and make it more relevant to ongoing challenges in the workplace.

## 3. Risk Identification Training

Teaching workers to identify risks and hazards is a core component of any proactive safety culture. This training ensures that employees can identify potential hazards before they cause harm.

### a) Overview:

**Hazard Recognition:** Workers should be trained to spot potential hazards in their work environment, which could include physical, chemical, ergonomic, and psychosocial risks.

- i) **Physical Hazards:** Including faulty equipment, inadequate lighting, slippery floors, and unsafe storage practices.
  - ii) **Chemical Hazards:** Identifying chemical leaks, improper storage of hazardous substances, and exposure risks from chemicals such as dyes, solvents, or cleaning agents.
  - iii) **Ergonomic Hazards:** Identifying tasks that involve repetitive motions, awkward postures, or manual handling of heavy objects that can lead to musculoskeletal injuries.
  - iv) **Psychosocial Risks:** Recognizing workplace stress, harassment, or any forms of psychological hazards that may affect workers' mental well-being.
  - v) **Reporting Hazards:** Workers should know the proper channels for reporting identified risks, whether through formal reports, direct verbal communication, or digital platforms.
- b) **Key Techniques for Identifying Risks:**
- i) **Visual Aids:** Use of posters, warning signs, digital tools, and checklists to help workers identify hazards easily.
  - ii) **Engagement with Workers:** Regular safety meetings or informal sessions with workers allow them to share their experiences and help spot risks that might not be visible to supervisors.
- c) **ILO Guidelines:**
- i) ILO Convention No. 155 and ILO Recommendation No. 164 advocate for worker involvement in identifying risks and improving workplace safety by encouraging them to report potential hazards.
  - ii) According to ILO Convention No. 161 on occupational health services, employers should provide continuous training for workers to detect and report hazards effectively.
- d) **Best Practices:**
- i) **Use hazard identification software:** Tools such as safety apps or incident tracking systems can help workers flag potential hazards in real time.
  - ii) **Worker participation:** Ensure workers play a role in safety inspections and hazard identification through regular feedback and interaction with management.

#### Training Methods:

- **Classroom Training:** Safety procedures can be taught in a formal setting where trainers engage employees through discussions, videos, and role-playing exercises.
- **On-the-Job Training:** Hands-on training for workers to learn by performing tasks under supervision, particularly important for machine operation and emergency responses.
- **E-Learning:** Providing access to digital platforms for employees to learn safety procedures and hazard identification remotely.

#### Monitoring Training Effectiveness

Monitoring the effectiveness of safety training is crucial for ensuring that workers not only understand safety procedures but are also able to apply them effectively in real-life situations. Continuous evaluation helps identify training gaps, reinforce key safety concepts, and improve overall safety performance. The ILO emphasizes that training is an ongoing process, and its effectiveness must be measured regularly to ensure workplace safety.

#### Methods for Monitoring Training Effectiveness:

##### 1. Quizzes and Simulated Drills

b) **Quizzes:**

- i) Quizzes help assess employees' knowledge retention and understanding of the safety procedures they've been trained on. These should cover key topics such as hazard identification, PPE usage, and emergency protocols.
- ii) Conduct quizzes immediately after training sessions and periodically thereafter to measure long-term retention of safety knowledge.
- iii) Types of Quizzes:
  - Multiple choice questions (MCQs) to assess basic knowledge.
  - Scenario-based questions to evaluate the application of learned procedures.
  - True/false or fill-in-the-blank questions to test basic recall and understanding.

b) **Simulated Drills:**

- i) Simulated emergency drills (e.g., fire drills, chemical spill response) allow employees to practice what they have learned in a real-world scenario without the actual danger.
- ii) Drills ensure that employees are prepared to respond effectively and calmly in emergencies.
- iii) ILO Recommendations: The ILO Convention No. 164 encourages conducting periodic mock drills for emergency response preparedness, including procedures for evacuation, first-aid, and handling hazardous materials.
- iv) Best Practices:
  - Use realistic scenarios in drills to ensure employees understand the full scope of actions needed in an emergency.
  - Evaluate employee performance during drills to identify areas for improvement, such as communication during emergencies, the proper use of PPE, or the ability to follow procedures quickly.

## 2. Feedback Surveys

a) **Purpose of Feedback Surveys:**

- i) Feedback surveys allow employers to gauge how effective the training was from the employee's perspective. It provides insight into whether employees feel adequately prepared to handle safety risks and whether they understand the material covered.
- ii) Surveys should ask workers about their confidence in performing tasks safely and their awareness of health and safety hazards in the workplace.

b) **Key Areas to Assess in Surveys:**

- i) **Clarity and Relevance of Training:** Did the training meet workers' needs, and were the materials clear and relevant to their job?
- ii) **Confidence in Safety Practices:** Do workers feel confident in performing safety tasks (e.g., using fire extinguishers, responding to chemical spills)?
- iii) **Application of Safety Procedures:** Do workers understand how to apply safety protocols in their specific roles?
- iv) **Suggestions for Improvement:** Workers can provide valuable feedback on areas where they feel additional training is needed or if any safety procedures are unclear.

c) **ILO Guidelines:**

- i) The ILO Convention No. 155 advocates for periodic evaluation of training effectiveness through surveys, feedback, and direct observation, to ensure continuous improvement in health and safety standards.

d) **Best Practices:**

- i) Use anonymous surveys to ensure workers feel comfortable providing honest feedback without fear of retaliation.

- ii) Incorporate open-ended questions in surveys, allowing workers to share specific concerns or suggestions for improving the training program.

### 3. On-the-Job Observation and Peer Reviews

- a) **On-the-Job Observation:**
  - i) Supervisors and safety officers should regularly observe workers in action to assess whether they are following safety protocols correctly.
  - ii) Observation should focus on whether workers are properly using PPE, adhering to safe working practices, and taking appropriate actions in risky situations.
- b) **Peer Reviews:**
  - i) Allow workers to participate in peer reviews where they assess the safety practices of their colleagues. This can help identify potential safety risks that may go unnoticed by supervisors.
  - ii) Peer reviews foster a sense of shared responsibility for safety and encourage collaboration in identifying areas of improvement.
- c) **ILO Recommendations:**
  - i) The ILO Convention No. 161 emphasizes the importance of involving workers in the evaluation and monitoring of workplace health and safety practices, ensuring that workers play an active role in maintaining a safe environment.

### 4. Post-Training Evaluations

- a) **Performance Metrics:**
  - i) Post-training evaluations should use specific performance metrics to measure how well employees apply their training in day-to-day tasks. Common metrics include:
    - The number of safety incidents or near-misses reported after training.
    - Compliance with safety protocols, such as proper PPE usage and adherence to machine safety guidelines.
    - Reduction in accidents or injuries in areas previously identified as high-risk.
- b) **Continuous Improvement:**
  - i) Use incident data to track whether certain safety issues persist despite training. If recurring safety problems are noted, it may indicate that the training content or delivery needs to be revised or that further refresher training is required.
  - ii) Workers should be encouraged to report if they find the training to be ineffective or difficult to understand, and adjustments should be made accordingly.

### 4. Digital Tools and E-Learning Evaluations

- a) **E-learning Platforms:**
  - i) For large organizations or those with multiple sites, digital platforms can be used to monitor training progress. These platforms can track which workers have completed their training, test their knowledge through interactive modules, and provide real-time feedback on training progress.
- b) **Analytics and Reporting:**
  - i) Data analytics tools can be used to evaluate the success rate of training courses, identifying which workers are struggling with specific safety topics and enabling targeted follow-up.
  - ii) E-learning modules can include video tutorials, simulations, and interactive quizzes to assess understanding.

### 5.3 Displaying and Communicating Safety Information

Displaying safety information clearly and prominently in the workplace is a vital aspect of promoting a safety culture. It helps workers stay aware of potential risks and reminds them of important safety practices.

#### Types of Safety Information to Display:

- a) **Hazard Warning Signs:**
  - i) Display standardized safety signs (e.g., flammable, toxic, high voltage) in areas where hazards are present.
  - ii) These signs should be easily visible, using internationally recognized symbols (e.g., red, yellow, green warning labels).
- b) **Emergency Exit and Evacuation Routes:**
  - i) Clear signage indicating emergency exits and assembly points should be displayed throughout the workplace, especially in areas prone to emergency situations (e.g., storage rooms, chemical handling areas).
  - ii) Floor plans showing evacuation routes should be prominently displayed in common areas, restrooms, and near workstations.
- c) **Safety Instructions and Procedures:**
  - i) Safety instructions on machine operation, chemical handling, and PPE usage should be posted near equipment or on machinery.
  - ii) Display step-by-step procedures for handling incidents, such as first aid, fire safety, and chemical spill response.

#### Where to Display Safety Information:

- **Workstations and High-Risk Areas:** Place safety signs near hazardous areas or equipment (e.g., near sewing machines, cutting areas, chemical storage).
- **Common Areas:** Ensure that safety information is available in break rooms, entrances, and meeting areas.
- **Digital Displays:** Use digital screens in high-traffic areas to display rotating safety messages, procedures, and safety tips.

#### ILO Recommendations for Safety Information:

- ILO Convention No. 155 emphasizes the need for clear and visible safety signage and information to ensure worker awareness and facilitate quick response in case of emergencies.

#### Best Practices:

- **Multilingual Safety Signs:** In diverse workforces, safety signs should be available in multiple languages to ensure everyone understands the message.
- **Regular Updates:** Ensure that safety signs and information are kept up to date to reflect any changes in safety procedures or risk levels.

### 5.4 Conducting Regular Safety Meetings

Safety meetings are essential for maintaining a constant focus on workplace safety and for creating an atmosphere where workers are encouraged to speak up about safety concerns. Regular meetings keep safety at the forefront of workplace culture.

#### a) Types of Safety Meetings:

- i) **Daily or Weekly Safety Briefings:**
  - These are short meetings where the focus is on the day's operations and potential hazards specific to the tasks at hand.

- Supervisors and safety officers can discuss any recent safety incidents, highlight potential risks, and provide workers with reminders about safety protocols.
- ii) **Monthly Safety Review Meetings:**
  - In these meetings, the team should review overall safety performance, analyse any incidents, and discuss corrective actions.
  - Safety audits, inspection results, and incident reports should be reviewed to evaluate trends and areas of improvement.
- iii) **Safety Committee Meetings:**
  - These meetings involve a cross-functional group, including workers, supervisors, and safety officers, to discuss ongoing safety initiatives, review incident reports, and brainstorm improvements.
  - The ILO's Occupational Safety and Health Convention No. 161 encourages establishing safety committees to provide workers with a voice in safety matters.
- b) **Best Practices for Safety Meetings:**
  - i) **Encourage Worker Participation:** Workers should be actively involved in safety meetings by sharing their experiences, concerns, and suggestions for improvement.
  - ii) **Use of Visual Aids:** Display charts, graphs, and incident data to discuss safety trends and highlight key areas for improvement.
  - iii) **Action Plans:** Develop clear action plans following each meeting with assigned responsibilities for addressing identified issues.
  - iv) **Recognition:** Acknowledge workers who demonstrate good safety practices and contribute to the safety culture.
- c) **Safety Meeting Goals:**
  - i) **Enhance Safety Awareness:** Ensure workers are continuously reminded of the importance of safety and are aware of risks in their immediate environment.
  - ii) **Identify Safety Issues Early:** Use safety meetings to discuss any emerging risks, near misses, or newly identified hazards.
  - iii) **Promote Accountability:** Reinforce the idea that safety is a shared responsibility, and all workers have a role to play in maintaining a safe environment.

## 5.5 Promoting and Following Safety Best Practices

Promoting and adhering to best practices in safety is crucial to creating a culture of workplace safety. These best practices include:

- Regularly reviewing and updating safety protocols to align with industry standards.
- Encouraging proactive identification of hazards and fostering a culture of continuous safety improvement.
- Ensuring management sets a leading example by following all safety practices and protocols.
- Recognizing and rewarding safe behavior to motivate others.
- Maintaining up-to-date safety equipment, PPE, and emergency response systems.

## 5.6 Encouraging and Responding to Worker Feedback

A critical aspect of fostering a culture of safety is actively seeking and responding to worker feedback on safety issues. This includes:

- Implementing an open-door policy for safety concerns and ensuring workers feel heard and valued.

- Encouraging workers to participate in safety meetings and report hazards without fear of retaliation.
- Actively addressing the feedback by taking corrective actions and updating safety protocols accordingly.
- Regularly communicating the changes made based on worker feedback to reinforce their role in workplace safety.

### Importance of Worker Feedback

Worker feedback refers to the information, suggestions, or concerns shared by employees about their work environment, safety practices, and potential risks. It can include observations about unsafe machinery, missing personal protective equipment (PPE), or suggestions for improving emergency procedures.

#### Why Worker Feedback Matters:

In the RMG industry, production lines are fast-paced, with many workers operating in close proximity to machines, electrical systems, and materials. Supervisors or management may not always notice emerging hazards on the factory floor — but workers who are directly engaged in operations often do.

Their feedback provides valuable real-time insight into safety gaps, allowing timely preventive measures.

#### Key Reasons of Worker Feedback Improves Safety Performance:

1. **Early Hazard Detection:** Workers' observations help identify safety risks before they result in accidents or injuries.
2. **Improved Safety Culture:** When workers feel their opinions are valued, they become more committed to maintaining safety standards.
3. **Increased Worker Participation:** Engaging workers in safety discussions builds shared responsibility and teamwork between management and employees.
4. **Continuous Improvement:** Feedback supports ongoing monitoring and improvement of safety procedures, policies, and equipment.
5. **Reduction in Accidents and Costs:** Acting on worker feedback prevents incidents, saving time, money, and resources associated with workplace injuries or damage.
6. **Boost in Morale and Trust:** When feedback is acknowledged and acted upon, workers feel respected and confident in management's commitment to their well-being.

### Methods to Collect Safety Feedback

Collecting feedback effectively requires clear systems and open communication channels.

Workers must feel safe to express their concerns without fear of punishment or blame.

Below are common and effective methods used in the RMG industry to collect worker safety feedback:

#### A. Safety Suggestion Boxes

- A traditional but effective method where workers can drop written suggestions or complaints anonymously.
- Encourages workers who may hesitate to speak up directly to share concerns safely.
- Suggestion boxes should be placed in easily accessible areas, such as near exits or canteens, and opened regularly by safety committees.

#### B. Safety Meetings and Toolbox Talks

- Regular short meetings conducted by supervisors or safety officers to discuss safety issues, review incidents, and invite feedback from workers.
- Workers can voice their experiences, identify problems, and suggest solutions directly.

### C. Safety Surveys and Questionnaires

- Periodic written surveys can be distributed to collect structured feedback about safety practices, facility conditions, or emergency preparedness.
- Data collected helps identify patterns or recurring problems.

### D. Worker Committees and Representatives

- Forming joint worker–management safety committees ensures regular dialogue and shared decision-making.
- Worker representatives can collect and present feedback from their team members during meetings.

### E. Direct Communication Channels

- Encourage workers to communicate directly with supervisors, safety officers, or HR through open-door policies.
- Feedback can be shared verbally or via dedicated communication apps or notice boards.

### F. Incident and Near-Miss Reporting

- Encourage workers to report all accidents, near-misses, and unsafe conditions immediately.
- Use simple reporting forms or verbal notifications, ensuring no blame or penalty for honest reporting.

## Responding to Worker Feedback

Collecting feedback is only effective when management takes visible and timely action in response.

Key steps include:

1. **Acknowledge the Feedback:** Thank workers for sharing their observations or suggestions.
2. **Investigate and Verify:** Assess the validity of the feedback through inspection or consultation with the safety team.
3. **Take Corrective and Preventive Actions:** Implement measures to eliminate or reduce hazards, such as repairing faulty machines or providing additional PPE.
4. **Communicate Actions Taken:** Inform all workers about the improvements made based on feedback. This transparency motivates others to share their concerns.
5. **Record and Review:** Keep records of feedback, actions taken, and results achieved. Regular review helps identify trends and monitor continuous improvement.

## Self-Check – 2.5

### Short Questions:

1. What should be included in Induction Safety Training for new workers?
2. Why is it important to conduct refresher training for workers?
3. How can risk identification training help workers contribute to workplace safety?

### Multiple-Choice Questions (MCQs)

1. Which of the following types of training is essential for new workers to learn safety procedures and hazard identification?
  - a) Induction safety training
  - b) Annual refresher courses
  - c) Online safety webinars
  - d) Informal peer mentoring
2. **How often should refresher training be conducted to ensure that employees stay updated on safety protocols?**
  - a) Monthly
  - b) Annually or biannually
  - c) Every 5 years
  - d) Only when an incident occurs
3. **What is the primary purpose of risk identification training for workers?**
  - a) To allow workers to report their personal safety issues
  - b) To help workers identify potential hazards in their work environment
  - c) To familiarize workers with emergency evacuation routes
  - d) To test workers' knowledge of fire drills
4. **Where should safety information like hazard signs be prominently displayed in the workplace?**
  - a) Only in the training room
  - b) At workstations and high-risk areas
  - c) In the parking lot
  - d) On company websites
5. **Which of the following is NOT typically included in a regular safety meeting?**
  - a) Identifying new safety hazards
  - b) Discussing emergency drills and safety protocols
  - c) Planning social events for workers
  - d) Reviewing previous safety incidents

### True/False Questions:

1. **Regular safety meetings** help ensure that safety is continuously discussed and reinforced among workers. **True or False**
2. **Safety procedures** should only be trained at the start of employment, with no need for refresher courses. **True or False**
3. **Visual aids**, like hazard posters, should be used to remind workers of risks and appropriate safety measures in critical areas. **True or False**
4. **Induction training** for new workers should include emergency procedures, the use of PPE, and a general understanding of the company's safety culture. **True or False**

## Answer Key- 2.5

### Short Questions Answer:

1. **What should be included in Induction Safety Training for new workers?**  
**Answer:** Induction safety training should include company safety policies, hazardous materials handling, emergency procedures, and the proper use of personal protective equipment (PPE).
2. **Why is it important to conduct refresher training for workers?**  
**Answer:** Refresher training ensures workers remain updated on safety protocols, helps reinforce safety procedures, and addresses any changes in regulations or workplace hazards.
3. **How can risk identification training help workers contribute to workplace safety?**  
**Answer:** Risk identification training empowers workers to spot potential hazards and report them, preventing accidents and improving overall safety awareness.

### Multiple-Choice Questions (MCQs) Answers:

1. **Which of the following types of training is essential for new workers to learn safety procedures and hazard identification?**  
**Answer:** a) Induction safety training
2. **How often should refresher training be conducted to ensure that employees stay updated on safety protocols?**  
**Answer:** b) Annually or biannually
3. **What is the primary purpose of risk identification training for workers?**  
**Answer:** b) To help workers identify potential hazards in their work environment
4. **Where should safety information like hazard signs be prominently displayed in the workplace?**  
**Answer:** b) At workstations and high-risk areas
5. **Which of the following is NOT typically included in a regular safety meeting?**  
**Answer:** c) Planning social events for workers

### True/False Questions Answers:

1. **Regular safety meetings** help ensure that safety is continuously discussed and reinforced among workers.  
**Answer:** True
2. **Safety procedures** should only be trained at the start of employment, with no need for refresher courses.  
**Answer:** False
3. **Visual aids**, like hazard posters, should be used to remind workers of risks and appropriate safety measures in critical areas.  
**Answer:** True
4. **Induction training** for new workers should include emergency procedures, the use of PPE, and a general understanding of the company's safety culture.  
**Answer:** True

## **Module-3**

**Module Title: Implementing Employment and Welfare Provisions.**

**Unit Code: SICIP-RMG-SCEM-03-O**

**Skills for Industry Competitiveness and Innovation Program (SICIP) Finance Division,  
Ministry of Finance**

## Module – 3

**Module Title:** Implementing Employment and Welfare Provisions.

**Unit Code:** SICIP-RMG-SCEM-03-O

**Nominal Hours:** 42 hrs.

**Module Descriptions:** This unit covers the skills, knowledge and attitudes required to implement employment and welfare provisions. It specifically includes the task of explaining service and employment conditions, identifying employment benefits, implementing the provisions on employee welfare facilities and carrying out provisions for maternity leave and benefits.

**Learning Outcome:**

1. Explain service and employment conditions
2. Identify employment benefits
3. Implement the provisions on employee welfare facilities
4. Carry out provisions for maternity leave and benefits

**Assessment Criteria:**

1. Service and employment conditions in accordance with Bangladesh Labor Law and Rules are reviewed and understood.
2. The rights of workers are explained as per legal requirements.
3. Employment contracts are discussed including job roles, responsibilities, and benefits.
4. Legal provisions for workplace safety are clarified in line with Bangladesh's labor regulations.
5. Dispute resolution processes are explained in accordance with the Labor Law.
6. The protection of workers' is outlined according to the guidelines set by Bangladesh Labor Law and Rules.
7. Employment benefits are identified according to Bangladesh Labor Law and company policies.
8. Workers' entitlement to benefits is clarified in accordance with legal provisions.
9. Health and safety benefits are explained as per the regulations.
10. The provisions for employee welfare facilities are identified and understood.
11. Facilities are provided to ensure employees' comfort and well-being.
12. Necessary provisions for employees with special needs are identified to ensure inclusiveness.
13. Provisions for maternity leave and benefits are identified and understood to Bangladesh Labor Law and company policies.
14. Health and financial benefits are provided to eligible employees.
15. Calculation of maternity benefits are understood.

## Information Sheet 3.1

**Learning Outcome-1:** Explain service and employment conditions

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

**Contents:**

- 1.1 Service and Employment Conditions
- 1.2 Rights of Workers
- 1.3 Employment Contracts and Work Responsibilities
- 1.4 Workplace Safety and Health
- 1.5 Dispute Resolution and Grievance Handling
- 1.6 Protection and Welfare of Workers

### 1.1 Service and Employment Conditions

Service and employment conditions are the terms under which employees work, including wages, working hours, leave entitlements, benefits, and duties, as mandated by law.

**Objective:**

To ensure workers are aware of the legal standards for their employment and the company adheres to Bangladesh Labor Law and Rules.

**Explanation:**

- Workers must understand their rights to minimum wage, overtime pay, and weekly holidays.
- Employment policies should comply with legal working hours, leave entitlements, and social security contributions.
- Transparent service rules prevent misunderstandings and disputes between management and employees.

**Example:**

A factory provides employment conditions like minimum wage payment, regulated overtime, maternity leave, and annual leave as per Bangladesh Labor Law.

### Employment Conditions, Service Rules, and Worker Categories

**Employment Conditions:**

Employment conditions refer to the terms and circumstances under which a worker is employed and performs their job. These include:

- Working hours and rest periods
- Wages and benefits
- Leave entitlements (annual, sick, maternity, casual)
- Job responsibilities and performance expectations
- Disciplinary procedures
- Termination and resignation rules
- Health, safety, and welfare provisions

Employment conditions must comply with the Bangladesh Labor Act and company-specific service rules approved by the Department of Labor. Clear employment conditions help protect both workers and employers from misunderstandings or exploitation.

### **Service Rules:**

Service rules are the internal regulations developed by each organization or factory to manage employment relationships and administrative matters. These rules:

- Define working hours, shift systems, holidays, and leave procedures.
- Specify attendance, punctuality, and disciplinary measures.
- Describe procedures for promotions, transfers, and terminations.
- Must be approved by the Chief Inspector of Factories and Establishments to ensure compliance with the law.

### **Worker Categories (as per Bangladesh Labor Act, 2006)**

The law defines workers based on the nature and duration of their employment. Each category carries specific rights and obligations.

### **Employment Classification**

#### **A. Permanent Worker**

A permanent worker is employed on a full-time basis and has completed the probationary period successfully.

##### **Key Points:**

- Entitled to all benefits such as leave, festival bonus, and gratuity.
- Employment continues until resignation, retirement, or lawful termination.
- Must receive written notice and compensation in case of termination.

#### **B. Probationary Worker**

A probationary worker is employed for a trial period to assess their suitability for a permanent role.

##### **Key Points:**

- The probation period is not more than six months (may extend to nine months for technical positions).
- If performance is satisfactory, the worker becomes permanent automatically after this period.
- During probation, workers are entitled to regular wages and basic safety benefits.

#### **C. Temporary Worker**

A temporary worker is employed for work that is not permanent in nature, such as seasonal or special tasks.

##### **Key Points:**

- Employment lasts only for the duration of the assigned work.
- Entitled to wages and safety provisions for the employment period.
- Not eligible for long-term benefits like gratuity or provident fund.

#### **D. Casual Worker**

A casual worker is employed for work that is irregular or occasional, often lasting for a short period.

##### **Key Points:**

- No fixed working schedule or permanent position.
- Paid daily or weekly based on work completed.
- Must still receive protection for workplace safety and fair payment.

#### **E. Apprentice**

An apprentice is a person receiving practical training under an apprenticeship agreement to learn a trade or skill.

##### **Key Points:**

- Apprenticeship period usually ranges from 6 months to 2 years, depending on the skill.

- Apprentices receive a stipend or training allowance.
- After successful completion, they may be absorbed as permanent workers.
- Employers must provide safe training conditions and supervision.

## Wage and Overtime Regulations

Wages and overtime are essential parts of employment conditions, ensuring workers are fairly compensated for their labor.

### A. Minimum Wage

- The Minimum Wage Board sets wage structures for each sector, including RMG.
- The minimum wage must cover the basic salary, house rent, medical allowance, transport allowance, and food allowance.
- Employers cannot pay less than the legally prescribed minimum wage.

### B. Wage Payment Rules

- Wages must be paid within 7 working days after the end of each wage period.
- Payments should be made in legal tender, through bank transfer, or mobile financial services.
- Wage slips must be provided showing breakdowns of payments and deductions.

### C. Overtime Regulations

- The standard working hour is 8 hours per day and 48 hours per week.
- Workers may work up to 2 hours of overtime per day, making a maximum of 10 hours.
- Overtime must be paid at twice (2x) the ordinary hourly rate.
- Overtime work must be voluntary and recorded properly in the overtime register.

### D. Holiday and Leave Payments

- Workers are entitled to weekly holidays, annual leave, and festival holidays with pay.
- Payment during leave must be equivalent to average daily earnings.

### E. Wage Deductions

- Only lawful deductions can be made, such as for absences, provident fund contributions, or union subscriptions (if applicable).
- Deductions must be clearly stated in the wage slip.

## 1.2 Rights of Workers

Workers' rights are legal entitlements that protect their interests, including fair wages, safe working conditions, social security, non-discrimination, and freedom of association.

**Objective:** To inform workers about their legally protected rights so they can work confidently and safely.

#### Explanation:

- Workers are entitled to equal treatment regardless of gender, age, religion, or marital status.
- Rights include proper payment, safe working conditions, grievance handling, and social security benefits.
- Awareness of rights empowers workers to take action if they are violated.

**Example:** Female employees receive maternity leave and job protection; workers can report harassment without fear of retaliation.

## Key Rights of Workers

### 1. Paid Leave:

Workers in Bangladesh are entitled to various paid leaves under the Labor Law, including weekly holidays, casual leave, sick leave, annual leave, maternity and miscarriage leave, and festival holidays, all with full pay. Compensatory holidays are provided if weekly or festival holidays are missed, and unused annual leave may be carried forward or encashed as per policy. Sick leave requires medical certification, and maternity or miscarriage leave is fully paid and separate from other leave entitlements.

### 2. Overtime:

- Extra hours worked beyond standard working hours(8) must be paid at a higher rate.
- Ensures fair compensation for additional effort.

**Example:** A worker receives 2x normal hourly wages for overtime work.

### 3. Termination Procedures:

- Employers must follow legal procedures for termination or retrenchment. Includes notice period, valid reason, and documentation.

**Example:** A worker is given one month notice and a written explanation before retrenchment.

### 4. Job Separation Benefits:

- Workers are entitled to benefits such as gratuity, provident fund, or severance pay upon leaving the job.

**Example:** A worker retiring after 5 years of service receives gratuity according to the law.

### 5. Service Benefits:

- As per BLL employees will get service benefit after completion of 5 years employment.

**Example:** Employees receive 70 days basic payment after lawful resign.

### 6. Safe Working Conditions:

- Protection from hazards, accidents, and unsafe machinery.

**Example:** Fire extinguishers, PPE, and first aid facilities are provided.

### 7. Freedom from Harassment and Abuse:

- Protection from verbal, physical, or sexual harassment.
- Confidential grievance mechanisms are provided.

**Example:** A worker reports harassment, and HR investigates and resolves it promptly.

### 8. Non-Discrimination:

- Equal treatment irrespective of gender, age, religion, or marital status.

**Example:** Equal pay for male and female workers performing the same job.

### 9. Working Hours and Rest:

- Standard working hours, weekly holidays, and rest breaks are respected.

**Example:** Employees work maximum 48 hours per week with at least one rest day.

### 10. Grievance Redress:

- Legal channels exist for complaints about wages, safety, or other employment matters.

**Example:** A worker files a wage dispute, which is resolved through HR and documented according to the law.

## Worker Rights Guaranteed by the Labor Law

The Bangladesh Labor Act, 2006 establishes the foundation for protecting workers' rights and promoting fair labor practices. These rights are designed to ensure safety, dignity, and equality in all workplaces, including the RMG industry.

### A. Right to Fair Employment and Equal Opportunity

- Every worker has the right to fair treatment in hiring, promotion, and working conditions, regardless of gender, religion, ethnicity, or background.
- Discrimination based on gender or marital status is strictly prohibited under Section 345 of the Labor Act.

### B. Right to Fair Wages

- All workers are entitled to receive at least the government-declared minimum wage for their sector.
- Wages must be paid regularly, within 7 working days after the end of the wage period.
- Overtime work must be compensated at twice (2x) the regular hourly rate.
- Unlawful deductions from wages are prohibited.

### C. Right to Safe and Healthy Working Conditions

- Every worker has the right to a safe, hygienic, and hazard-free workplace.
- Employers must ensure adequate lighting, ventilation, fire safety equipment, and sanitation facilities.
- Workers must receive safety training, and safety notices must be displayed clearly.

### D. Right to Rest, Leave, and Holidays

- Workers are entitled to one day of weekly rest and 11 days of festival holidays per year with pay.
- Annual, casual, and sick leave entitlements are defined by law.
- Female workers have the right to **maternity leave** with pay for eight weeks before and after childbirth (Section 46).

### E. Right to Freedom of Association and Collective Bargaining

- Workers have the right to form or join trade unions to represent their interests collectively.
- They can negotiate with employers through collective bargaining to improve working conditions, wages, and benefits.
- Employers must not interfere with or discriminate against union members.

### F. Right to Protection from Exploitation and Harassment

- Workers must be protected from forced labor, child labor, and sexual harassment.
- No worker should be punished unfairly or dismissed without lawful cause and due process.
- Every worker is entitled to respect, dignity, and equal treatment at work.

### G. Right to Social Security and Welfare

- Workers have the right to welfare benefits such as provident fund, gratuity, compensation for workplace injury, and access to welfare funds.
- Employers are required to establish welfare and participation committees for improving worker–management relations and addressing grievances.

## Right to Receive Appointment Letter and Identity Card

The appointment letter and identity card are two of the most important legal documents for a worker in the RMG industry. They provide official proof of employment and protect workers from unfair treatment, illegal termination, or wage disputes.

### A. Appointment Letter (Employment Contract)

An appointment letter is a written document provided by the employer to the worker at the time of joining, as required under Section 5 of the Bangladesh Labor Rules, 2015.

#### Contents of the Appointment Letter:

- Name and address of the employer and the worker
- Designation and department
- Date of joining
- Nature and duration of employment (permanent, temporary, probationary, etc.)
- Wages, allowances, and payment schedule

- Working hours and leave entitlements
- Terms of termination and notice period

**Importance of Appointment Letter:**

- Serves as legal proof of employment for the worker.
- Helps resolve disputes related to wages, benefits, or termination.
- Ensures that employment terms are transparent and agreed upon by both parties.
- Required by labor inspectors and compliance auditors to verify legal employment status.

**B. Identity Card (Worker ID)**

An identity card is an official card issued by the employer containing basic personal and employment details of the worker. It must be provided free of cost under Section 6 of the Labor Rules, 2015.

**Contents of the Identity Card:**

- Worker’s name and photograph
- Designation and department
- Worker ID or code number
- Factory name and address
- Signature or seal of the employer
- Blood group and emergency contact (in many RMG factories)

**Importance of Identity Card:**

- Serves as proof of identity and authorization to enter factory premises.
- Essential for wage collection, attendance recording, and emergency situations.
- Required during compliance audits and inspections.
- Strengthens worker security and prevents unauthorized access to the workplace.

**1.3 Employment Contracts and Work Responsibilities**

A written or verbal agreement between the employer and the employee outlining job role, responsibilities, working conditions, wages, and benefits.

**Objective:** To clarify terms of employment and prevent misunderstandings between management and workers.

**Explanation:**

- Contracts should clearly state job responsibilities, salary, working hours, leave policies, and other benefits.
- Contracts must be in a language understandable to workers.
- Legal compliance ensures enforceability and protection of workers’ rights.

**Example:** A sewing operator receives a written contract specifying duties, salary, overtime rules, annual leave, and eligibility for social security benefits with applicable organizational rules & regulation.

**Meaning and Components of an Employment Contract**

To ensure fair treatment and legal compliance, both workers and employers must understand the employment contract, which is the foundation of the worker–employer relationship. It defines the job role, wages, benefits, and conditions of employment in accordance with the **Bangladesh Labor Act, 2006 (amended 2018)** and **Labor Rules, 2015**.

**A. Meaning of Employment Contract**

An employment contract is a written agreement between an employer and a worker that defines the terms and conditions of employment. It ensures that both parties understand their rights, duties, and obligations.

In the RMG industry, this contract is usually provided through an appointment letter, which serves as legal proof of employment and compliance with the Bangladesh Labor Act and Rules.

**Purpose of Employment Contract:**

- To establish a clear and legal employment relationship between worker and employer.
- To define the job role, work hours, and compensation clearly.
- To ensure fair treatment and transparency.
- To protect both parties from disputes or misunderstandings.

**B. Components of an Employment Contract**

An employment contract or appointment letter should include the following elements:

**1. Appointment Letter**

The appointment letter is the formal document that confirms the worker's employment in the factory.

It includes:

- Name and address of the worker and the factory
- Designation and department (e.g., sewing operator, finishing helper, quality inspector)
- Date of joining
- Type of employment (permanent, probationary, temporary, or apprentice)
- Working hours and rest days
- Wage and payment details (basic salary, allowances, overtime rate)
- Leave and holiday provisions
- Terms of termination or resignation
- Signatures of both employer and worker

**2. Job Description**

A job description outlines the worker's roles, duties, and responsibilities within the organization. It helps workers understand what is expected of them and allows supervisors to evaluate performance fairly.

A job description may include:

- Job title and reporting line (e.g., reports to line supervisor or section in-charge)
- Key tasks and duties (e.g., operating sewing machines, following production targets, maintaining quality)
- Safety responsibilities (e.g., following safety guidelines, using PPE)
- Performance standards and teamwork expectations

**3. Salary and Allowances**

The employment contract must specify the details of the worker's wages and allowances, including:

- **Basic Wage:** The main portion of salary on which other benefits are calculated.
- **House Rent Allowance:** Usually 50% of the basic wage.
- **Medical Allowance:** A fixed monthly amount for healthcare expenses.
- **Conveyance Allowance:** Compensation for travel expenses to and from work.
- **Food Allowance:** Often included in total wages.
- **Overtime Pay:** Paid at double the normal hourly rate for extra work.

All wages must comply with the Minimum Wage Board's declaration for the RMG sector and be paid on time (within 7 working days after the wage period).

**4. Employment Benefits and Entitlements**

Employment contracts also mention worker entitlements and benefits such as:

- Weekly holidays
- Annual, casual, and sick leave

- Festival holidays
- Maternity leave (for female workers)
- Gratuity and provident fund (for long-term workers)

These benefits create financial security and motivate workers to perform better.

### Employee Benefits (Provident Fund, Gratuity, and Festival Bonus)

Employee benefits are additional advantages and protections provided to workers apart from their regular wages. These benefits improve job satisfaction, ensure social security, and encourage loyalty and productivity.

#### A. Provident Fund

The Provident Fund (PF) is a long-term savings scheme jointly contributed by the worker and the employer. It helps workers save for the future, especially after retirement or termination of employment.

##### Key Features:

- Both the employer and the worker contribute a fixed percentage of the basic wage (commonly **7–10% each**) every month.
- The fund is managed by a committee with representatives from both management and workers.
- A worker can withdraw the accumulated amount upon resignation, retirement, or after completing a minimum service period (usually 5 years).

#### B. Gratuity

Gratuity is a lump-sum payment made by the employer to a worker as a token of appreciation for long and continuous service. It acts as post-service financial security.

##### Eligibility and Calculation:

- A worker who has completed at least five years of continuous service is eligible for gratuity.
- The amount is usually equivalent to 30 days of wages for each completed year of service.
- Gratuity must be paid at the time of retirement, resignation, or lawful termination (except for misconduct).

#### C. Festival Bonus

The festival bonus is a payment made to workers during religious or national festivals to support them financially and boost morale.

##### Key Features:

- Every worker is entitled to at least two festival bonuses per year, as per Labor Rules, 2015.
- Each festival bonus should be equal to one month's basic wage.
- Applicable to all categories of workers — permanent, temporary, and probationary (if they have worked for a specific period).
- Employers usually provide bonuses before major festivals such as Eid-ul-Fitr, Eid-ul-Azha, or Durga Puja.

## 1.4 Workplace Safety and Health

Workplace safety provisions are legal requirements to ensure that work environments are free from hazards, accidents, and occupational illnesses.

**Objective:** To protect workers' health and safety by implementing legal standards and best practices.

**Explanation:**

- Employers must provide fire safety equipment, safe machinery, proper ventilation, clean drinking water, and first aid.
- Regular safety training and drills are required.
- Compliance prevents workplace accidents and promotes worker confidence.

**Example:** A factory installs fire extinguishers, maintains clear emergency exit routes, and conducts fire and first aid training for all employees.

## Employer Responsibilities for Maintaining Safe and Hygienic Workplaces

According to **Chapter VI** (Health, Hygiene, and Safety) of the Bangladesh Labor Act, 2006, every employer has a legal duty to provide a safe, clean, and healthy working environment for all workers. In the RMG industry, where the risk of fire, machinery injury, and chemical exposure is high, these responsibilities are particularly critical.

### A. Ensuring a Safe Working Environment

Employers must design and maintain the workplace in a manner that minimizes hazards and ensures worker safety.

Key legal obligations include:

- **Safe Building and Structure:** The factory building must be structurally sound, with adequate ventilation, lighting, and fire exits.
- **Fire Safety Measures:** Employers must install fire alarms, extinguishers, emergency lights, and fire doors, and conduct regular fire drills (as per Section 62).
- **Machinery Safety:** All machines must be properly guarded, maintained, and operated only by trained workers.
- **Emergency Preparedness:** Clear evacuation routes, emergency signage, and first aid facilities must be available.

### B. Maintaining Workplace Hygiene and Sanitation

The law mandates that employers ensure cleanliness and hygiene in the workplace to prevent illness and promote health.

Legal provisions include:

- **Cleanliness (Section 51):** Factories must be cleaned regularly, with walls, floors, and ceilings kept free from dust and dirt.
- **Ventilation and Temperature (Section 53):** Work areas must have proper ventilation and comfortable temperatures.
- **Lighting (Section 54):** Adequate lighting must be provided to avoid eye strain and accidents.
- **Safe Drinking Water (Section 55):** Pure drinking water must be available within easy access of all workers.
- **Sanitary Facilities (Section 56):** Separate, clean toilets and washrooms must be provided for male and female workers.
- **Waste Disposal (Section 52):** Proper systems must be in place for safe disposal of waste materials.

### C. Health and Welfare Facilities

Employers must provide basic health and welfare services for workers to ensure well-being and productivity.

- **First Aid (Section 89):** First aid boxes or cabinets must be available in every department.
- **Medical Officer (Section 91):** Factories with more than 500 workers must employ a full-time medical officer and set up a dispensary.
- **Canteen Facilities (Section 92):** Factories with more than 250 workers must provide a canteen.
- **Rest and Lunch Rooms (Section 93):** Adequate rest areas must be available for workers to take breaks.

### D. Training and Information on Safety

Employers are required to provide workers with:

- **Safety Induction Training** for new employees.
- **Periodic Safety Awareness Programs** to update workers on new hazards or rules.
- **Display of Safety Instructions** in local language at visible locations (as per Section 80).
- **Personal Protective Equipment (PPE):** Employers must provide necessary PPE such as gloves, masks, helmets, or earplugs at no cost.

## Worker Responsibilities for Following Safety Practices

While employers are legally obligated to provide safe conditions, workers also have an important role in maintaining a safe and healthy workplace. Under the Bangladesh Labor Act, every worker must act responsibly and follow established safety procedures.

### A. Follow Safety Rules and Procedures

Workers must comply with all safety regulations established by the factory management.

- Use machines and equipment as instructed.
- Never remove safety guards or tamper with protective devices.
- Follow safety signs and emergency instructions.
- Keep personal work areas neat and clutter-free.

### B. Use Personal Protective Equipment (PPE) Properly

Workers must wear the PPE provided by the employer during work and take care of it responsibly.

Examples of PPE in the RMG industry include:

- Masks for dust or fabric fiber protection
- Ear plugs for noise reduction
- Gloves for handling chemicals or heavy materials
- Aprons and protective footwear

### C. Report Unsafe Conditions or Incidents

Workers should promptly report any unsafe condition, accident, or near-miss to their supervisor or safety officer. Reporting helps prevent future accidents and ensures corrective measures are taken.

### D. Maintain Personal Hygiene and Cleanliness

Workers should contribute to workplace cleanliness by:

- Using designated waste bins for fabric scraps or threads.
- Washing hands before meals and after using the restroom.
- Keeping their workstation clean and organized.

### **E. Participate in Safety Training and Drills**

Workers must actively attend fire drills, evacuation training, and other safety awareness programs arranged by the factory.

This ensures that in case of emergency, they can respond quickly and safely.

### **F. Support a Culture of Safety**

Workers should promote teamwork, cooperation, and safety awareness among colleagues. Encouraging peers to follow safety rules and immediately addressing unsafe behavior helps create a strong safety culture.

## **1.5 Dispute Resolution and Grievance Handling**

To maintain industrial peace and a fair working environment, the **Bangladesh Labor Act, 2006 (amended in 2018)** and the **Labor Rules, 2015** outline clear dispute resolution and grievance handling procedures. These legal provisions ensure that workers have proper channels to raise complaints and that employers address these grievances fairly, transparently, and without retaliation.

Formal procedures under labor law to resolve disagreements between employees and management regarding wages, working conditions, or other employment-related issues.

**Objective:** To provide workers with clear channels to address conflicts fairly, avoiding escalation and ensuring legal compliance.

#### **Explanation:**

- Disputes can be reported through HR, grievance committees, or government labor offices.
- Legal frameworks provide steps for mediation, arbitration, or labor court proceedings.
- Confidentiality and protection from retaliation are crucial during the resolution process.

**Example:** A worker files a wage dispute through the HR department. The grievance is addressed according to legal procedures, including documentation, investigation, and resolution, with the worker informed of the outcome.

## **Common Types of Workplace Disputes**

Workplace disputes are disagreements or conflicts between workers and employers that arise from employment-related issues. The **Bangladesh Labor Act** recognizes several forms of disputes and prescribes procedures for their settlement through mutual discussion, mediation, or legal channels.

Below are the common types of workplace disputes found in the RMG industry:

### **A. Wage-Related Disputes**

These are the most common disputes in garment factories and often involve:

- Delayed or non-payment of wages within the legally required 7 working days after the wage period.
- Underpayment or incorrect calculation of wages, overtime, or allowances.

- Disagreement on overtime rates or unpaid extra hours.

### **B. Termination or Dismissal Disputes**

Disputes can arise when workers are terminated without proper notice, compensation, or valid reason.

According to **Section 26 of the Bangladesh Labor Act**, an employer must provide a written notice and pay due benefits during termination.

Common issues include:

- Termination without following legal procedures.
- Retrenchment without compensation.
- Disputes regarding reinstatement or back wages after wrongful termination.

### **C. Misconduct and Disciplinary Disputes**

These disputes involve worker behavior or performance issues where disciplinary actions are challenged.

Common cases of alleged misconduct include:

- Habitual lateness or absenteeism
- Insubordination or disobedience
- Negligence causing damage to property or product
- Theft or disorderly conduct

Under the law, before taking disciplinary action, a show-cause notice and fair hearing must be provided to the accused worker.

### **D. Harassment and Discrimination Disputes**

Harassment — particularly verbal abuse, physical harassment, or sexual harassment — is a serious concern in the RMG industry.

Every worker has the right to dignity and respect at work.

Factories are required to have a harassment prevention committee under the directives of the High Court (2009) and labor compliance standards.

### **E. Workplace Safety and Working Condition Disputes**

Disputes may arise when workers are forced to work under unsafe or unhealthy conditions, such as poor ventilation, lack of PPE, or blocked fire exits.

Workers have the legal right to refuse unsafe work and to demand corrective measures through formal channels.

## **Internal Grievance Handling Procedures in Factories**

The Bangladesh Labor Rules, 2015 provide a clear framework for handling worker grievances internally before escalating to external authorities. Every compliant RMG factory should establish an effective grievance handling mechanism to ensure quick, fair, and transparent resolution of worker complaints.

Below is the step-by-step internal grievance handling process as per labor law and good industrial practice:

#### **Step 1: Raising the Grievance**

- A worker who feels aggrieved (regarding wages, treatment, or other issues) should submit a written complaint to the factory's management or HR department.
- The complaint should clearly state the nature of the problem, relevant details, and expected solution.

- Workers can also raise issues verbally through their line supervisor or worker representative.
- Complaints may be submitted individually or collectively.

**Step 2: Acknowledgment and Registration**

- The HR or compliance officer records the grievance in a Grievance Register and provides an acknowledgment receipt to the worker.
- This ensures the grievance is officially recognized and tracked for follow-up.

**Step 3: Initial Review and Discussion**

- The supervisor or HR manager reviews the grievance and discusses it with the worker to understand the details.
- Minor issues (e.g., attendance or calculation errors) can be resolved informally through direct discussion and correction.

**Step 4: Escalation to Grievance or Participation Committee**

- If the grievance cannot be resolved informally, it is referred to the Grievance Committee or Participation Committee (as per Section 205A of the Labor Act).
- These committees consist of equal representatives from workers and management.
- The committee investigates the complaint, interviews relevant persons, and proposes a fair solution.

**Step 5: Decision and Corrective Action**

- The committee or management communicates the decision to the worker in writing within seven working days.
- If the grievance is valid, corrective measures are taken immediately — such as paying due wages, reversing a wrongful action, or disciplining the offender.

**Step 6: Appeal or External Resolution**

- If the worker is not satisfied with the factory’s decision, they can appeal to the Department of Labor or Labor Court for further review.
- In some cases, conciliation or arbitration may be arranged through the Department of Inspection for Factories and Establishments (DIFE) before court proceedings.

**Step 7: Record Keeping and Continuous Improvement**

- All grievances, actions taken, and outcomes must be recorded, reviewed, and analyzed periodically.
- The HR and compliance teams use this information to identify recurring issues and improve factory policies.

**1.6 Protection and Welfare of Workers**

Measures implemented to safeguard workers from unfair treatment, harassment, unsafe working conditions, and arbitrary dismissal, as per Bangladesh Labor Law.

These laws are designed to safeguard workers’ rights by ensuring job security, protection from unfair treatment, and access to welfare benefits such as health services, maternity benefits, and workplace safety. For the RMG sector, compliance with these legal standards is essential to maintain both national regulations and international buyer requirements on social compliance.

**Objective:** To ensure a safe, fair, and legally compliant working environment.

**Explanation:**

- Protection includes job security, fair wages, safety, anti-harassment policies, and grievance handling.
- Employers are responsible for creating a workplace where workers can exercise their rights without fear.

- Monitoring and enforcement of protection measures are essential for compliance.

**Example:** A factory ensures that workers are not terminated without notice or valid reason, provides a grievance mechanism, and protects employees from workplace harassment.

### Provisions Ensuring Job Security and Protection from Unfair Termination

The **Bangladesh Labor Act, 2006 (Sections 20–34)** outlines the legal procedures for employment continuity and termination. These provisions ensure that workers cannot be dismissed without valid cause, notice, or compensation.

#### A. Job Security

- Every worker who completes the probationary period and becomes permanent has the right to continued employment unless terminated in accordance with the law.
- Employers cannot dismiss or discharge workers arbitrarily or without reason.
- Job security promotes loyalty, productivity, and peace in the workplace.

#### B. Lawful Termination Procedures

Termination must follow the procedures prescribed under **Section 26 of the Labor Act:**

1. **Written Notice:**
  - One month's written notice (or payment in lieu of notice) must be given for termination of permanent workers.
2. **Compensation:**
  - Workers must receive compensation equivalent to 30 days' wages for each completed year of service.
3. **Reason for Termination:**
  - Employers must provide a valid reason (e.g., redundancy, completion of contract, or proven misconduct).
4. **Right to Appeal:**
  - A terminated worker has the right to file a complaint with the Labor Court within **30 days** if the termination is unfair.

#### Unfair Termination Examples:

- Dismissal without notice or inquiry.
- Termination due to union membership or complaint submission.
- Retrenchment without following due process.

#### C. Retrenchment and Lay-Off Protection

- Employers must seek prior permission from the Chief Inspector of Factories for large-scale layoffs.
- During lay-off, workers are entitled to half of their total wages (basic plus allowances).
- Priority must be given to retrenched workers when new hiring occurs.

### Protection against Workplace Harassment and Discrimination

Every worker has the right to work in a safe, respectful, and non-discriminatory environment. The **Bangladesh Labor Act** and the **High Court directives (2009)** ensure that all workplaces implement policies and mechanisms to prevent harassment and discrimination.

#### A. Protection from Harassment

- Sexual harassment or any form of verbal, physical, or psychological abuse at work is strictly prohibited.
- Factories must establish an Anti-Harassment Committee, comprising at least 50% female members, to receive and investigate complaints.

- Victims of harassment must be treated with confidentiality and respect, and no worker shall face retaliation for filing a complaint.
- Disciplinary actions, including termination, must be taken against proven offenders.

### **B. Protection from Discrimination**

- The law prohibits discrimination in recruitment, promotion, wages, or work assignment on the basis of gender, religion, ethnicity, or social background.
- Equal pay must be provided for equal work, regardless of gender (Section 345).
- Female workers must be treated fairly in terms of working hours, maternity leave, and safety conditions.

### **C. Creating a Respectful Workplace Culture**

- Employers should conduct awareness sessions on **respectful behavior and gender sensitivity**.
- Supervisors must model ethical conduct and promote open communication.
- Workers should report discrimination or harassment to management or the welfare officer without fear.

## **Welfare Measures**

Worker welfare is a core part of the Bangladesh Labor Act. These welfare measures help ensure that workers are physically and mentally healthy, financially secure, and motivated to perform efficiently.

### **A. Maternity Benefits (Section 45–50 of Labor Act)**

#### **Eligibility and Entitlement:**

- Female workers are entitled to **16 weeks of paid maternity leave** — 8 weeks before and 8 weeks after childbirth.
- The worker must have worked for at least **6 months** before the expected date of delivery.
- Employers cannot terminate or dismiss a woman during maternity leave or pregnancy.
- Payment is based on the worker's average daily wage for the preceding 3 months.

### **B. Health and Safety Provisions**

Employers are legally required to ensure the physical and mental well-being of all employees by providing:

- First aid facilities in each department.
- On-site medical officer and dispensary if the workforce exceeds 500 employees.
- Clean drinking water, separate toilets, and washing facilities for men and women.
- Safe working conditions with proper lighting, ventilation, and fire safety systems.
- Free Personal Protective Equipment (PPE) such as masks, gloves, and ear protection when required.
- Regular safety training and emergency drills for all employees.

### **C. Compensation for Workplace Injury (Section 150–172)**

If a worker suffers an injury, disability, or death due to a workplace accident, the employer is legally responsible to provide compensation under the Labor Law.

#### **Key Provisions:**

- Employers must report workplace accidents immediately to the Department of Inspection for Factories and Establishments (DIFE).
- Compensation depends on the nature and extent of injury:

- **Permanent total disablement:** 100% compensation of prescribed rate.
- **Permanent partial disablement:** Proportionate compensation based on severity.
- **Death:** Compensation is payable to the worker's dependents.
- The amount of compensation is calculated according to the worker's last drawn wage.
- Medical expenses for treatment and rehabilitation must be borne by the employer.

#### **D. Welfare and Recreational Facilities**

To enhance worker welfare, factories are also required to provide:

- **Canteens** (for factories with 250+ workers).
- **Rest rooms and lunch spaces** (for factories with 150+ workers).
- **Childcare facilities or day-care rooms** for female workers with children under 6 years (for factories with 40+ female workers).
- **Welfare Officer** (mandatory for factories with more than 500 workers) to look after worker welfare and liaison.

## Self-Check– 3.1

### Short Questions:

1. What are the key legal rights of workers in Bangladesh regarding pay, leave, and safety?
2. Why must employment contracts be written in a language understandable to workers?
3. What protection measures should an employer implement to comply with Bangladesh Labor Law?

### Multiple Choice Questions (MCQs):

- 1. Which of the following best defines Service and Employment Conditions under Bangladesh Labor Law?**
  - A. Voluntary work arrangements decided by management only
  - B. Terms of employment including wages, hours, leave, and benefits as per legal requirements
  - C. Informal agreements between supervisors and workers
  - D. Conditions that apply only to management staff
- 2. Under Bangladesh Labor Law, how must overtime be compensated?**
  - A. At the same rate as normal wages
  - B. At 1.5 times the normal wage rate
  - C. At double (2x) the normal hourly wage rate
  - D. No payment is required for overtime
- 3. What is the primary objective of discussing employment contracts with workers?**
  - A. To make the contract confidential
  - B. To ensure workers clearly understand their job role, pay, and benefits
  - C. To reduce the company's legal responsibility
  - D. To discourage employees from asking questions
- 4. According to Bangladesh Labor Law, what must be ensured for workplace safety?**
  - A. Fire safety equipment, ventilation, and first aid facilities
  - B. Bonuses and allowances for all employees
  - C. CCTV in every department
  - D. Only periodic medical tests
- 5. What is the main purpose of dispute resolution processes under Labor Law?**
  - A. To delay employee complaints
  - B. To fairly resolve conflicts between workers and management following legal procedures
  - C. To ensure all disputes go directly to court
  - D. To favor the employer in all cases

## Answer Key-3.1

### Short Questions Answer:

- 1. What are the key legal rights of workers in Bangladesh regarding pay, leave, and safety?**  
**Answer:** Fair wages, paid leave, safe working conditions, social security, and protection from discrimination.
- 2. Why must employment contracts be written in a language understandable to workers?**  
**Answer:** To ensure they clearly understand job responsibilities, wages, benefits, and legal terms, preventing confusion or disputes.
- 3. What protection measures should an employer implement to comply with Bangladesh Labor Law?**  
**Answer:** Safe workplace, fair treatment, anti-harassment policy, proper grievance handling, and job security against unfair dismissal.

### Multiple Choice Questions (MCQs) Answer:

- 1. Which of the following best defines Service and Employment Conditions under Bangladesh Labor Law?**  
Answer: B
- 2. Under Bangladesh Labor Law, how must overtime be compensated?**  
Answer: C
- 3. What is the primary objective of discussing employment contracts with workers?**  
Answer: B
- 4. According to Bangladesh Labor Law, what must be ensured for workplace safety?**  
Answer: A
- 5. What is the main purpose of dispute resolution processes under Labor Law?**  
Answer: B

## Task Sheet- 3.1

**Task Name:** Identify and Explain the Fundamental Rights of Workers as per Bangladesh Labor Law.

<b>Instructions:</b>		
<p><b>Read and understand the directions carefully:</b></p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.</li> <li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li> <li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li> <li>▪ you have one (1) hour to complete this demonstration.</li> </ul>		
<b>Procedure:</b>		
<ul style="list-style-type: none"> <li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li> <li>▪ Read the specification information provided.</li> <li>▪ Collect all materials needed to complete the task.</li> <li>▪ Perform the task within the given time.</li> <li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li> </ul>		
<b>Specification Information:</b>		
<ul style="list-style-type: none"> <li>▪ Collect required supplies, materials, tools and equipment for the job.</li> <li>▪ Read the training materials carefully before starting.</li> <li>▪ Read or review the summary of worker rights provided during training.</li> <li>▪ List the major rights of workers guaranteed under the Bangladesh Labor Law and Rules.</li> <li>▪ Explain each right clearly and accurately with practical relevance to the RMG sector.</li> <li>▪ Provide a short explanation for each right in your own words.</li> <li>▪ Follow factory safety and discipline rules throughout the session.</li> <li>▪ Write the required information and put into the blank column.</li> <li>▪ Submit the completed worksheet to the Trainer.</li> </ul>		
<b>Drawing/ Diagram/ Worksheet:</b>		
<b>Worksheet:</b> (Please use extra sheet as required)		
<b>Sl.No.</b>	<b>Description/Items (List the workers' rights)</b>	<b>Activities (Explain each right)</b>
<b>Resources Required:</b>		

Tools:	<ul style="list-style-type: none"> <li>• Whiteboard / Flip chart / Posters</li> <li>• Marker pens / Chalk</li> <li>• Audio-visual aid (projector or TV for awareness video)</li> <li>• Copies of Bangladesh Labor Act (translated summary version)</li> <li>• Handouts on Worker Rights</li> <li>• The worksheet</li> <li>• Notebook and pen/pencil</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Printed “Worker Rights Checklist”</li> <li>• Case study examples (wage dispute, maternity benefit, etc.)</li> <li>• Sample appointment letter and factory policy sheets</li> <li>• Note sheets and pens for trainees</li> <li>• The training materials</li> <li>• The theoretical notes</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>• Safety shoes</li> <li>• Cotton gloves</li> <li>• Protective mask (if near production area)</li> <li>• ID card and proper uniform</li> </ul>

## Information Sheet 3.2

**Learning Outcome-2:** Identify employment benefits

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 2.1 Employment benefits
- 2.2 Workers' entitlement to benefits
- 2.3 Health and safety benefits

### 2.1 Employment benefits

Employment benefits are financial or non-financial advantages provided to workers in addition to wages or salaries, as per Bangladesh Labor Law and company policy.

**Objective:** To ensure workers understand their full range of entitlements and the company complies with legal benefit requirements.

#### Explanation:

- Benefits include paid leave, festival bonuses, provident funds, gratuity, and other welfare facilities.
- These benefits support workers' financial security, motivation, and well-being.
- Transparent benefit policies promote fairness and job satisfaction.

**Example:** A company provides annual leave, sick leave, maternity benefits, and a festival bonus as per law and internal HR policy.

### Employment Benefits under Bangladesh Labor Law and Company Policies

The **Bangladesh Labor Act, 2006 (amended in 2018)** and the **Bangladesh Labor Rules, 2015** clearly define various types of **employment benefits** that workers are legally entitled to. Additionally, many companies provide extra or non-statutory benefits to support employees beyond the minimum legal requirements.

#### Definition and Purpose of Employment Benefits

Employment benefits refer to the additional advantages or services provided to workers in addition to their regular wages or salaries. These benefits can be financial (such as bonuses, provident fund) or non-financial (such as health care, safety measures, or welfare facilities). Employment benefits are governed by the **Bangladesh Labor Law** and by **company-specific policies**, which may include extra benefits designed to enhance worker satisfaction and retention.

#### Purpose of Employment Benefits:

The main purposes of providing employment benefits include:

- **Promoting Worker Welfare:** Ensuring workers' health, financial security, and well-being.
- **Improving Productivity:** A healthy and motivated worker performs better, increasing production efficiency.
- **Reducing Turnover:** Fair and attractive benefits help retain skilled workers.
- **Ensuring Legal Compliance:** Meeting labor law requirements avoids penalties and supports social compliance.

- **Building Trust and Goodwill:** Benefits strengthen the relationship between employer and employee.
- **Supporting Long-Term Sustainability:** A well-treated workforce contributes to a positive brand image and long-term business success.

### Importance of Benefits for Worker Welfare and Motivation

Employment benefits are key motivators that go beyond monetary compensation. In the RMG sector, where work is physically demanding, benefits play a critical role in improving morale, safety, and retention.

#### A. Welfare Perspective:

- Benefits such as medical facilities, safe workplaces, and canteen services ensure that workers' physical and mental health is protected.
- Access to provident fund and gratuity provides long-term financial security, especially after retirement or job change.

#### B. Motivation Perspective:

- Workers feel valued and respected when employers provide timely wages, bonuses, and recognition.
- A fair benefit system increases job satisfaction, leading to higher morale and teamwork.
- Motivated workers are more likely to follow safety rules, improve quality, and meet production targets.

#### C. Compliance and Reputation:

- Adhering to labor law benefit provisions ensures **buyer compliance** and a positive reputation in international markets.
- Factories that provide benefits ethically gain buyer confidence and improve export opportunities.

### Statutory Benefits (Legally Required)

Statutory benefits are those that are mandated by law under the Bangladesh Labor Act and must be provided by every employer. Failure to comply can result in penalties, suspension of factory licenses, or loss of buyer certification.

#### Common Statutory Benefits in the RMG Industry:

Benefit Type	Legal Basis / Description
<b>Minimum Wage</b>	Set by the <b>Minimum Wage Board</b> for the RMG sector; employers must pay at least the fixed rate for each grade.
<b>Overtime Pay</b>	Workers working beyond 8 hours/day are entitled to <b>double (2x) the hourly rate</b> .
<b>Festival Bonus</b>	Every worker must receive <b>two bonuses per year</b> , each equivalent to <b>one month's basic wage</b> .
<b>Provident Fund</b>	Joint savings contributed by worker and employer (commonly 7–10% of basic salary). Managed by a committee.
<b>Gratuity</b>	Paid to permanent workers who complete at least <b>5 years of continuous service</b> ; usually <b>30 days' wages per year of service</b> .
<b>Leave Benefits</b>	- Casual Leave: 10 days/year- Sick Leave: 14 days/year- Annual Leave: 1 day per 18 days worked- Maternity Leave: 16 weeks (8 before and 8 after

Benefit Type	Legal Basis / Description
	childbirth).
<b>Compensation for Injury</b>	Workers injured or disabled at work are entitled to <b>medical treatment and compensation.</b>
<b>Health and Safety Facilities</b>	Employers must ensure safe drinking water, clean toilets, ventilation, lighting, fire exits, and first aid.
<b>Welfare Facilities</b>	Factories with more than 250 workers must provide canteens; over 500 workers must have a welfare officer.

### Non-Statutory Benefits (Company-Provided)

Non-statutory benefits are additional incentives or welfare provisions that companies voluntarily offer beyond the legal requirements. These are part of company policy or buyer-driven social compliance programs, aimed at improving worker satisfaction and retention.

#### Common Non-Statutory Benefits in RMG Factories:

Benefit Type	Description / Purpose
<b>Attendance Bonus</b>	Monetary reward for consistent attendance and punctuality.
<b>Meal or Lunch Allowance</b>	Subsidized meals or meal allowance provided during working hours.
<b>Transport Facilities</b>	Company-arranged bus or transport service for workers' safety and convenience.
<b>Medical Insurance / Health Card</b>	Company or buyer-supported health insurance covering medical treatment for workers and dependents.
<b>Training and Skill Development</b>	Training programs to enhance technical and soft skills for career growth.
<b>Daycare Facilities</b>	On-site childcare for female workers' children, supporting work-life balance.
<b>Emergency Financial Assistance</b>	Support for workers in times of crisis (e.g., illness, natural disaster).
<b>Recreation and Cultural Programs</b>	Activities that build team spirit and promote a positive work culture.
<b>Reward and Recognition Programs</b>	Certificates or bonuses for outstanding performance or long service.

### 2.2 Workers' Entitlement to Benefits

Workers' entitlements refer to the legally guaranteed benefits that employees must receive from their employer, such as paid leave, holidays, bonuses, retirement benefits, and other welfare provisions as per Bangladesh Labor Law and company policy.

**Objective:** To ensure workers clearly understand their lawful entitlements and that employers fulfill these obligations fairly and transparently.

### Explanation:

- Every worker is entitled to **benefits and allowances** defined by the Bangladesh Labor Act, including:
  - a. **Paid Leave:** All types of leave such as Annual, sick, casual, and compensatory leave etc. with full pay.
  - b. **Maternity/Paternity Leave:** Fully paid leave during childbirth or to support the family.
  - c. **Public Holidays:** At least 11 paid public holidays per year.
  - d. **Festival Bonus:** Two bonuses yearly, usually equivalent to one month's basic wage each.
  - e. **Retirement Benefits:** Completing 60 years of age employee will get 30 days basic per year.
  - f. **In-Kind Benefits:** Medical support, meals, uniforms, transport, and childcare facilities.
- These benefits ensure workers' social protection, financial stability, and well-being.
- Entitlements must be communicated clearly during appointment and displayed on factory notice boards for transparency.

**Example:** A worker receives 10 days of paid casual leave, full maternity leave with wages, and a festival bonus before Eid as per company policy and Bangladesh Labor Law.

### Eligibility Criteria for Each Benefit

The **Bangladesh Labor Law** defines specific eligibility conditions for each employment benefit. These conditions depend on the worker's type of employment, length of service, and attendance record.

Below are the main benefits and their corresponding eligibility criteria relevant to the RMG sector:

#### A. Wages and Overtime Pay

- **Eligibility:** All workers, regardless of category (permanent, probationary, temporary, or apprentice), are entitled to receive wages as per the Minimum Wage Board for their grade.
- **Overtime Eligibility:** Any worker performing more than 8 hours per day or 48 hours per week is entitled to overtime pay at twice (2x) the regular hourly rate.
- **Conditions:** Overtime must be voluntary and recorded properly in factory registers.

#### B. Festival Bonus

- **Eligibility:** All permanent, probationary, and temporary workers who have completed **one year of service** are entitled to **two festival bonuses per year**, each equivalent to **one month's basic wage**.
- **Conditions:** Bonuses are typically given before major religious or national festivals (e.g., Eid, Puja, or Christmas).

#### C. Leave Entitlements

1. **Casual Leave:** 10 days per year for all workers after completing 1 year of service.
2. **Sick Leave:** 14 days per year with full pay, supported by a medical certificate.
3. **Annual (Earned) Leave:** 1 day for every 18 days worked in a year.
4. **Maternity Leave (for female workers):** 16 weeks of paid leave (8 weeks before and 8 weeks after delivery). Eligible after 6 months of continuous employment.

#### D. Provident Fund

- **Eligibility:** Workers who have completed at least one year of continuous service can become members of the provident fund, where both employer and worker contribute equally (usually 7–10% of basic wage).
- **Conditions:** Withdrawable upon resignation, retirement, or termination.

### **E. Gratuity**

- **Eligibility:** Workers who have completed five (5) years or more of continuous service are entitled to gratuity upon resignation, retirement, or termination (except for misconduct).

### **F. Compensation for Workplace Injury**

- **Eligibility:** All workers are entitled to medical treatment and financial compensation in case of workplace accidents, injury, or death.
- **Conditions:** Compensation depends on the type and severity of injury (permanent, partial, or fatal).
- **Reference:** Section 150–172 of the Labor Act.

### **G. Welfare and Health Benefits**

- **Eligibility:** All workers are entitled to health, safety, and welfare facilities such as clean drinking water, sanitation, first aid, and medical officer services (for factories with 500+ workers).
- **Additional Welfare:** Canteens, restrooms, and childcare are required in factories meeting the legal worker threshold.

## **Procedures for Availing Benefits**

Workers must know the correct process for applying and claiming their benefits to ensure transparency and compliance. Following proper documentation and factory procedures helps avoid misunderstandings and delays.

### **A. Wage and Overtime Payment Procedure**

- **Wage Payment:**
  - Wages must be paid within 7 working days after the end of the wage period.
  - Payments are usually made through bank transfer or mobile financial services.
  - Workers should check their payslip for accuracy of overtime and deductions.
- **Overtime Approval:**
  - Workers perform overtime only after supervisor approval and ensure entries are made in the overtime register.

### **B. Leave Application Procedure**

- Workers must apply for leave in writing using a factory leave form and obtain approval from the line supervisor or HR department.
- Emergency leave (sick or family-related) should be reported immediately through the supervisor.
- Medical certificates are required for sick leave exceeding 2 days.
- HR keeps records in the leave register for transparency.

### **C. Maternity Benefit Claim Procedure**

- Female workers must submit a medical certificate confirming the expected date of delivery.
- Application should be made at least 8 weeks before the expected date of childbirth.
- Employer must approve leave and ensure full wage payment during the leave period.

### **D. Provident Fund Withdrawal Procedure**

- The worker fills out a withdrawal application form upon resignation or retirement.
- The Provident Fund Committee reviews and approves the request.
- The payment is made to the worker's bank account after verification.

### **E. Gratuity Payment Procedure**

- The HR or accounts department calculates the gratuity based on the worker's service duration and last drawn wages.
- The payment is made within 30 days of employment separation.
- A record is kept in the gratuity payment register.

## F. Compensation for Workplace Injury Procedure

- Worker or supervisor must report the accident immediately to the HR or safety officer.
- A written report is filed with details of injury, cause, and witnesses.
- Employer must provide free medical treatment and report serious cases to the Department of Inspection for Factories and Establishments (DIFE).
- Compensation is calculated and paid based on injury assessment and legal schedule.

## G. Health and Welfare Benefit Access

- Workers can visit the **factory's medical room** or welfare office for health-related services.
- For issues related to food, water, or hygiene, workers may report to the **welfare officer or compliance manager**.
- Welfare committees meet regularly to review and improve worker facilities.

## 2.3 Health and Safety Benefits

Health and safety benefits refer to the facilities, services, and protections provided by the employer to ensure that workers are safe from occupational accidents, injuries, and illnesses, and that their physical and mental well-being is maintained while at work.

### Objective

- Identify key health and safety benefits provided to workers.
- Recognize the importance of implementing health and safety measures in the workplace to protect workers' well-being.

### Explanation

- According to the **Bangladesh Labor Act 2006 (and amendments)**, every employer must ensure a safe, hygienic, and healthy workplace.
- Workers are entitled to medical care, clean working conditions, accident compensation, and access to safety equipment.
- Health and safety benefits also include preventive measures such as regular health check-ups where required, awareness training, and the use of protective equipment to reduce workplace risks.

### Examples

- a. **Medical Facilities:** Availability of first aid boxes, factory medical room, and a registered doctor or nurse.
- b. **Personal Protective Equipment (PPE):** Gloves, masks, earplugs, safety shoes, and helmets.
- c. **Accident Compensation:** Financial and medical support for injured workers & compensatory leave if applicable.
- d. **Clean Environment:** Adequate ventilation, sanitation, safe drinking water, and rest areas.
- e. **Training and Awareness:** Regular sessions on fire safety, emergency response, and machine handling.

## Legal Requirements for Workplace Health and Hygiene

The **Bangladesh Labor Act, 2006 (Chapter VI, Sections 51–60)** outlines strict requirements that every employer must follow to maintain the health, hygiene, and welfare of workers in factories. These standards are crucial in the RMG industry where workers handle fabrics, machines, and chemicals in closed environments for long hours.

### A. Cleanliness (Section 51)

- Every factory must be kept clean and hygienic at all times.
- Walls, floors, ceilings, and windows must be cleaned regularly to remove dust, lint, or oil residues.

- Accumulated waste or garbage must be disposed of properly to avoid pests and odor.

#### **B. Ventilation and Temperature (Section 53)**

- Factories must ensure adequate **ventilation and air circulation** to maintain comfortable temperature and air quality.
- Proper exhaust fans and windows should be installed to remove heat, fumes, and dust.
- If required, air-cooling systems or blowers should be provided in congested areas.

#### **C. Lighting (Section 54)**

- Every workplace must have **sufficient and suitable lighting**, natural or artificial, for safe and efficient work.
- Lights should be positioned to avoid glare, flicker, or shadow over work areas.

#### **D. Clean Drinking Water (Section 55)**

- Factories must provide safe and pure drinking water for all workers.
- Water points should be easily accessible and clearly marked as “Drinking Water.”

#### **E. Sanitation Facilities (Section 56)**

- Adequate toilets and washing facilities must be provided separately for male and female workers.
- These facilities must be kept clean, well-lit, and disinfected regularly.
- There should be a sufficient number of toilets according to the number of workers (as per Labor Rules).

#### **F. Waste Disposal (Section 52)**

- Employers must ensure safe and hygienic disposal of solid and liquid waste.
- Chemical and textile waste should be handled properly to prevent pollution or worker exposure.

#### **G. First Aid Facilities (Section 89 of the Act)**

- Every factory must provide first aid boxes or cabinets in each department, with contents prescribed by law.
- At least one trained person in first aid must be available during working hours.
- A register of first aid cases must be maintained.

### **Employer’s Obligation to Provide Medical Facilities and Occupational Health Services**

The Labor Act requires every employer to provide proper medical care and occupational health services to protect workers from diseases, injuries, or occupational hazards.

#### **A. Provision of Medical Facilities**

##### **1. Medical Room / Dispensary (Section 91):**

- Factories with more than 500 workers must establish a medical room or dispensary on the premises.
- It should be staffed by a qualified medical officer and nurses or health assistants.
- The medical room should be equipped with necessary medicines, first aid, and emergency treatment facilities.

##### **2. Availability of Medical Officer:**

- Factories employing up to 1000 workers must have at least one full-time medical officer.
- Factories with more than 1000 workers must have one medical officer for every additional 1000 workers.

##### **3. Ambulance or Emergency Transportation:**

- Large factories must keep an ambulance or emergency vehicle ready to transport workers to hospitals if needed.

## **B. Occupational Health Services**

Employers are required to monitor and control occupational health risks to ensure long-term safety and wellness of workers.

### **Key Requirements Include:**

1. **Health Check-ups:**
  - Periodic medical examinations for workers exposed to chemicals, dust, or noise.
  - Medical records should be maintained confidentially.
2. **Occupational Disease Prevention:**
  - Control exposure to dust, fumes, or hazardous substances in areas such as washing, dyeing, or printing sections.
  - Provide proper ventilation systems and personal protective equipment (PPE).
3. **Awareness and Training:**
  - Regular health and safety training sessions for workers on hygiene, personal protection, and emergency response.
  - Display of health-related posters and safety instructions in local language.
4. **Accident and Illness Reporting:**
  - Employers must maintain a register of accidents, injuries, and occupational illnesses.
  - Serious incidents must be reported to the Department of Inspection for Factories and Establishments (DIFE).

## **C. Welfare and Support Services**

- **Restrooms and Canteens:**
  - Factories with 250+ workers must provide a canteen with clean and hygienic food.
  - Factories must provide rest areas for workers to take breaks during long shifts.
- **Childcare Facility:**
  - Factories with 40 or more female workers must provide a childcare room for children under six years of age.
- **Welfare Officer:**
  - Factories with 500 or more workers must appoint a welfare officer to coordinate health, safety, and welfare programs.

## Self-Check – 3.2

### Short Questions:

1. Define employment benefits according to Bangladesh Labor Law and company policy.
2. List three examples of workers' entitlements that must be provided according to the Labor Law.
3. Explain why health and safety benefits are important for both workers and employers.

### Multiple Choice Questions (MCQs):

1. Which of the following is considered a non-financial employment benefit?
  - a) Festival bonus
  - b) Paid leave
  - c) Medical support
  - d) Gratuity
2. According to Bangladesh Labor Law, how many paid public holidays must a worker receive each year?
  - a) 6
  - b) 8
  - c) 10
  - d) 11
3. What is the main purpose of clarifying workers' entitlements?
  - a) To increase working hours
  - b) To ensure fairness and legal compliance
  - c) To reduce production costs
  - d) To limit benefit claims
4. Which of the following is an example of a health and safety benefit under the law?
  - a) Festival bonus
  - b) Annual leave
  - c) Personal Protective Equipment (PPE)
  - d) Gratuity payment
5. Under the Bangladesh Labor Act, employers must provide—
  - a) Only monetary benefits to workers
  - b) A safe, hygienic, and healthy workplace
  - c) Extra overtime payment for all workers
  - d) Free transportation for all employees

## Answer Key-3.2

### Short Questions Answer:

- 1. Define employment benefits according to Bangladesh Labor Law and company policy.**  
**Answer:** Financial or non-financial advantages provided to workers in addition to wages, such as paid leave, bonuses, provident fund, or medical support.
- 2. List three examples of workers' entitlements that must be provided according to the Labor Law.**  
**Answer:** Paid leave, maternity leave, and in-kind benefits.
- 3. Explain why health and safety benefits are important for both workers and employers.**  
**Answer:** Health & Safety benefit protect workers from accidents and illnesses, improve morale, ensure legal compliance, and enhance productivity and workplace trust.

### Multiple Choice Questions (MCQs) Answer:

- 1. Which of the following is considered a non-financial employment benefit?**

**Answer:** c

- 2. According to Bangladesh Labor Law, how many paid public holidays must a worker receive each year?**

**Answer:** d

- 3. What is the main purpose of clarifying workers' entitlements?**

**Answer:** b

- 4. Which of the following is an example of a health and safety benefit under the law?**

**Answer:** c

- 5. Under the Bangladesh Labor Act, employers must provide—**

**Answer:** b

## Task Sheet- 3.2

**Task Name:** Identify and Explain non-statutory Employment Benefits Provided to Workers under the Bangladesh Labor Law and Company Policy.

<b>Instructions:</b>		
<p><b>Read and understand the directions carefully:</b></p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.</li> <li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li> <li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li> <li>▪ you have one (1) hour to complete this demonstration.</li> </ul>		
<b>Procedure:</b>		
<ul style="list-style-type: none"> <li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li> <li>▪ Read the specification information provided.</li> <li>▪ Collect all materials needed to complete the task.</li> <li>▪ Perform the task within the given time.</li> <li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li> </ul>		
<b>Specification Information:</b>		
<ul style="list-style-type: none"> <li>• Collect required supplies, materials, tools and equipment for the job.</li> <li>• Read the training materials carefully before starting.</li> <li>• Accurately lists and defines worker benefits</li> <li>• Explains which benefits are statutory and which are company-provided</li> <li>• List and explain both non-statutory worker benefits.</li> <li>• Use examples from your factory or real situations where applicable.</li> <li>• Write the required information and put into the blank column.</li> <li>• Submit the completed worksheet to the Trainer.</li> </ul>		
<b>Drawing/ Diagram/ Worksheet:</b>		
<b>Worksheet:</b> (Please use extra sheet as required)		
<b>Sl.No.</b>	<b>Description/Items (List the Workers Benefits)</b>	<b>Activities (Explain non-statutory Employment Benefits)</b>
<b>Resources Required:</b>		

Tools:	<ul style="list-style-type: none"> <li>• Whiteboard / flip chart and marker pens</li> <li>• Audio-visual aids (projector, display board, or poster)</li> <li>• Copies of Bangladesh Labor Law (summary version) and factory policy manual</li> <li>• Worker benefit chart or posters</li> <li>• Notebook and pens for trainees</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Printed “List of Worker Benefits” template for trainees</li> <li>• Sample pay slip or appointment letter (showing benefits)</li> <li>• Handouts on company-specific welfare provisions</li> <li>• Case examples of statutory and non-statutory benefits</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Factory uniform and ID card</li> <li>▪ Safety shoes</li> <li>▪ Dust mask</li> <li>▪ Cotton gloves</li> </ul>

## Information Sheet 3.3

**Learning Outcome-3:** Implement the provisions on employee welfare facilities.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 3.1 Provisions for employee welfare facilities
- 3.2 Welfare facilities for worker comfort and well-being
- 3.3 Special provisions for employees with special needs

### 3.1 Provisions for Employee Welfare Facilities

**Definition:** Employee welfare refers to the efforts made by employers to improve the physical, mental, and social well-being of workers beyond their regular wages or salaries. It includes both statutory welfare measures (mandated by law) and voluntary welfare measures (provided by the company to enhance satisfaction and productivity).

**Concept:** Employee welfare aims to create a positive and supportive working environment where workers can perform effectively while maintaining health, comfort, and dignity.

#### Key Principles of Welfare:

- Promotes worker well-being and safety.
- Enhances employee morale and job satisfaction.
- Builds trust and loyalty between workers and management.
- Supports compliance with labor standards and buyer codes of conduct.
- Reduces turnover and absenteeism by ensuring worker comfort.

Employee welfare facilities refer to the services and amenities provided by employers to improve employees' comfort, safety, and quality of work life.

**Objective:** To help learners identify and understand the legal and organizational requirements for providing welfare facilities to workers.

#### Explanation

- As per the **Bangladesh Labor Act 2006** (and amendments), every establishment must ensure basic welfare facilities for its employees.
- These facilities are aimed at maintaining workers' health, morale, and efficiency.
- Understanding welfare provisions helps both employers and employees recognize their rights and responsibilities for maintaining a supportive work environment.

**Example:** A factory sets up a medical center, clean restrooms, and a canteen to meet legal welfare standards and support worker comfort.

### Basic Welfare Facilities

Basic welfare facilities refer to the essential amenities that every factory must provide to ensure comfort, hygiene, and safety of employees during working hours.

### Legal Requirements (as per Sections 51–60 of the Bangladesh Labor Act, 2006):

Facility	Description / Requirements
<b>Clean Drinking Water</b>	Safe, pure, and accessible drinking water must be provided in adequate quantity. Water points should be clearly marked and regularly tested for quality.
<b>Sanitation and Toilets</b>	Separate, clean, and hygienic toilets and washrooms must be provided for male and female workers. Facilities must be disinfected regularly.
<b>Ventilation and Lighting</b>	Work areas must be well-ventilated and properly lit to ensure comfort, safety, and visibility.
<b>Waste Disposal</b>	Waste must be collected and disposed of safely to maintain cleanliness and prevent odor or contamination.
<b>Changing Rooms and Storage</b>	Separate changing rooms and secure storage spaces should be available, especially for female workers handling uniforms or safety clothing.

### Health and Medical Welfare

Health and medical welfare facilities are services provided by employers to ensure workers' physical and mental well-being and to prevent occupational diseases or injuries.

#### Legal Provisions (Sections 89–91 of the Labor Act):

1. **First Aid Facilities:**

- Every department must have a **first aid box or cabinet** with prescribed medical supplies.
- At least one **trained first aid provider** should be available during working hours.

2. **Medical Officer and Dispensary:**

- Factories with **more than 500 workers** must employ a **full-time medical officer** and establish a **medical room or dispensary** with basic medicines and equipment.

3. **Occupational Health Services:**

- Regular **health check-ups** for workers exposed to chemicals, dust, or heat.
- Immediate treatment for workplace injuries and recording of all incidents.

4. **Emergency Services:**

- Factories must keep an **ambulance or emergency transport** ready to take injured workers to a hospital.

### Canteen and Meal Facilities

Canteen and meal facilities ensure that workers have access to nutritious, hygienic, and affordable food during working hours. This promotes better health, concentration, and productivity.

#### Legal Requirement (Section 92 of the Bangladesh Labor Act):

- Every factory employing **250 or more workers** must provide a **canteen** within the premises.
- The canteen must be **clean, well-ventilated, and spacious**, with proper seating arrangements.
- Food and drinks should be sold at **reasonable and subsidized rates**.
- The canteen committee should include **worker representatives** to monitor food quality and pricing.

## Recreation and Rest Facilities

Recreation and rest facilities are welfare measures that allow workers to relax, recover, and socialize during breaks or after working hours, contributing to overall well-being and morale.

### Types of Recreation and Rest Facilities:

1. **Restrooms or Rest Areas:**
  - Factories must provide **rest areas** or **lunchrooms** for workers to take meals or short breaks.
  - These areas should be clean, ventilated, and furnished with benches or tables.
2. **Recreational Activities:**
  - Factories may organize **sports, cultural programs, or celebrations** to boost team spirit and worker engagement.
  - Some factories have welfare rooms or recreational clubs managed by workers.
3. **Daycare and Child Welfare Facilities:**
  - Factories employing **40 or more female workers** must provide a **childcare room (crèche)** for children under 6 years old.
  - The daycare must have a trained attendant and basic facilities for feeding and rest.
4. **Welfare Officer's Role:**
  - Factories with more than **500 workers** must appoint a **Welfare Officer** responsible for organizing welfare and recreational programs and maintaining welfare facilities.

## 3.2 Welfare Facilities for Worker Comfort and Well-being

Welfare facilities are essential provisions in the workplace designed to maintain hygiene, provide rest and recreation, and support workers' day-to-day needs.

**Objective:** To ensure all required facilities are made available and maintained properly to promote employee health, comfort, and satisfaction.

### Explanation

The following facilities should be provided as per company policy and legal requirements:

- a. **Clean Restrooms:** Hygienic and gender-segregated toilets with regular cleaning and maintenance.
- b. **Drinking Water:** Safe, clean, and easily accessible drinking water supply.
- c. **Break Areas:** Designated resting spaces for relaxation during work breaks.
- d. **Health and Medical Facilities:** First aid, medical room, and access to professional medical personnel.
- e. **Transportation:** Safe and reliable transport facilities for commuting employees. (Optional, based on organization policy)
- f. **Day Care:** Childcare center for employees' children to support working parents.
- g. **Dining Area:** Clean and organized dining space for meal breaks.
- h. **Canteen:** Affordable, hygienic meal services available to all workers.

**Example:** A garment factory provides filtered drinking water, an on-site canteen, and a daycare room for workers' children to improve employee satisfaction and attendance.

## Employer Responsibilities

Employers in the RMG industry are legally and morally responsible for providing welfare facilities to their workers. These facilities are not privileges—they are basic rights guaranteed under the Bangladesh Labor Act and must be implemented in every compliant factory.

## A. Legal Basis of Employer Responsibilities

According to **Sections 51–94 of the Bangladesh Labor Act, 2006**, employers are required to provide and maintain welfare provisions such as:

- Safe and pure drinking water.
- Clean and adequate sanitary facilities for men and women.
- Proper ventilation, temperature control, and lighting.
- First aid boxes and medical officers.
- Canteen facilities (for factories with 250 or more workers).
- Childcare centers (for factories with 40 or more female workers).
- Rest and lunchrooms, welfare officers, and welfare committees.

Failure to provide these facilities is a violation of labor law and may result in penalties, license suspension, or loss of buyer compliance certification.

## B. Core Employer Responsibilities

### 1. Provision of Basic Facilities

- Employers must install and maintain essential welfare amenities (water, toilets, medical room, rest area, etc.) in sufficient numbers for all employees.
- Facilities must be accessible, functional, and free of charge to all workers.

### 2. Maintenance and Cleanliness

- Employers must regularly inspect, clean, and maintain welfare facilities.
- Cleaning schedules should be displayed and followed strictly.
- Designated cleaners or maintenance staff must be assigned for this purpose.

### 3. Appointment of Welfare Officer

- Factories with more than **500 workers** must appoint a **Welfare Officer** responsible for overseeing welfare programs and facilities.
- Duties include inspecting canteens, medical centers, restrooms, and coordinating with HR to resolve worker welfare issues.

### 4. Ensuring Accessibility and Safety

- Employers must ensure that welfare facilities are safe and accessible to all workers, including persons with disabilities.
- Facilities like ramps, handrails, and accessible toilets should be provided for inclusive use.

### 5. Supervision and Monitoring

- Supervisors and welfare officers must routinely inspect facilities and report deficiencies to management.
- Employers should address complaints or repair requests promptly.

### 6. Compliance and Documentation

- Employers must maintain records of welfare facilities such as inspection logs, medical treatment registers, and cleaning schedules.
- During labor inspections or compliance audits, documentation must demonstrate that welfare standards are being upheld.

## 3.3 Necessary Provisions for Employees with Special Needs

Facilities and adjustments are designed to support employees with disabilities or special needs, ensuring equal access, safety, and participation at work.

**Objective:** To promote an inclusive work environment where all employees, regardless of ability, can work safely and comfortably.

## Explanation

- Employers must identify and remove barriers that may restrict access or participation.
- Inclusive provisions may include ramps, accessible restrooms, seating adjustments, special parking, and awareness training for co-workers.
- Providing such support demonstrates social responsibility and compliance with inclusive employment standards.

**Example:** A factory installs wheelchair ramps and accessible toilets and assigns a trained first-aid responder for workers with mobility challenges.

## Inclusivity and Equality at the Workplace

**Definition of Inclusivity:** Inclusivity means creating a workplace environment where everyone—regardless of their abilities, gender, age, or background—feels valued, supported, and given equal opportunities to participate and progress.

**Equality in the Workplace:** Equality ensures that all employees are treated fairly, with equal access to employment, training, promotion, and welfare benefits. Discrimination against workers with disabilities, women, or other vulnerable groups is prohibited.

## Importance of Inclusivity in the RMG Sector

- Promotes a positive and respectful workplace culture.
- Enhances employee motivation and teamwork.
- Increases productivity through diverse talents and perspectives.
- Builds company reputation locally and internationally by adhering to global social compliance standards.

## Practical Approaches to Promoting Inclusivity

- Adapting workstations and tasks according to the needs of differently-abled employees.
- Conducting awareness training among co-workers on disability inclusion and respect.
- Providing flexible work arrangements and accessible facilities (ramps, restrooms, canteens).
- Appointing Inclusion Officers or HR representatives to monitor inclusive practices.

## Legal and Ethical Provisions for Workers with Disabilities

### National Legal Framework

**The Rights and Protection of Persons with Disabilities Act, 2013 (Bangladesh):** Ensures equal rights and opportunities for persons with disabilities, including employment and workplace access.

**Labour Act 2006 (and Amendments):** Prohibits discrimination in employment and mandates safe, healthy, and fair conditions for all workers.

### International Standards

**ILO Convention No. 159 (Vocational Rehabilitation and Employment of Disabled Persons):** Promotes vocational training, employment, and career development for persons with disabilities.

**UN Convention on the Rights of Persons with Disabilities (CRPD):** Emphasizes equality and non-discrimination in all aspects of employment.

## **Ethical Responsibilities of Employers**

- Ensure non-discriminatory recruitment and selection processes.
- Provide reasonable accommodations such as modified equipment, seating, or flexible schedules.
- Maintain confidentiality regarding employees' disabilities.
- Promote awareness among supervisors and colleagues to prevent stigma and harassment.

## **Job Placement, Training, and Welfare Support for Employees with Special Needs**

### **Job Placement and Recruitment**

- Identify suitable job roles matching individual abilities (e.g., quality checking, labeling, packaging, documentation).
- Coordinate with local vocational rehabilitation centers or NGOs that specialize in disability employment.
- Include accessibility features in job advertisements and interview arrangements.

### **Training and Skill Development**

- Offer specialized induction and on-the-job training adapted to employees' physical or cognitive capabilities.
- Provide trainers and supervisors with disability-awareness and inclusive teaching techniques.
- Use visual aids, assistive technologies, and sign language interpreters where necessary.

### **Workplace Modifications and Assistive Facilities**

- Construct ramps, handrails, and wide doorways for easy access.
- Ensure proper lighting, ergonomic seating, and low-noise environments for sensitive workers.
- Provide accessible washrooms and rest areas.

### **Welfare and Psychosocial Support**

- Establish counseling services for employees needing emotional or social support.
- Offer medical checkups and physiotherapy support where required.
- Provide equal opportunities in welfare activities, such as recreation or staff engagement programs.

## Self-Check – 3.3

### Short Questions:

1. Define employee welfare facilities and explain their purpose.
2. List at least four welfare facilities that should be provided to employees in a factory.
3. Explain why it is important to provide provisions for employees with special needs.

### Multiple Choice Questions (MCQs):

1. Which of the following is considered a welfare facility aimed at ensuring employee comfort?
  - a) Annual bonus
  - b) Clean restrooms
  - c) Overtime pay
  - d) Provident fund
2. What is the main purpose of providing daycare facilities at the workplace?
  - a) To reduce company expenses
  - b) To support working parents and improve attendance
  - c) To increase production hours
  - d) To replace schools
3. Which facility is specifically required to ensure employees' health and safety?
  - a) Break areas
  - b) Canteen
  - c) Health and medical facilities
  - d) Dining area
4. Providing ramps and accessible toilets in a factory is an example of:
  - a) Standard welfare provision
  - b) Special provision for employees with special needs
  - c) Transportation facility
  - d) Break area improvement
5. Which of the following statements is TRUE regarding employee welfare facilities?
  - a) Only financial benefits count as welfare facilities.
  - b) Welfare facilities should ensure comfort, health, and inclusivity.
  - c) Welfare facilities are optional under Bangladesh Labor Law.
  - d) Only management employees are entitled to welfare facilities.

## Answer Key -3.3

### Short Questions Answer:

**1. Define employee welfare facilities and explain their purpose.**

**Answer:** Facilities and services provided to improve employee comfort, health, safety, and overall well-being, ensuring legal compliance and a productive work environment.

**2. List at least four welfare facilities that should be provided to employees in a factory.**

**Answer:** Clean restrooms, drinking water, break areas, health and medical facilities.

**3. Explain why it is important to provide provisions for employees with special needs.**

**Answer:** To ensure inclusivity, equal access, safety, and comfort at work; to comply with legal standards; and to support all employees in performing their duties effectively

### Multiple Choice Questions (MCQs) Answer:

**1. Which of the following is considered a welfare facility aimed at ensuring employee comfort?**

**Answer:** b

**2. What is the main purpose of providing daycare facilities at the workplace?**

**Answer:** b

**3. Which facility is specifically required to ensure employees' health and safety?**

**Answer:** c

**4. Providing ramps and accessible toilets in a factory is an example of:**

**Answer:** b

**5. Which of the following statements is TRUE regarding employee welfare facilities?**

**Answer:** b

## Information Sheet 3.4

**Learning Outcome-4:** Carry out provisions for maternity leave and benefits

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 4.1 Provisions for maternity leave and benefits
- 4.2 Health and financial benefits
- 4.3 Calculation of maternity benefits
- 4.4 Documentation and Record Maintenance

### 4.1 Provisions for Maternity Leave and Benefits

Maternity protection is not just a legal requirement; it reflects an employer's ethical responsibility to provide a safe, fair, and supportive working environment. Employers and HR officers must therefore understand the legal framework, eligibility criteria, and proper implementation of maternity benefits as outlined in the **Bangladesh Labour Act, 2006 (amended 2018)** and corresponding company policies.

**Definition:** Maternity leave and benefits refer to the legally mandated leave and associated financial, or health support provided to female employees before and after childbirth, as per Bangladesh Labor Law and company policy.

#### Objective

- To help learners identify maternity leave provisions under the law and company policy.
- To ensure employees understand their rights and entitlements.

#### Explanation

- Female employees are entitled to paid maternity leave, medical allowances, and job protection.
- Awareness of these provisions ensures employees can plan for childbirth without fear of loss of income or employment.
- Understanding maternity benefits helps employers comply with legal and ethical standards.

**Example:** A female worker is entitled to 16 weeks of paid maternity leave, medical support, and guaranteed job retention after childbirth, according to Bangladesh Labor Law and company policy.

### Importance of Maternity Protection

Maternity protection is a fundamental right for working women. It ensures that female employees can continue their employment without risk to their health or that of their child during pregnancy and after childbirth.

#### Key Points:

- **Health and Safety:** Protects the physical and mental health of mothers and unborn children by allowing adequate rest before and after delivery.
- **Economic Security:** Ensures women receive wages or benefits during maternity leave, helping them support their families.

- **Employment Protection:** Guarantees job security during and after maternity leave, preventing dismissal or discrimination.
- **Gender Equality:** Promotes fair treatment of women workers, encouraging more participation of women in the workforce.
- **Corporate Responsibility:** Enhances the company's image as a socially responsible and compliant organization, improving worker morale and productivity.

In the RMG industry, where most workers are women, maternity protection contributes to workforce stability, improved retention, and overall productivity by supporting employees during one of the most critical stages of their lives.

### Employer's Role and Responsibilities

Employers play a key role in implementing maternity leave and benefit provisions. Their responsibility goes beyond providing paid leave—it includes creating a healthy, safe, and supportive environment for pregnant employees.

#### Employer Responsibilities Include:

- **Policy Implementation:** Ensure that maternity leave and benefits comply with the **Bangladesh Labour Act, 2006 (amended 2018)** and company HR policy.
- **Notification and Recordkeeping:** Maintain accurate records of maternity leave applications, medical certificates, and benefit payments.
- **Health and Safety Measures:** Adjust working conditions to reduce health risks for pregnant employees (e.g., avoiding heavy lifting, prolonged standing, or exposure to heat and chemicals).
- **Job Security:** Ensure no discrimination, harassment, or termination of employment during maternity leave.
- **Benefit Disbursement:** Pay maternity benefits on time and as per the legal requirements—either before or immediately after leave.
- **Awareness Creation:** Inform employees about their maternity rights and benefits through orientations, posters, or HR sessions.
- **Monitoring Compliance:** HR and compliance officers should regularly review factory practices to ensure full adherence to legal standards.

By fulfilling these responsibilities, employers contribute to a positive work culture and demonstrate commitment to ethical and lawful business practices.

### Key Clauses from the Bangladesh Labour Act, 2006 (Amended 2018) Related to Maternity Benefits

The **Bangladesh Labour Act, 2006**, with amendments made in **2013 and 2018**, sets forth clear legal provisions governing maternity leave and benefits for female employees. Understanding these clauses is essential for both workers and employers in the RMG sector.

#### Main Legal Provisions:

1. **Duration of Maternity Leave:**
  - A female employee is entitled to 8 weeks of maternity leave before childbirth and 8 weeks after childbirth, totaling 16 weeks of fully paid leave.
2. **Eligibility for Maternity Benefit:**
  - The worker must have been employed for at least 6 months preceding the expected date of delivery to qualify for paid maternity benefits.
3. **Wage Calculation:**
  - The maternity benefit is calculated based on the average daily wage earned during the 3 months prior to leave.
  - Benefits are paid for the full period of 16 weeks.

4. **Protection from Dismissal:**
  - Employers cannot terminate, dismiss, or issue notice to a pregnant employee during maternity leave or after providing notice of pregnancy.
5. **Notification Requirement:**
  - A pregnant worker must inform the employer in writing of her pregnancy, along with the expected delivery date (supported by a medical certificate).
6. **Health and Safety Provisions:**
  - Pregnant workers should not be assigned tasks involving excessive physical strain or hazardous conditions.
  - The employer must provide a safe and hygienic working environment, rest facilities, and access to medical care.
7. **Prohibition of Night Work (if applicable):**
  - The Act restricts pregnant employees from working between **10 PM and 6 AM** if such work could endanger health or safety.
8. **Postnatal Care and Nursing Facilities:**
  - Establishments employing a large number of female workers should provide childcare and nursing rooms near the workplace.

These clauses collectively ensure that women in the RMG industry can balance motherhood and work without sacrificing their health, income, or career continuity.

### Eligibility Criteria for Maternity Leave and Benefits

To access maternity benefits under the Bangladesh Labour Act, certain eligibility conditions must be met. Understanding these helps both workers and HR personnel manage applications fairly and transparently.

#### Eligibility Requirements:

1. The employee must be a female worker employed under the establishment's payroll.
2. She must have completed at least 6 months of continuous service immediately before the expected date of delivery.
3. The worker must notify the employer in writing about her pregnancy with a medical certificate.
4. Maternity leave is available for the first two surviving children; subsequent pregnancies may not qualify for paid benefits according to company policy (unless otherwise stated).
5. The employee must not be engaged in hazardous or unsuitable tasks during pregnancy as per the health and safety policy.

## 4.2 Health and Financial Benefits

**Definition:** These benefits include paid leave, medical support, and job protection provided to eligible female employees to safeguard their health and financial stability during pregnancy and after childbirth.

#### Objective

- To ensure maternity-related benefits are implemented effectively.
- To reinforce employees' understanding of their entitlements and the employer's obligations.

#### Explanation

The following maternity benefits should be provided and discussed with employees:

- a. **Paid Leave:** Full wage payment during the legally mandated maternity leave period.
- b. **Medical Allowances:** Coverage for pre-natal, delivery, and post-natal care as applicable.

- c. **Job Protection:** Guarantee of the employee's position and rights at work after returning from maternity leave.

Providing these benefits ensures compliance with the Bangladesh Labor Act and supports employee well-being and retention.

**Example:** A factory provides 16 weeks of paid maternity leave, reimburses medical expenses related to childbirth, and ensures the employee can return to the same position post-leave.

### Types of Maternity Benefits

Maternity benefits include both health-related and financial supports designed to protect women workers during pregnancy and after childbirth. These benefits ensure that employees can recover fully, care for their newborns, and return to work safely.

#### 1. Leave with Pay

- **Duration:** Female workers are entitled to 16 weeks of paid maternity leave (8 weeks before and 8 weeks after childbirth).
- **Wages During Leave:** The employee receives her full average wages (calculated based on her last three months of service before leave).
- **Purpose:** To ensure the mother can rest, maintain good health, and care for her child without losing income.
- **Job Protection:** During maternity leave, the employee's position is protected; she must be reinstated to her previous or an equivalent post upon return.

#### 2. Medical Allowance and Healthcare Support

- Employers are encouraged to provide medical allowances or reimbursements for pregnancy-related healthcare costs, including antenatal checkups, medicines, and hospitalization (if required).
- **Regular Health Monitoring:** Pregnant workers should be allowed periodic medical checkups by qualified doctors or nurses.
- **Nutrition Support:** Some factories provide nutritional supplements or food allowances to ensure maternal health.
- **Medical Room Access:** On-site infirmaries or factory clinics should have basic facilities for prenatal and postnatal care.

#### 3. Rest and Care Provisions

- **Rest Areas:** Employers must provide designated rest areas or rooms where pregnant employees can rest during work hours if they feel unwell or fatigued.
- **Work Adjustments:** Light-duty or less physically demanding work should be assigned to pregnant workers, avoiding prolonged standing, heavy lifting, or exposure to chemicals.
- **Nursing Facilities:** After childbirth, employers should provide nursing and childcare rooms within or near the factory premises for breastfeeding mothers.
- **Flexible Work Schedules:** When possible, provide adjusted work hours or short breaks to meet health needs and childcare responsibilities.

### Employer's Responsibilities for Pregnant Employees

Employers hold the primary duty to ensure the physical safety, comfort, and welfare of pregnant workers throughout their employment. These responsibilities stem from both legal requirements and ethical business practices.

#### Legal Obligations

According to the **Bangladesh Labour Act, 2006 (amended 2018):**

- Employers must not assign hazardous tasks to pregnant workers (e.g., lifting heavy loads, exposure to harmful substances, long standing, or high heat).
- Factories are required to maintain hygienic, ventilated, and clean working environments suitable for all employees, including those who are pregnant.
- Restrooms and maternity facilities should be easily accessible and properly maintained.
- Employers must ensure no discrimination or termination occurs on the grounds of pregnancy or maternity leave.

### **Ethical Responsibilities**

Beyond legal compliance, ethical responsibility involves creating an inclusive and supportive work culture.

Employers should:

- Show empathy and provide emotional support to pregnant workers.
- Offer counseling and guidance on maternal health and nutrition.
- Ensure supervisors and team leaders are trained to treat pregnant workers with respect and consideration.
- Maintain confidentiality regarding health conditions and medical records.

### **Workplace Adjustments for Pregnant Workers**

- Modify workstations for comfort (seating, ventilation, rest breaks).
- Allow short breaks for hydration or medical needs.
- Prohibit overtime or night shifts for pregnant employees.
- Provide easy access to toilets, water, and medical assistance.

Ensuring these safe working conditions not only fulfills compliance obligations but also enhances factory reputation and employee trust.

### **Process for Disbursement of Maternity Benefits**

Proper and transparent disbursement of maternity benefits is essential to uphold workers' rights and maintain company compliance with labor law. HR, payroll, and compliance departments must coordinate to ensure accurate and timely benefit delivery.

#### **1. Application and Notification**

- The employee must submit a written application to the HR department notifying her pregnancy and expected date of delivery, supported by a medical certificate.
- The HR officer verifies her eligibility (minimum 6 months of continuous service before delivery).

#### **2. Calculation of Benefits**

- The maternity benefit is calculated based on the average daily wage of the last 3 months before the start of maternity leave.
- Example: If a worker's average daily wage is Tk. 500, and she is entitled to 112 days of leave (16 weeks), her maternity benefit =  $500 \times 112 = \text{Tk. } 56,000$ .

#### **3. Disbursement Procedure**

- The payment can be made in **one or two installments**:
  - **First installment:** Before the start of maternity leave (covering pre-delivery period).
  - **Second installment:** After the completion of maternity leave and upon submission of medical confirmation of childbirth.
- Payment must be made **through official payroll records or bank transfer**, ensuring full transparency and documentation.

#### **4. Documentation and Record Keeping**

- Maintain all maternity benefit records including:

- Application forms and medical certificates.
- Calculation sheets and payment registers.
- Employee acknowledgment receipts.
- Updates in attendance and leave records.
- All documents must be kept confidential and made available for inspection by labor officers or auditors when required.

### 4.3 Calculation of Maternity Benefits

**Definition:** Maternity benefit calculation refers to the method of determining the correct wage or allowance to be paid to eligible female employees during maternity leave.

#### Objective

- To ensure employees and HR understand how maternity benefits are calculated accurately.
- To prevent errors in payment and maintain compliance.

#### Explanation

- Maternity benefits are usually calculated based on the employee's **average wage** for a defined period before leaving.
- It may include allowances, bonuses, or other legally defined payments.
- Correct calculation ensures fairness and adherence to Bangladesh Labor Law.

**Example:** If an employee earns a basic monthly wage of BDT 20,000 and is entitled to 16 weeks of paid leave, the maternity benefit will be proportionally calculated for that period, including any applicable allowances.

### 4.4 Documentation and Record Maintenance

Maternity-related documentation includes leave applications, medical certificates, payment registers, and reports submitted to HR and factory management. These records not only verify compliance with the **Bangladesh Labour Act, 2006 (amended 2018)** but also help protect both employees and employers during inspections or audits. Confidentiality and proper record handling are equally important to maintain workers' trust and safeguard sensitive health data.

#### Maintaining Accurate Maternity Records

Proper record-keeping of maternity benefits and related activities is essential for compliance, transparency, and employee protection. Every maternity case must be documented accurately and updated regularly to reflect the worker's entitlement, status, and payment.

#### Importance of Accurate Documentation

- Ensures that all maternity benefits are calculated, approved, and disbursed correctly.
- Provides evidence of compliance with the Bangladesh Labour Act and factory policy.
- Facilitates smooth monitoring and audit inspections by labor officials or buyer compliance teams.
- Helps resolve any future disputes regarding maternity leave or payments.

#### Types of Records to Maintain

##### 1. Maternity Leave Application Form:

- Submitted by the employee indicating expected delivery date and leave period.
- Must be supported by a medical certificate from a registered physician.

##### 2. Medical Certificates:

- Confirm pregnancy and the expected date of confinement (delivery).
- May also include post-delivery medical confirmation for resuming duty.

3. **Maternity Benefit Register / Payment Register:**
  - Records all details of benefit calculations, payment dates, amounts, and receipts.
  - Should be updated and signed by the HR officer and employee to confirm disbursement.
4. **Attendance and Leave Records:**
  - Reflect the exact maternity leave duration and reinstatement date.
  - Help track overall leave balance and entitlements.
5. **Employee Personal File:**
  - All maternity-related documents must be filed systematically under each worker's personal file for easy reference and verification.

#### **Accuracy and Timeliness**

- All records should be filled out clearly, dated, and signed by the responsible officer.
- Information must be recorded promptly after receiving applications or issuing payments.
- Use standard forms and formats approved by the HR or compliance department.
- Avoid overwriting or alteration without proper authorization.

#### **Confidential Handling of Employee Health Data**

Confidentiality is a key ethical and legal requirement in managing maternity records. Sensitive information such as medical conditions, pregnancy status, and health certificates must be handled with the utmost discretion.

#### **Importance of Confidentiality**

- Protects the employee's right to privacy and dignity.
- Prevents discrimination, gossip, or bias in the workplace.
- Builds trust between employees and management.
- Demonstrates ethical and professional HR practices, especially during compliance audits.

#### **Guidelines for Confidential Handling**

1. **Restricted Access:** Only authorized personnel (HR officers, compliance managers, and relevant supervisors) should access maternity records.
2. **Secure Storage:** Maintain locked filing cabinets for hard copies or password-protected folders for digital records.
3. **Data Protection Policy:** Follow the factory's data protection policy and comply with privacy guidelines for sensitive health information.
4. **Confidential Communication:** Discussions about maternity or medical issues should be conducted in private and only with relevant individuals.
5. **No Unauthorised Disclosure:** Never share or discuss a worker's pregnancy or medical details with other employees or external parties without consent.

#### **Ethical Practices**

- Treat all maternity-related information as confidential personnel data.
- Respect cultural and personal sensitivities when communicating with the employee.
- Maintain professionalism and empathy in all interactions involving maternity cases.

#### **Reporting Procedures to HR and Factory Management**

Reporting ensures that maternity benefits and records are reviewed, approved, and implemented according to legal requirements and internal policies. Clear reporting channels must be maintained between line supervisors, HR officers, and factory management.

#### **Internal Reporting Flow**

1. **Employee to Supervisor:**
  - The worker informs her immediate supervisor about her pregnancy and intended maternity leave period.

- The supervisor provides guidance on documentation (leave application, medical certificate).
- 2. **Supervisor to HR Department:**
  - The supervisor forwards the completed leave application and medical certificate to HR.
  - HR verifies eligibility and initiates benefit calculations.
- 3. **HR to Management:**
  - HR prepares a summary report for management approval, including:
    - Number of employees currently on maternity leave.
    - Total benefit payments made or pending.
    - Any health or welfare support provided.
- 4. **Management Review:**
  - Factory management approves benefit disbursements and ensures compliance with labor laws and buyer requirements.

#### **Record Submission and Storage**

- HR must file monthly or quarterly reports on maternity cases to management or compliance officers.
- Reports should include:
  - Employee name and ID.
  - Leave period.
  - Amount paid as maternity benefit.
  - Date of disbursement and signatures.
- These reports must be retained as part of compliance documentation for audit and inspection.

## Self-Check – 3.4

### Short Questions:

1. Define maternity leave and benefits according to Bangladesh Labor Law and company policy.
2. List three types of benefits provided to eligible employees during maternity leave.
3. Explain how maternity benefits are calculated for an employee.

### Multiple Choice Questions (MCQs):

1. How long is the legally mandated maternity leave for female employees in Bangladesh?
  - a) 12 weeks
  - b) 14 weeks
  - c) 16 weeks
  - d) 18 weeks
2. Which of the following is NOT considered a maternity benefit?
  - a) Paid leave during maternity
  - b) Maternity benefit for childbirth
  - c) Job protection after maternity leave
  - d) Overtime pay during maternity leave
3. What is the purpose of job protection during maternity leave?
  - a) To provide extra vacation days
  - b) To ensure the employee can return to her position after leave
  - c) To increase maternity allowance
  - d) To allow unpaid leave extension
4. Maternity benefits are calculated based on:
  - a) Minimum wage set by the government
  - b) Average wage of the employee prior to maternity leave
  - c) Number of years worked in the company
  - d) Annual profit of the company
5. Which of the following statements is TRUE about maternity benefits?
  - a) Only employees with more than 5 years of service are eligible.
  - b) Employers are legally required to provide paid leave, medical allowances, and job protection.
  - c) Maternity benefits are optional under Bangladesh Labor Law.
  - d) Female employees must repay maternity allowances after returning to work.

## Answer Key – 3.4

### Short Questions Answer:

- 1. Define maternity leave and benefits according to Bangladesh Labor Law and company policy.**

**Answer:** Paid leave, medical allowances, and job protection provided to female employees during and after childbirth, ensuring health, financial stability, and compliance with the law.

- 2. List three types of benefits provided to eligible employees during maternity leave.**

**Answer:** Paid leave, medical allowances, job protection.

- 3. Explain how maternity benefits are calculated for an employee.**

**Answer:** Maternity benefits are calculated based on the employee's average wage before the leave period and may include allowances or other legally defined payments to ensure full compensation during maternity leave.

### Multiple Choice Questions (MCQs) Answer:

- 1. How long is the legally mandated maternity leave for female employees in Bangladesh?**

Answer: c

- 2. Which of the following is NOT considered a maternity benefit?**

Answer: d

- 3. What is the purpose of job protection during maternity leave?**

Answer: b

- 4. Maternity benefits are calculated based on:**

Answer: b

- 5. Which of the following statements is TRUE about maternity benefits?**

Answer: b

## Job Sheet- 3.4

**Job Name:** Calculate Maternity Benefits for RMG Worker.

### Working Procedure / Steps:

1. Observe and wear personal protective equipment (PPE) as required for the task to be performed.
2. Read the specification information provided.
3. Collect required, materials, tools and equipment for the job.
4. Collect the maternity leave application along with the medical certificate indicating expected delivery date.
5. Verify that the employee has completed at least 6 months of continuous service.
6. Check employment records, attendance, and payroll data to confirm the worker's eligibility for maternity leave and benefits.
7. Identify the last three months of service prior to the start of maternity leave for wage calculation purposes.
8. Obtain records of the employee's daily or monthly wages from the payroll register for the last three months.
9. Calculate the average daily wage using the formula:  $\text{Average Daily Wage} = \frac{\text{Total Wages for Last 3 Months}}{\text{Total Days Worked in 3 Months}}$ .
10. Standard maternity leave = **16 weeks (112 days)** — 8 weeks before and 8 weeks after childbirth.
11. Apply the formula:  $\text{Total Benefit} = \text{Average Daily Wage} \times 112 \text{ Days (for 16 weeks)}$ .
12. Record all details including worker name, ID, department, total service period, average daily wage, leave period, and total benefit payable.
13. Submit the completed Job sheet to the Trainer.
14. Enter details in the Maternity Benefit Register, attach all supporting documents, and file them in the worker's personal record for audit and inspection purposes.

### Caution:

1. Maintain confidentiality of the employee's personal and medical information.
2. Ensure accurate data entry to avoid underpayment or overpayment.
3. Handle financial documents carefully and verify calculations before approval.
4. Avoid public discussion of personal employee details.
5. Use only authorized forms and registers approved by the HR department.

## Specification Sheet- 3.4

**Job Name:** Calculate Maternity Benefits for RMG Worker.

**Required PPE (Personal Protective Equipment):**

- ID Card and Uniform
- Face Mask
- Comfortable seating and ergonomic workstation.
- Eye protection

**Required Tools & Equipment:**

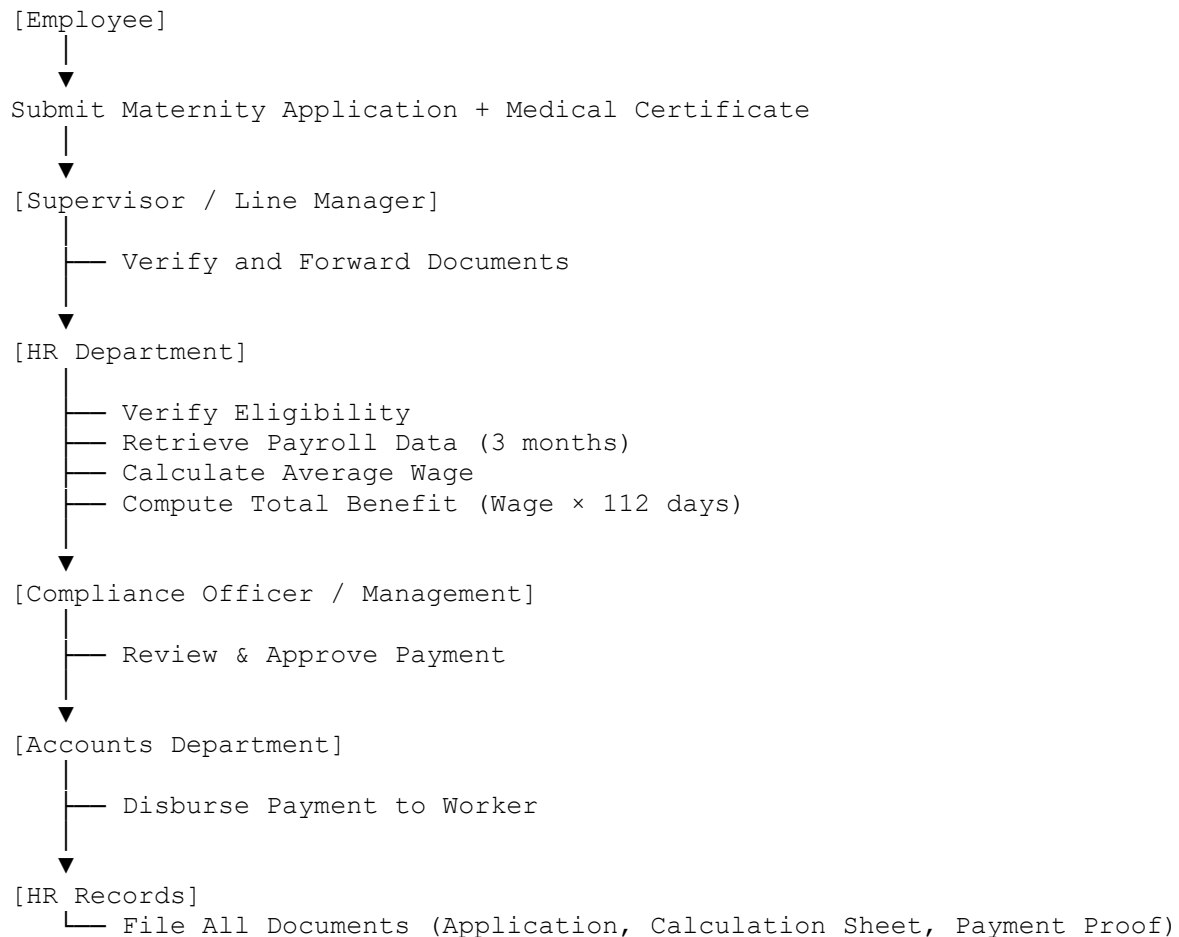
- Calculator
- Computer with Payroll Software
- Attendance & Payroll Registers
- Maternity Leave Application Form
- Medical Certificate
- Maternity Benefit Calculation Sheet
- Pen / Stationery
- Record Folder

**Required Materials:**

- Maternity Leave Register
- Payment Register / Wage Sheet
- Company Policy Manual
- Labour Act Copy

**Diagrams / Layout / Drawing**

**Example:** Workflow Layout for Maternity Benefit Calculation Process.



## **Module-4**

**Module Title: Ensuring Environmental Requirements**

**Unit Code: SICIP-RMG-SCEM-04-O**

**Skills for Industry Competitiveness and Innovation Program (SICIP) Finance Division,  
Ministry of Finance**

## Module – 4

**Module Title:** Ensuring Environmental Requirements

**Unit Code:** SICIP- RMG-SCEM-04-O

**Nominal Hours:** 80 Hrs.

**Module Descriptions:** This module covers the skills, knowledge and attitudes required to ensure environmental requirements. It specifically includes the task of identifying environmental issues, regulations and standards, explaining water, energy and chemical management practices, describing greening practices in RMG industries, understanding pollution control measures and promoting sustainable practices within the workplace.

**Learning Outcome:** At the end of this unit, the learner will be able to demonstrate:

1. Identify environmental issues, regulations and standards
2. Explain water, energy and chemical management practices
3. Describe greening practices in RMG industries
4. Understand pollution control measures
5. Promote sustainable practices within the workplace.

**Assessment Criteria:**

1. Environmental issues to the RMG sector are understood.
2. Bangladesh Environmental Conservation Act 1995 is described.
3. Environmental compliance requirements and legislative requirements are recognized.
4. Environmental risks associated with manufacturing processes are identified.
5. Strategies for reducing the environmental footprint of RMG operations are identified.
6. Environmental aspects, impact and mitigation plan is understood.
7. Water management practices are explained according to industry standards.
8. Energy management practices are described in accordance with Bangladesh's environmental regulations.
9. Strategies for minimizing energy consumption are explained to enhance sustainability in the workplace.
10. Chemical management programs are explained to prevent environmental contamination and ensure worker safety.
11. Wastewater treatment system is comprehended.
12. Greening practices in the RMG sector are described in accordance with sustainability standards.
13. Waste management practices are understood.
14. The use of sustainable materials, including organic fabrics and eco-friendly dyes, is discussed to minimize environmental impact.
15. Green certifications are explained.
16. Pollution control measures are understood and explained according to environmental regulations.

17. Solid waste management practices are understood.
18. The use of eco-friendly materials and processes to minimize pollution in production activities is identified.
19. Regulatory frameworks for pollution control are understood to ensure adherence to legal requirements.
20. Workplace Sustainable practices are understood.
21. The use of sustainable materials is identified.
22. Training sessions on sustainability and eco-friendly practices are conducted.
23. Recycling programs are implemented, and waste segregation is followed.

## Information Sheet 4.1

**Learning Outcome-1:** Identify environmental issues, regulations and standards

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 1.1 Environmental Issues
- 1.2 Bangladesh Environmental Conservation Act, 1995
- 1.3 Environmental Compliance and Legislative Requirements
- 1.4 Environmental Risks Associated with Manufacturing Processes
- 1.5 Strategies for Reducing Environmental Footprint
- 1.6 Environmental Aspects, Impacts, and Mitigation Plans

### 1.1 Environmental Issues

The Ready-Made Garment (RMG) industry is one of the largest and most important sectors in Bangladesh, contributing significantly to the nation's economy and employment. However, its rapid growth has also created serious environmental challenges that affect air, water, soil, and community health. To achieve sustainable industrial development, it is essential for workers, supervisors, and management to understand these issues and take responsibility for minimizing their environmental impact.

Environmental protection is not only a legal obligation but also a key part of maintaining the reputation of the RMG industry in global markets. Buyers and international organizations now demand environmentally responsible manufacturing, which includes pollution control, waste management, and resource efficiency.

The RMG industry in Bangladesh includes thousands of factories engaged in spinning, knitting, dyeing, washing, printing, and finishing operations. Each stage of production involves the use of energy, water, chemicals, and machinery.

### Waste Management (Hazardous and Non-Hazardous)

**Hazardous Waste:** In the RMG sector, production activities generate both hazardous and non-hazardous waste. **Hazardous** waste comes from chemical-intensive processes such as dyeing, finishing, and printing. These include chemicals like azo dyes, heavy metals, and finishing agents, which can contaminate water and soil if not handled properly. Workers need to understand that improper disposal of these chemicals not only affects the environment but also poses serious health risks.

**Non-Hazardous Waste:** Non-hazardous waste in the RMG industry includes fabric scraps, packaging materials, and general refuse. While not directly harmful, improper disposal can still lead to environmental issues like:

**Land Pollution:** Fabric scraps and other non-hazardous waste can accumulate in landfills, contributing to waste management problems and landfills that are difficult to manage.

**Clogged Drainage Systems:** Paper, plastic, and other non-biodegradable materials can block drainage systems, leading to poor sanitation and flooding.

To manage waste effectively, employees should follow these practices:

- Separate hazardous and non-hazardous waste at the source.

- Store hazardous chemicals in clearly labeled, secure containers.
- Dispose of waste only through authorized disposal services.
- Reuse and recycle materials wherever possible.

### Water Management

Water is a vital resource in the RMG industry, mainly used for dyeing, washing, and finishing garments. Excessive water consumption puts pressure on local water resources and may create scarcity in surrounding communities. Moreover, discharge of untreated wastewater can pollute rivers and canals, affecting aquatic life and the health of nearby populations.

Workers should understand the importance of responsible water use and adopt practices such as:

- Conserving water during production processes.
- Recycling and reusing water where possible.
- Ensuring wastewater is treated according to environmental standards before discharge.
- Regularly monitoring water usage and quality.

Factories are required to comply with national water management standards and regulations to minimize environmental harm.

### Air Pollution (Greenhouse Gas Emissions)

The RMG sector contributes to air pollution mainly through energy use, machinery operation, and transportation. The burning of fossil fuels emits greenhouse gases like carbon dioxide (CO<sub>2</sub>) and methane (CH<sub>4</sub>), contributing to climate change and poor air quality in surrounding areas.

Workers must understand that reducing emissions benefits both the environment and health. Key practices include:

- Minimizing the use of fossil fuel-based energy wherever possible.
- Using energy-efficient machinery.
- Supporting the use of renewable energy sources like solar panels.
- Reporting any emissions-related hazards or non-compliance to supervisors.

### Energy Consumption

Energy is required throughout the garment production process, including spinning, weaving, dyeing, and finishing. Most factories rely on non-renewable energy sources, which increase operational costs and contribute to environmental degradation.

Employees play a vital role in reducing energy consumption by:

- Turning off machines and lights when not in use.
- Maintaining machines to operate efficiently.
- Supporting energy-saving initiatives, such as using energy-efficient lighting and heating systems.
- Encouraging the use of renewable energy wherever possible.

### Chemical Management

Chemicals are widely used in garment production. Improper handling can lead to contamination of water and soil and pose health risks to workers. Chemicals such as dyes, finishing agents, detergents, and bleaching agents must be stored, handled, and disposed of properly.

Workers should follow these safety and environmental practices:

- Store all chemicals in clearly labelled containers in safe locations.
- Use personal protective equipment (PPE) when handling chemicals.
- Follow proper handling and disposal procedures for hazardous chemicals.
- Adopt eco-friendly chemicals whenever possible.
- Support factory initiatives such as Zero Discharge of Hazardous Chemicals (ZDHC) and Higg Index compliance.

## 1.2 Bangladesh Environmental Conservation Act (BECA), 1995

The Bangladesh Environmental Conservation Act (BECA), 1995 is the key law for protecting the environment in Bangladesh. It establishes a framework for preventing pollution and managing natural resources. For employees in the RMG sector, understanding this Act is crucial to ensure that factory operations comply with legal standards and protect the environment.

### Key Provisions of BECA:

- **Pollution Control:** Factories must limit air, water, and soil pollution by following strict guidelines.
- **Environmental Clearance:** Factories are required to obtain clearance from the Department of Environment (DoE) before starting or expanding their operations.
- **Waste Management:** The Act requires proper disposal of both hazardous and non-hazardous waste, with an emphasis on reducing waste generation and improving recycling practices.

**Compliance:** Workers play an essential role in following the guidelines set by BECA. This includes adopting waste management practices, ensuring proper disposal of chemicals, and reporting any environmental hazards to supervisors.

### Purpose and Objectives of the Act

The **Bangladesh Environmental Conservation Act, 1995** was enacted to ensure that industrial and economic development in Bangladesh occurs in an environmentally responsible manner. The Act provides a legal structure for pollution prevention, waste management, and the protection of natural resources.

### Purpose of the Act

The main purpose of the Act is to protect and conserve the environment for present and future generations by:

- Controlling pollution from industrial, agricultural, and commercial activities.
- Regulating the discharge of waste, effluents, and emissions into the environment.
- Promoting sustainable development practices in all industrial sectors.
- Encouraging environmental awareness among citizens, industries, and institutions.

### Objectives of the Act

The specific objectives are to:

1. **Ensure Environmental Protection:** Prevent degradation of air, water, and soil quality caused by industrial and human activities.
2. **Preserve Ecological Balance:** Protect natural resources, forests, biodiversity, and wildlife habitats.
3. **Control Pollution:** Establish standards and limits for waste and emissions from industries.
4. **Promote Sustainable Industrialization:** Support industries that adopt cleaner and greener technologies.
5. **Establish Administrative Structure:** Empower the Department of Environment (DoE) to monitor, enforce, and regulate environmental activities.

### Key Provisions Related to Industrial Pollution Control

The ECA 1995 sets out several regulatory provisions for industries, especially those involved in manufacturing and production. These provisions are critical for RMG factories to understand and implement.

### Environmental Clearance Certificate (ECC)

- Every industry must obtain an Environmental Clearance Certificate (ECC) from the Department of Environment (**DoE**) before starting operations.

- The ECC ensures that the factory has the necessary environmental management systems (e.g., Effluent Treatment Plant (**ETP**), waste disposal systems, etc.) to control pollution.
- The certificate must be renewed annually after inspection and verification by the DoE.

#### **Steps for Obtaining ECC:**

1. Submit an application with factory layout plan, production process, and waste management details.
2. Conduct an Environmental Impact Assessment (EIA) if required.
3. Implement required environmental control measures.
4. Obtain approval from the DoE.

#### **Control of Pollution and Waste Discharge**

- Factories are prohibited from discharging any waste, effluent, or emissions into the environment without prior treatment.
- RMG dyeing and washing units must install and operate Effluent Treatment Plants (ETPs) to treat wastewater before discharge.
- Air pollutants from boilers and generators must remain within the permissible limits set by DoE.
- Hazardous chemicals and solid waste must be disposed of in an environmentally safe manner.

#### **Establishment of Environmental Standards**

- The Act empowers the DoE to set environmental quality standards, including:
  - Ambient air quality standards.
  - Water quality standards.
  - Noise pollution levels.
  - Waste discharge limits.
- Industries must regularly monitor their environmental parameters and submit reports to the DoE for verification.

#### **Prohibition and Penalties**

- The Act prohibits activities that cause environmental degradation or endanger human health.
- Violations of environmental laws, such as operating without ECC or discharging untreated waste, can result in:
  - **Fines,**
  - **Closure of operations,** or
  - **Legal action** by the DoE.

**Note:** Buyers and certification bodies also require proof of legal compliance under ECA 1995 for supplier approval.

### **Classification of Industries by Environmental Impact**

The **Bangladesh Environmental Conservation Rules (ECR), 1997**, developed under the ECA 1995, classify industries based on the level of environmental impact they are likely to cause. This classification determines the type of environmental clearance required.

<b>Category</b>	<b>Type of Industry</b>	<b>Environmental Impact</b>	<b>Requirements</b>
<b>Green Category</b>	Low-impact industries (e.g., garments sewing, printing units without dyeing)	Minimal impact	Simple environmental clearance; no EIA required.

Category	Type of Industry	Environmental Impact	Requirements
<b>Orange-A Category</b>	Moderate impact industries (e.g., small washing or dyeing units with limited chemicals)	Moderate impact	Initial Environmental Examination (IEE) required.
<b>Orange-B Category</b>	Higher impact industries (e.g., medium-scale dyeing, washing, or finishing units)	Significant impact	IEE and partial EIA required; more detailed clearance.
<b>Red Category</b>	High-impact industries (e.g., large-scale dyeing, textile washing, chemical processing)	Major environmental impact	Full Environmental Impact Assessment (EIA) and strict monitoring required.

#### Implications for RMG Sector:

- Sewing factories may fall under **Green** category.
- Dyeing and washing units are typically **Orange-B or Red** due to wastewater discharge and chemical use.
- Factories in the Red category must maintain a functioning **ETP**, conduct regular monitoring, and renew their ECC on time.

### 1.3 Environmental Compliance and Legislative Requirements

Compliance with environmental laws is mandatory for all industries, including the RMG sector. Following these laws ensures that operations are conducted in an environmentally responsible manner, reducing negative impacts on the environment.

#### Key Compliance Requirements:

- **Waste Disposal:** Proper disposal of hazardous and non-hazardous waste, including chemicals, fabric scraps, and packaging materials, is required by law.
- **Water Quality and Pollution Control:** Factories must have systems in place to treat wastewater to ensure it meets environmental standards before it is discharged into rivers or canals.
- **Air Quality Standards:** Factories must manage emissions from machinery and energy use, minimizing air pollution.

#### Employee Role in Compliance:

Employees should follow factory procedures for waste segregation, water treatment, and energy efficiency. It is important for workers to understand how their daily activities contribute to maintaining compliance with these regulations.

### Compliance Documentation and Reporting Procedures

Environmental compliance and legislative requirements form the foundation of sustainable RMG operations in Bangladesh. Compliance documentation and reporting demonstrate a factory's commitment to legal, ethical, and responsible production. Meanwhile, adherence to buyer environmental standards and certifications ensures international acceptance, improved efficiency, and a positive corporate image.

#### Importance of Compliance Documentation

- Demonstrates that the factory operates in accordance with Bangladesh Environmental Conservation Act, 1995, and Environmental Conservation Rules, 1997.
- Provides evidence during inspections by the Department of Environment (**DoE**), buyers, or certification auditors.

- Supports effective monitoring of pollution control systems such as Effluent Treatment Plants (ETPs).
- Helps identify areas for improvement in environmental performance.
- Protects the company from fines, legal penalties, or loss of buyer orders.

### Key Environmental Compliance Documents

RMG factories are required to maintain specific environmental records and certificates, including:

Document Name	Purpose / Description
<b>Environmental Clearance Certificate (ECC)</b>	Issued by the DoE; must be obtained before factory operation and renewed annually.
<b>Environmental Impact Assessment (EIA) / Initial Environmental Examination (IEE)</b>	Conducted for medium and high-impact factories to assess environmental risks and mitigation measures.
<b>Effluent Treatment Plant (ETP) Operation Logbook</b>	Daily record of ETP operation, input/output data, and treatment efficiency.
<b>Waste Disposal Records</b>	Track disposal of solid waste, sludge, and hazardous materials in an approved manner.
<b>Air and Noise Monitoring Reports</b>	Records of emission tests, boiler performance, and noise level assessments.
<b>Chemical Inventory and Safety Data Sheets (SDS)</b>	List of chemicals used, stored, and their safe handling instructions.
<b>Energy and Water Consumption Reports</b>	Monthly records of utility use for sustainability tracking.
<b>Audit and Inspection Reports</b>	Findings from internal and external environmental inspections.

### Reporting Procedures

Factories must regularly submit environmental reports to the Department of Environment (DoE) and, in some cases, to buyers or certification bodies.

#### Typical Reporting Procedures Include:

1. **Monthly or Quarterly Reports:** ETP performance, water and energy usage, waste management activities.
2. **Annual Environmental Report:** Comprehensive summary of environmental activities, audit findings, and corrective actions.
3. **Incident Reporting:** Immediate reporting of chemical spills, ETP failures, or environmental accidents to the compliance officer and DoE.
4. **Buyer Reporting:** Submission of sustainability reports, compliance checklists, or self-assessment forms as required by buyer codes of conduct.

### Buyer Environmental Standards and Certifications

International buyers and brands sourcing from Bangladesh require their suppliers to follow strict environmental standards and sustainability criteria. Compliance with these standards enhances the factory's reputation and opens doors to global markets.

#### Importance of Buyer Environmental Standards

- Ensures that factories meet global environmental expectations.
- Promotes sustainable manufacturing and eco-friendly production.
- Enhances brand image and competitiveness in the international market.

- Reduces environmental risks associated with garment production.

### Common Buyer Environmental Standards and Initiatives

Standard / Initiative	Focus Area	Relevance to RMG Industry
<b>ISO 14001 (Environmental Management System)</b>	Establishes a systematic framework for managing environmental responsibilities.	Helps factories reduce waste, pollution, and resource use.
<b>Higg Index (by Sustainable Apparel Coalition)</b>	Measures environmental and social performance of apparel facilities.	Used by brands like H&M, Nike, and Levi's for sustainability evaluation.
<b>LEED Certification (Leadership in Energy and Environmental Design)</b>	Green building rating system by USGBC.	Recognizes factories designed with energy efficiency, waste reduction, and environmental safety; many Bangladeshi RMG factories are LEED-certified.
<b>ZDHC (Zero Discharge of Hazardous Chemicals)</b>	Ensures safe chemical use and discharge management in textile production.	Promotes use of eco-friendly chemicals and wastewater safety.
<b>Oeko-Tex Standard 100</b>	Certifies textiles free from harmful substances.	Ensures fabrics and garments are safe for consumers and the environment.
<b>Global Organic Textile Standard (GOTS)</b>	Focuses on organic fiber production and ecological/social criteria.	Encourages environmentally sustainable textile sourcing.

### 1.4 Environmental Risks Associated with Manufacturing Processes

The manufacturing processes in the RMG sector carry several environmental risks, and it is essential for workers to recognize these risks and understand their role in minimizing them.

#### Water Use and Pollution:

- **Risk:** Excessive water consumption in dyeing and washing processes can strain local water resources. Additionally, untreated wastewater can cause pollution.
- **Impact:** Contaminated water can affect aquatic life and pollute drinking water sources.
- **Mitigation:** Reduce water consumption through efficient practices and ensure that wastewater is treated before discharge.

#### Air Pollution:

- **Risk:** Emissions from machinery, burning of fossil fuels, and energy consumption contribute to air pollution.
- **Impact:** Air pollution can affect worker health and contribute to global warming.
- **Mitigation:** Use energy-efficient machinery, and where possible, switch to renewable energy sources.

#### Chemical Hazards:

- **Risk:** Chemicals used in dyeing, finishing, and cleaning processes pose environmental risks if not managed properly.

- **Impact:** Improper handling or disposal of chemicals can contaminate water, soil, and air, posing health risks to workers.
- **Mitigation:** Ensure proper storage and disposal of chemicals and use eco-friendly alternatives when possible.

#### **Waste Generation:**

- **Risk:** Factories generate significant waste, such as fabric scraps and packaging materials, that can accumulate in landfills.
- **Impact:** Improper disposal can lead to land pollution.
- **Mitigation:** Recycle materials and dispose of waste through authorized channels.

### **Best Practices for Reducing Environmental Risks:**

#### **1. Water Management:**

- Implement water-saving techniques in washing and dyeing processes.
- Recycle water used in production to reduce overall consumption.
- Ensure wastewater is properly treated before being released into the environment.

#### **2. Energy Efficiency:**

- Turn off equipment when not in use.
- Maintain machinery to ensure it runs efficiently, minimizing energy consumption.
- Support the use of renewable energy sources such as solar power.

#### **3. Chemical Management:**

- Store chemicals properly in labelled containers.
- Wear appropriate personal protective equipment (PPE) when handling chemicals.
- Follow safe disposal procedures for chemicals and seek eco-friendly alternatives.

#### **4. Waste Management:**

- Sort waste into hazardous and non-hazardous categories.
- Recycle fabric scraps, plastic, and paper products to reduce landfill waste.
- Ensure waste is disposed of through authorized waste management services.

#### **5. Pollution Control:**

- Install air filters and scrubbers to reduce air pollution from machinery.
- Regularly monitor water quality to ensure compliance with environmental standards.
- Encourage sustainable practices across the factory to reduce emissions and waste.

### **Environmental Risks and Impacts**

**Environmental Risk:** An environmental risk is the likelihood of an environmental problem occurring as a result of an industrial activity or process. It combines two factors:

- **Probability (how likely it is to occur),** and
- **Severity (how serious the consequence would be if it occurred).**

**Example:** Discharging untreated wastewater into a river poses a high environmental risk because it is likely to occur and causes significant harm to water quality and aquatic life.

**Environmental Impact:** An **environmental impact** refers to any change—positive or negative—in the environment caused by industrial operations.

- **Negative impacts** include water and air pollution, waste generation, and noise.
- **Positive impacts** include green factory initiatives, energy efficiency, and tree plantation.

**Example:** Using eco-friendly dyes instead of toxic chemicals reduces the environmental impact of textile production.

### Major Environmental Risks and Impacts

The RMG industry involves multiple processes such as dyeing, washing, printing, cutting, and sewing. Each process can contribute to environmental risks and impacts if not properly managed.

Process	Potential Environmental Risks	Environmental Impacts
Dyeing / Washing	Improper disposal of wastewater; overuse of chemicals	Water pollution, contamination of rivers
Boiler Operation	Use of coal, gas, or diesel; emissions	Air pollution, carbon emissions
Cutting / Sewing	Fabric waste, dust, noise	Solid waste generation, health hazards
Finishing / Printing	Chemical usage and heat	Air pollution, hazardous waste
General Operations	Excessive energy and water use	Resource depletion, climate impact

Understanding these risks helps identify where improvements are needed to minimize harm and comply with environmental regulations.

### 1.5 Strategies for Reducing the Environmental Footprint

**Waste Reduction:** Waste reduction involves minimizing waste production by improving material usage, reusing scrap fabrics, and recycling. By optimizing production lines and reducing excess materials, RMG factories can cut down on landfill waste, reducing environmental harm. Simple actions like reusing packaging and improving cutting techniques can significantly lower the volume of waste generated.

**Water Conservation:** Water conservation is essential for reducing the high-water consumption in garment production processes such as washing and dyeing. Implementing water-efficient technologies, recycling water within the production cycle, and treating wastewater before discharge are key steps to ensure sustainable water use. This helps preserve local water resources and reduces the factory's environmental impact.

**Energy Efficiency:** Energy efficiency strategies focus on reducing the factory's energy consumption and carbon footprint. By investing in energy-efficient machinery, optimizing factory operations, and transitioning to renewable energy sources like solar or wind, RMG factories can reduce their reliance on non-renewable energy. This not only cuts costs but also lowers greenhouse gas emissions, supporting a more sustainable operation.

### 1.6 Environmental Aspects, Impact, and Mitigation Plan

**Environmental Aspects:** Environmental aspects refer to the activities, products, or services of the RMG sector that interact with the environment. These interactions can have a positive or negative effect on the surroundings. For example, aspects in the RMG sector include water usage, waste generation, energy consumption, chemical handling, and emissions.

**Environmental Impact:** Environmental impact is the consequence of an aspect, describing how the activity or process affects the environment. The impacts of the RMG sector include:

- **Water pollution** from untreated wastewater affecting rivers and local ecosystems.
- **Air pollution** from factory emissions contributing to climate change.
- **Waste accumulation** leading to landfill overflow and soil contamination.
- **Resource depletion** due to excessive consumption of water and energy.
- **Chemical contamination** from improper chemical disposal, affecting soil, water, and human health.

These impacts can lead to environmental degradation, health risks for workers, and long-term ecological damage.

**Mitigation Plan:** A mitigation plan is designed to reduce or eliminate the negative environmental impacts associated with RMG operations. The key steps in creating an effective mitigation plan include:

1. **Identify and Prioritize Impacts:** Identify the most significant environmental impacts, such as water contamination, air pollution, and energy consumption, and prioritize them based on severity and risk.
2. **Set Clear Objectives:** Set measurable environmental goals, such as reducing water usage by 20% over the next year or reducing carbon emissions by implementing energy-saving practices.
3. **Implement Best Practices and Technology:**
  - **Water Management:** Install water-saving devices, recycle water, and treat wastewater before discharge.
  - **Waste Reduction:** Adopt waste segregation and recycling practices, reduce packaging materials, and promote zero-waste production.
  - **Energy Efficiency:** Use energy-efficient machinery, monitor energy consumption, and switch to renewable energy sources like solar or wind.
  - **Chemical Safety:** Replace harmful chemicals with eco-friendly alternatives and ensure proper storage and disposal of chemicals.
4. **Monitor and Review:** Continuously monitor the environmental performance of the factory, track progress toward goals, and adjust as needed. Regular audits and assessments help ensure the mitigation strategies are effective.
5. **Employee Involvement and Awareness:** Employees should be educated about environmental risks, their role in mitigating impacts, and how to follow best practices. This includes training in waste management, water conservation, and energy efficiency.

## Self-Check – 4.1

### Short Questions:

1. What is the primary environmental risk of improperly disposed of hazardous chemicals in RMG factories?
2. How can RMG factories reduce their water consumption?
3. What are some effective practices for reducing air pollution in RMG factories?
4. What role does the Bangladesh Environmental Conservation Act (BECA), 1995 play in RMG operations?
5. What is the key compliance requirement regarding water in RMG factories?
6. How can energy-efficient machinery help reduce environmental impact in RMG factories?
7. How does a mitigation plan help reduce the environmental impact of RMG operations?

### Multiple Choice Questions (MCQs)

1. **Which of the following is a proper practice for managing hazardous waste in RMG factories?**
  - a) Segregate hazardous and non-hazardous waste at the source
  - b) Dispose of hazardous waste in open landfills
  - c) Burn hazardous chemicals in open air
  - d) Ignore local waste management regulations
2. **What is the main purpose of using dust control systems in RMG factories?**
  - a) To reduce air pollution by capturing fabric dust and fibres
  - b) To increase the energy efficiency of machines
  - c) To improve water treatment systems
  - d) To enhance packaging materials
3. **Which of the following is a method to reduce energy consumption in RMG factories?**
  - a) Using energy-efficient machinery and lighting
  - b) Increasing fuel consumption
  - c) Reducing factory size
  - d) Ignoring renewable energy sources
4. **What must RMG factories do before discharging wastewater into local water bodies?**
  - a) Treat wastewater to meet environmental standards
  - b) Allow wastewater to flow directly into rivers
  - c) Ignore water quality standards
  - d) Increase water usage in production
5. **What is a primary risk of excessive water consumption in the RMG sector?**
  - a) Straining local water resources
  - b) Increased energy consumption
  - c) Higher fabric quality
  - d) Reduced waste generation
6. **What is one of the environmental impacts of improper chemical management in RMG factories?**
  - a) Contamination of water and soil
  - b) Increase in fabric production
  - c) Decrease in energy consumption
  - d) Reduced waste generation
7. **Which of the following strategies can help reduce water pollution in RMG factories?**
  - a) Recycling wastewater and treating it before discharge
  - b) Increasing the amount of water used in production
  - c) Ignoring wastewater treatment
  - d) Reducing waste disposal practices

## Answer key- 4.1

**1. What is the primary environmental risk of improperly disposed hazardous chemicals in RMG factories?**

**Answer:** Improper disposal of hazardous chemicals can lead to water and soil contamination and poses serious health risks to workers and the surrounding environment.

**2. How can RMG factories reduce their water consumption?**

**Answer:** RMG factories can reduce water consumption by conserving water, recycling water, ensuring wastewater treatment according to standards, and regularly monitoring water usage and quality.

**3. What are some effective practices for reducing air pollution in RMG factories?**

**Answer:** Effective practices include using energy-efficient machinery, switching to cleaner fuels, ventilation systems, and dust control systems.

**4. What role does the Bangladesh Environmental Conservation Act (BECA), 1995 play in RMG operations?**

**Answer:** BECA provides the framework for pollution control, waste management, and environmental clearance, ensuring factories comply with environmental standards and protect the environment.

**5. What is the key compliance requirement regarding water in RMG factories?**

**Answer:** Factories must have systems to treat wastewater and ensure it meets environmental standards before being discharged into rivers or canals.

**6. How can energy-efficient machinery help reduce environmental impact in RMG factories?**

**Answer:** Energy-efficient machinery minimizes energy consumption, reducing greenhouse gas emissions and operational costs, and contributes to lowering the factory's carbon footprint.

**7. How does a mitigation plan help reduce the environmental impact of RMG operations?**

**Answer:** A mitigation plan helps by identifying significant environmental impacts, setting clear objectives, implementing best practices, and regularly monitoring and reviewing progress to ensure the reduction or elimination of negative environmental impacts

### **Multiple Choice Questions (MCQs)**

**1. Which of the following is a proper practice for managing hazardous waste in RMG factories?**

**Answer:** a) Segregate hazardous and non-hazardous waste at the source

**2. What is the main purpose of using dust control systems in RMG factories?**

**Answer:** a) To reduce air pollution by capturing fabric dust and fibres

**3. Which of the following is a method to reduce energy consumption in RMG factories?**

**Answer:** a) Using energy-efficient machinery and lighting

**4. What must RMG factories do before discharging wastewater into local water bodies?**

**Answer:** a) Treat wastewater to meet environmental standards

**5. What is a primary risk of excessive water consumption in the RMG sector?**

**Answer:** a) Straining local water resources

**6. What is one of the environmental impacts of improper chemical management in RMG factories?**

**Answer:** a) Contamination of water and soil

**7. Which of the following strategies can help reduce water pollution in RMG factories?**

**Answer:** a) Recycling wastewater and treating it before discharge

## Task Sheet- 4.1

**Task Name:** List and describe key provision related to industrial pollution control under ECA-1995.

<b>Instructions:</b>		
<b>Read and understand the directions carefully:</b>		
<ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.</li> <li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li> <li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li> <li>▪ you have one (1) hour to complete this demonstration.</li> </ul>		
<b>Procedure:</b>		
<ul style="list-style-type: none"> <li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li> <li>▪ Read the specification information provided.</li> <li>▪ Collect all materials needed to complete the task.</li> <li>▪ Perform the task within the given time.</li> <li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li> </ul>		
<b>Specification Information:</b>		
<ul style="list-style-type: none"> <li>▪ Collect required supplies, materials, tools and equipment for the job.</li> <li>▪ Read the training materials carefully before starting.</li> <li>▪ Read and review the Bangladesh Environmental Conservation Act (ECA), 1995, focusing on pollution control sections.</li> <li>▪ Identify the key provisions related to industrial pollution control (e.g., environmental clearance, waste management, emission standards).</li> <li>▪ Record each key provision in short descriptive form.</li> <li>▪ Explain how these provisions apply to RMG industries</li> <li>▪ List the mandatory requirements industries must follow under the Act.</li> <li>▪ Organize findings into a final document.</li> <li>▪ Write the required information and put into the blank column.</li> <li>▪ Submit the completed task to the trainer for review and evaluation.</li> </ul>		
<b>Drawing/ Diagram/ Worksheet:</b> Worksheet on Key Provisions of Industrial Pollution Control Under ECA-1995		
<b>Worksheet:</b> (Please use extra sheet as required)		
<b>Sl.No.</b>	<b>Description/Items (List the Key provision)</b>	<b>Activities (Describe each provision)</b>

<b>Resources Required:</b>	
Tools:	<ul style="list-style-type: none"> <li>• Notebook or task sheet</li> <li>• Pen/pencil</li> <li>• Computer/laptop (if available)</li> <li>• Printed copy or digital extract of <b>ECA 1995</b> and <b>ECR 1997/ECR 2023</b></li> <li>• Reference books or DOE guidelines</li> <li>• Whiteboard/flip chart (optional)</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Summary notes on environmental pollution and relevant legislation</li> <li>• Visual charts on air pollution, water pollution, and waste categories</li> <li>• DOE environmental clearance flow chart</li> <li>• Example of factory compliance checklist</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Safety shoes</li> <li>▪ Hand gloves</li> <li>▪ Dust mask or respirator</li> <li>▪ Safety goggles</li> <li>▪ Apron or lab coat</li> </ul>

## Information Sheet 4.2

**Learning Outcome-2:** Explain water, energy and chemical management practices.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 2.1 Water management practices
- 2.2 Energy management practices
- 2.3 Strategies for minimizing energy consumption
- 2.4 Chemical management programs
- 2.5 Wastewater treatment system

### 2.1 Water Management Practices

#### Water Conservation

Water conservation refers to reducing water consumption and minimizing waste. Given that water is a key resource in the RMG industry, it is crucial to use it as efficiently as possible.

#### Key Practices for Water Conservation:

- Ensure that water taps are turned off when not in use to avoid unnecessary wastage.
- Utilize water-efficient machinery designed to reduce water consumption during production.
- Report any leaks immediately to the maintenance team to prevent water wastage.
- Follow production processes that are optimized to use water only when necessary.
- Make use of dry processes where possible, like air-drying garments instead of washing them.

#### Benefits of Water Conservation:

- Preserves local water resources, reducing strain on nearby communities.
- Helps factories achieve cost savings on water bills.
- Improves the factory's compliance with environmental regulations and sustainability goals.

#### Recycling Water

Water recycling involves reusing water from one part of the production process for another. By recycling water, RMG factories can significantly reduce their reliance on fresh water, making the production process more sustainable.

#### Key Practices for Water Recycling:

- Ensure that the water recycling systems in place, such as effluent treatment plants (ETPs), are operating efficiently.
- Reuse treated wastewater in non-critical processes, such as washing garments or for cleaning purposes.
- Segregate water streams based on their quality to facilitate efficient recycling.
- Monitor the quality of recycled water to ensure it is safe for reuse without compromising the production quality.

#### Benefits of Water Recycling:

- Reduces the need for fresh water, contributing to significant water conservation.
- Decreases the discharge of wastewater, which minimizes pollution.
- Helps meet regulatory requirements for wastewater management and environmental protection.

## Treatment Procedures

Water treatment involves removing contaminants and harmful substances from wastewater to make it safe for reuse or discharge. Proper water treatment is crucial for protecting both the environment and human health.

### Key Practices for Water Treatment:

- Ensure that wastewater is treated properly in effluent treatment plants (ETPs) to remove pollutants before discharge.
- Implement filtration and chemical treatment processes to clean water and make it suitable for reuse or safe discharge.
- Regularly check and maintain water treatment systems to ensure optimal performance.
- Ensure that chemicals used in treatment processes are disposed of properly to prevent further contamination.

### Benefits of Water Treatment:

- Prevents pollution of local water bodies, ensuring cleaner rivers and lakes.
- Ensures compliance with environmental laws and regulations regarding water quality.
- Improves the sustainability of factory operations by making wastewater suitable for reuse.

## 2.2 Energy management practices

### Energy-Efficient Technologies

Energy-efficient technologies refer to machines, tools, and systems designed to use less energy while maintaining the same or better levels of performance. Adopting such technologies is essential for minimizing energy consumption and reducing the environmental footprint of RMG factories.

### Key Energy-Efficient Technologies:

- **Energy-Efficient Machinery:** Using modern, energy-efficient machines such as air compressors, motors, and dyeing equipment that consume less electricity while performing the same tasks.
- **LED Lighting:** Switching from traditional lighting (such as incandescent or fluorescent lights) to LED lights, which use significantly less energy and have a longer lifespan.
- **Variable Frequency Drives (VFDs):** Installing VFDs in motors and pumps allows machines to operate at variable speeds based on demand, reducing energy consumption.
- **Optimized HVAC Systems:** Installing energy-efficient heating, ventilation, and air conditioning systems that adjust based on the factory's needs, preventing energy waste.
- **Heat Recovery Systems:** Using heat recovery systems to capture excess heat produced by industrial processes and repurpose it for heating or other energy needs.

### Benefits of Energy-Efficient Technologies:

- Reduced energy costs due to lower electricity consumption.
- Extended equipment lifespan because of less wear and tear on machinery.
- Improved environmental performance, helping to meet Bangladesh's environmental regulations.
- Reduced carbon footprint, contributing to sustainability goals and regulatory compliance.

### Use of Renewable Energy

The integration of renewable energy into RMG factory operations plays a significant role in reducing reliance on non-renewable resources like coal or natural gas. Bangladesh has made efforts to promote renewable energy through national policies, and RMG factories can contribute

by adopting these energy sources.

#### **Types of Renewable Energy for RMG Factories:**

- **Solar Power:** Installing solar panels on factory rooftops or open land to harness sunlight for electricity. This is particularly useful in areas with ample sunlight.
- **Wind Power:** Using wind turbines to generate electricity in regions where wind conditions are favourable.
- **Biomass Energy:** Converting organic waste from production processes (e.g., fabric scraps, sawdust) into energy through biomass power systems.
- **Hydropower:** In areas near rivers, utilizing small-scale hydropower systems to generate electricity.

#### **Benefits of Using Renewable Energy:**

- **Reduction in greenhouse gas emissions** by decreasing dependence on fossil fuels.
- **Lower energy costs** over time as renewable energy sources have little to no cost once installed.
- **Compliance with environmental regulations** and support for Bangladesh's renewable energy goals.
- **Energy independence:** Reduces reliance on external energy sources, helping factories become more self-sufficient.

#### **Challenges:**

- High initial investment costs for renewable energy installations (e.g., solar panels or wind turbines).
- Intermittency of renewable energy sources like solar and wind, which may require backup energy systems or energy storage.

### **Optimization of Energy Consumption**

Optimization of energy consumption involves improving how energy is used within the factory. By ensuring that energy is used as efficiently as possible, factories can cut costs, improve productivity, and reduce environmental impacts.

#### **Key Practices for Optimizing Energy Consumption:**

- **Conduct Energy Audits:** Regular energy audits help identify areas where energy is being wasted and provide recommendations for improvement.
- **Improve Process Efficiency:** Streamline production processes to minimize energy consumption. For example, reducing idle times for machines or using lean production techniques to minimize energy waste.
- **Time-of-Use Energy Management:** Implementing time-of-use energy management, where energy-intensive processes are scheduled during off-peak hours when electricity rates are lower and the grid is less strained.
- **Energy Management Systems (EMS):** Install an Energy Management System that helps monitor and control energy use in real-time, optimizing energy consumption and identifying inefficiencies.
- **Employee Training:** Educate employees about energy-saving practices, such as turning off equipment when not in use and reducing wasteful practices.

#### **Benefits of Optimizing Energy Consumption:**

- Lower operational costs due to reduced energy consumption.
- Better compliance with energy regulations set by the government.
- Decreased environmental impact, contributing to the factory's sustainability efforts.
- Improved competitiveness by lowering energy costs and improving overall efficiency.

## 2.3 Strategies for minimizing energy consumption

### Use of energy-saving equipment

Energy-saving equipment refers to machines, appliances, and tools designed to use less electricity while maintaining or improving performance. In the RMG industry, investing in energy-efficient equipment can lead to significant energy savings and reduce the overall environmental footprint of the factory.

#### Examples of Energy-Saving Equipment:

- **LED Lighting:** Switching from traditional lighting (incandescent or fluorescent) to LED lights reduces energy consumption and provides longer-lasting illumination.
- **Energy-Efficient Motors:** Use high-efficiency motors in machinery that consume less power and operate more efficiently.
- **Variable Frequency Drives (VFDs):** Install VFDs in machinery, such as fans and pumps, to adjust motor speeds according to operational needs, preventing energy waste.
- **Energy-Efficient HVAC Systems:** Invest in high-efficiency heating, ventilation, and air conditioning (HVAC) systems that adjust to the factory's specific needs, ensuring comfort without excess energy use.

#### Benefits of Using Energy-Saving Equipment:

- Lower electricity bills by reducing overall energy usage.
- Reduced environmental impact by lowering carbon emissions.
- Enhanced factory productivity with more reliable and efficient equipment.

### Proper Maintenance of Machinery

Proper maintenance of machinery ensures that equipment operates at peak efficiency, reducing the likelihood of energy waste and prolonging the lifespan of machines. Regular maintenance can prevent machines from consuming more energy due to wear and tear or inefficient functioning.

#### Key Maintenance Practices:

- **Regular Inspections:** Conduct regular checks on machinery to identify any performance issues or energy inefficiencies. Problems like friction or malfunctioning components can cause machines to consume more power than necessary.
- **Lubrication:** Regular lubrication of moving parts can minimize friction, reduce energy loss and enhance machine performance.
- **Cleaning Equipment:** Keep machinery clean and free from dirt and debris that may cause inefficiency, such as clogged filters or dust buildup, which can force machines to work harder.
- **Upgrading to Energy-Efficient Models:** When possible, replace old equipment with modern, energy-efficient models that are designed to consume less energy while providing better performance.

#### Benefits of Proper Maintenance:

- Improved energy efficiency as machines operate more smoothly and with less power consumption.
- Extended lifespan of machinery, reducing the need for costly replacements.
- Better compliance with energy management regulations, as well-maintained machines are more likely to meet environmental standards.

### Use of Renewable Energy (Solar)

The use of renewable energy, particularly solar power, can significantly reduce a factory's dependency on fossil fuels, lower energy costs, and contribute to sustainability goals. Solar energy

is a clean and renewable source that can help reduce the carbon footprint of RMG factories.

#### **Implementation of Solar Power in RMG Factories:**

- **Install Solar Panels:** Installing solar panels on rooftops or unused land areas to capture sunlight and convert it into electricity. This can provide power for lighting, machinery, and HVAC systems.
- **Solar Water Heating:** Using solar-powered systems to generate hot water for industrial processes like washing or dyeing, reducing the need for electricity-powered water heaters.
- **Solar-Powered Outdoor Lighting:** Using solar-powered lights in outdoor areas, such as parking lots and security lighting, to minimize electricity use from the grid.

#### **Benefits of Solar Energy:**

- Reduced electricity costs by generating free power from the sun.
- Sustainability by relying on a renewable, non-polluting energy source that helps reduce the factory's carbon emissions.
- Energy independence: Less reliance on local power grids, reducing vulnerability to power outages and fluctuations in energy prices.

## **2.4 Chemical Management Programs**

Chemical management is essential to prevent environmental contamination and ensure worker safety. The proper use, storage, handling, and disposal of chemicals reduce health risks, safeguard the environment, and help factories comply with regulations.

### **Proper Labelling**

Proper labelling is essential to ensure that chemicals are handled safely, stored correctly, and used in compliance with safety standards. Labels provide crucial information about the chemicals, including their hazards, handling instructions, and storage requirements.

#### **Key Practices for Proper Labelling:**

- **Clear and accurate labels:** Ensure every chemical container is labelled with information including the chemical name, hazard symbols, usage instructions, and emergency response procedures.
- **Use of standardized labelling systems:** Follow internationally recognized labelling systems like the Globally Harmonized System (GHS) to ensure consistency and clear communication.
- **Include safety data sheets (SDS):** Ensure that every chemical has an accompanying SDS available for reference, detailing properties, hazards, and first aid measures.

#### **Importance of Proper Labelling:**

- Accurate labelling helps prevent misuse of chemicals, ensuring they are handled appropriately, thus reducing potential risks to health and the environment.
- Provides clear guidance for workers regarding safe handling and emergency response measures, contributing to a safer work environment.
- Facilitates compliance with regulatory standards related to chemical safety and labelling requirements.

### **Handling Procedures**

Handling procedures ensure that chemicals are used in a manner that is safe for workers and minimizes the risk of spills, accidents, or exposure. Proper handling practices prevent environmental contamination and reduce the potential for workplace injuries.

#### **Key Practices for Safe Handling:**

- **Personal Protective Equipment (PPE):** Workers must wear appropriate PPE, such as gloves, goggles, aprons, and respiratory protection when handling chemicals.
- **Training and awareness:** Employees should be properly trained in chemical safety to

recognize hazards and follow safe handling procedures.

- **Use of containment measures:** Chemicals should be handled in well-ventilated areas, using tools like spill trays or secondary containers to catch potential leaks or spills.
- **Avoid mixing incompatible chemicals:** Ensure that chemicals are not mixed unless specifically designed to do so, as this could result in dangerous reactions.

#### **Importance of Proper Handling:**

- Safe handling practices significantly reduce the risk of exposure to hazardous chemicals, protecting workers' health.
- Prevents contamination of the environment, ensuring that chemicals do not leak or spill into water or soil.
- Ensures compliance with local and international regulations, safeguarding both the workers' and the company's standing within regulatory frameworks.

### **Disposal Procedures**

Proper disposal of chemicals is crucial for avoiding environmental contamination and ensuring compliance with safety regulations. Improper disposal can lead to pollution and long-term harm to ecosystems.

#### **Key Practices for Chemical Disposal:**

- **Follow local regulations:** Adhere to environmental and safety regulations for chemical disposal in the local area.
- **Use authorized disposal services:** Only dispose of chemicals through certified hazardous waste disposal services that meet legal and environmental standards.
- **Separate waste streams:** Ensure that hazardous chemicals are kept separate from non-hazardous materials and disposed of in the appropriate manner.
- **Label waste containers:** Containers for chemical waste should be properly labelled to indicate the type of chemical and any hazards associated with it.

#### **Importance of Proper Disposal:**

- Proper disposal minimizes the risk of pollution of local water sources, soil, and air, contributing to a cleaner and safer environment.
- Reduces health risks by ensuring harmful chemicals are handled and disposed of in a way that prevents exposure to workers and surrounding communities.
- Supports regulatory compliance, avoiding legal repercussions that could arise from improper chemical disposal.

### **Zero Discharge of Hazardous Chemicals (ZDHC)**

The Zero Discharge of Hazardous Chemicals (ZDHC) initiative is a global effort to eliminate the discharge of harmful chemicals into the environment during textile production.

#### **Key ZDHC Practices:**

- Identify and eliminate hazardous chemicals from the production process, particularly in dyeing and finishing.
- **Use safer alternatives:** Replace hazardous chemicals with safer, eco-friendly alternatives wherever possible.
- Follow ZDHC guidelines for chemical management, including proper handling, storage, and disposal.

#### **Importance of ZDHC:**

- ZDHC contributes to a reduction in environmental pollution by eliminating harmful chemicals from the production process.
- Supports the factory's commitment to sustainability and environmental responsibility, aligning with international standards.

- Improves the factory's reputation by demonstrating adherence to global sustainability efforts and increasing market competitiveness.

### Higg Index/Worldly

The Higg Index is a tool used to measure sustainability and environmental impacts in the textile industry, including chemical management. It helps factories assess their chemical use and the overall environmental impact of production.

#### Key Higg Index Practices:

- **Assess chemical usage:** Track the types and amounts of chemicals used in production to identify opportunities for reducing harmful substances.
- **Evaluate overall sustainability:** The Higg Index helps measure how chemical management practices contribute to the factory's overall sustainability and environmental goals.
- **Implement improvements:** Based on the Higg Index scores, factories can implement changes to reduce their chemical footprint and improve sustainability.

#### Importance of the Higg Index:

- The Higg Index provides a data-driven approach to improving chemical management practices and sustainability efforts.
- Helps identify areas for improvement in chemical safety and waste management.
- Aligns factories with industry standards for environmental performance and supports sustainability certification.

### Oeko-Tex

Oeko-Tex is a certification system that ensures textiles are free from harmful chemicals and safe for consumers. This certification is critical in the textile industry, helping factories demonstrate their commitment to chemical safety and sustainability.

#### Key Oeko-Tex Practices:

- **Test for harmful chemicals:** Materials are tested for harmful chemicals, including azo dyes, heavy metals, and flame retardants, ensuring compliance with Oeko-Tex standards.
- **Ensure compliance:** Factories using Oeko-Tex-certified chemicals ensure that their products meet strict environmental and safety standards, benefiting both workers and consumers.
- **Promote sustainable production:** Oeko-Tex helps factories implement **sustainable chemical management** by promoting safe alternatives and minimizing chemical risks.

#### Importance of Oeko-Tex:

- Ensures consumer safety by certifying that textiles are free from harmful chemicals.
- Enhances marketability by demonstrating commitment to eco-friendly practices and chemical safety.
- Complies with international standards, improving factory reputation and expanding market opportunities.

## 2.5 Wastewater Treatment System

In the Ready-Made Garment (RMG) industry, wastewater treatment plays a crucial role in reducing the environmental impact of the manufacturing process. Given the high volume of water used in various stages such as dyeing, washing, and finishing garments, it is essential to treat the wastewater before it is discharged into the environment. An effective wastewater treatment system ensures that the water used during production is free from harmful chemicals, pollutants, and contaminants, which can damage the environment and pose health risks.

### Types of Wastewaters Generated in RMG Factories:

RMG factories generate different types of wastewaters depending on the processes involved in

garment production. Understanding these types of wastewaters is essential for designing an effective treatment system.

- **Dyeing and Finishing Wastewater:** This water contains chemicals like dyes, finishing agents, and detergents. It is usually heavily coloured and requires advanced treatment to remove the chemicals.
- **Washing Water:** Water used for washing garments often contains dirt, grease, and other residues. Though less chemically intensive, it still requires treatment to prevent contamination.
- **General Industrial Wastewater:** Water used for cleaning equipment, cooling machinery, and general factory operations may contain suspended solids and oils, which need to be removed.

### Key Processes in Wastewater Treatment:

#### 1. Pre-Treatment (Physical Processes)

The first stage of wastewater treatment involves removing large solids and debris from the wastewater. This step prevents damage to equipment and prepares the water for further treatment.

- **Screening:** Large debris, such as fabric scraps, plastic, and other solids, are removed using screens.
- **Sedimentation:** Heavy particles are allowed to settle at the bottom of tanks, separating suspended solids from the water.

#### 2. Primary Treatment (Physical and Chemical Processes)

The primary treatment stage involves further separation of solids and the removal of some contaminants.

- **Coagulation and Flocculation:** Chemicals (coagulants) are added to the water to form clumps (flocs) that bind to suspended particles, allowing them to be removed.
- **Filtration:** Fine filtration systems are used to remove smaller particles that cannot settle during sedimentation.

#### 3. Secondary Treatment (Biological Processes)

The secondary treatment process uses biological methods to degrade organic pollutants in the wastewater.

- **Aeration:** Microorganisms break down organic material in the wastewater by using oxygen. This process reduces the biochemical oxygen demand (BOD) of the water.
- **Activated Sludge:** A process where microorganisms digest organic pollutants, turning them into harmless compounds.
- **Trickling Filters:** Wastewater is passed over bacteria-covered surfaces, where microorganisms decompose organic matter.

#### 4. Tertiary Treatment (Advanced Processes)

Tertiary treatment is used to further purify the water and remove remaining pollutants, particularly when wastewater is being reused or discharged into sensitive environments.

- **Reverse Osmosis:** Water is forced through a membrane to remove dissolved salts, chemicals, and other pollutants.
- **Ultraviolet (UV) Disinfection:** UV light is used to kill or deactivate microorganisms, ensuring that the treated water is safe for reuse or discharge.
- **Chemical Treatment:** Additional chemicals may be used to remove specific contaminants like heavy metals or residual dyes.

### Benefits of Wastewater Treatment:

1. **Environmental Protection:** Proper treatment ensures that wastewater does not

- contaminate rivers, lakes, or groundwater, protecting ecosystems and local communities.
2. **Compliance with Regulations:** RMG factories must comply with local and national regulations regarding wastewater discharge. Effective treatment ensures that factories meet environmental standards set by the government.
  3. **Water Reuse:** Treated wastewater can be reused in the factory for non-critical processes, such as washing or cooling, reducing the demand for fresh water and lowering costs.
  4. **Health and Safety:** By removing harmful chemicals, bacteria, and heavy metals, treated wastewater reduces health risks to workers, surrounding communities, and aquatic life.
  5. **Sustainability:** Implementing a wastewater treatment system is a step toward more sustainable and eco-friendly production, contributing to the factory's overall sustainability goals and improving its marketability.

### Best Practices for Effective Wastewater Treatment:

- **Invest in Quality Equipment:** Select appropriate treatment technologies, such as activated sludge systems, biological filters, or membrane filtration systems, based on the quality of wastewater generated.
- **Regular Monitoring and Testing:** Continuously monitor the quality of treated water to ensure it meets environmental discharge standards. Regular testing helps identify areas for improvement.
- **Employee Training:** Educate workers on the importance of wastewater treatment and their role in ensuring safe handling of wastewater, such as properly segregating chemical wastes before disposal.
- **Collaborate with Certified Waste Management Services:** Partner with certified waste management companies to ensure the safe and compliant disposal of hazardous chemicals.
- **Promote Water Recycling:** Encourage water reuse within the factory, reducing both water consumption and wastewater discharge.

## Self-Check -4.2

### Short Questions:

1. What is the primary benefit of water conservation in RMG factories?
2. What is the role of effluent treatment plants (ETPs) in water recycling?
3. How does the use of renewable energy, like solar power, help RMG factories?
4. What is the importance of proper maintenance for machinery in reducing energy consumption?
5. How does using LED lighting contribute to energy efficiency in RMG factories?
6. What is the role of employee training in improving water and energy management practices?
7. What are the key benefits of wastewater treatment in the RMG sector?
8. Why is it important for RMG factories to adopt the Zero Discharge of Hazardous Chemicals (ZDHC) initiative?

### Multiple Choice Questions (MCQs):

1. Which of the following is a key practice for water recycling in RMG factories?
  - a) Recycling treated wastewater for non-critical processes
  - b) Discarding all wastewater in local rivers
  - c) Using fresh water for all processes
  - d) Ignoring wastewater treatment processes
2. Which renewable energy source can RMG factories use to reduce dependence on fossil fuels?
  - a) Solar power
  - b) Natural gas
  - c) Wind power from turbines
  - d) Coal
3. What is a benefit of using energy-efficient motors in the RMG sector?
  - a) Lower electricity bills and improved efficiency
  - b) Increased machine downtime
  - c) Higher operational costs
  - d) Increased energy consumption
4. What is a key practice for minimizing energy consumption in RMG factories?
  - a) Turning off equipment when not in use
  - b) Leaving machines running continuously
  - c) Using outdated machinery
  - d) Ignoring energy audits
5. What is the benefit of energy management systems (EMS) in RMG factories?
  - a) To monitor and control energy use in real-time, optimizing consumption
  - b) To increase energy wastage
  - c) To use more non-renewable resources
  - d) To reduce energy costs without monitoring
6. Which of the following is a practice for safe chemical handling in RMG factories?
  - a) Wearing appropriate personal protective equipment (PPE)
  - b) Mixing incompatible chemicals
  - c) Disposing of chemicals in open landfills
  - d) Ignoring safety data sheets (SDS)
7. What is a benefit of using renewable energy in RMG factories?
  - a) Reduced energy costs and decreased reliance on fossil fuels
  - b) Increased carbon emissions
  - c) Higher initial investment costs
  - d) Increased water usage

## Answer key- 4.2

### Short Questions Answers:

**1. What is the primary benefit of water conservation in RMG factories?**

**Answer:** The primary benefit of water conservation is to reduce water consumption, minimize waste, preserve local water resources, and lower operational costs.

**2. What is the role of effluent treatment plants (ETPs) in water recycling?**

**Answer:** ETPs treat wastewater by removing harmful chemicals and contaminants, making the water safe for reuse in non-critical processes and minimizing freshwater dependency.

**3. How does the use of renewable energy, like solar power, help RMG factories?**

**Answer:** The use of renewable energy, such as solar power, helps factories reduce reliance on non-renewable resources, lower energy costs, reduce carbon emissions, and contribute to sustainability goals.

**4. What is the importance of proper maintenance for machinery in reducing energy consumption?**

**Answer:** Proper maintenance ensures that machines operate efficiently, reducing energy waste caused by wear and tear, friction, or malfunctioning components, which can increase energy consumption.

**5. How does using LED lighting contribute to energy efficiency in RMG factories?**

**Answer:** LED lighting uses significantly less energy than traditional lighting, has a longer lifespan, and reduces electricity bills, contributing to overall energy efficiency in the factory.

**6. What is the role of employee training in improving water and energy management practices?**

**Answer:** Employee training ensures workers are aware of best practices for water conservation, energy efficiency, and proper waste management, and encourages them to adopt practices that contribute to sustainability and regulatory compliance.

### Multiple Choice Questions (MCQs) Answers:

**1. Which of the following is a key practice for water recycling in RMG factories?**

**Answer:** a) Recycling treated wastewater for non-critical processes

**2. Which renewable energy source can RMG factories use to reduce dependence on fossil fuels?**

**Answer:** a) Solar power

**3. What is a benefit of using energy-efficient motors in the RMG sector?**

**Answer:** a) Lower electricity bills and improved efficiency

**4. What is a key practice for minimizing energy consumption in RMG factories?**

**Answer:** a) Turning off equipment when not in use

**5. What is the benefit of energy management systems (EMS) in RMG factories?**

**Answer:** a) To monitor and control energy use in real-time, optimizing consumption

**6. Which of the following is a practice for safe chemical handling in RMG factories?**

**Answer:** a) Wearing appropriate personal protective equipment (PPE)

**7. What is a benefit of using renewable energy in RMG factories?**

**Answer:** a) Reduced energy costs and decreased reliance on fossil fuels

## Task Sheet- 4.2

**Task Name:** Mention the key practices for chemical disposal and their importance in RMG industries.

### Instructions:

#### Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.
- this assessment activity will be used to measure your underpinning knowledge and skills
- you will have fifteen (15) minutes to familiarize yourself with the resources to be used
- you have one (1) hour to complete this demonstration.

### Procedure:

- Observe and wear personal protective equipment (PPE) as required for the task to be performed.
- Read the specification information provided.
- Collect all materials needed to complete the task.
- Perform the task within the given time.
- Observe and follow all health and safety (OHS) requirements at all times.

### Specification Information:

- Collect required supplies, materials, tools and equipment for the job.
- Read the provided notes carefully before attempting the task.
- Use your own words to describe each disposal practice.
- Be accurate when explaining the importance—focus on real RMG context.
- Review the training materials on chemical types, hazards, and waste disposal requirements.
- Identify commonly used chemicals in RMG factories
- Study the approved chemical disposal procedures used in the textile and RMG sector.
- List key practices for safe chemical disposal, such as segregation, labeling, storage, neutralization, proper recordkeeping, and disposal through authorized vendors.
- Explain the importance of each practice with focus on
- Summarize practices and their importance in a structured worksheet.
- Write the required information and put into the blank column.
- Submit the completed worksheet to the trainer for evaluation.

### Drawing/ Diagram/ Worksheet:

Worksheet on Key Chemical Disposal Practices and Their Importance in RMG Industries : (Please use extra sheet as required)

Sl.No.	Description/Items (List the Chemical Disposal Practice)	Activities (Explain the Importance of Each Disposal Practice)

**Resources Required:**

Tools:	<ul style="list-style-type: none"> <li>• Chemical waste containers (labelled)</li> <li>• Spill kit (absorbent pads, neutralizer)</li> <li>• Safety data sheets (SDS)</li> <li>• Waste labeling stickers</li> <li>• Waste collection logbook</li> <li>• Demonstration samples of chemical containers</li> <li>• Secondary containment tray</li> <li>• Computer or notebook for task documentation</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Chemical disposal guidelines (factory SOP or DOE guidance)</li> <li>• Visual posters on waste segregation</li> <li>• Chemical hazard symbols chart</li> <li>• Sample disposal forms/log sheets</li> <li>• Training manual for chemical handling</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Chemical-resistant gloves</li> <li>▪ Safety goggles</li> <li>▪ Face mask or respirator (as needed)</li> <li>▪ Long-sleeve apron or lab coat</li> <li>▪ Safety shoes</li> <li>▪ Chemical-resistant sleeves (optional)</li> </ul>

## Information Sheet - 4.3

**Learning Outcome-3:** Describe greening practices in RMG industries.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents:

### Contents:

- 3.1 Greening practices in the RMG
- 3.2 Waste management practices
- 3.3 Use of sustainable materials
- 3.4 Green certifications

### 3.1 Greening Practices in the RMG Sector

Greening practices in the RMG sector involve the adoption of technologies, processes, and materials that minimize the environmental impact of production. These practices are aligned with sustainability standards, which help reduce resource consumption, waste generation, and pollution while improving overall efficiency.

#### Environmentally Friendly Technologies and Processes

Adopting environmentally friendly technologies allows RMG factories to produce garments with lower environmental costs. These technologies are designed to reduce energy use, water consumption, and the release of harmful emissions.

#### Key Practices:

- Energy-efficient machinery reduces electricity consumption without compromising productivity.
- Water-saving systems in dyeing and washing processes to reduce freshwater use.
- Cleaner production methods that minimize the use of harmful chemicals and reduce waste.
- Renewable energy sources, such as solar and wind, help reduce dependence on fossil fuels.

These practices contribute to the long-term reduction in environmental footprints, optimize resource use, and meet global sustainability goals.

#### Science-Based Target Initiative (SBTi)

The Science-Based Target Initiative (SBTi) enables organizations to set carbon reduction targets in line with climate science. These targets are designed to limit global warming to well below 2°C, as per the Paris Agreement.

#### Key Practices:

- Setting carbon reduction targets based on scientific data.
- Tracking emissions from production processes and energy use.
- Implementing strategies to meet these targets by improving energy efficiency and reducing waste.

The SBTi helps RMG factories adopt strategies that align their operations with international climate goals, reducing carbon emissions while improving operational efficiency.

#### Science-Based Target Network (SBTn)

The Science-Based Target Network (SBTn) offers guidance and technical support to companies aiming to adopt science-based targets for carbon emissions reduction. This network helps companies ensure their climate strategies are in line with the latest climate science.

**Key Practices:**

- Establishing science-based targets for emissions and resource usage.
- Collaborating with industry experts to ensure sustainable practices are applied across the supply chain.
- Monitoring performance to measure progress toward sustainability goals.

By joining the SBTn, RMG factories can better manage their carbon footprint, implement best practices for sustainability, and align their operations with global targets.

### 3.2 Waste management practices

Waste management in the RMG sector focuses on reducing, reusing, and recycling materials to minimize waste, lower disposal costs, and improve environmental performance.

#### Reducing Waste Materials

Waste reduction focuses on minimizing the generation of waste during production by improving processes and maximizing the use of raw materials.

**Key Practices:**

- Optimizing fabric usage to reduce cutting waste.
- Improved material planning to avoid overproduction and reduce waste.
- Use of digital tools for more accurate cutting, reducing fabric scraps.

#### Reusing

Reusing materials within the factory reduces the need for new resources and minimizes waste.

**Key Practices:**

- Reusing fabric scraps for smaller items or other products.
- Reusing packaging materials where possible.
- Repurposing wastewater in non-critical areas after appropriate treatment.

These practices help minimize waste, reduce environmental impact, and contribute to resource efficiency within the factory.

#### Recycling

Recycling involves converting waste materials into new products, further reducing the need for virgin materials and minimizing waste sent to landfills.

**Key Practices:**

- Recycling fabric scraps into new garments or products.
- Recycling paper, plastic, and metal used for packaging and other operational needs.
- Chemical recycling to recover valuable substances from wastewater and waste materials.

Recycling practices reduce environmental impact by conserving resources, preventing pollution, and lowering disposal costs.

### 3.3 Use of Sustainable Materials

The adoption of sustainable materials is essential for minimizing the environmental impact of the RMG sector. By using organic fabrics, eco-friendly dyes, and recycled materials, factories can reduce their reliance on non-renewable resources and chemicals.

**Key Materials:**

- **Organic fabrics:** Made from cotton, hemp, and other crops grown without harmful pesticides or fertilizers.
- **Eco-friendly dyes:** Dyes derived from natural substances or low-impact synthetic dyes that do not pollute water sources.
- **Recycled fabrics:** Textiles made from post-consumer waste such as plastic bottles or textile offcuts.

These materials help reduce chemical exposure, conserve natural resources, and support the growing demand for sustainable products.

### 3.4 Green Certifications

Green certifications confirm that an RMG factory is committed to environmental responsibility and sustainable practices. These certifications demonstrate a factory's adherence to international environmental standards.

#### LEED (Leadership in Energy and Environmental Design)

LEED is a certification for buildings and facilities that meet rigorous standards for energy and environmental design.

##### Key Practices:

- Energy-efficient building systems.
- Water-saving technologies.
- Sustainable materials and waste management practices.

LEED certification helps factories demonstrate their commitment to sustainable building design and operation, improving their brand reputation and reducing energy costs.

#### ISO 14001 (Environmental Management System)

ISO 14001 is an international standard that sets out the criteria for an environmental management system (EMS). It provides a framework for improving environmental performance through resource efficiency, waste reduction, and pollution control.

##### Key Practices:

- Setting environmental goals and continuously improving performance.
- Reducing waste, optimizing energy use, and minimizing pollution.
- Monitoring environmental performance through audits and assessments.

ISO 14001 helps factories enhance their environmental performance while ensuring compliance with local and international regulations.

#### ISO 50001 (Energy Management System)

ISO 50001 is a standard that helps organizations establish an energy management system (EnMS) to improve energy performance, reduce energy costs, and minimize environmental impact.

##### Key Practices:

- Energy audits and assessments to identify energy-saving opportunities.
- Efficient energy use in production, lighting, and HVAC systems.
- Continuous monitoring and improvements to energy management practices.

ISO 50001 helps factories reduce energy consumption, lower operating costs, and demonstrate their commitment to energy efficiency and sustainability.

## Self-Check – 4.3

### Short Questions:

1. What are greening practices in the RMG sector?
2. What are the key methods for reducing waste materials in the RMG sector?
3. What are the benefits of using organic fabrics in RMG production?
4. What does ISO 14001 certification signify for an RMG factory?
5. What are the benefits of ISO 50001 certification for RMG factories?

### Multiple Choice Questions (MCQs):

1. **Which of the following is an environmentally friendly technology used in RMG factories?**
  - a) Diesel generators
  - b) Energy-efficient machinery
  - c) Incandescent lighting
  - d) Coal-powered boilers
2. **Which of the following is a benefit of recycling in the RMG sector?**
  - a) Increased waste generation
  - b) Reduced need for virgin materials
  - c) Higher production costs
  - d) Increased landfill waste
3. **Which certification focuses on reducing energy consumption in RMG factories?**
  - a) ISO 14001
  - b) ISO 50001
  - c) LEED
  - d) Oeko-Tex
4. **Which of the following is an example of renewable energy used in RMG factories?**
  - a) Solar power
  - b) Coal
  - c) Natural gas
  - d) Diesel fuel
5. **What is LEED certification primarily focused on?**
  - a) Financial savings
  - b) Energy efficiency and environmental design
  - c) Production speed
  - d) Employee satisfaction
6. **What is a key feature of eco-friendly dyes in the RMG industry?**
  - a) Reducing water pollution
  - b) Increasing chemical exposure
  - c) Generating more waste
  - d) Increasing dyeing costs

## Answer Key- 4.3

### Short Questions Answers:

**1. What are greening practices in the RMG sector?**

**Answer:** Greening practices involve adopting sustainable technologies and processes that minimize energy use, reduce waste, conserve water, and reduce pollution.

**2. What are the key methods for reducing waste materials in the RMG sector?**

**Answer:** Key methods include optimizing fabric usage, improving material planning, and using digital tools for more accurate cutting.

**3. What are the benefits of using organic fabrics in RMG production?**

**Answer:** Organic fabrics are made from crops grown without harmful pesticides or fertilizers, reducing environmental contamination and promoting sustainability.

**4. What does ISO 14001 certification signify for an RMG factory?**

**Answer:** ISO 14001 certification indicates that a factory has an effective environmental management system (EMS) focused on improving resource efficiency, waste reduction, and pollution control.

**5. What are the benefits of ISO 50001 certification for RMG factories?**

**Answer:** ISO 50001 helps RMG factories reduce energy consumption, improve energy efficiency, and lower operating costs, contributing to overall sustainability.

### Multiple Choice Questions (MCQs) Answers:

**1. Which of the following is an environmentally friendly technology used in RMG factories?**

**Answer:** b) Energy-efficient machinery

**2. Which of the following is a benefit of recycling in the RMG sector?**

**Answer:** b) Reduced need for virgin materials

**3. Which certification focuses on reducing energy consumption in RMG factories?**

**Answer:** b) ISO 50001

**4. Which of the following is an example of renewable energy used in RMG factories?**

**Answer:** a) Solar power

**5. What is LEED certification primarily focused on?**

**Answer:** b) Energy efficiency and environmental design

**6. What is a key feature of eco-friendly dyes in the RMG industry?**

**Answer:** a) Reducing water pollution

## Information Sheet - 4.4

**Learning Outcome-4:** Understand pollution control measures.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents

### Contents:

- 4.1 Pollution control measures
- 4.2 Solid waste management practices
- 4.3 Use of eco-friendly materials
- 4.4 Regulatory frameworks for pollution control

### 4.1 Pollution Control Measures

Pollution control measures in the Ready-Made Garment (RMG) sector are essential for minimizing the environmental impact of production processes. These measures ensure that air, water, and soil are protected from pollutants that may be generated during manufacturing.

#### Techniques for Managing Air Pollution

Managing air pollution is vital for ensuring that harmful emissions, such as volatile organic compounds (VOCs), particulate matter, and greenhouse gases (GHGs), are minimized.

#### Key Techniques for Managing Air Pollution:

- **Ventilation Systems:** Properly designed ventilation systems help capture and remove pollutants from the air, ensuring the factory remains healthy for workers and the surrounding environment.
- **Dust Control Systems:** The use of dust collectors in textile production helps capture fabric dust and fibers, preventing them from entering the air and being inhaled by workers.
- **Emission Control Devices:** Installations such as scrubbers or filters in dyeing and finishing departments capture harmful fumes and reduce the emission of VOCs.
- **Switching to Cleaner Fuels:** Using cleaner fuels for boilers and machinery, such as natural gas instead of coal, helps reduce harmful emissions.

These techniques aim to improve air quality, reduce respiratory health risks, and comply with environmental regulations regarding air pollution.

#### Techniques for Managing Water Pollution

Water is heavily used in RMG production processes such as washing, dyeing, and finishing. Effective management is crucial to prevent the contamination of local water bodies.

#### Key Techniques for Managing Water Pollution:

- **Effluent Treatment Plants (ETP):** ETPs are used to treat wastewater before it is discharged. These plants remove harmful chemicals, dyes, and other contaminants to ensure the water meets environmental standards.
- **Water Recycling:** Recycling wastewater for non-critical tasks like cooling or cleaning helps minimize freshwater consumption and reduces the volume of wastewater produced.
- **Proper Chemical Handling:** Reducing the use of harmful chemicals in dyeing and finishing processes limits the release of toxic substances into water.
- **Advanced Filtration Systems:** Using advanced filtration methods such as reverse osmosis to remove impurities and reduce pollutants in the water.

These practices contribute to cleaner water, protect aquatic ecosystems, and ensure that factories comply with national and international water quality regulations.

#### Techniques for Managing Soil Pollution

Soil pollution is a significant concern in the RMG sector, primarily due to the improper disposal of

hazardous chemicals, dye residues, and waste materials.

#### **Key Techniques for Managing Soil Pollution:**

- **Proper Disposal of Hazardous Chemicals:** Hazardous chemicals should be disposed of in accordance with local regulations to prevent soil contamination.
- **Secure Storage of Hazardous Materials:** Chemicals and dyes should be stored in sealed containers to prevent leaks and spills that could seep into the soil.
- **Use of Biodegradable Chemicals:** Opting for eco-friendly dyes and chemicals reduces the risk of soil contamination.
- **Controlled Landfills:** Properly managed landfills designed to prevent seepage of contaminants into the soil can also help mitigate the risks of soil pollution.

These techniques prevent soil degradation, reduce land contamination, and help factories comply with environmental protection standards.

## **4.2 Solid waste management practices**

Effective solid waste management ensures that non-hazardous and hazardous waste generated in RMG factories is handled, disposed of, or recycled properly.

### **Proper Disposal**

Proper disposal of solid waste is necessary to ensure that waste does not harm the environment or public health.

#### **Key Practices for Proper Disposal:**

- **Segregation of Waste:** Waste should be sorted into categories (hazardous and non-hazardous) at the source, making it easier to handle, recycle, or dispose of properly.
- **Certified Waste Disposal Services:** Use certified waste disposal contractors who adhere to local and international standards for the safe disposal of hazardous waste, such as chemical containers and dye waste.

Proper disposal prevents pollution and ensures legal compliance with waste disposal regulations.

### **Recycling**

Recycling is an essential part of waste management in the RMG sector, reducing the environmental burden of textile production.

#### **Key Practices for Recycling:**

- **Fabric Recycling:** Textile waste, such as fabric scraps, can be recycled to create new garments or other textile products.
- **Recycling Packaging Materials:** Packaging materials like plastic, paper, and cardboard should be segregated and sent for recycling.
- **Recycling of Water:** Used water from production can be recycled and reused for processes like cleaning, minimizing freshwater consumption.

Recycling reduces landfill waste, saves raw materials, and helps meet sustainability goals.

### **Waste Reduction Strategies**

Waste reduction is the first line of defense against pollution. Reducing waste at the source is more effective than recycling or disposal.

#### **Key Practices for Waste Reduction:**

- **Optimizing Material Usage:** Reduce fabric waste by optimizing patterns and cutting techniques to minimize offcuts.
- **Lean Production:** Implement lean manufacturing methods that focus on eliminating waste and improving process efficiency.
- **Inventory Control:** Managing inventory effectively ensures that materials are used efficiently and not wasted.

By reducing waste, RMG factories can lower disposal costs, minimize raw material usage, and enhance sustainability.

### 4.3 Use of eco-friendly materials

#### Use of Eco-Friendly Materials and Processes to Minimize Pollution

The use of eco-friendly materials and sustainable production processes helps reduce the environmental impact of garment manufacturing.

##### Key Practices:

- Organic Fabrics: Fabrics grown without synthetic pesticides or fertilizers, such as organic cotton or hemp, reduce environmental damage.
- Eco-Friendly Dyes: Use of dyes that are non-toxic, biodegradable, and require less water for the dyeing process.
- Natural Fibers: Materials like bamboo or recycled polyester reduce reliance on petroleum-based products and reduce waste.
- Waterless Dyeing Technologies: Innovative techniques like supercritical CO<sub>2</sub> dyeing that eliminate the use of water and harmful chemicals.

These practices reduce pollution, resource depletion, and improve the sustainability of production processes.

### 4.4 Regulatory frameworks for pollution control

Understanding regulatory frameworks is essential for ensuring that factories comply with environmental laws and contribute to overall sustainability goals.

##### Key Regulations:

- Local Environmental Regulations: Factories must comply with national environmental laws related to air quality, wastewater discharge, and waste disposal.
- International Standards: Compliance with international standards such as ISO 14001 (Environmental Management) and ISO 50001 (Energy Management) ensures that factories meet global environmental expectations.
- Government Reporting and Auditing: Factories are required to submit environmental impact reports and undergo audits to demonstrate compliance with environmental regulations.

These frameworks ensure that factories minimize environmental impact, meet compliance standards, and contribute to global sustainability efforts.

## Self-Check - 4.4

### Short Questions:

1. What role do effluent treatment plants (ETPs) play in managing water pollution?
2. What are some methods for managing soil pollution in RMG factories?
3. What is the role of certified waste disposal services in RMG factories?
4. What are the benefits of recycling packaging materials in the RMG sector?
5. How do eco-friendly dyes contribute to minimizing pollution in the RMG sector?
6. Why is it important for RMG factories to comply with local environmental regulations?

### Multiple Choice Questions (MCQs):

1. **Which of the following is a technique for managing air pollution in RMG factories?**
  - a) Dust control systems
  - b) Increased production speed
  - c) Excessive use of chemicals
  - d) Ignoring local regulations
2. **Which of the following is an important method to prevent soil pollution in RMG factories?**
  - a) Proper disposal of hazardous chemicals
  - b) Ignoring chemical storage requirements
  - c) Disposing of waste in open fields
  - d) Increasing water usage
3. **Which of the following is an example of recycling in the RMG sector?**
  - a) Recycling fabric scraps to create new garments
  - b) Increasing material usage
  - c) Disposing of textile waste in landfills
  - d) Ignoring waste segregation
4. **Which of the following is a waste reduction strategy in RMG factories?**
  - a) Reducing material waste by optimizing patterns and cutting techniques
  - b) Increasing the amount of fabric used in production
  - c) Disposing of unused materials in landfills
  - d) Ignoring energy-efficient machinery
5. **What is a key benefit of using organic fabrics in the RMG sector?**
  - a) Reduces environmental damage from synthetic pesticides and fertilizers
  - b) Increases water consumption
  - c) Increases reliance on harmful chemicals
  - d) Reduces the cost of fabric production
6. **What is the advantage of using waterless dyeing technologies in garment production?**
  - a) Eliminates the need for water and harmful chemicals in the dyeing process
  - b) Increases water consumption
  - c) Decreases production speed
  - d) Increases fabric waste

## Answer Key- 4.4

### Short Questions Answers:

1. **What role do effluent treatment plants (ETPs) play in managing water pollution?**

**Answer:** ETPs treat wastewater by removing harmful chemicals, dyes, and contaminants, ensuring that the water meets environmental standards before being discharged into local water bodies.

2. **What are some methods for managing soil pollution in RMG factories?**

**Answer:** Methods for managing soil pollution include proper disposal of hazardous chemicals, secure storage of hazardous materials, use of biodegradable chemicals, and properly managed landfills to prevent contamination.

3. **What is the role of certified waste disposal services in RMG factories?**

**Answer:** Certified waste disposal services ensure that hazardous waste such as chemical containers and dye waste is disposed of safely, in compliance with local and international standards.

4. **What are the benefits of recycling packaging materials in the RMG sector?**

**Answer:** Recycling packaging materials such as plastic, paper, and cardboard helps reduce landfill waste, conserve raw materials, and reduce environmental impact.

5. **How do eco-friendly dyes contribute to minimizing pollution in the RMG sector?**

**Answer:** Eco-friendly dyes are non-toxic, biodegradable, and require less water, helping to reduce water pollution and minimizing harmful chemical use in dyeing processes.

6. **Why is it important for RMG factories to comply with local environmental regulations?**

**Answer:** Complying with local environmental regulations ensures that factories adhere to legal standards for air quality, wastewater discharge, and waste disposal, thus minimizing environmental harm and avoiding legal issues.

### Multiple Choice Questions (MCQs) Answers:

1. **Which of the following is a technique for managing air pollution in RMG factories?**

Answer: a) Dust control systems

2. **Which of the following is an important method to prevent soil pollution in RMG factories?**

Answer: a) Proper disposal of hazardous chemicals

3. **Which of the following is an example of recycling in the RMG sector?**

Answer: a) Recycling fabric scraps to create new garments

4. **Which of the following is a waste reduction strategy in RMG factories?**

Answer: a) Reducing material waste by optimizing patterns and cutting techniques

5. **What is a key benefit of using organic fabrics in the RMG sector?**

Answer: a) Reduces environmental damage from synthetic pesticides and fertilizers

6. **What is the advantage of using waterless dyeing technologies in garment production?**

Answer: a) Eliminates the need for water and harmful chemicals in the dyeing process

## Information Sheet - 4.5

**Learning Outcome-5:** Promote sustainable practices within the workplace.

**Learning Objective:** After completion of this information sheet, the learners will be able to explain, define and interpret the following contents

### Contents:

- 5.1 Workplace Sustainable practices
- 5.2 Use of sustainable materials
- 5.3 Training on sustainability and eco-friendly
- 5.4 Recycling programs and Waste segregation

### 5.1 Workplace Sustainable Practices

Workplace sustainable practices in the RMG sector focus on creating an environment where resources are used efficiently, waste is minimized, and pollution is reduced. These practices ensure long-term operational success while contributing to environmental protection.

#### Reducing Waste

Reducing waste at the source is the first step towards achieving sustainable manufacturing in the RMG industry. By minimizing waste, factories can optimize the use of raw materials, reduce disposal costs, and lessen their environmental impact.

#### Key Practices:

- **Optimizing Fabric Usage:** Production processes should be optimized to minimize fabric waste, ensuring efficient pattern layouts and cutting techniques.
- **Lean Production:** Implementing lean manufacturing principles helps reduce inefficiencies and excess material use during production.
- **Inventory Management:** Keeping precise track of inventory helps avoid overproduction and wastage of materials.

#### Environmental and Operational Impact:

- **Resource Efficiency:** The reduction in waste directly translates to lower consumption of raw materials, conserving natural resources.
- **Cost Savings:** By using fewer materials and reducing waste disposal costs, factories can significantly lower their operating costs.
- **Environmental Benefits:** Waste reduction helps minimize the amount of waste sent to landfills, contributing to a cleaner environment.

#### Conserving Energy

Energy conservation is critical in reducing the carbon footprint of RMG factories. Energy-efficient operations not only reduce environmental impact but also lower operational costs and enhance factory productivity.

#### Key Practices:

- **Energy-efficient Equipment:** Implement energy-saving machinery and lighting systems, such as LED lights and energy-efficient motors.
- **Use of Renewable Energy:** Incorporating renewable energy sources like solar power or wind energy can help factories reduce reliance on non-renewable energy sources.
- **Energy Audits and Monitoring:** Conduct regular energy audits to identify energy-wasting practices and implement strategies to improve energy efficiency.

#### Environmental and Operational Impact:

- **Reduced Carbon Emissions:** Conserving energy directly results in lower carbon emissions, contributing to global efforts to combat climate change.

- **Cost Efficiency:** Energy-efficient technologies lower electricity consumption, translating into significant savings on energy bills.
- **Enhanced Reputation:** Factories that prioritize energy conservation are seen as more environmentally responsible, enhancing their reputation in the marketplace.

### Minimizing Water Usage

Water is a vital resource in RMG production, especially in processes like dyeing, washing, and finishing. Efficient water use can significantly reduce operational costs and help protect water resources.

#### Key Practices:

- **Water Recycling:** Establish systems to reuse treated wastewater in non-critical processes like cooling and cleaning.
- **Water-saving Technologies:** Implement water-efficient machinery and processes, such as waterless dyeing and low-water washing.
- **Monitoring Water Usage:** Set up systems to track water consumption, allowing factory managers to identify opportunities for further reduction.

#### Environmental and Operational Impact:

- **Conservation of Water Resources:** Efficient water usage helps reduce pressure on local water sources, ensuring they are available for communities and ecosystems.
- **Cost Reduction:** Reducing water consumption leads to lower water bills and reduces the costs associated with wastewater treatment.
- **Regulatory Compliance:** Factories that minimize water use are more likely to comply with water conservation regulations, avoiding fines and penalties.

## 5.2 Use of Sustainable Materials

The shift towards sustainable materials in RMG production is essential for reducing the environmental footprint of the fashion industry. Sustainable materials not only help conserve natural resources but also ensure better waste management and environmental stewardship.

### Recyclable Materials

Recyclable materials can be reused or processed into new products, significantly reducing the need for virgin raw materials and lowering waste sent to landfills.

#### Key Practices:

- **Recycled Fabrics:** Using materials like recycled polyester or recycled cotton that reduce the need for new fibres.
- **Recyclable Packaging:** Ensure that packaging materials such as plastic, paper, and cardboard are recyclable to minimize waste.

#### Environmental and Operational Impact:

- **Conservation of Raw Materials:** Using recycled materials reduces the need for virgin resources and minimizes environmental degradation.
- **Waste Reduction:** Recycling decreases the volume of waste sent to landfills, helping to mitigate waste-related environmental challenges.
- **Circular Economy:** By adopting recyclable materials, factories support the circular economy, where products are reused, remade, and recycled.

### Biodegradable Products

Biodegradable products break down naturally and do not contribute to long-term pollution when disposed of.

#### Key Practices:

- **Eco-friendly Dyes:** Use biodegradable dyes that do not pollute water and break down more easily than conventional dyes.

- Biodegradable Packaging: Use compostable or biodegradable packaging for garments and other products to reduce plastic waste.

#### **Environmental and Operational Impact:**

- Waste Reduction: Biodegradable materials decompose naturally, reducing the accumulation of waste in landfills and decreasing pollution.
- Sustainable Disposal: These materials can be safely disposed of without harming the environment, contributing to the factory's overall sustainability goals.
- Reduced Plastic Pollution: Biodegradable packaging materials contribute to a significant reduction in plastic waste, helping prevent environmental damage.

#### **Low Carbon Footprint Materials**

Low carbon footprint materials are products whose production, transportation, and disposal generate minimal carbon emissions.

#### **Key Practices:**

- Sustainable Sourcing: Choose materials that have low carbon emissions associated with their production, such as organic cotton or hemp.
- Local Sourcing: Source materials locally to reduce the carbon footprint associated with transportation.

#### **Environmental and Operational Impact:**

- Reduced Carbon Emissions: Using low carbon footprint materials helps decrease the overall carbon emissions of the factory.
- Energy Efficiency: Low carbon materials often require less energy to produce, helping factories reduce their energy consumption.
- Sustainable Supply Chain: By sourcing low carbon materials, factories contribute to a more sustainable supply chain, reducing the environmental impact of production.

### **5.3 Training on Sustainability and Eco-Friendly**

Training employees on sustainability practices is critical to ensuring that all members of the workforce are committed to implementing and following eco-friendly practices in daily operations.

#### **Key Practices:**

- Sustainability Workshops: Conduct regular workshops on sustainable practices, including waste reduction, energy efficiency, and sustainable material use.
- Employee Involvement: Encourage employees to actively participate in sustainability programs, such as energy-saving initiatives and recycling programs.

#### **Environmental and Operational Impact:**

- Enhanced Awareness: By training employees, factories create an environmentally conscious workforce that follows best practices.
- Boosted Productivity: Well-trained workers are more efficient, helping to reduce waste and improve overall production efficiency.
- Improved Factory Image: A commitment to employee training on sustainability can improve the factory's reputation and position it as a leader in sustainable manufacturing.

### **5.4 Recycling Programs and Waste Segregation**

Implementing recycling programs and waste segregation helps to maximize recycling rates and minimize the amount of waste sent to landfills.

#### **Key Practices:**

- Designated Recycling Bins: Place separate bins for plastic, paper, fabric scraps, and other recyclables in every area of the factory.

- Waste Segregation at the Source: Ensure that waste is segregated at the point of generation to make it easier to recycle.
- Recycling Partnerships: Partner with certified waste management services to ensure proper recycling and disposal of materials.

**Environmental and Operational Impact:**

- Increased Recycling Rates: By promoting waste segregation, factories improve their ability to recycle materials, reducing their overall waste.
- Reduced Landfill Contribution: Recycling and proper disposal help keep more waste out of landfills, reducing the environmental burden.
- Resource Conservation: Recycling helps conserve natural resources, ensuring a more sustainable production cycle.

## Self-Check - 4.5

### Short Questions:

1. How can fabric waste be minimized in the RMG sector?
2. What are the environmental benefits of waste reduction in RMG factories?
3. What is the water-saving technologies that RMG factories can implement?
4. What is the benefit of using recycled fabrics in RMG production?
5. Why is sourcing low carbon footprint materials important in the RMG sector?
6. What impact does employee training on sustainability have on factory productivity?
7. How can recycling programs help reduce the environmental burden in RMG factories?
8. What is the role of waste segregation in enhancing recycling rates?

### Multiple Choice Questions (MCQs):

- 1. What is the primary goal of reducing waste in the RMG sector?**
  - a) To increase the number of raw materials used
  - b) To reduce energy consumption
  - c) To optimize raw material usage and reduce waste disposal costs
  - d) To reduce the number of workers
- 2. How can factories reduce carbon emissions in their operations?**
  - a) By conserving energy and using renewable energy sources
  - b) By increasing the production process
  - c) By using more raw materials
  - d) By lowering labour costs
- 3. What is the role of renewable energy in RMG factories?**
  - a) Reduces reliance on non-renewable energy sources
  - b) Increases energy costs
  - c) Requires additional chemical usage
  - d) Increases the factory's water usage
- 4. What does the use of biodegradable materials in RMG production help reduce?**
  - a) Plastic pollution and landfill waste
  - b) The amount of recycled fabrics
  - c) The need for sustainable sourcing
  - d) Water consumption
- 5. What is the advantage of using eco-friendly dyes in the RMG sector?**
  - a) They break down naturally and reduce water pollution
  - b) They increase the amount of waste produced
  - c) They require more water to use
  - d) They make garments more expensive
- 6. What is the key benefit of conducting sustainability workshops in RMG factories?**
  - a) Increases employee salaries
  - b) Educates employees on eco-friendly practices
  - c) Reduces production speed
  - d) Increases the use of non-renewable resources
- 7. How does employee involvement benefit sustainability programs in RMG factories?**
  - a) Encourages active participation in programs like energy saving and recycling
  - b) Increases waste production
  - c) Reduces product quality
  - d) Increases water consumption

## Answer key- 4.5

### Short Questions Answers:

- 1. How can fabric waste be minimized in the RMG sector?**  
**Answer:** Fabric waste can be minimized by optimizing fabric usage, ensuring efficient pattern layouts, and employing advanced cutting techniques.
- 2. What are the environmental benefits of waste reduction in RMG factories?**  
**Answer:** Waste reduction helps minimize landfill waste, conserve natural resources, and promotes a cleaner, more sustainable environment.
- 3. What is the water-saving technologies that RMG factories can implement?**  
**Answer:** Water-saving technologies include waterless dyeing, low-water washing processes, and recycling treated wastewater for non-critical uses.
- 4. What is the benefit of using recycled fabrics in RMG production?**  
**Answer:** Using recycled fabrics, such as recycled polyester or recycled cotton, reduces the need for new fibers, conserves natural resources, and minimizes environmental degradation.
- 5. Why is sourcing low carbon footprint materials important in the RMG sector?**  
**Answer:** Sourcing low carbon footprint materials reduces carbon emissions during production and transportation, contributes to energy efficiency, and promotes a sustainable supply chain.
- 6. What impact does employee training on sustainability have on factory productivity?**  
**Answer:** Well-trained employees are more efficient, help reduce waste, and contribute to improved overall production efficiency.
- 7. How can recycling programs help reduce the environmental burden in RMG factories?**  
**Answer:** Recycling programs help reduce landfill waste, conserve resources, and improve the factory's waste management practices.
- 8. What is the role of waste segregation in enhancing recycling rates?**  
**Answer:** Waste segregation at the point of generation ensures that recyclable materials like paper, plastic, and fabric scraps are separated and processed correctly, improving recycling rates and reducing waste.

### Multiple Choice Questions (MCQs) Answers:

- 1. What is the primary goal of reducing waste in the RMG sector?**  
**Answer:** c) To optimize raw material usage and reduce waste disposal costs
- 2. How can factories reduce carbon emissions in their operations?**  
**Answer:** a) By conserving energy and using renewable energy sources
- 3. What is the role of renewable energy in RMG factories?**  
**Answer:** a) Reduces reliance on non-renewable energy sources
- 4. What does the use of biodegradable materials in RMG production help reduce?**  
**Answer:** a) Plastic pollution and landfill waste
- 5. What is the advantage of using eco-friendly dyes in the RMG sector?**  
**Answer:** a) They break down naturally and reduce water pollution
- 6. What is the key benefit of conducting sustainability workshops in RMG factories?**  
**Answer:** b) Educates employees on eco-friendly practices
- 7. How does employee involvement benefit sustainability programs in RMG factories?**  
**Answer:** a) Encourages active participation in programs like energy saving and recycling

## **Module-5**

**Module Title: Understanding International Standards and  
Audit Requirements**

**Unit Code: SICIP-RMG-SCEM-05-O**

**Skills for Industry Competitiveness and Innovation Program (SICIP) Finance Division,  
Ministry of Finance**

## Module – 5

**Module Title:** Understanding International Standards and Audit Requirements.

**Unit Code:** SICIP-RMG-SCEM-05-O

**Nominal Hours:** 30 hrs.

**Module Descriptions:** This module covers the skills, knowledge and attitudes required to understand international standards and audit requirements. It specifically includes the task of identifying relevant international standards for RMG sector, identifying audit frameworks and methodologies, ensuring compliance with social and ethical standards and preparing reports and documentation.

**Learning Outcome:** At the end of this module, the learner will be able to:

1. Identify relevant international standards for RMG sector
2. Identify audit frameworks and methodologies
3. Ensure compliance with social and ethical standards
4. Prepare reports and documentation

**Assessment Criteria:**

1. Relevant international standards for the RMG sector are identified and understood.
2. Environmental regulations and best practices are understood.
3. Code of conduct of major retailers and brands are understood.
4. Industry-specific audit standards are understood.
5. Audit (internal and external) frameworks and methodologies are identified and understood.
6. The role of third-party audits and certifications is identified.
7. Key ethical frameworks (UN Guiding Principles) are understood.
8. Ethical sourcing and fair-trade practices are identified and explained.
9. Reports and documentation are identified in accordance with organizational standards.
10. A Corrective Action Plan (CAP) is identified in the report.
11. A CAP and other template of reporting is understood.
12. Supporting documentation are identified.
13. Reports and CAP documentation are prepared for accuracy, completeness.
14. The final report and CAP are submitted to relevant stakeholders for review and approval.

## Information Sheet - 5.1

**Learning Outcome-1:** Identify relevant international standards for RMG sector.

**Learning Objective:** After completing this section, the learners will be able to explain, define, and interpret the following contents:

### Content:

- 1.1 International standards for the RMG sector
- 1.2 Environmental regulations and best practices
- 1.3 Code of conduct of major retailers and brands

### 1.1 International standards for the RMG sector

International standards ensure that RMG factories operate efficiently, meet global quality and sustainability expectations, and adhere to ethical practices. By complying with these standards, RMG factories improve their operations, reduce environmental impacts, ensure worker safety, and build trust with customers. In this section, we will explore the most relevant international standards and their impact on the RMG sector.

#### ISO 14001 (Environmental Management)

**ISO 14001** sets a framework for systematically managing environmental responsibilities. For the RMG sector, compliance with this standard ensures that factories reduce their environmental footprint by effectively managing waste, water, energy, and chemicals.

#### Key Elements of ISO 14001:

##### 1. Environmental Policy:

**Definition:** The Environmental Policy is a formal statement of the organization's commitment to managing its environmental impact. It outlines the company's objectives, intentions, and the overall approach to environmental management.

##### Details:

- The policy must be documented and aligned with the organization's values and environmental goals.
- It should be communicated to all employees, suppliers, and relevant stakeholders.
- The policy should emphasize commitment to compliance with environmental laws and regulations, the prevention of pollution, and the continual improvement of environmental practices.
- In the RMG sector, an example might be a factory committing to minimizing chemical waste from dyeing processes and reducing water consumption through recycling.

**Impact:** The environmental policy sets the foundation for all other activities in the EMS and guides decision-making regarding sustainable practices in production.

##### 2. Planning:

**Definition:** Planning involves identifying and evaluating the environmental aspects of the organization's activities, products, and services. The goal is to assess the environmental impact and determine which areas need improvement.

##### Details:

- **Environmental Aspects:** These are elements of an organization's activities that have or can have an impact on the environment. For example, in the RMG sector, the aspects

include the consumption of water, energy use, waste generation, and emissions during textile production.

- **Environmental Impacts:** Once the aspects are identified, the organization must evaluate the consequences (impacts) of these activities on the environment. For instance, discharging untreated wastewater from dyeing processes can have a significant negative environmental impact.
- **Legal and Other Requirements:** The organization must identify and ensure compliance with relevant environmental regulations, standards, and industry guidelines. For example, compliance with local and international wastewater discharge regulations.
- **Objectives and Targets:** Based on the evaluation, clear **environmental objectives** and **targets** are set to mitigate the identified environmental impacts. These could include reducing water usage by a certain percentage or decreasing energy consumption in the production process.

**Impact:** The planning phase ensures that the organization understands the environmental consequences of its activities and sets realistic targets for improvement. For example, a target could be reducing carbon emissions from the factory by 10% in the next two years.

### 3. Implementation:

**Definition:** Implementation refers to putting the environmental plan into action. It involves defining roles and responsibilities, providing the necessary resources, and ensuring that the EMS is effectively integrated into the organization's operations.

#### Details:

- **Roles and Responsibilities:** Senior management should allocate responsibilities for the EMS implementation across the organization. Environmental management should become a key responsibility for department heads and staff.
- **Resources:** Organizations must provide necessary resources (financial, technological, and human) to implement and maintain the EMS. For example, investing in energy-efficient machinery or installing wastewater treatment systems.
- **Training and Awareness:** Staff must be trained to understand environmental policies, procedures, and their role in the EMS. For example, training workers in the RMG sector to handle and dispose of chemicals safely.
- **Operational Controls:** These are procedures and systems set up to control environmental aspects during the operational phase. In the RMG sector, this could involve controlling waste in dyeing operations or ensuring energy-efficient operations in the sewing and finishing stages.

**Impact:** Successful implementation leads to smoother operations, better resource management, and a reduced environmental footprint. For example, a textile factory may implement energy-efficient lighting and machinery to reduce electricity consumption.

### 4. Monitoring and Review:

**Definition:** Monitoring and review are critical to assessing the effectiveness of the EMS and identifying opportunities for improvement. This phase ensures that environmental performance is continuously measured, evaluated, and improved.

#### Details:

- **Monitoring:** This involves regularly measuring and analyzing key environmental parameters such as energy consumption, water usage, waste generation, and emissions. For example, monitoring the energy consumption of machinery during production to identify inefficiencies.
- **Audits:** Internal and external audits help assess compliance with the EMS and environmental standards. These audits evaluate if the organization is meeting its

environmental targets and identify any gaps in compliance. For example, auditing wastewater treatment systems to ensure that treated water meets regulatory standards.

- **Corrective and Preventive Actions:** If non-compliance or inefficiencies are identified, corrective actions are taken to address the issues, and preventive actions are established to avoid future occurrences. For example, if excessive energy consumption is detected, a corrective action might be to optimize machinery operations.
- **Management Review:** Top management reviews the EMS's performance periodically to ensure that it continues to meet environmental objectives and remains aligned with organizational goals.

**Impact:** Monitoring and review ensure continuous improvement. For example, a factory may identify that its energy consumption is higher than expected and implement measures such as upgrading to more efficient machinery or optimizing processes to reduce consumption.

## ISO 9001 (Quality Management)

**ISO 9001: Quality Management** is one of the most widely implemented international standards that sets out the criteria for a quality management system (QMS). It is based on several quality management principles, including strong customer focus, the involvement of top management, a process approach, and continuous improvement. The primary aim of ISO 9001 is to ensure that products and services meet customer and regulatory requirements, while fostering an environment of continuous quality improvement.

For the **RMG (Ready-Made Garment) sector**, ISO 9001 provides a framework to consistently deliver high-quality products, reduce defects, increase customer satisfaction, and drive operational efficiency. The garment industry, where large-scale production and multiple stakeholders are involved, benefits immensely from the standardized approach ISO 9001 offers. By adhering to this standard, RMG factories can improve product consistency, enhance quality control systems, and respond more effectively to customer and regulatory requirements, thereby gaining a competitive edge in the global market.

### Key Elements of ISO 9001:2015 Quality Management System

#### 1. Customer Focus:

**Definition:** Customer focus is at the core of ISO 9001. The organization must understand the needs and expectations of its customers, and strive to meet or exceed those expectations through its products and services.

**Details:**

- In the **RMG sector**, understanding customer needs is critical, whether the customer is a brand, retailer, or end consumer. This could mean meeting specific garment specifications, delivery times, or sustainability expectations.
- **Customer feedback** mechanisms are integral to continuously improving the quality of products and services. For example, garment manufacturers may solicit feedback from buyers or consumers about the fit, finish, and durability of their products, ensuring the product aligns with consumer expectations.

**Impact:** Adopting a customer-focused approach helps RMG factories better align their products with buyer specifications, improving the overall customer experience and enhancing brand loyalty. This focus also increases the chances of repeat business and contracts.

#### 2. Leadership:

**Definition:** Top management must demonstrate leadership and commitment by creating a quality-focused culture and ensuring that the quality management system is integrated into the organization's processes and strategy.

**Details:**

- The leadership team in an RMG factory should drive the adoption of quality standards, communicate the importance of quality throughout the organization, and allocate necessary resources.
- Management should set measurable quality objectives and actively monitor performance to ensure that those objectives are achieved.

**Impact:** When leadership is committed to quality, it sets the tone for the entire organization. In the RMG sector, effective leadership ensures that quality goals are prioritized and consistently achieved, leading to lower defect rates and higher customer satisfaction.

### 3. Engagement of People:

**Definition:** People at all levels of the organization must be engaged and empowered to contribute to the achievement of quality objectives.

**Details:**

- In the RMG sector, this involves training and engaging workers in quality control processes, from fabric inspection to stitching and finishing.
- Factories should provide their workers with the tools, training, and knowledge to identify quality issues at each stage of production and contribute to continuous improvement.

**Impact:** Engaging employees in quality management ensures that everyone in the factory, from the production floor to management, is aligned and focused on maintaining high-quality standards. This also leads to higher employee satisfaction and retention.

### 4. Process Approach:

**Definition:** ISO 9001 emphasizes managing activities and resources as processes, with a focus on efficiency and effectiveness.

**Details:**

- In the **RMG sector**, this could involve mapping out and optimizing key processes such as fabric sourcing, cutting, stitching, finishing, and packaging to ensure that each step adds value to the final product.
- Each process should have clearly defined inputs, controls, and outputs to ensure smooth and efficient operations.
- **Process optimization** could also involve improving turnaround times, reducing waste, and minimizing defects at each stage of production.

**Impact:** By adopting a process approach, RMG factories can increase productivity, reduce operational costs, and improve product quality. For example, optimizing the fabric cutting process can reduce waste, saving both materials and costs.

### 5. Improvement:

**Definition:** ISO 9001 emphasizes a continual improvement cycle to enhance the effectiveness of the QMS.

**Details:**

- Factories are required to monitor and measure performance, identify areas of improvement, and take corrective actions. For instance, if a factory identifies a pattern of defects in a particular garment style, corrective actions must be taken, such as improving quality checks or refining stitching techniques.
- Data analysis plays a crucial role here. For example, an RMG factory might use performance metrics like **First Pass Yield (FPY)** or **Defects per Million Opportunities (DPMO)** to track quality improvements.

**Impact:** Continuous improvement ensures that RMG factories remain competitive in a fast-paced industry. It also helps factories adapt to changing consumer demands, such as the increasing demand for sustainable and ethically produced garments.

## 6. Evidence-Based Decision Making:

**Definition:** Decisions should be based on the analysis and evaluation of data, rather than intuition or assumptions.

### Details:

- In an RMG factory, this could involve tracking and analyzing data on production efficiency, defect rates, customer complaints, and returns.
- For example, if customers consistently report issues with the colorfastness of garments, the factory might analyze the dyeing process and adjust its methods or materials accordingly.

**Impact:** Evidence-based decision-making helps factories take proactive measures to correct issues before they affect product quality or customer satisfaction, leading to better quality control and more efficient operations.

## 7. Relationship Management:

**Definition:** ISO 9001 also stresses the importance of managing relationships with suppliers, customers, and other stakeholders to ensure mutually beneficial outcomes.

### Details:

- RMG factories should collaborate closely with suppliers to ensure that materials meet quality standards and that both parties align with the factory's quality goals.
- Building strong relationships with buyers ensures that the factory receives clear and consistent feedback, which can be used to improve product quality and delivery.

**Impact:** Effective relationship management helps RMG factories build trust with suppliers and customers, leading to long-term partnerships and more stable business relationships.

## Impact of ISO 9001 on the RMG Sector:

1. **Consistent Product Quality:** By establishing clear processes for production, from sourcing to final inspection, factories can ensure that the products they deliver meet the required standards consistently, reducing defects and rejections.
2. **Increased Customer Satisfaction:** ISO 9001 enables factories to align their production with customer expectations, leading to higher customer satisfaction and repeat business.
3. **Reduced Costs:** By streamlining processes, reducing defects, and improving efficiency, factories can reduce waste and operational costs, resulting in cost savings.
4. **Improved Marketability:** ISO 9001 certification is recognized globally, enhancing the factory's reputation in the market and attracting international clients who value high-quality, reliable products.
5. **Competitive Advantage:** Implementing ISO 9001 helps factories differentiate themselves from competitors by demonstrating a commitment to quality and continuous improvement, which can be a key selling point in a competitive global market.

## ISO 45001 (Occupational Safety and Health)

**ISO 45001** is an international standard designed to provide a framework for organizations to manage their occupational health and safety (OHS) risks. The goal of this standard is to ensure a safe and healthy working environment for employees by proactively identifying, assessing, and controlling risks related to workplace safety and health. This standard applies to all organizations, regardless of size or industry, and emphasizes a continuous process of improvement in occupational health and safety management.

For the **Ready-Made Garment (RMG)** sector, where factories typically involve high-risk activities, such as operating heavy machinery, handling chemicals, and managing large workforces, the implementation of ISO 45001 is crucial. It helps create a safer working environment, reduces accidents, and ensures that workers are protected from potential hazards, thus improving overall operational efficiency and compliance with local and international labor laws.

## Key Elements of ISO 45001:2018

### 1. Risk Identification:

**Definition:** The proactive identification of health and safety hazards within the workplace. This step involves evaluating the work environment, identifying potential risks, and assessing their impact on workers' safety and well-being.

**Details:**

- **Hazard Identification:** Hazards could include physical risks (e.g., machine malfunctions, slip and fall hazards), chemical exposure (e.g., toxic dyes, solvents), ergonomic risks (e.g., repetitive strain injuries), and psychosocial risks (e.g., stress, harassment).
- **Risk Assessment:** After identifying hazards, the next step is assessing the likelihood of the hazard occurring and the potential consequences. This helps prioritize which risks need to be addressed first.
- **Example in the RMG Sector:** An RMG factory may identify chemical exposure during the dyeing process as a hazard. The risk assessment would involve evaluating how frequently workers are exposed to harmful chemicals, whether personal protective equipment (PPE) is provided, and how to minimize exposure.

**Impact:** By identifying risks early, RMG factories can implement preventive measures before accidents happen, reducing workplace injuries, ensuring regulatory compliance, and avoiding legal liabilities.

### 2. Worker Participation:

**Definition:** Ensuring that workers are actively involved in the identification and mitigation of health and safety risks in the workplace.

**Details:**

- **Consultation and Communication:** Workers should be involved in safety discussions and decision-making processes related to health and safety. This could include participating in safety committees or providing feedback on potential hazards in the workplace.
- **Engagement in Safety Measures:** Employees should be trained on recognizing hazards and how to report them. The active participation of workers ensures that safety is ingrained in the factory's culture.
- **Example in the RMG Sector:** In a garment factory, workers might participate in regular safety drills or help identify hazards in high-risk areas like cutting or stitching zones. Workers could also be involved in suggesting improvements, such as adding more safety signage or upgrading ventilation systems in areas where chemicals are used.

**Impact:** Worker involvement creates a safer work environment, as employees are more likely to adhere to safety protocols when they feel included in decision-making. It also boosts morale, as workers feel valued and supported in maintaining their own safety.

### 3. Compliance:

**Definition:** Adhering to national and international safety regulations, laws, and standards to ensure that the organization meets the legal requirements for health and safety in the workplace.

**Details:**

- **Legal Requirements:** Organizations must be aware of and comply with local labor laws, occupational health and safety regulations, and industry-specific standards. For example, in Bangladesh, factories must comply with the Bangladesh Labor Act (2006) and relevant

safety regulations provided by the Department of Inspection for Factories and Establishments (DIFE).

- **International Standards:** ISO 45001 helps organizations align with global standards such as the **ILO (International Labour Organization)** conventions related to worker safety, such as **ILO Convention No. 87** (Freedom of Association) and **ILO Convention No. 155** (Occupational Safety and Health).
- **Example in the RMG Sector:** A factory in Bangladesh must comply with the local regulations under the Bangladesh Labor Act, ensuring proper ventilation in the factory, providing adequate PPE for workers, and maintaining a clean, safe working environment. Internationally, the factory must align its practices with ISO 45001 to meet the standards set by global buyers.

**Impact:** Compliance ensures that the factory avoids legal issues, fines, or shutdowns. Moreover, it enhances the factory's reputation by demonstrating a commitment to worker health and safety, which is crucial when dealing with international clients who prioritize ethical sourcing and worker well-being.

### Impact of ISO 45001 on the RMG Sector

#### 1. Reduced Workplace Accidents:

- **ISO 45001** emphasizes preventive measures and regular risk assessments, helping identify potential hazards before they result in accidents or injuries. In the RMG sector, where factories often involve complex machinery, high workloads, and repetitive tasks, a proactive approach to safety can significantly reduce the number of accidents and work-related injuries.
- **Example:** Implementing regular safety checks on cutting machinery to ensure it is well-maintained can prevent machine malfunctions, reducing the risk of worker injuries.

#### 2. Improved Worker Morale:

- By actively engaging workers in health and safety initiatives and ensuring their well-being is prioritized, **ISO 45001** boosts worker morale and satisfaction. A safer working environment leads to improved worker retention, lower absenteeism, and a stronger sense of loyalty toward the employer.
- **Example:** A factory that provides adequate protective gear, organizes regular safety training, and involves workers in safety audits shows its commitment to their health and safety, improving job satisfaction and reducing turnover rates.

#### 3. Enhanced Productivity:

- A safe and healthy workplace is essential for ensuring that workers can perform their tasks efficiently without the fear of injury. By preventing accidents and ensuring worker well-being, **ISO 45001** directly contributes to higher productivity levels.
- **Example:** In a factory where workers are provided with ergonomic equipment and training on how to handle heavy loads safely, workers are less likely to suffer from repetitive strain injuries or exhaustion, leading to fewer sick days and higher productivity.

#### 4. Compliance with Labor Laws:

- ISO 45001 ensures that RMG factories comply with national and international labor and safety regulations, reducing the risk of legal penalties, fines, or work stoppages due to non-compliance.
- **Example:** If an RMG factory is audited for compliance with labor laws, the adoption of ISO 45001 will help ensure that the factory meets safety and health standards, avoiding penalties and disruptions to production.

## 5. Attraction of Global Clients:

- Many international buyers and brands require their suppliers to have certifications such as **ISO 45001** to ensure that they maintain high health and safety standards. By adopting this standard, RMG factories can gain access to more lucrative international markets and long-term business partnerships.
- **Example:** A factory certified with ISO 45001 might attract global brands like **Nike** or **H&M**, who are committed to sourcing from factories that prioritize worker safety and well-being.

## 1.2 Environmental regulations and best practices

Environmental regulations and best practices are critical for RMG factories aiming to minimize their environmental impact and comply with local and global standards. These regulations ensure that factories operate sustainably, protect workers' health, and mitigate their environmental footprint. In this section, we will discuss the key environmental regulations and the best practices that factories can adopt to align with global sustainability goals.

### Global Reporting Initiative (GRI)

The **Global Reporting Initiative (GRI)** is the most widely used framework for sustainability reporting globally. It provides a comprehensive structure for organizations to disclose their **Environmental, Social, and Governance (ESG)** performance, ensuring that they operate in a transparent, accountable, and sustainable manner. The GRI standards are designed to help organizations disclose their economic, environmental, and social impacts in a structured, comparable, and accessible format.

For the **Ready-Made Garment (RMG)** sector, GRI reporting enables factories to showcase their commitment to sustainability, highlight the steps they have taken to reduce their environmental footprint, and demonstrate how they address social issues such as labor rights, working conditions, and community development. This is especially important as global consumers and international buyers increasingly demand more transparency regarding the social and environmental impacts of the products they purchase.

By adopting GRI standards, RMG factories not only align themselves with global sustainability practices but also build trust with stakeholders, including customers, investors, and regulatory bodies. This transparency leads to improved relationships, better market positioning, and enhanced competitiveness in the global market, where buyers are increasingly seeking suppliers with strong sustainability credentials.

### Key Elements of GRI Reporting:

#### 1. Sustainability Reporting:

**Definition:** Sustainability reporting is the process of disclosing an organization's environmental, social, and governance performance to stakeholders. Through GRI, companies report their sustainability activities, goals, performance data, and challenges.

#### Details:

- RMG factories should produce regular sustainability reports that align with **GRI Standards** to showcase their efforts in **reducing carbon emissions, waste management, water conservation, and ethical labor practices**.
- These reports are typically produced annually and provide comprehensive data on the factory's environmental footprint, social impact, and governance policies.
- The **GRI Standards** cover areas such as **energy consumption, water usage, waste management, labor practices, human rights, and supply chain responsibility**.

**Impact:** Sustainability reporting allows RMG factories to communicate their environmental and social efforts in a transparent and standardized manner, which can improve their reputation,

attract new customers, and meet the growing demand for responsible sourcing from global buyers.

## 2. Stakeholder Engagement:

**Definition:** Stakeholder engagement involves communicating with and considering the interests of various groups that are impacted by or have an interest in the organization's operations. These stakeholders include employees, suppliers, customers, local communities, regulators, and investors.

**Details:**

- Regular engagement with stakeholders helps factories understand their concerns, expectations, and the potential impact of their activities on these groups.
- Factories that follow GRI standards are encouraged to actively engage stakeholders through surveys, interviews, focus groups, or community meetings to gather feedback and incorporate their perspectives into decision-making.
- Transparent reporting on sustainability achievements (such as reducing energy consumption or improving worker safety) and challenges (such as waste disposal issues or water scarcity) helps maintain trust and loyalty.

**Impact:** Engaging stakeholders improves the relationship between RMG factories and their key partners, including workers, suppliers, and customers. It also helps factories understand the evolving expectations of their stakeholders, which is critical for continuous improvement in sustainability practices.

## 3. Materiality Assessment:

**Definition:** Materiality refers to identifying and prioritizing the most important environmental, social, and governance topics for an organization. In GRI reporting, a materiality assessment is used to determine which sustainability topics are most relevant to the organization's stakeholders and operations.

**Details:**

- RMG factories must evaluate which issues have the greatest impact on their business and stakeholders, such as labor rights, working conditions, water use, energy efficiency, or supply chain transparency.
- The GRI framework encourages factories to align their sustainability goals with these material issues, ensuring that the factory's sustainability efforts address the most significant challenges.

**Impact:** Conducting a materiality assessment helps factories focus on the issues that matter most to their stakeholders and their own long-term success, allowing them to prioritize efforts on areas that can bring about meaningful change.

## Best Practices in the RMG Sector

### 1. Sustainability Reporting (Regularly Publish GRI-Aligned Reports):

**Best Practice:** RMG factories should integrate GRI reporting into their annual business practices and provide clear, transparent, and accessible information about their sustainability goals and achievements.

**Example:** An RMG factory may publish an annual GRI-aligned sustainability report detailing:

- **Energy Usage:** Reporting on total energy consumption, the adoption of energy-efficient machinery, and the use of renewable energy sources.
- **Waste Management:** Describing how the factory manages waste (e.g., waste-to-energy programs, recycling initiatives, and reducing landfill waste).

- **Water Conservation:** Detailing efforts to reduce water consumption in dyeing and washing processes, including the use of water-efficient technologies or wastewater treatment systems.

**Example in Practice:** A garment factory could set a goal to reduce water usage by 15% within the next two years. In their annual GRI-aligned report, they would track and disclose water usage, explain the technologies and practices implemented to reduce consumption, and outline future targets.

## 2. Stakeholder Engagement (Regular Communication and Transparency):

**Best Practice:** Factories should establish regular communication channels with stakeholders, particularly customers and workers, to understand their expectations and demonstrate the factory's commitment to sustainability.

- **Example:** An RMG factory could conduct regular worker surveys to assess satisfaction levels regarding workplace safety, fair wages, and working hours. This feedback can be shared in the factory's sustainability report as part of a broader strategy to improve labor practices.

**Example in Practice:** A factory could hold annual meetings with local communities to address concerns about the environmental impact of its operations (e.g., pollution) and demonstrate what steps are being taken to mitigate those impacts.

## 3. Align with International Frameworks (GRI and Beyond):

**Best Practice:** In addition to following GRI standards, factories can integrate other sustainability frameworks into their operations, such as the **United Nations Sustainable Development Goals (SDGs)** or **ISO 14001 (Environmental Management)**.

- **Example:** An RMG factory committed to improving labor conditions could align its practices with **ILO conventions**, ensuring that workers' rights to freedom of association, fair wages, and safe working conditions are upheld.

## European sustainability reporting standards (ESRS)

The **European Sustainability Reporting Standards (ESRS)** were developed by the European Financial Reporting Advisory Group (EFRAG) to ensure that companies operating in the European Union (EU) report their sustainability performance in a consistent, transparent, and comprehensive manner. The ESRS are a key part of the EU's Corporate Sustainability Reporting Directive (CSRD), which aims to improve corporate transparency on environmental, social, and governance (ESG) matters.

For **Ready-Made Garment (RMG) factories**, especially those exporting to the EU, aligning with **ESRS** is critical. The standards provide a clear framework for reporting sustainability metrics that are becoming increasingly important to European buyers. These regulations ensure that companies disclose accurate and reliable sustainability data, addressing not only environmental performance but also social and governance issues.

The impact on the RMG sector is significant. By complying with ESRS, RMG factories can demonstrate their commitment to sustainability, gain market access to European buyers, and meet their due diligence obligations regarding supply chain transparency. This also enhances trust with customers, investors, and other stakeholders who increasingly prioritize sustainability.

### Key Requirements of ESRS:

#### 1. Disclosure of ESG Data:

- The ESRS requires organizations to disclose relevant **ESG** data covering environmental, social, and governance performance.

- **Environmental data** may include carbon emissions, water usage, waste management, and energy consumption.
- **Social data** may include labor conditions, diversity and inclusion practices, health and safety, and community impact.
- **Governance data** typically includes the company's management structure, anti-corruption practices, and ethical business conduct.

For **RMG factories**, this means tracking and reporting data such as:

- **Carbon emissions** from manufacturing processes and transportation.
- **Water consumption** in dyeing and washing stages.
- **Waste generated** during production and how it is managed (e.g., recycling, disposal).

## 2. **Materiality and Double-Materiality:**

- The **ESRS** follows a concept of double-materiality, meaning companies must disclose not only how sustainability issues affect their business (financial materiality) but also how their business activities impact the environment and society (environmental and social materiality).

For an **RMG factory**, this might involve:

- Reporting on how environmental factors like **climate change** affect production processes, labor availability, or supply chains.
- Disclosing the environmental and social impacts the factory has, such as water pollution, waste generation, and labor practices.

## 3. **Sustainability Targets and Performance:**

- Companies must report on specific sustainability targets (e.g., carbon reduction, energy efficiency, waste reduction) and their performance against those targets.
- The ESRS require clear disclosures on whether the company has met, is on track to meet, or has failed to meet its stated sustainability goals.

## **Best Practices in the RMG Sector:**

### 1. **Disclose ESG Data:**

**Best Practice:** RMG factories should establish clear processes for collecting and reporting **ESG data**. This includes creating a data collection system to track environmental metrics (such as water and energy usage), social metrics (such as labor conditions and worker safety), and governance metrics (such as compliance with labor laws).

- **How to Implement:**

- Factories should install energy meters to track electricity consumption, implement water metering systems to monitor water usage, and set up waste management tracking systems to monitor how waste is disposed of or recycled.
- Implement a software solution or database where all ESG-related data is centralized, ensuring that it can be easily accessed and reported.

**Example:** A garment factory might invest in an energy management system (EMS) to track real-time energy consumption across different departments, ensuring that they can report accurate data in their ESRS disclosures.

### 2. **Targeted Improvements:**

**Best Practice:** Factories should focus on improving key sustainability areas that align with **ESRS criteria**, including carbon emissions, water usage, and waste management. These areas are not only critical for sustainability but also highly scrutinized in European markets.

### How to Implement:

- **Carbon Emissions:** Invest in **energy-efficient machinery** and switch to **renewable energy** sources (e.g., solar panels). Implement **energy-saving practices** such as turning off machinery when not in use.
- **Water Usage:** Install **closed-loop water recycling systems** to reuse water in dyeing and washing processes. Improve **water treatment systems** to reduce the impact of wastewater discharge.
- **Waste Management:** Adopt **zero-waste practices** by recycling fabric scraps, reusing materials, and reducing packaging waste. Consider implementing a **circular economy** approach where old garments are recycled or upcycled.

**Example:** An RMG factory producing garments for European clients could implement a **waste-to-energy system** to convert fabric waste into energy, which would not only reduce waste but also lower carbon emissions by replacing fossil fuel consumption.

### 3. Engage Stakeholders and Communicate Progress:

**Best Practice:** Engage stakeholders, including customers, workers, and local communities, in sustainability initiatives and report on progress regularly.

#### How to Implement:

- **Worker Participation:** Engage workers in sustainability efforts by involving them in waste segregation, energy-saving initiatives, and safety programs.
- **Stakeholder Reporting:** Include data in sustainability reports that address stakeholder concerns, such as worker health and safety, labor rights, and environmental impacts.

**Example:** The factory could hold annual sustainability workshops with workers to discuss their role in reducing waste or improving safety practices. The factory could also seek customer feedback on its sustainability report to understand their priorities and areas for improvement.

## European union green deal (EUGD)

The **European Union Green Deal (EUGD)** is the European Commission's ambitious plan aimed at making Europe the first climate-neutral continent by 2050. This initiative sets a pathway for achieving **net-zero greenhouse gas emissions**, transitioning to a **circular economy**, and protecting natural resources. The Green Deal covers a wide range of sectors, including energy, transport, industry, and agriculture, with the goal of reducing carbon emissions by 55% by 2030 and achieving full climate neutrality by 2050.

For **Ready-Made Garment (RMG) factories**, particularly those that export to the EU, **complying with the EUGD** is critical. The EU is a major market for the RMG sector, and European buyers increasingly require their suppliers to meet stringent **sustainability standards**. As part of the Green Deal, factories must not only reduce their **carbon footprint** but also adopt more sustainable practices in areas like energy use, waste management, and resource conservation.

The **impact** of the Green Deal on RMG factories is twofold:

1. **Regulatory Compliance:** RMG factories must align their operations with EU regulations on sustainability to maintain access to the European market.

2. **Market Opportunities:** Complying with the Green Deal can provide RMG factories with a competitive edge, as EU customers are becoming more focused on **ethical sourcing** and **sustainable practices**.

### Key Elements of the European Green Deal (EUGD):

#### 1. Climate Neutrality by 2050:

- The EU's goal to achieve climate neutrality by 2050 means that all sectors must reduce their carbon emissions to a level where the amount of greenhouse gases released into the atmosphere is equivalent to the amount absorbed or offset by the environment.
- **Impact on RMG Sector:** RMG factories that supply to the EU will need to adopt strategies that reduce carbon emissions from their operations, which could include energy-efficient processes, renewable energy adoption, and waste reduction initiatives.

#### 2. Circular Economy:

- The Green Deal emphasizes the transition to a **circular economy**, where products are reused, recycled, or repurposed, instead of disposed of. The goal is to reduce waste and make better use of natural resources.
- **Impact on RMG Sector:** RMG factories will need to implement **circular economy** practices, such as recycling fabric scraps, using sustainable materials, and adopting eco-friendly packaging.

#### 3. Sustainable Industry Practices:

- The Green Deal outlines measures to encourage sustainable industry practices by making the industrial sector more resource-efficient and cleaner.
- **Impact on RMG Sector:** Factories will need to invest in cleaner technologies and practices, such as using water-efficient dyeing techniques or adopting eco-friendly chemicals in production processes.

#### 4. Biodiversity and Ecosystem Protection:

- The Green Deal also includes plans to **protect biodiversity** and restore ecosystems that have been damaged by industrial activities.
- **Impact on RMG Sector:** RMG factories may need to evaluate the environmental impact of their operations on local ecosystems and adopt practices that minimize harm, such as treating wastewater before discharge and reducing harmful chemical usage.

### Best Practices in the RMG Sector:

#### 1. Energy Efficiency:

**Best Practice:** Transitioning to renewable energy sources and optimizing energy use is one of the most important steps that RMG factories can take to reduce their carbon footprint and comply with the European Green Deal.

#### How to Implement:

- **Energy Audits:** Conduct regular energy audits to identify areas of inefficiency in the factory's operations.
- **Renewable Energy:** Invest in solar panels, wind turbines, or biomass energy systems to reduce reliance on fossil fuels. Factories can also purchase green energy from renewable sources to power their operations.
- **Energy-Efficient Equipment:** Replace outdated, energy-intensive machinery with **energy-efficient alternatives** (e.g., LED lighting, efficient sewing machines).

**Example:** A factory may install solar panels on its roof to generate renewable energy, reducing its reliance on fossil fuels. This could reduce electricity costs and contribute to the factory's goal of

reducing carbon emissions, helping it align with the EU Green Deal while also improving its bottom line.

## 2. Waste Reduction (Circular Economy Practices):

**Best Practice:** Implementing circular economy practices to recycle materials and reduce waste is crucial for factories to meet the sustainability requirements of the Green Deal.

### How to Implement:

- **Recycling Fabric Scraps:** RMG factories can set up systems to collect and recycle fabric waste. For example, using leftover fabrics to produce accessories like bags or home textiles.
- **Upcycling:** Instead of disposing of faulty garments, factories can upcycle them into new products, reducing waste and the need for new raw materials.
- **Waste-to-Energy Systems:** Converting waste into energy (through processes like incineration or biogas generation) can help reduce the environmental impact of waste disposal.

**Example:** A factory could adopt a zero-waste policy by recycling all fabric scraps and using them in the production of new garments or accessories. The factory could also implement a closed-loop system where old garments are returned to the factory for recycling into new products, thus reducing the need for new raw materials and minimizing waste.

## 3. Sustainable Supply Chain:

**Best Practice:** RMG factories can improve the sustainability of their supply chain by sourcing eco-friendly raw materials and ensuring that their suppliers follow sustainability standards.

### How to Implement:

- **Sustainable Materials:** Use organic cotton, recycled polyester, or sustainably sourced wool in garment production.
- **Supplier Audits:** Conduct audits of suppliers to ensure that they adhere to environmental and ethical standards.

**Example:** A factory producing organic cotton garments for European clients can source cotton from certified organic farms and ensure that its suppliers also implement sustainable practices, such as water-efficient irrigation techniques.

## 4. Water Conservation:

**Best Practice:** Water is a critical resource in the RMG sector, especially in the dyeing and washing processes. Water conservation is a key area where RMG factories can make improvements to meet the EU Green Deal's sustainability goals.

### How to Implement:

- **Water Recycling:** Install water recycling systems in dyeing units to treat and reuse water in the production process.
- **Efficient Dyeing Technologies:** Implement newer dyeing technologies that reduce water usage, such as digital printing or supercritical CO<sub>2</sub> dyeing.

**Example:** A factory could introduce closed-loop water systems in the dyeing unit, where water is treated, filtered, and reused multiple times during production, thus reducing overall water consumption and helping the factory comply with EU Green Deal regulations.

## Corporate sustainability reporting directive (CSRD)

The **Corporate Sustainability Reporting Directive (CSRD)** is an EU regulation that significantly enhances and expands the reporting requirements for sustainability within large companies. It aims to improve the transparency, comparability, and reliability of sustainability information disclosed by companies, including both environmental and social impacts of their operations. The CSRD updates and expands on the previous Non-Financial Reporting Directive (NFRD), making

sustainability reporting more comprehensive and standardized across Europe.

The CSRD requires companies to disclose detailed information on various sustainability issues, such as climate change, water usage, biodiversity, labor rights, and diversity and inclusion. These disclosures must be made in annual reports, in a way that is clear, verifiable, and aligned with internationally recognized standards.

One key feature of the CSRD is that it mandates companies to disclose information based on the double materiality principle. This means companies must not only report how sustainability issues affect their financial performance but also disclose their impact on the environment and society.

### Key Features of the CSRD:

1. **Broader Scope:** The CSRD applies to all large public-interest entities in the EU, including large companies and listed companies. It extends the reporting requirements to include more companies than the NFRD, including small and medium-sized enterprises (SMEs) if they are part of listed companies or large multinational groups.
2. **Mandatory Sustainability Reporting:** It requires companies to report on key environmental, social, and governance (ESG) factors, providing more detailed, reliable, and comparable data on sustainability issues.
3. **Auditing and Verification:** Under the CSRD, sustainability reports must be audited, and companies must ensure the accuracy and reliability of their sustainability data. This will require companies to engage independent auditors to verify the data, much like financial audits.
4. **Alignment with Global Standards:** The CSRD aligns with international sustainability reporting standards, such as the Global Reporting Initiative (GRI) and the Task Force on Climate-related Financial Disclosures (TCFD), ensuring that companies report sustainability data in a standardized, globally recognized manner.

**Impact on the RMG Sector:** Factories in the Ready-Made Garment (RMG) sector that export to the EU will be directly impacted by the CSRD. The directive places increased pressure on RMG factories to ensure that their sustainability practices are well-documented, transparent, and verifiable. Below is a detailed explanation of how the CSRD impacts the RMG sector and what steps factories need to take to comply.

#### 1. Expanded Reporting Requirements:

**Impact:** RMG factories will need to provide detailed disclosures on various environmental and social issues, including their carbon footprint, water usage, labor practices, and diversity. The CSRD requires factories to go beyond basic compliance and demonstrate their active contributions to sustainable development goals (SDGs).

**For Example:** If an RMG factory sources materials from areas where water is scarce, they must report on how they manage water use and conservation efforts. The factory may also be required to disclose information on carbon emissions from its operations, including the supply chain.

#### 2. Double Materiality:

**Impact:** The double materiality principle means that factories must disclose how sustainability issues affect their financial performance and how their operations impact the environment and society. This will require factories to assess and disclose risks and opportunities related to climate change, resource scarcity, social issues, and other material ESG factors.

**For Example:** A garment factory may need to report on how climate change could impact cotton supply chains and how it plans to adapt to these risks. Additionally, the factory must report on its environmental impacts, such as the waste generated by the garment production process, and the measures it is taking to reduce that impact.

### 3. Audit and Verification of Data:

**Impact:** Factories will need to ensure that their sustainability reports are audited to verify the accuracy of their claims. This means they will need to work with external auditors who will review the data provided in their sustainability reports.

**For Example:** If an RMG factory claims it has reduced water usage by 15%, this data must be independently verified by a third-party auditor to ensure the claim is accurate and trustworthy.

### 4. Increased Pressure from Buyers:

**Impact:** Many European brands and retailers that source garments from RMG factories will require these factories to comply with CSRD reporting requirements. Brands may demand comprehensive ESG data from their suppliers to ensure that their supply chain aligns with their own sustainability commitments.

**For Example:** A factory supplying garments to a European retailer may be required to provide detailed reports on its sustainability practices, such as the use of sustainable materials, waste management efforts, and worker rights protections.

### 5. Supply Chain Transparency:

**Impact:** The CSRD encourages supply chain transparency by requiring companies to disclose sustainability risks and practices throughout the supply chain, not just at the factory level. This means RMG factories must ensure that their suppliers also adhere to certain sustainability criteria and report relevant data.

**For Example:** A garment factory may need to disclose where it sources its cotton and whether those suppliers follow ethical labor practices or use sustainable farming techniques. This will ensure the factory is compliant with the CSRD's focus on due diligence and responsible sourcing.

## Best Practices in the RMG Sector for CSRD Compliance:

### 1. Disclose ESG Data:

**Best Practice:** RMG factories should establish robust data collection systems to track their ESG performance. This includes setting up processes to measure energy consumption, carbon emissions, water usage, and waste generation, and reporting on labor practices, worker health and safety, and community impact.

#### How to Implement:

- Track energy consumption and carbon emissions across different departments.
- Monitor water usage during production and identify ways to reduce it (e.g., recycling water, optimizing dyeing processes).
- Record waste data, including how much waste is recycled and how much is sent to landfills.

### 2. Set Clear Sustainability Targets:

**Best Practice:** RMG factories should set clear sustainability targets aligned with the EU Green Deal, SDGs, and CSRD reporting requirements.

#### How to Implement:

- Set targets such as reducing carbon emissions by a certain percentage over a fixed period.
- Develop and implement strategies for waste reduction and energy efficiency.
- Report progress toward these targets in annual sustainability reports.

### 3. Regularly Update Sustainability Reports:

**Best Practice:** Publish regular sustainability reports that comply with **GRI** and **ESRS** standards, aligned with the **CSRD** requirements. These reports should detail ESG data, achievements, challenges, and future targets.

#### How to Implement:

- Create a template for sustainability reporting that includes all required ESG metrics.
- Engage stakeholders (e.g., workers, suppliers, customers) to gather feedback on sustainability practices and include their perspectives in the report.

### 4. Collaborate with Suppliers:

**Best Practice:** RMG factories should work with suppliers to ensure that they are also meeting sustainability standards and can provide verifiable data on their environmental and social practices.

#### How to Implement:

- Conduct supplier audits to ensure they follow sustainable practices and align with **CSRD** requirements.
- Encourage suppliers to track and report their sustainability performance, and integrate their data into your own sustainability reports.

## 1.3 Code of conduct of major retailers and brands

Major retailers and brands set their own Code of Conduct, which outlines the ethical and social standards that suppliers must follow. These codes are typically part of the supplier's compliance requirements and directly influence how factories operate. In this section, we will examine some of the most widely adopted codes of conduct and how they impact the RMG sector.

### Business Social Compliance Initiative (BSCI)

The **Business Social Compliance Initiative (BSCI)** is a globally recognized supply chain management system designed to help businesses improve working conditions in their supply chains. The initiative was established by the **Foreign Trade Association (FTA)** (now part of **Amfori**) and aims to promote ethical trade by ensuring that companies comply with social compliance standards. The BSCI system is based on labor rights, human rights, and ethical practices, with a focus on improving the working conditions in factories, particularly in countries with less stringent labor laws.

For the **Ready-Made Garment (RMG)** sector, BSCI plays a critical role in ensuring that factories meet global standards for fair wages, health and safety, and the prohibition of child labor. Adhering to BSCI standards is essential for factories that want to maintain their business relationships with European brands and other global buyers who prioritize ethical sourcing and social responsibility in their supply chains.

**BSCI's impact** on the RMG sector is substantial:

- Compliance with international standards helps factories build trust with buyers, improving the likelihood of securing long-term contracts.
- It ensures that workers' rights are respected and that working conditions in factories are continually improved.
- **Social compliance** contributes to the factory's reputation, employee satisfaction, and ultimately productivity, which is essential for competing in the global market.

## Key Principles of BSCI:

BSCI provides a Code of Conduct that outlines the core principles for ethical labor practices within factories. These principles focus on ensuring that factories in the supply chain adhere to certain social standards:

### 1. **Fair Wages and Compensation:**

- Wages must meet local legal requirements, and ideally, they should provide workers with enough income to maintain a decent standard of living.
- Factories must ensure that wages are paid on time and that workers receive compensation for overtime, holidays, and other benefits as stipulated by law.

### 2. **Health and Safety:**

- Factories are required to provide a safe and healthy working environment. This includes having safety measures in place to prevent workplace accidents and ensure workers' health is protected.
- Factories must maintain clean facilities, ensure proper ventilation, manage hazardous substances safely, and provide personal protective equipment (PPE) when needed.

### 3. **No Child Labor or Forced Labor:**

- The use of child labor is strictly prohibited under BSCI guidelines. Factories must ensure that all workers are of legal working age and have access to educational opportunities.
- Forced labor is also prohibited. Workers must have the right to leave their employment voluntarily, and no workers should be coerced or subjected to inhumane working conditions.

### 4. **Freedom of Association and Collective Bargaining:**

- Workers must have the right to freely associate and form or join trade unions without fear of retaliation.
- Workers should be allowed to engage in collective bargaining to negotiate for better working conditions and wages.

### 5. **Non-Discrimination:**

- Factories must provide equal opportunities for all workers, regardless of gender, ethnicity, religion, or other factors, ensuring a workplace free from discrimination.

### 6. **Fair Working Hours:**

- Working hours should comply with national laws and international standards. Workers should not be forced to work excessive overtime, and breaks must be provided throughout the workday.

## Best Practices in the RMG Sector for BSCI Compliance

### 1. **Compliance with Social Standards (Fair Wages, Benefits, and Safe Working Conditions):**

**Best Practice:** RMG factories must implement policies to ensure fair wages, provide worker benefits, and maintain safe working conditions in line with BSCI standards.

#### **How to Implement:**

- **Fair Wages:** Ensure that workers receive at least the minimum wage prescribed by local labor laws or the industry standard. This can be done by conducting wage audits and regularly checking that wages are paid on time.
- **Worker Benefits:** Provide workers with benefits such as paid sick leave, maternity leave, pension schemes, and healthcare.

- **Safe Working Conditions:** Provide adequate **PPE** for workers handling chemicals, sharp objects, or operating machinery. Ensure that all factory areas are free from health and safety hazards, such as fire hazards or inadequate ventilation.

**Example:** An RMG factory can implement a safety program that includes regular fire drills, provides workers with safety helmets and gloves, and ensures that emergency exits are clearly marked. The factory should also offer health insurance benefits to workers and ensure that overtime pay is consistent with the local labor laws.

## 2. Worker Training and Education:

**Best Practice:** Regular training programs should be implemented to educate workers on their rights, health and safety standards, and compliance with BSCI principles.

### How to Implement:

- **Rights Training:** Provide worker rights training to educate workers about fair wages, safe working conditions, and the importance of reporting violations.
- **Health and Safety Training:** Conduct regular training on proper use of machinery, handling hazardous materials, and ergonomic practices to reduce injuries.

**Example:** A factory could conduct monthly workshops to educate workers about their labor rights (e.g., the right to refuse unsafe work) and provide safety training on the correct handling of chemicals used in dyeing fabrics.

## 3. Grievance Mechanisms:

**Best Practice:** Establish a clear grievance mechanism where workers can safely report complaints or instances of discrimination without fear of retaliation.

### How to Implement:

- Create an anonymous hotline or suggestion box where workers can report workplace issues.
- Designate a compliance officer or HR representative to investigate complaints and resolve issues promptly.

**Example:** A factory could introduce an anonymous whistleblower system, where workers can report workplace concerns such as harassment or unsafe working conditions. The factory management must ensure that there is a clear follow-up process and take corrective actions where necessary.

## 4. Continuous Improvement and BSCI Audits:

**Best Practice:** Regularly conduct BSCI audits to evaluate the factory's compliance with social standards and implement continuous improvements based on audit results.

### How to Implement:

- **Internal Audits:** Perform internal audits to review compliance with labor laws and BSCI standards. This includes reviewing health and safety records, wage payment records, and worker feedback.
- **Third-Party Audits:** Work with external auditors to ensure impartial evaluations and identify areas for improvement.

**Example:** A factory could hire a third-party BSCI auditor annually to evaluate working conditions, wage fairness, and adherence to safety regulations. Based on the audit results, the factory can implement improvement actions, such as upgrading safety equipment or providing additional training on labor rights.

## Ethical Trading Initiative (ETI)-SEDEX

The **Ethical Trading Initiative (ETI)** is a global alliance of companies, trade unions, and non-governmental organizations (NGOs) that works to promote fair labor practices across supply chains. The ETI's core goal is to ensure that workers' rights are upheld, and they operate under conditions that respect human dignity and fairness. ETI works with businesses to create and uphold

ethical sourcing practices, ensuring that companies adhere to a Code of Conduct based on International Labour Organization (ILO) standards.

**SEDEX** (Supplier Ethical Data Exchange) is a platform that facilitates the sharing of ethical supply chain data. It enables businesses to collaborate with their suppliers by sharing information about labor conditions, health and safety, and environmental practices. By joining SEDEX, factories can ensure that their operations are transparent and meet global ethical standards, allowing them to maintain business relationships with international buyers who prioritize sustainability and ethical sourcing.

For the **Ready-Made Garment (RMG) sector**, complying with ETI principles and being active on SEDEX is essential, as major global retailers and brands increasingly demand transparency and adherence to ethical standards in their supply chains. Non-compliance can result in losing contracts or facing reputational damage. Factories that meet ETI and SEDEX standards demonstrate their commitment to ethical labor practices and environmental sustainability, which can strengthen their position in the global market.

### Key Elements of ETI and SEDEX:

#### 1. Ethical Trading Initiative (ETI):

**Code of Conduct:** ETI's Code of Conduct provides guidelines for ensuring fair labor practices. It is based on international conventions, including those of the International Labour Organization (ILO). This Code covers key areas such as:

- **Child labor:** Prohibiting the use of child labor and ensuring compliance with national laws regarding the minimum age for employment.
- **Forced labor:** Ensuring that no worker is forced to work under coercion or threat.
- **Freedom of association:** Workers must have the right to form and join trade unions and to engage in collective bargaining.
- **Fair wages:** Ensuring that workers are paid fairly for their work, and that wages comply with local laws and international standards.
- **Working hours:** Limiting working hours to prevent excessive overtime and ensuring workers receive proper rest and leave.
- **Health and safety:** Factories must provide a safe and healthy working environment, minimizing workplace hazards.

**Impact on RMG Sector:** Adherence to ETI standards ensures that RMG factories operate in a way that respects human rights and provides safe, fair working conditions. This reduces the risk of human rights violations, legal issues, and labor disputes, while promoting a positive image in global markets.

#### 2. SEDEX (Supplier Ethical Data Exchange):

**SEDEX Platform:** SEDEX is an online platform where suppliers can upload and share data about their ethical sourcing and sustainability practices with their customers. This includes information on labor conditions, health and safety standards, and compliance with local and international laws.

**Impact on RMG Sector:**

- **Transparency:** By regularly updating their SEDEX profiles, RMG factories can provide transparency on their ethical practices. This helps factories build trust with global buyers who are increasingly demanding accountability for the conditions under which products are made.

- **Auditing:** SEDEX also facilitates the audit process, allowing businesses to conduct audits of their suppliers to verify that they comply with ethical standards. Factories that maintain good ratings on SEDEX are more likely to secure contracts from international brands that prioritize ethical sourcing.

## Best Practices in the RMG Sector for ETI and SEDEX Compliance

### 1. Transparency:

**Best Practice:** Factories should regularly update their SEDEX profiles with accurate and detailed information about their working conditions, health and safety practices, and wage structures. This is crucial for maintaining compliance with both **ETI** and **SEDEX** standards.

**How to Implement:**

- Maintain up-to-date records on working conditions (e.g., hours worked, worker safety, and treatment).
- Report wage structures and ensure that wages comply with local labor laws and ETI standards.
- Ensure health and safety practices are regularly updated and comply with both national regulations and international best practices.

**Example:** An RMG factory might update its **SEDEX profile** with data on how workers' health and safety are managed. For example, the factory could provide information about its regular safety drills, fire evacuation plans, and access to **PPE** for workers handling chemicals. Additionally, the profile might include the factory's efforts to reduce working hours and ensure fair wages for all employees.

### 2. Regular Audits:

**Best Practice:** Conduct regular audits to ensure that working conditions, health and safety standards, and wage structures meet **ETI** and **SEDEX** requirements.

**How to Implement:**

- **Internal Audits:** Conduct self-assessments and audits of internal processes to ensure compliance with ETI principles, such as freedom of association, health and safety, and no discrimination.
- **Third-Party Audits:** Engage external auditors to evaluate whether the factory complies with **ETI** standards and **SEDEX** reporting requirements. These auditors can verify that the data submitted on SEDEX is accurate and reflects the true state of working conditions at the factory.

**Example:** A factory could hire an independent auditor to evaluate worker safety measures, wage payment systems, and ensure there is no child labor or forced labor in the workplace. The results of the audit would then be uploaded to the SEDEX platform to ensure transparency with international clients.

### 3. Worker Training and Awareness:

**Best Practice:** Ensure that all employees are trained on their rights, the factory's policies on health and safety, and the importance of fair wages.

**How to Implement:**

- Provide regular training programs to workers on labor rights, health and safety practices, and ethical sourcing.
- Create awareness about how workers can report violations or concerns anonymously, ensuring that there are no repercussions for voicing their concerns.

**Example:** A factory could hold monthly training sessions for workers on topics such as freedom of association, safe working practices, and reporting grievances. Workers should be informed about the grievance mechanism in place, such as an anonymous hotline or suggestion box.

#### 4. Engagement with Suppliers:

**Best Practice:** Engage with **suppliers** to ensure that they also meet **ETI** and **SEDEX** standards.

**How to Implement:**

- **Supplier Audits:** Regularly audit suppliers to ensure they are compliant with labor rights, health and safety, and fair wages.
- **Supplier Development:** Work with suppliers to improve their working conditions and help them meet ethical standards, including providing training on how to reduce labor violations and improve worker welfare.

**Example:** A factory producing garments for European clients might conduct supplier assessments to ensure that their fabric suppliers and accessory manufacturers meet the same ethical labor practices. This could involve conducting an audit of a supplier's workforce conditions, wage practices, and environmental footprint.

### Initiative Clause Sociale (ICS)

**Initiative Clause Sociale (ICS)** is a social responsibility initiative that encourages companies, particularly those in global supply chains, to adhere to ethical labor practices and uphold labor rights. The ICS initiative focuses on ensuring that the production processes of companies are socially responsible and fair. The primary aim of ICS is to guarantee that suppliers, including factories, operate with the highest standards of labor rights protection, worker welfare, and ethical conduct.

ICS emphasizes a code of conduct that focuses on improving working conditions, preventing discrimination, ensuring fair wages, safe workplaces, and promoting freedom of association for workers. This initiative encourages businesses to integrate these principles into their operations and ensure that they are actively monitoring and improving their practices throughout their supply chain.

ICS is often adopted by global brands and retailers as part of their ethical sourcing policies, and RMG factories that are part of such supply chains must ensure compliance with these principles.

### Impact on the RMG Sector:

For **RMG factories** working with brands that follow ICS principles, compliance with the ICS framework is critical. These factories need to demonstrate social responsibility by ensuring that their operations meet the social and ethical standards prescribed by ICS.

- **Improved Worker Rights:** ICS helps factories safeguard the rights of workers, ensuring they are not exploited, providing them with fair wages, and creating safe working environments.
- **Social Responsibility:** RMG factories that align with ICS principles contribute to broader goals of social responsibility, fair trade, and sustainability in global supply chains.
- **Access to Ethical Markets:** By adopting ICS principles, RMG factories can build credibility and strengthen their relationships with global brands that prioritize ethical sourcing.

### Best Practices in the RMG Sector for ICS Compliance

#### 1. Fair Wages and Benefits:

**Best Practice:** Ensure that all workers receive fair wages that comply with both local labor laws and international standards. Pay workers promptly and provide benefits such as paid sick leave, vacation days, and health insurance.

**How to Implement:**

- Conduct wage audits to ensure that wages are in line with ICS guidelines.
- Set up clear policies for overtime compensation and ensure that wages are paid regularly and on time.

**Example:** A factory can establish a system where workers are paid above the minimum wage and receive healthcare benefits and retirement plans. The factory can also offer bonuses for good performance or loyalty.

## 2. Safe and Healthy Working Conditions:

**Best Practice:** Ensure a safe working environment for employees by adhering to health and safety standards. This includes implementing proper **PPE** (personal protective equipment) for workers and ensuring that the factory is regularly inspected for safety hazards.

**How to Implement:**

- Regularly conduct health and safety audits to identify potential hazards.
- Provide safety training to workers on the proper use of PPE, equipment handling, and emergency procedures.
- Ensure fire drills and emergency exit routes are well-marked and accessible.

**Example:** A factory can provide safety glasses, gloves, and face masks for workers involved in cutting or dyeing processes. The factory can also install fire alarms and conduct regular emergency drills to prepare workers for potential incidents.

## 3. Freedom of Association and Worker Rights:

**Best Practice:** Promote freedom of association by allowing workers to form unions, engage in collective bargaining, and express concerns without fear of retaliation.

**How to Implement:**

- Establish a workers' council or similar representative body to ensure that workers have a channel to voice concerns and participate in decision-making processes.
- Ensure that workers are educated about their rights and freedom of association.

**Example:** The factory can establish a worker committee where employees can raise issues related to health, safety, and work conditions, and where their concerns are heard by management.

## Worldwide Responsible Accredited Production (WRAP)

Worldwide Responsible Accredited Production (WRAP) is a globally recognized certification program that promotes ethical manufacturing practices and ensures that factories meet high standards for safe and lawful working conditions. WRAP certification is particularly focused on compliance with labor laws, worker rights, and health and safety regulations across the global supply chain.

WRAP standards cover a range of issues, including child labor, forced labor, discrimination, harassment, freedom of association, and environmental impact. Factories that achieve WRAP certification are recognized for their commitment to social responsibility and ethical business practices, and this certification is often required by global retailers and brands that prioritize sustainable sourcing.

### Impact on the RMG Sector:

For **RMG factories** that are WRAP-certified, achieving and maintaining this certification is a

valuable asset that demonstrates their commitment to social compliance and ethical labor practices. This certification:

- **Enhances Reputation:** WRAP-certified factories are recognized for adhering to global ethical standards, making them more attractive to international buyers who prioritize **ethical sourcing**.
- **Market Access:** Many major global brands (such as Nike, Adidas, and Levi's) require their suppliers to be WRAP-certified to ensure that products are made under responsible labor conditions.
- **Legal Compliance:** WRAP certification helps factories comply with local and international laws regarding labor standards and workplace safety.

## Best Practices in the RMG Sector for WRAP Compliance

### 1. Compliance with Labor Laws:

**Best Practice:** Ensure full compliance with local labor laws and international standards, particularly regarding wages, working hours, child labor, and forced labor.

**How to Implement:**

- Monitor and enforce the legal working hours set by local governments.
- Ensure that no child labor or forced labor is present within the factory.
- Comply with minimum wage regulations and provide proper overtime pay.

**Example:** A factory can conduct regular labor law audits to ensure that workers are not overworked and that the factory is in compliance with wage regulations. This would include ensuring that no child labor is used in production and that workers are paid according to legal standards.

### 2. Health and Safety Standards:

**Best Practice:** Promote a culture of health and safety within the factory by ensuring that workplace conditions meet or exceed WRAP's health and safety standards.

**How to Implement:**

- Provide personal protective equipment (PPE) to workers where necessary.
- Maintain clean, well-ventilated work areas and ensure that emergency exits and fire alarms are clearly marked.
- Ensure that factories have first aid kits, trained safety officers, and fire extinguishers in place.

**Example:** A WRAP-certified factory could ensure that workers involved in the dyeing process are equipped with protective gloves and masks to minimize exposure to hazardous chemicals. The factory may also install sprinkler systems and fire exits that worker can use in case of emergency.

### 3. Continuous Improvement and Auditing:

**Best Practice:** Factories should engage in continuous improvement practices and conduct regular WRAP audits to maintain compliance and ensure that ethical standards are consistently met.

**How to Implement:**

- **Internal Audits:** Regularly perform internal audits to check adherence to WRAP guidelines.
- **Third-Party Audits:** Schedule third-party audits to maintain the credibility of the WRAP certification and ensure impartial evaluations.
- **Corrective Actions:** If non-compliance is found, promptly take corrective actions and implement preventive measures to avoid recurrence.

**Example:** An RMG factory could implement a monthly internal audit of its labor practices and health and safety measures. The factory could also arrange for annual third-party audits to verify that it continues to meet WRAP standards.

## Self-Check – 5.1

### Short Question:

1. What is the purpose of ISO 14001 in the RMG sector?
2. What are the key benefits of implementing ISO 9001 for RMG factories?
3. Explain the significance of the European Union Green Deal (EUGD) for RMG factories.
4. How does the Global Reporting Initiative (GRI) support transparency in the RMG sector?
5. What is the role of BSCI in promoting ethical trade in the RMG sector?

### Multiple Choice Questions (MCQs):

1. Which of the following ISO standards focuses on environmental management?
  - A) ISO 14001
  - B) ISO 45001
  - C) ISO 9001
  - D) ISO 50001
2. Which of the following is a key element of ISO 9001?
  - A) Risk Identification
  - B) Customer Focus
  - C) Waste Management
  - D) Social Compliance
3. What does the European Union Green Deal aim to achieve by 2050?
  - A) Carbon neutrality
  - B) Universal access to clean water
  - C) Zero waste to landfills
  - D) Full labor rights compliance
4. What is the purpose of the SEDEX platform?
  - A) To audit factories for compliance with labor laws
  - B) To share ethical supply chain data
  - C) To evaluate factory performance on production efficiency
  - D) To reduce waste in production processes
5. Which certification program focuses on ethical manufacturing and workplace safety in global supply chains?
  - A) WRAP
  - B) GRI
  - C) ISO 14001
  - D) BSCI

### True/False Questions:

1. ISO 9001 is a standard focused on environmental management.
2. The European Union Green Deal aims to make Europe climate-neutral by 2050.
3. BSCI ensures that factories comply with social standards such as fair wages, health and safety, and worker rights.
4. SEDEX is a certification program for reducing carbon emissions in factories.
5. ISO 14001 helps RMG factories improve their product quality through effective supply chain management.

## Answer Key- 5.1

### Short Question Answers:

- 1. What is the purpose of ISO 14001 in the RMG sector?**  
**Answer:** ISO 14001 provides a framework for managing environmental responsibilities, helping RMG factories reduce waste, optimize energy use, and minimize environmental impact.
- 2. What are the key benefits of implementing ISO 9001 for RMG factories?**  
**Answer:** ISO 9001 ensures that factories consistently produce high-quality garments, reduces defects, improves customer satisfaction, and helps factories meet regulatory requirements.
- 3. Explain the significance of the European Union Green Deal (EUGD) for RMG factories.**  
**Answer:** The EUGD requires RMG factories supplying to the EU to reduce their carbon footprint, promote energy efficiency, and adopt sustainable production practices to comply with EU climate neutrality goals by 2050.
- 4. How does the Global Reporting Initiative (GRI) support transparency in the RMG sector?**  
**Answer:** The GRI provides a framework for RMG factories to report their environmental, social, and governance (ESG) performance, helping factories demonstrate their sustainability efforts and build trust with stakeholders.
- 5. What is the role of BSCI in promoting ethical trade in the RMG sector?**  
**Answer:** BSCI ensures that factories adhere to social compliance standards, such as fair wages, health and safety, and prohibition of child labor, promoting ethical trade practices in the RMG supply chain.

### Multiple Choice Questions (MCQs) Answers:

- 1. Which of the following ISO standards focuses on environmental management?**  
**Answer:** A) ISO 14001
- 2. Which of the following is a key element of ISO 9001?**  
**Answer:** B) Customer Focus
- 3. What does the European Union Green Deal aim to achieve by 2050?**  
**Answer:** A) Carbon neutrality
- 4. What is the purpose of the SEDEX platform?**  
**Answer:** B) To share ethical supply chain data
- 5. Which certification program focuses on ethical manufacturing and workplace safety in global supply chains?**  
**Answer:** A) WRAP

### True/False Answers:

- 1. ISO 9001 is a standard focused on environmental management.**  
**Answer:** False
- 2. The European Union Green Deal aims to make Europe climate-neutral by 2050.**  
**Answer:** True
- 3. BSCI ensures that factories comply with social standards such as fair wages, health and safety, and worker rights.**  
**Answer:** True
- 4. SEDEX is a certification program for reducing carbon emissions in factories.**  
**Answer:** False
- 5. ISO 14001 helps RMG factories improve their product quality through effective supply chain management.**  
**Answer:** False

## Task Sheet- 5.1

**Task Name:** Identify and Explain the Key Elements of ISO 9001:2015 and Their Impact on the RMG Sector.

<b>Instructions:</b>
<b>Read and understand the directions carefully:</b> <ul style="list-style-type: none"><li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.</li><li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li><li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li><li>▪ you have one (1) hour to complete this demonstration.</li></ul>
<b>Procedure:</b> <ul style="list-style-type: none"><li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li><li>▪ Read the specification information provided.</li><li>▪ Collect all materials needed to complete the task.</li><li>▪ Perform the task within the given time.</li><li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li></ul>
<b>Specification Information:</b> <ul style="list-style-type: none"><li>▪ Collect required supplies, materials, tools and equipment for the job.</li><li>▪ Read the ISO 9001:2015 guidelines thoroughly before starting the task.</li><li>▪ Use a notebook or digital document to list the key elements and their RMG sector impact.</li><li>▪ Identify Key Elements Relevant to RMG</li><li>▪ Analyze Practical Examples in RMG Industry</li><li>▪ List positive impacts on productivity, compliance, consistency, defect reduction, workplace efficiency, and buyer confidence.</li><li>▪ Prepare short notes for each ISO element with its specific relevance in RMG operations.</li><li>▪ Write the required information and put into the blank column.</li><li>▪ Submit the completed worksheet to the Trainer.</li></ul>
<b>Drawing/ Diagram/ Worksheet:</b>

**Worksheet:** (Please use extra sheet as required)

Sl.No.	Description/Items (List the Key Elements of ISO 9001:2015)	Activities (Write down the Impact on the RMG Sector.)

**Resources Required:**

Tools:	<ul style="list-style-type: none"> <li>• Notebook / clipboard</li> <li>• Pen / marker</li> <li>• Digital tablet or laptop (optional)</li> <li>• Approved ISO 9001:2015 documentation</li> <li>• Access to QMS manuals and SOPs</li> <li>• Observation checklist</li> <li>• Internal audit templates (if available)</li> <li>•</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Printed ISO 9001:2015 clauses</li> <li>• RMG company policies (quality policy, objectives)</li> <li>• Production floor SOPs</li> <li>• Quality inspection sheets</li> <li>• Sample records</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>• Safety shoes</li> <li>• High-visibility vest</li> <li>• Dust mask</li> <li>• Safety gloves</li> <li>• Ear protection</li> <li>• Hairnet</li> </ul>

## Information Sheet – 5.2

**Learning Outcome-2:** Identify audit Frameworks and Methodologies.

**Learning Objective:** After completing this section, the learners will be able to explain, define, and interpret the following contents:

### Contents:

- 2.1 Industry-specific audit standards
- 2.2 Audit (internal and external) frameworks and methodologies
- 2.3 Role of third-party audits and certifications

### 2.1 Industry-specific audit standards

Industry-specific audit standards are tailored guidelines used to assess a company's compliance with social, environmental, and quality standards relevant to that industry. For the **RMG sector**, several standards focus on labor rights, environmental impact, health and safety, and quality management.

### Common Industry-Specific Audit Standards for the RMG Sector

#### 1. **BSCI (Business Social Compliance Initiative):**

BSCI is a widely recognized auditing standard that focuses on social compliance and ethical labor practices. It covers areas such as fair wages, worker safety, and the prohibition of child labor.

##### Focus Areas:

- Labor rights and conditions
- Health and safety standards
- Freedom of association and collective bargaining

#### 2. **WRAP (Worldwide Responsible Accredited Production):**

WRAP is a certification and auditing program that focuses on ethical manufacturing practices and ensuring that RMG factories comply with labor laws, safety regulations, and environmental standards.

##### Focus Areas:

- Safe working conditions
- Labor rights compliance
- Environmental sustainability

#### 3. **ISO 9001 (Quality Management Systems):**

ISO 9001 is a quality management standard that ensures factories consistently meet customer requirements and improve operational efficiency. This standard applies to the entire production process.

##### Focus Areas:

- Consistent product quality
- Process optimization
- Customer satisfaction

#### 4. **ISO 14001 (Environmental Management Systems):**

ISO 14001 is a standard that ensures factories manage their environmental impact effectively by optimizing resource use and reducing waste.

##### Focus Areas:

- Waste management
- Energy conservation

- Pollution prevention

## 5. SA 8000 (Social Accountability International)

**SA 8000** is an international standard for social accountability in the workplace. It aims to ensure that organizations meet human rights and labor standards, including the protection of workers from abuse, exploitation, and unsafe working conditions.

### Focus Areas:

- Child Labor
- Forced Labor
- Health and Safety
- Freedom of Association
- Discrimination
- Compensation
- Working Hours

## 2.2 Audit (internal and external) frameworks and methodologies

Audits are essential tools for assessing compliance with standards, regulations, and policies. In the **RMG sector**, audits ensure that factories are meeting ethical, quality, environmental, and health and safety standards. There are two primary types of audits: internal audits and external audits. Both types are designed to evaluate factory operations, identify risks, and improve processes, but they differ in methodology, scope, and the party conducting the audit.

### Understanding Internal and External Audit Frameworks

#### Internal Audits

**Definition:** An internal audit is a self-assessment conducted by a factory's own staff or designated internal auditors. The purpose of internal audits is to evaluate the factory's compliance with established policies, procedures, and external regulations. These audits focus on identifying internal inefficiencies, potential risks, and gaps in compliance with social, environmental, and quality standards.

Internal audits are typically conducted to ensure that operations are running according to the factory's internal guidelines and the relevant international standards (e.g., BSCI, ISO 9001, ISO 14001).

#### Methodology for Internal Audits:

##### 1. Preparation:

**Scope:** The first step in an internal audit is defining the scope of the audit. This includes identifying the areas, processes, or systems that will be assessed. For example, an audit could focus on worker safety, environmental impact, waste management, or product quality.

**Objectives:** Establish clear objectives for the audit, such as ensuring compliance with health and safety standards, evaluating the effectiveness of training programs, or assessing resource usage.

**Audit Plan:** The audit team develops a detailed audit plan that outlines the methods, timeline, and personnel involved in the audit. This includes deciding on who will be interviewed, what documents will be reviewed, and which processes will be observed.

##### 2. Fieldwork:

**Data Collection:** During the fieldwork phase, internal auditors collect data through interviews, document reviews, and observations. They may interview workers, managers, and safety

officers, review factory records (e.g., wage payments, health and safety logs), and observe factory floor operations to assess compliance with the set standards.

#### **Examples of Fieldwork Activities:**

- Interviewing workers about their awareness of safety protocols.
- Reviewing the employee training records to ensure that workers have received adequate health and safety training.
- Observing the use of personal protective equipment (PPE) in hazardous areas.

### **3. Reporting:**

**Findings:** The audit team identifies non-conformances and areas where the factory is not adhering to the internal policies or external standards. This includes process inefficiencies, unsafe working conditions, or environmental violations.

**Corrective Actions:** The auditors provide corrective action recommendations to address the identified issues. These actions could include improving safety protocols, enhancing training programs, or optimizing resource usage.

**Audit Report:** The final step is the preparation of an audit report, which outlines the findings, corrective actions, and timelines for implementation.

#### **Focus of Internal Audits:**

**Operational Inefficiencies:** Identifying areas where the factory can improve its processes to reduce costs, save energy, or optimize production.

**Compliance:** Ensuring adherence to both internal policies and external regulations (e.g., local labor laws, environmental regulations).

**Continuous Improvement:** Internal audits foster a culture of continuous improvement, where factories strive to enhance their operations based on audit findings.

#### **External Audits**

**Definition:** An external audit is conducted by an independent third-party auditor or certification body to evaluate whether a factory's operations comply with industry standards, such as BSCI, WRAP, ISO 9001, or ISO 14001. External audits are typically conducted to ensure that factories meet the expectations of buyers and certification organizations and to verify social compliance and environmental sustainability.

Unlike internal audits, external audits are carried out by independent auditors who are not involved in the daily operations of the factory. This provides an objective assessment of the factory's compliance and ensures credibility with buyers.

#### **Methodology for External Audits**

##### **1. Audit Preparation:**

**Audit Planning:** The third-party auditor develops a detailed audit plan, including determining the audit objectives, scope, and areas to focus on (e.g., labor rights, environmental performance). The audit plan is typically shared with the factory in advance.

**Document Review:** External auditors review relevant documents, such as policies, training materials, and compliance reports before the audit visit. This helps auditors understand the factory's operations and its current compliance status.

## 2. Fieldwork:

**Factory Visit:** During the fieldwork phase, auditors visit the factory to assess its operations in real-time. They conduct interviews with management and workers, inspect facilities, and observe operations to assess compliance with the applicable standards.

### Examples of Fieldwork Activities:

**Interviews:** The auditor may conduct interviews with workers to ensure they are aware of their rights (e.g., fair wages, working hours, and health and safety procedures).

**Document Review:** Inspecting worker records, pay slips, and contracts to ensure workers are being treated fairly.

**Observations:** Assessing the use of PPE in the production areas, emergency exits, fire safety equipment, and machine safety protocols.

## 3. Reporting:

**Audit Findings:** The external auditor prepares an audit report that highlights compliance, identifies non-compliance areas, and provides recommendations for corrective actions.

**Corrective Actions:** The factory must take corrective actions to address any issues found during the audit. These actions may include improvements in worker welfare, health and safety measures, or environmental practices.

**Certification:** If the factory complies with all relevant standards, it may receive certification or re-certification (e.g., WRAP certification, ISO certification), which can enhance its credibility and marketability with international buyers.

### Focus of External Audits:

**Compliance with Global Standards:** External audits ensure that factories meet global standards and buyer requirements for ethical labor practices, environmental management, and quality control.

**Supplier Verification:** External audits verify that factories meet the ethical sourcing requirements of their buyers and certification bodies (e.g., BSCI, WRAP, ISO).

**Global Market Access:** Certification through external audits is often required to access global markets, particularly for international buyers who demand compliance with ethical and environmental standards.

### Key Differences Between Internal and External Audits

Criteria	Internal Audit	External Audit
<b>Who Conducts the Audit</b>	Conducted by the factory's own staff or designated internal auditors.	Conducted by third-party auditors or certification bodies.
<b>Purpose</b>	To assess internal compliance with policies and standards.	To evaluate compliance with external standards, regulations, and buyer requirements.
<b>Frequency</b>	Regular and scheduled by the factory.	Usually annual or as required by certification bodies or buyers.
<b>Independence</b>	Not independent, as it is done by internal staff.	Independent, conducted by external parties.
<b>Scope</b>	Focuses on internal operational processes, inefficiencies, and	Focuses on compliance with global

	compliance.	standards and certifications.
<b>Outcome</b>	Internal reports identifying areas for improvement and corrective actions.	External report with findings, corrective actions, and potential certification.

## 2.3 Role of third-party audits and certifications

Third-party audits and certifications are conducted by independent organizations to assess and verify a factory's compliance with international standards. These audits and certifications are crucial for factories that wish to maintain global market access and demonstrate their commitment to sustainability and ethical practices.

### The Role of Third-Party Audits in the RMG Sector

#### 1. Building Trust with Buyers:

- Third-party audits and certifications provide independent verification of a factory's compliance with social, environmental, and quality standards, helping to build trust with international buyers.
- For example, a WRAP certification can assure buyers that a factory follows ethical labor practices and maintains a safe working environment.

#### 2. Ensuring Compliance:

- Third-party audits ensure that factories adhere to national labor laws, international conventions (e.g., **ILO Conventions**), and industry-specific standards (e.g., **BSCI**).
- These audits verify compliance with health and safety regulations, fair wages, and worker conditions, ensuring factories do not engage in unethical practices.

#### 3. Improving Performance and Continuous Improvement:

- External audits often provide valuable feedback that helps factories improve their operations. The audit findings and recommendations lead to continuous improvement in quality management, worker welfare, and environmental practices.

### Examples of Third-Party Certification Programs

#### 1. WRAP Certification:

- WRAP is a global certification program that encourages factories to implement ethical manufacturing practices, including safe working conditions, fair wages, and no child labor.
- Factories certified by WRAP demonstrate their commitment to ethical business practices and gain market credibility.

#### 2. BSCI Certification:

- The Business Social Compliance Initiative (BSCI) promotes the adoption of ethical trade practices across global supply chains. Factories that comply with BSCI standards are certified, demonstrating their commitment to labor rights and sustainability.

#### 3. ISO Certifications:

- Factories may also seek certifications such as ISO 9001 (Quality Management) and ISO 14001 (Environmental Management), which demonstrate that their operations meet international standards for product quality and environmental responsibility.

## Self-Check – 5.2

### Short Questions:

1. **What is the primary purpose of an internal audit in an RMG factory?**
2. **Define an external audit and its main objective.**
3. **List three key focus areas of an internal audit in the RMG sector.**
4. **Name two examples of external audit or certification programs for the RMG sector.**
5. **What is the importance of audit preparation in both internal and external audits?**

### Multiple Choice Questions (MCQs):

1. **Which of the following is a primary focus of internal audits in the RMG sector?**
  - A) Independent certification
  - B) Identifying operational inefficiencies
  - C) Issuing international reports
  - D) Approving international contracts
2. **External audits are conducted by:**
  - A) Factory management only
  - B) Internal supervisors
  - C) Third-party auditors or certification bodies
  - D) Local government officials exclusively
3. **Which of the following audit standards are commonly used in the RMG sector?**
  - A) BSCI and WRAP
  - B) ISO 9001 and ISO 14001
  - C) SA 8000
  - D) All of the above
4. **The methodology of internal audits includes:**
  - A) Preparing audit objectives and scope
  - B) Collecting data through interviews and observations
  - C) Reporting findings and corrective actions
  - D) All of the above
5. **Which of the following is NOT a focus area of external audits?**
  - A) Compliance with international standards
  - B) Verifying operational efficiency
  - C) Independent certification and reporting
  - D) Supply chain transparency

### True/False Questions:

1. **Internal audits are conducted by third-party auditors.**
2. **External audits provide an independent verification of a factory's compliance with international standards.**
3. **Internal audits focus mainly on operational inefficiencies and process improvements within the factory.**
4. **External audits do not require any prior preparation or document review.**
5. **Corrective actions are an essential part of both internal and external audits.**

## Answer Key -5.2

### Short Question Answers:

- 1. What is the primary purpose of an internal audit in an RMG factory?**  
**Answer:** To assess compliance with internal policies, operational processes, and standards, identify inefficiencies, and recommend corrective actions for improvement.
- 2. Define an external audit and its main objective.**  
**Answer:** An external audit is conducted by a third-party or certification body to evaluate the factory's compliance with international standards, regulations, and buyer requirements. Its main objective is to ensure independent verification of compliance and eligibility for certification.
- 3. List three key focus areas of an internal audit in the RMG sector.**  
**Answer:** Operational efficiency, compliance with internal policies, and health and safety standards.
- 4. Name two examples of external audit or certification programs for the RMG sector.**  
**Answer:** BSCI (Business Social Compliance Initiative) and WRAP (Worldwide Responsible Accredited Production).
- 5. What is the importance of audit preparation in both internal and external audits?**  
**Answer:** Audit preparation ensures that objectives, scope, and methodology are defined, relevant documents are reviewed, and all audit activities are organized for effective and systematic assessment.

### Multiple Choice Questions (MCQs)

- 1. Which of the following is a primary focus of internal audits in the RMG sector?**  
**Answer:** B) Identifying operational inefficiencies
- 2. External audits are conducted by:**  
**Answer:** C) Third-party auditors or certification bodies
- 3. Which of the following audit standards are commonly used in the RMG sector?**  
**Answer:** D) All of the above
- 4. The methodology of internal audits includes:**  
**Answer:** D) All of the above
- 5. Which of the following is NOT a focus area of external audits?**  
**Answer:** B) Verifying operational efficiency (Internal audits focus more on efficiency)

### True/False Answers:

- 1. Internal audits are conducted by third-party auditors.**  
**Answer:** False
- 2. External audits provide an independent verification of a factory's compliance with international standards.**  
**Answer:** True
- 3. Internal audits focus mainly on operational inefficiencies and process improvements within the factory.**  
**Answer:** True
- 4. External audits do not require any prior preparation or document review.**  
**Answer:** False
- 5. Corrective actions are an essential part of both internal and external audits.**  
**Answer:** True

## Task Sheet- 5.2

**Task Name:** Identify and Describe the Key Differences Between Internal and External Audits in RMG Industry.

<b>Instructions:</b>
<b>Read and understand the directions carefully:</b> <ul style="list-style-type: none"><li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.</li><li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li><li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li><li>▪ you have one (1) hour to complete this demonstration.</li></ul>
<b>Procedure:</b> <ul style="list-style-type: none"><li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li><li>▪ Read the specification information provided.</li><li>▪ Collect all materials needed to complete the task.</li><li>▪ Perform the task within the given time.</li><li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li></ul>
<b>Specification Information:</b> <ul style="list-style-type: none"><li>▪ Collect required supplies, materials, tools and equipment for the job.</li><li>▪ Read the training materials carefully before starting.</li><li>▪ Carefully read and understand the concepts before listing differences.</li><li>▪ Use approved audit documents and templates for reference.</li><li>▪ Read definitions of internal and external audits from QMS documents.</li><li>▪ Review ISO-based audit requirements</li><li>▪ Review Internal Audit Practices</li><li>▪ Review External Audit Practices</li><li>▪ Compare internal vs external audits</li><li>▪ Present differences clearly in a table format.</li><li>▪ Write the required information and put into the blank column.</li><li>▪ Submit the completed worksheet to the Trainer.</li></ul>
<b>Drawing/ Diagram/ Worksheet:</b>

**Worksheet:** (Please use extra sheet as required)

Sl.No.	Description/Items	Activities	
	Criteria	Internal Audit	External Audit

**Resources Required:**

Tools:	<ul style="list-style-type: none"> <li>• Clipboard</li> <li>• Pen/pencil</li> <li>• Internal audit checklist</li> <li>• External audit guidelines</li> <li>• QMS documents and SOPs</li> <li>• Audit plan and schedule</li> <li>• Laptop/tablet (optional)</li> <li>• Observation sheet</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Printed copies of internal audit reports</li> <li>• External audit reports</li> <li>• Non-conformance reports and CAPA documents</li> <li>• Organizational charts</li> <li>• Relevant ISO standards reference sheets</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Safety shoes</li> <li>▪ High-visibility vest</li> <li>▪ Dust mask</li> <li>▪ Gloves</li> <li>▪ Ear protection</li> <li>▪ Hairnet</li> </ul>

## Information Sheet – 5.3

**Learning Outcome-3:** Ensure compliance with social and ethical standards.

**Learning Objective:** After completing this section, the learners will be able to explain, define, and interpret the following contents:

### Contents:

- 3.1 Key ethical frameworks
- 3.2 Ethical sourcing and fair-trade practices
- 3.3 Fair Trade Certified
- 3.4 SA8000 (Social Accountability) standard

### 3.1 Key Ethical Frameworks

The **UN Guiding Principles on Business and Human Rights (UNGPs)**, adopted in 2011, provide a comprehensive framework for addressing **human rights risks** in business operations. The principles are designed to ensure that businesses respect **human rights** and prevent negative impacts on individuals and communities, particularly in sectors that have significant social and environmental footprints, such as the RMG (Ready-Made Garment) sector.

The UNGPs are built on the premise that businesses must avoid infringing on the rights of individuals, while at the same time, governments have the responsibility to ensure that businesses comply with human rights standards through laws and regulations. The framework serves as a roadmap for businesses to manage human rights issues effectively and systematically, ensuring that companies act responsibly and ethically in their operations.

#### Three Pillars of the UNGPs

##### 1. The State Duty to Protect Human Rights:

This pillar establishes that governments have the primary responsibility to protect human rights. Governments must create and enforce laws and regulations that hold businesses accountable for respecting human rights in their operations. It includes the obligation to:

- Regulate businesses to prevent human rights abuses within their jurisdiction.
- Ensure that businesses comply with national and international human rights standards.
- Hold businesses accountable for any violations of human rights that occur within their operations or supply chains.

##### Impact on the RMG Sector

For RMG factories, this means that governments must implement and enforce labor laws and human rights regulations that ensure fair treatment of workers. It is the responsibility of local governments to ensure that RMG factories comply with minimum labor standards such as:

- Minimum wages
- Working hours
- Safety standards
- Prohibition of child labor and forced labor
- Non-discriminatory practices

RMG factories must align with national labor laws and international human rights standards to avoid violations and to ensure that workers' rights are protected.

##### 2. The Corporate Responsibility to Respect Human Rights:

The second pillar emphasizes that businesses themselves are responsible for respecting human rights within their operations, across their supply chains, and in their business relationships. This includes:

- **Preventing human rights violations:** Businesses must take proactive steps to avoid infringing on human rights.
- **Mitigating adverse impacts:** When business activities have a negative impact on human rights, companies must take corrective actions to mitigate those impacts.

Businesses are required to integrate respect for human rights into their core operations and business strategy. This can include policies, due diligence, and monitoring systems that help businesses identify and address human rights risks before they manifest.

### **Impact on the RMG Sector:**

For RMG factories, the corporate responsibility to respect human rights translates into the need to:

- Ensure fair wages and provide safe working conditions.
- Respect workers' rights to organize and engage in collective bargaining.
- Take steps to prevent child labor and forced labor in the supply chain.
- Implement gender equality and non-discrimination policies.
- Ensure worker participation in decision-making processes related to labor conditions.

This pillar emphasizes the importance of a responsible business culture where human rights are respected and embedded in the factory's daily operations.

### **3. Access to Remedy:**

The third pillar focuses on ensuring that **victims of human rights abuses** have access to **effective remedy**. This can be:

- **Judicial remedy:** Access to legal mechanisms to seek justice and compensation through courts.
- **Non-judicial remedy:** Access to other grievance mechanisms such as **mediation, arbitration, or ombudsman services**.
- **State-based remedy:** Government-backed systems for resolving complaints of human rights violations.

Access to remedy means that when human rights abuses occur, workers must have a clear and accessible process to report grievances and seek compensation or justice.

### **Impact on the RMG Sector:**

In the RMG sector, this pillar underscores the need for:

- Grievance mechanisms within factories where workers can report violations (such as wage disputes, unsafe working conditions, or harassment) without fear of retaliation.
- The legal framework that provides a channel for workers to pursue justice if their rights are violated, through either legal action or alternative dispute resolution mechanisms.
- Transparency in the handling of grievances to ensure that workers' complaints are addressed in a timely and fair manner.

## **Impact of the UNGPs on the RMG Sector**

The **UNGPs** have a profound impact on how RMG factories operate and manage human rights risks. Here are several key areas in which the UNGPs influence the sector:

### **1. Managing Human Rights Risks (Child Labor, Forced Labor, Discrimination, Unsafe Working Conditions):**

The UNGPs guide RMG factories in identifying and addressing key human rights risks within their operations. This includes preventing practices like child labor, forced labor, discrimination,

and ensuring safe working conditions. By adhering to the UNGPs, RMG factories can reduce the risk of human rights abuses and improve their working environment.

For example, the **UNGPs** require RMG factories to ensure that workers are not subjected to excessive working hours and that their wages are paid on time and in full. Workplace safety should be a top priority to prevent accidents and injuries.

## **2. Alignment with International Human Rights Standards:**

Factories must ensure that their practices are in line with international human rights standards, such as those outlined in the ILO (International Labour Organization) conventions and UN human rights declarations. This helps ensure that workers are treated fairly and dignified.

By adhering to international human rights standards, RMG factories can not only avoid violations but also improve their reputation in the eyes of global buyers who prioritize ethical sourcing.

## **3. Strengthening Relationships with International Buyers:**

Buyers, particularly those in European markets, are increasingly demanding that their suppliers adhere to ethical sourcing standards. By following the UN Guiding Principles, RMG factories can meet buyer expectations and secure long-term contracts with global brands. This compliance demonstrates the factory's commitment to responsible business practices, worker welfare, and social responsibility.

## **4. Improving Factory Reputation and Marketability:**

Adopting the UNGPs helps RMG factories build trust with international buyers and demonstrate a commitment to human rights. Factories that align with these principles are more likely to be certified by global ethical organizations like Fair Trade, SA8000, or WRAP, which can improve their marketability and increase demand for their products.

## **5. Accountability and Transparency:**

The UNGPs require factories to be transparent in their operations and to establish systems for workers to report abuses. This can be achieved through the creation of grievance mechanisms that ensure employees can safely and confidentially report violations. Establishing transparency increases accountability and shows buyers that the factory is serious about maintaining ethical standards.

## **3.2 Ethical sourcing and fair-trade practices**

### **Understanding Ethical Sourcing:**

Ethical sourcing refers to the process of selecting suppliers and sourcing products based on ethical standards that align with social and environmental responsibilities. In the RMG sector, ethical sourcing ensures that factories uphold labor rights, use sustainable materials, and meet environmental standards throughout the supply chain.

### **Key Principles of Ethical Sourcing:**

1. **Fair Labor Practices:** Ensuring workers are paid fairly, work in safe conditions, and have access to essential benefits such as health care and education.
2. **Environmental Responsibility:** Sourcing materials that are sustainably produced, minimizing the environmental impact of manufacturing, and promoting waste reduction and energy efficiency.

3. **Transparency:** Factories should provide clear and accessible information regarding their sourcing practices, including worker conditions, material sourcing, and environmental policies.

### Understanding Fair-Trade Practices:

Fair Trade is a global movement focused on ensuring that producers in developing countries receive fair compensation for their goods and services. In the RMG sector, Fair Trade practices focus on promoting ethical working conditions, fair wages, and environmental sustainability in garment manufacturing.

#### Key Principles of Fair Trade:

1. **Fair Wages:** Workers should receive a wage that meets or exceeds local living wage standards, ensuring they can support themselves and their families.
2. **Safe and Healthy Working Conditions:** Factories must ensure that workers are provided with a safe and healthy working environment, free from discrimination and harassment.
3. **Long-Term Relationships:** Fair Trade practices emphasize long-term relationships between buyers and suppliers, rather than short-term contracts, to promote sustainable growth for factories and workers.
4. **Environmental Sustainability:** Fair Trade-certified factories are expected to minimize their environmental impact, including energy use, water consumption, and waste generation.

### 3.3 Fair Trade Certified

The Fair Trade Certified label is awarded to businesses that meet the standards of fair wages, sustainable sourcing, and ethical business practices. Factories with this certification demonstrate a commitment to improving the working conditions and economic well-being of workers, particularly in developing regions.

#### Impact on the RMG Sector:

Fair Trade Certified factories have demonstrated their commitment to ethically produced garments by ensuring that workers receive fair wages, work in safe conditions, and have access to benefits such as healthcare and education. This certification is a key differentiator for buyers looking for sustainable and ethically produced garments.

#### Focus Areas for Fair Trade Certification:

1. **Living Wage:** Ensuring workers earn a wage that covers their basic needs and provides for a decent standard of living.
2. **Child Labor and Forced Labor:** Prohibiting child labor and forced labor, ensuring that all workers are of legal working age and are working voluntarily.
3. **Environmental Responsibility:** Promoting practices that reduce environmental impact, such as energy and water conservation, and waste reduction.

### 3.4 SA8000 (Social Accountability Standard)

**SA8000** is an internationally recognized social accountability standard that focuses on ensuring that factories and organizations uphold workers' rights and provide safe, ethical working conditions. It is based on international labor standards such as the International Labour Organization (ILO) conventions and the UN Declaration of Human Rights.

### Focus Areas of SA8000:

1. **Child Labor:** Prohibiting child labor and ensuring that workers are above the legal working age.
2. **Forced Labor:** Ensuring that workers are employed voluntarily, without coercion or threats.
3. **Health and Safety:** Providing a safe and healthy working environment for all employees.
4. **Freedom of Association:** Ensuring that workers have the right to form and join unions and engage in collective bargaining.
5. **Discrimination:** Prohibiting discrimination in hiring, compensation, training, promotion, and termination based on gender, race, age, religion, etc.
6. **Compensation:** Ensuring that workers receive fair wages, including benefits and overtime, that meet or exceed the local legal standards.
7. **Working Hours:** Limiting working hours to reasonable levels, ensuring workers have adequate rest periods, vacation time, and sick leave.

### Impact on the RMG Sector:

For RMG factories, SA8000 certification serves as evidence of social responsibility and compliance with international labor standards. It helps improve worker welfare, reduces the risk of labor violations, and enhances buyer trust. Factories with SA8000 certification gain a competitive edge in markets where ethical sourcing and worker rights are a priority.

## Self-check – 5.3

### Short Questions:

1. **What is ethical sourcing, and why is it important for the RMG sector?**
2. **What is Fair Trade Certification, and what does it ensure?**
3. **How does SA8000 help factories in the RMG sector?**
4. **Why should RMG factories follow the UN Guiding Principles on Business and Human Rights (UNGPs)?**

### Multiple Choice Questions (MCQs):

1. **Which of the following is a key pillar of the UN Guiding Principles on Business and Human Rights (UNGPs)?**
  - A) The Corporate Duty to Profit
  - B) The State Duty to Respect Human Rights
  - C) Access to Freedom of Expression
  - D) Corporate Responsibility to Respect Human Rights
2. **What does Fair Trade certification primarily ensure?**
  - A) Workers receive a living wage
  - B) Factories use only recycled materials
  - C) Products are exported to European markets
  - D) Factories comply with local tax regulations
3. **What is a primary focus of SA8000 certification?**
  - A) Environmental sustainability
  - B) Social accountability in the workplace
  - C) Product quality control
  - D) Market share growth
4. **Which of the following is a focus area of the UN Guiding Principles?**
  - A) Corporate profit maximization
  - B) Labor rights and worker welfare
  - C) Marketing and advertisement strategies
  - D) Employee recruitment practices
5. **Which ethical sourcing principle ensures that workers have safe working conditions and are paid fairly?**
  - A) Ensuring environmental sustainability
  - B) Fair wages and safe working conditions
  - C) Sourcing from renewable materials
  - D) Shortening working hours
6. **What is the main goal of ethical sourcing in the RMG sector?**
  - A) Maximizing profit margins
  - B) Minimizing environmental pollution
  - C) Ensuring human rights and fair labor practices
  - D) Expanding global markets
7. **Which certification ensures that factories comply with labor standards, health, and safety regulations?**
  - A) ISO 9001
  - B) WRAP
  - C) GRI
  - D) Fair Trade Certified

8. **What does SA8000 primarily focus on ensuring within factories?**
- A) Ethical marketing practices
  - B) Social accountability and labor rights
  - C) Fair distribution of profits
  - D) Recycling and waste management

**True/False Questions:**

1. **The UN Guiding Principles on Business and Human Rights (UNGPs) focus on protecting human rights in business operations.**
2. **Fair Trade Certification ensures that workers receive a wage that is higher than the national minimum wage.**
3. **SA8000 certification is based on environmental sustainability and waste management.**
4. **The UN Guiding Principles on Business and Human Rights require businesses to respect human rights and ensure workers' welfare.**
5. **Ethical sourcing practices ensure that factories reduce their carbon emissions and energy consumption.**
6. **SA8000 is a certification that ensures compliance with social accountability standards in the workplace.**
7. **Fair Trade certification is concerned only with product quality and does not cover labor rights.**

## Answer Key – 5.3

### Short Question Answers:

1. **What is ethical sourcing, and why is it important for the RMG sector?**

**Answer:** Ethical sourcing refers to the procurement of goods and materials that are produced under fair labor conditions, are environmentally sustainable, and socially responsible. It is important for the RMG sector to ensure that factories respect labor rights, worker safety, and environmental regulations, which helps to improve their reputation and meet the demands of international buyers.

2. **What is Fair Trade Certification, and what does it ensure?**

**Answer:** Fair Trade Certification ensures that producers and workers receive fair wages, work in safe conditions, and are involved in sustainable business practices. It promotes long-term relationships between producers and buyers, ensuring social equity, environmental sustainability, and fair trade practices.

3. **How does SA8000 help factories in the RMG sector?**

**Answer:** SA8000 is an international standard that focuses on social accountability in the workplace. It ensures compliance with human rights standards, including child labor, forced labor, health and safety, fair wages, and working hours. It helps factories improve their worker welfare, labor conditions, and social responsibility, making them more attractive to international buyers.

4. **Why should RMG factories follow the UN Guiding Principles on Business and Human Rights (UNGPs)?**

**Answer:** RMG factories should follow the UNGPs to ensure that workers' rights are respected, human rights are upheld, and that they align with international labor standards. It also helps improve the factory's reputation with international buyers who prioritize ethical sourcing and social responsibility.

### Multiple Choice Questions (MCQs) Answers:

1. **Which of the following is a key pillar of the UN Guiding Principles on Business and Human Rights (UNGPs)?**

**Answer:** D)

2. **What does Fair Trade certification primarily ensure?**

**Answer:** A)

3. **What is a primary focus of SA8000 certification?**

**Answer:** B)

4. **Which of the following is a focus area of the UN Guiding Principles?**

**Answer:** B) Labor rights and worker welfare

5. **Which ethical sourcing principle ensures that workers have safe working conditions and are paid fairly?**

**Answer:** B)

6. **What is the main goal of ethical sourcing in the RMG sector?**

**Answer:** C)

7. **Which certification ensures that factories comply with labor standards, health, and safety regulations?**

**Answer:** B) WRAP

8. **What does SA8000 primarily focus on ensuring within factories?**

**Answer: B)**

**True/False Answers:**

1. **The UN Guiding Principles on Business and Human Rights (UNGPs) focus on protecting human rights in business operations.**

**Answer: True**

2. **Fair Trade Certification ensures that workers receive a wage that is higher than the national minimum wage.**

**Answer: True**

3. **SA8000 certification is based on environmental sustainability and waste management.**

**Answer: False**

4. **The UN Guiding Principles on Business and Human Rights require businesses to respect human rights and ensure workers' welfare.**

**Answer: True**

5. **Ethical sourcing practices ensure that factories reduce their carbon emissions and energy consumption.**

**Answer: False**

6. **SA8000 is a certification that ensures compliance with social accountability standards in the workplace.**

**Answer: True**

7. **Fair Trade certification is concerned only with product quality and does not cover labor rights.**

**Answer: False**

## Information Sheet – 5.4

**Learning Outcome-4:** Prepare reports and documentation

**Learning Objective:** After completing this section, the learners will be able to explain, define, and interpret the following contents:

**Contents:**

- 4.1 Reports and Documentation
- 4.2 Corrective Action Plan (CAP)
- 4.3 Type of Documentation and Report
- 4.4 Reporting and CAP template

### 4.1 Reports and Documentation

In the **RMG (Ready-Made Garment)** sector, maintaining proper documentation is essential for achieving and demonstrating compliance with industry standards, enhancing product quality, and ensuring worker safety. Documentation provides critical insights into factory operations, highlights non-conformances or risks, and ensures that corrective actions are effectively implemented. By identifying and organizing the right type of report and supporting documentation, factories can effectively track performance, address operational issues, and maintain transparency with internal and external stakeholders.

Proper documentation also helps factories stay compliant with international standards like **ISO**, **WRAP**, and **BSCI**, while also ensuring that corrective actions are identified and implemented for continual improvement.

### Types of Reports

#### 1. Compliance Reports

Compliance reports track adherence to local labor laws, international regulations, and industry-specific standards, such as ISO (International Organization for Standardization), BSCI (Business Social Compliance Initiative), and WRAP (Worldwide Responsible Accredited Production). These reports are essential for maintaining ethical labor practices, environmental sustainability, and product quality in the factory.

#### Key Areas Covered:

**Labor Law Compliance:** Ensuring workers are paid fair wages, receive benefits, and work under safe conditions.

**Environmental Regulations:** Tracking compliance with environmental standards such as ISO 14001 for waste management, energy use, and pollution control.

**Quality Management:** Assessing adherence to ISO 9001 to ensure consistent product quality and customer satisfaction.

#### Significance:

- **Track Factory Performance:** Compliance reports help assess how well the factory adheres to labor and environmental laws, which is crucial for meeting ethical sourcing requirements and maintaining international certifications.
- **Provide Transparency:** These reports ensure transparency with international clients, auditors, and certification bodies, demonstrating the factory's commitment to ethical practices and sustainability.

## 2. Audit Reports

An audit report provides an independent evaluation of a factory's adherence to internal and external ethical and environmental standards. These audits can be internal audits (conducted by the factory's management or auditors) or external audits (conducted by third-party certification bodies).

### Key Areas Covered:

**Labor Practices:** Assessment of working conditions, wages, and compliance with social accountability standards (e.g., BSCI or SA8000).

**Environmental Impact:** Evaluation of energy consumption, water usage, waste management, and pollution prevention.

**Quality Control:** Evaluation of production processes and product quality to ensure that products meet customer and regulatory requirements.

### Significance:

**Verification of Compliance:** Audit reports provide independent verification of factory practices, ensuring that they meet international ethical standards.

**Buyer Confidence:** They are essential for maintaining buyer confidence, as international brands often require these audits for their suppliers to ensure compliance with ethical sourcing standards.

## 3. Inspection Reports

Inspection reports are typically used to document regular checks of the factory's machinery, safety systems, and working conditions. These reports are used to identify any hazards or non-conformances that need to be addressed to maintain worker safety and operational efficiency.

### Key Areas Covered:

**Machinery Inspections:** Ensuring that all equipment is safe and properly maintained to prevent accidents or inefficiencies.

**Safety Inspections:** Evaluating the safety protocols in place, such as fire safety measures, PPE (personal protective equipment) availability, and emergency exits.

**Worker Conditions:** Checking the adequacy of ventilation, lighting, and overall working conditions to ensure worker comfort and safety.

### Significance:

**Prevent Workplace Hazards:** Inspection reports are essential for identifying and addressing potential safety hazards or machinery issues that could lead to accidents, injuries, or disruptions in production.

**Regulatory Compliance:** These reports help ensure compliance with occupational health and safety regulations, such as those set by ISO 45001 (Occupational Health and Safety).

## 4. Incident Logs

Incident logs track workplace accidents, safety violations, or any unforeseen events that occur within the factory. These logs provide a clear record of incidents, which can then be analyzed to identify trends and take corrective action.

### Key Areas Covered:

**Accident Details:** Record of workplace accidents, injuries, or near-misses, including the type of incident, the individuals involved, and the causes.

**Safety Violations:** Documentation of violations of safety protocols, such as fire safety violations or lack of PPE usage.

**Corrective Actions:** Measures taken to address incidents and prevent recurrence, such as safety training or equipment repairs.

### Significance:

**Trend Analysis:** Incident logs help identify recurring issues or safety concerns, allowing the factory to take proactive steps to mitigate risks.

**Legal and Insurance Compliance:** Proper documentation of incidents is crucial for legal compliance and for submitting claims to insurance providers.

## 5. Lab Test Reports

Lab test reports provide detailed results of tests conducted on raw materials, finished goods, or environmental factors (e.g., air quality, water quality). These reports are critical for ensuring that products meet quality standards and that environmental regulations are being followed.

### Key Areas Covered:

**Material Quality:** Testing of raw materials, such as fabrics or chemicals, to ensure they meet safety and quality standards.

**Product Testing:** Assessing the finished goods (e.g., garments) to ensure they meet safety, durability, and consumer standards.

**Environmental Impact:** Testing environmental factors like water discharge or emission levels to ensure compliance with environmental standards (e.g., ISO 14001).

### Significance:

**Quality Assurance:** Lab test reports ensure that products meet the required international quality and safety standards, reducing the risk of defects or customer complaints.

**Environmental Compliance:** These reports are essential for demonstrating compliance with environmental regulations, such as limits on water contamination or air emissions.

## 4.2 Corrective Action Plan (CAP)

A Corrective Action Plan (CAP) is a critical tool in continuous improvement processes, particularly in the RMG sector, where compliance with labor laws, quality standards, and environmental regulations is essential. The CAP is structured to ensure that any non-conformance identified during audits, inspections, or incidents is thoroughly addressed, resolved, and monitored for effectiveness.

The process of preparing a CAP involves several key steps, each designed to systematically identify the problem, investigate its causes, implement corrective actions, and ensure long-term compliance.

### 1. Identify Non-Conformance

The first step in preparing a Corrective Action Plan (CAP) is identifying the non-conformance,

which refers to any deviation from established standards, regulations, or expectations. This can occur during audits, inspections, or incidents where safety, quality, or social standards are not being met.

### Examples of Non-Conformance in the RMG Sector

**Safety Violations:** Workers not wearing proper **PPE** (personal protective equipment) in areas where chemicals or hazardous materials are used.

**Quality Issues:** Garments being produced that do not meet required specifications or customer standards (e.g., fabric defects or sizing discrepancies).

**Labor Rights Violations:** Workers not receiving overtime pay as stipulated by local labor laws.

**Environmental Violations:** Factories exceeding waste discharge limits or failing to manage resources like water or energy efficiently.

### How to Identify Non-Conformance

**Audits and Inspections:** Regular internal audits and third-party inspections identify discrepancies in operations, processes, or conditions.

**Employee Feedback:** Workers may report issues such as non-payment of overtime or unsafe conditions, which could lead to identifying non-conformance.

**Incident Reports:** If accidents or safety incidents occur, the cause of the issue can lead to identifying operational lapses.

## 2. Root Cause Analysis

Once the non-conformance is identified, the next step is to investigate the root cause of the issue. Understanding the underlying cause is crucial for addressing the issue effectively and preventing its recurrence. A root cause analysis (RCA) helps identify the systemic problems that allowed the non-conformance to happen.

### Tools for Root Cause Analysis:

#### 1. The 5 Whys:

- This technique involves asking “**Why?**” repeatedly (usually five times) to explore the cause-and-effect relationships underlying the problem.
- Example:
  - ✓ Why are workers not receiving overtime pay? → Because the payroll system is not calculating overtime correctly.
  - ✓ Why is the payroll system not calculating overtime correctly? → Because management is not aware of the recent changes in overtime payment laws.
  - ✓ Why is management unaware of the laws? → Because no training has been provided on the updated overtime laws.
  - ✓ This approach identifies lack of training as the root cause.

#### 2. Fishbone Diagram (Ishikawa):

- The Fishbone Diagram categorizes potential causes of a problem into key categories such as People, Processes, Machines, Materials, and Environment.
- It helps visually display how different factors contribute to the issue, making it easier to identify the root cause.

- Example: In the case of overtime payment issues, the People category might show that management lacks knowledge, while the Process category might reveal that the payroll system is outdated.

### Impact of Root Cause Analysis:

By identifying the true cause of a problem, businesses avoid simply addressing the symptoms (e.g., paying overtime without resolving the root cause) and instead implement long-term solutions that prevent the issue from recurring.

### 3. Develop Corrective Actions

After identifying the root cause, the next step is to develop corrective actions that address the root cause and resolve the non-conformance. Corrective actions should be specific, measurable, and actionable.

#### Best Practices for Developing Corrective Actions:

1. **Specific:** Actions must be tailored to the **root cause** of the issue and directly address the problem. Avoid general actions that do not resolve the underlying issue.  
**Example:** Conduct training for management on the latest overtime laws rather than just increasing pay without understanding the laws.
2. **Measurable:** Set clear metrics to evaluate the effectiveness of the corrective actions. For example, tracking whether workers receive correct overtime pay after training.  
**Example:** Ensure that 100% of workers are paid overtime based on the updated system after corrective actions.
3. **Actionable:** The corrective actions must be realistic and feasible within the available resources, time, and capabilities of the factory.  
**Example:** Update payroll systems to accommodate new overtime laws and ensure timely processing, which is achievable with existing software tools.
4. **Timely:** Set deadlines for completing corrective actions to ensure that the problem is addressed quickly.  
**Example:** The training session for management on overtime laws should be completed within two weeks, and the payroll update should be implemented by the end of the month.

### 4. Assign Responsibilities

Assigning clear responsibilities ensures accountability and effective follow-up. Every corrective action should have a designated person or department responsible for its implementation.

#### Best Practices for Assigning Responsibilities:

1. **Designate the Right Personnel:** Assign responsibilities to the people or departments who are best equipped to handle the corrective actions. For example, the HR department may be best suited to organize training, while finance may handle payroll system updates.
2. **Clear Role Definitions:** Ensure that the roles and responsibilities are clearly defined so there is no confusion about who is responsible for what.

#### Example:

- **HR Manager:** Responsible for training management on overtime laws.
- **Finance Department:** Responsible for updating the payroll system to reflect the new overtime regulations.

- **Compliance Officer:** Responsible for monitoring that the corrective actions are implemented and verifying compliance.

## 5. Set Timeline

Establishing a timeline for the implementation of corrective actions ensures that the actions are completed promptly and that the factory maintains continuous compliance.

### Best Practices for Setting Timelines:

1. **Realistic Deadlines:** Set reasonable timelines for corrective actions based on the complexity of the issue and available resources.
2. **Milestones:** Break larger tasks into smaller, manageable milestones to track progress.

#### Example:

- **Training Session:** Schedule and complete within two weeks.
- **Payroll System Update:** Complete and test by the end of the month.
- **Monthly Audits:** Implement audits starting in the next month to verify proper overtime pay calculations.

## 6. Monitor and Review

Monitoring the effectiveness of corrective actions ensures that the solution is working and that the issue is resolved. Regular reviews help identify any new issues or adjustments needed to sustain improvement.

### Best Practices for Monitoring and Review:

1. **Ongoing Monitoring:** Continuously assess whether the corrective actions have been fully implemented and are having the desired effect.
2. **Review Mechanism:** Establish a follow-up process (e.g., monthly review meetings) to ensure corrective actions are sustained and no further non-conformance occurs.
3. **Adjustments:** If corrective actions are not fully effective, revise the actions or timeline to improve the outcomes.

#### Example:

- After implementing the training session for management and updating the payroll system, monthly audits should be conducted to ensure that the overtime payments are being processed correctly and that management fully understands the updated laws.

## 7. Preparing and Submitting the Final Report

The final step in the corrective action process is the preparation and submission of the **Corrective Action Plan (CAP)** report. This report summarizes the non-conformance, the root cause analysis, corrective actions taken, and the effectiveness of those actions.

### Report Elements:

1. **Non-Conformance:** Clearly describe the issue and its impact on operations.
2. **Root Cause Analysis:** Summarize the findings from the root cause analysis.
3. **Corrective Actions:** List the corrective actions taken, including the timeline and assigned responsibilities.

4. **Effectiveness:** Evaluate the effectiveness of the corrective actions and whether the problem has been resolved.
5. **Next Steps:** Define any additional actions required to prevent the recurrence of the issue.

## 8. Submission to Relevant Stakeholders and Review/Approval

### Submission to Relevant Stakeholders:

Once the final report and Corrective Action Plan (CAP) have been prepared, it is essential to submit them to the relevant stakeholders for review and approval. The stakeholders could include:

**Factory Management:** Management is typically the final authority in approving corrective actions, especially if they involve significant changes to factory operations or processes.

**Quality Assurance Team:** The Quality Assurance or Compliance Team ensures that the corrective actions align with industry standards and quality regulations.

**External Auditors:** In some cases, external auditors or certification bodies (e.g., WRAP, BSCI, ISO auditors) may need to review and approve the corrective actions as part of the certification process.

**Buyers and Clients:** In certain cases, especially when the non-conformance is related to labor or quality violations, buyers may need to review and sign off on the corrective actions as part of their supply chain compliance requirements.

#### Example:

- The HR Manager submits the CAP report to factory management for approval.
- Finance submits the payroll system update details to the compliance team for review.
- External auditors may verify the completed corrective actions during the next audit or certification inspection.

### Review Process:

- The stakeholders will review the CAP report to ensure that all non-conformances are adequately addressed, corrective actions are clear and feasible, and that there are no gaps in the root cause analysis or actions taken.
- The review process may involve discussions or meetings to clarify any outstanding issues, request additional information, or suggest modifications to the corrective actions.
- Feedback from stakeholders will be provided to ensure that the corrective actions are in line with both organizational standards and external regulations.

#### Example:

- After reviewing the CAP, factory management approves the corrective actions and agrees to the timeline for the training and payroll system update.
- The compliance team provides feedback on the training materials for management and recommends adding a module on local labor laws.

### Approval Process:

- Once all stakeholders have reviewed the report and corrective actions, they will approve the final CAP.
- Approval signatures are obtained from the relevant persons (e.g., factory manager, HR manager, compliance officer).
- The approved CAP is then officially recorded in the factory's compliance records and can be referred to during future audits or inspections.

#### Example:

- The HR Manager, Finance Department, and Compliance Officer sign off on the CAP report, confirming that the corrective actions are appropriate and have been implemented.

### 4.3 Type of Documentation and Report

In addition to the Corrective Action Plan (CAP), various other templates of reporting are necessary for documenting and tracking progress, compliance, and issues in the RMG sector. These templates serve as structured documents that maintain transparency, accountability, and consistency across operations. Below are some of the common templates used in RMG factories:

#### Inspection reports

Inspection reports are used to document the inspection of factory equipment, machinery, worker conditions, safety systems, and environmental practices. They help identify any safety violations, hazards, or non-compliance with safety regulations.

#### Key Components:

- **Inspection Date and Time:** The date and time of the inspection.
- **Inspector Name:** The name of the person conducting the inspection.
- **Scope of Inspection:** Areas inspected (e.g., machinery, workplace safety, PPE usage).
- **Findings:** Detailed documentation of any non-compliance or issues found during the inspection.
- **Corrective Actions:** Recommendations for correcting identified issues.
- **Timeline for Resolution:** Deadlines for corrective actions.

**Example:** An inspection report may identify that fire exits are blocked and need to be cleared within 24 hours to comply with safety regulations.

#### Audit Results

Audit results summarize the findings from both internal and external audits. These audits evaluate a factory's compliance with industry standards, social accountability, and environmental regulations.

#### Key Components:

- **Audit Date:** Date of the audit.
- **Auditor Information:** Name and role of the auditors.
- **Scope of Audit:** Areas of the audit (e.g., labor practices, environmental impact, quality control).
- **Findings:** The results of the audit, including compliance and non-compliance issues.
- **Corrective Actions:** Recommendations to address any non-compliance or issues identified during the audit.
- **Action Plan:** A follow-up action plan to address the audit findings.

**Example:** An audit report could identify non-compliance with **ISO 14001** for waste management, requiring the factory to implement a new waste segregation system.

#### Incident logs

Incident logs are used to document workplace accidents, safety violations, and other significant incidents that occur within the factory. These logs track the incident's details, including the cause, response, and outcome.

### Key Components:

- **Incident Date:** Date and time of the incident.
- **Description of Incident:** A detailed description of the incident (e.g., a worker injury or safety violation).
- **Root Cause:** The cause of the incident.
- **Actions Taken:** The steps taken to address the incident.
- **Follow-up Actions:** Any ongoing corrective actions or preventive measures.

**Example:** An incident log might document an accident where a worker was injured due to improper machine safeguards. It would also include corrective actions, such as upgrading safety measures and providing safety training.

### Lab test report

Lab test reports provide scientific data on materials, products, or environmental factors, verifying that they meet required quality and environmental standards.

### Key Components:

- **Test Type:** Type of test performed (e.g., water quality test, fabric durability test).
- **Results:** Detailed outcomes of the test (e.g., material composition, contamination levels).
- **Standards:** The standards used to evaluate the test results (e.g., ISO standards, regulatory thresholds).
- **Corrective Actions:** If the test results show that standards are not met, corrective actions must be recommended.

**Example:** A lab test report may show that the water quality used in dyeing operations exceeds permissible levels of contaminants and that the factory must implement a new filtration system.

## 4.4 Reporting and CAP template

Company Name: \_\_\_\_\_  
Factory Name: \_\_\_\_\_  
CAP Report Number: \_\_\_\_\_  
Date of Report: \_\_\_\_\_  
Prepared by: \_\_\_\_\_  
Reviewed by: \_\_\_\_\_

### 1. Non-Conformance Details

Non-Conformance ID: \_\_\_\_\_

Date Identified: \_\_\_\_\_

Source of Identification: (e.g., Audit, Inspection, Incident)

- Audit
- Inspection
- Incident Report
- Other (Specify): \_\_\_\_\_

### Description of Non-Conformance:

(Provide a detailed description of the problem or non-conformance, such as a safety violation, quality issue, or labor rights violation. Include what was found, where it was found, and the nature of the issue.)

**Example:**

“Workers are not receiving overtime pay as stipulated by local labor laws. Payroll records indicate discrepancies in the calculation of overtime hours.”

**2. Root Cause Analysis**

**Root Cause:**

(Describe the root cause of the issue. Utilize tools like the 5 Whys or Fishbone Diagram to identify the underlying cause of the non-conformance.)

**Example:**

“The root cause of the non-conformance is a lack of awareness among management about the updated overtime payment policy and an outdated payroll system.”

**Investigation Method:**

- **5 Whys**
- **Fishbone Diagram**
- **Other (Specify):** \_\_\_\_\_

**3. Corrective Actions**

**Corrective Action(s) Identified:**

(Outline the specific corrective actions that will be taken to resolve the non-conformance and prevent its recurrence. Each action should be **measurable**, **actionable**, and **time-bound**.)

1. **Corrective Action 1:**  
(e.g., “Conduct a training session for management on the updated overtime laws.”)  
**Timeline:** \_\_\_\_\_  
**Responsible Person:** \_\_\_\_\_
2. **Corrective Action 2:**  
(e.g., “Update payroll system to ensure correct calculation of overtime pay.”)  
**Timeline:** \_\_\_\_\_  
**Responsible Person:** \_\_\_\_\_
3. **Corrective Action 3:**  
(e.g., “Implement monthly payroll audits to verify overtime pay compliance.”)  
**Timeline:** \_\_\_\_\_  
**Responsible Person:** \_\_\_\_\_

**4. Responsibilities for Implementation**

**Person(s) Responsible:**

(Assign specific individuals or departments who are responsible for carrying out each corrective action.)

- **Training:** \_\_\_\_\_ (e.g., HR Manager)
- **Payroll System Update:** \_\_\_\_\_ (e.g., Finance Department)
- **Payroll Audits:** \_\_\_\_\_ (e.g., Compliance Officer)

**5. Timeline for Completion**

Action	Timeline	Responsible Person/Department
Conduct management training on	_____	_____

Action	Timeline	Responsible Person/Department
overtime laws		
Update payroll system for overtime compliance	_____	_____
Conduct monthly payroll audits	_____	_____

## 6. Monitoring and Review

### Review Method:

(Describe how the corrective actions will be monitored and reviewed for effectiveness. This could include follow-up audits, inspections, or surveys.)

- Follow-up audit
- Regular meetings
- Surveys/interviews with employees
- Document review

Frequency of Monitoring: \_\_\_\_\_

Person Responsible for Monitoring: \_\_\_\_\_

## 7. Final Report and Submission

### Final Report:

(Once corrective actions are completed, provide a summary of the outcome and whether the corrective actions resolved the issue.)

- **Issue Resolved:**
  - Yes
  - No
  - **If No**, additional actions required: \_\_\_\_\_

Date of Final Report Submission: \_\_\_\_\_

Approved by: \_\_\_\_\_ (Signature/Name)

Date of Approval: \_\_\_\_\_

## 8. Supporting Documentation

(Attach any relevant documents that support the corrective actions, such as training records, payroll system updates, or audit results.)

- **Training Records:**
- **Updated Payroll System:**
- **Audit Results:**
- **Incident Report:**
- **Other:** \_\_\_\_\_

## Self-Check – 5.4

### Short Questions:

1. **What is the purpose of a Corrective Action Plan (CAP)?**
2. **What key elements should be included in a CAP report?**
3. **Why is it important to identify the root cause before developing corrective actions?**
4. **What is the significance of setting a timeline for corrective actions in a CAP?**
5. **What types of supporting documentation might be required when preparing a CAP report?**

### Multiple Choice Questions (MCQs):

1. **Which of the following is the first step in preparing a Corrective Action Plan (CAP)?**
  - A) Assigning responsibilities
  - B) Identifying non-conformance
  - C) Monitoring corrective actions
  - D) Preparing the final report
2. **What is the primary goal of conducting a root cause analysis in the CAP process?**
  - A) To evaluate the effectiveness of corrective actions
  - B) To identify the underlying cause of the problem
  - C) To assign responsibilities for corrective actions
  - D) To track the completion of corrective actions
3. **Which of the following is an example of supporting documentation in the CAP process?**
  - A) Training records
  - B) Inspection reports
  - C) Pay slips
  - D) Market research data
4. **Who should be responsible for implementing the corrective actions in a CAP?**
  - A) Only the factory manager
  - B) Any employee in the factory
  - C) The department(s) most relevant to the corrective action
  - D) External auditors
5. **What should be done if the corrective actions in a CAP are not effective?**
  - A) Disregard the issue and move on
  - B) Monitor the issue and make further adjustments
  - C) File a complaint with the relevant authorities
  - D) Prepare a new audit report
6. **What is the role of the final report in the CAP process?**
  - A) To submit corrective actions to external auditors
  - B) To summarize the non-conformance and corrective actions taken
  - C) To track employee performance
  - D) To review factory production data
7. **Which of the following is an essential part of the CAP report when evaluating corrective actions?**
  - A) Provide a cost analysis of corrective actions
  - B) Evaluate the effectiveness of the corrective actions
  - C) Include recommendations for future audits
  - D) Outline the factory's marketing strategy
8. **Who needs to review and approve the final CAP report?**
  - A) Only the HR manager

- B) Relevant stakeholders, including management and auditors
- C) Only the factory's workers
- D) The suppliers

**True/False Questions:**

1. **The Corrective Action Plan (CAP) should only address the symptoms of the problem, not the root cause.**
2. **The root cause analysis in a CAP should be conducted after corrective actions have been implemented.**
3. **Setting a timeline for implementing corrective actions ensures that issues are resolved in a timely manner.**
4. **Support documentation such as incident logs and audit reports are unnecessary when preparing a CAP.**
5. **A CAP report must include the corrective actions taken, the timeline, the responsible person(s), and the effectiveness of the actions.**
6. **After preparing the CAP report, it should be submitted to relevant stakeholders for approval before finalizing corrective actions.**
7. **Corrective actions should be reviewed regularly to ensure that they have effectively resolved the issue.**
8. **The final CAP report includes the identification of non-conformance, corrective actions, timeline, and effectiveness, but does not need to include next steps.**

## Answer Key – 5.4

### Short Questions Answers:

1. **What is the purpose of a Corrective Action Plan (CAP)?**

**Answer:** A Corrective Action Plan (CAP) is a structured document used to identify and address non-conformances or issues found in audits, inspections, or incidents. It outlines the root cause, corrective actions to resolve the issue, the timeline for implementation, and the responsible individuals to ensure that the problem does not recur.

2. **What key elements should be included in a CAP report?**

**Answer:**

A CAP report should include:

1. **Non-Conformance:** Description of the issue and its impact on operations.
2. **Root Cause Analysis:** Summary of the findings from the investigation.
3. **Corrective Actions:** List of actions taken with assigned responsibilities and timelines.
4. **Effectiveness:** Evaluation of whether the corrective actions resolved the problem.
5. **Next Steps:** Additional actions required to prevent recurrence.

3. **Why is it important to identify the root cause before developing corrective actions?**

**Answer:** Identifying the root cause ensures that the corrective actions address the underlying issue and not just the symptoms. Without a proper root cause analysis, corrective actions may provide a temporary fix but fail to prevent recurrence in the long term.

4. **What is the significance of setting a timeline for corrective actions in a CAP?**

**Answer:** Setting a timeline ensures that corrective actions are implemented in a timely manner. It also helps in tracking the progress of resolution and ensuring that the issue is resolved within an acceptable timeframe, minimizing disruption to operations.

5. **What types of supporting documentation might be required when preparing a CAP report?**

**Answer:** Supporting documentation may include inspection reports, audit results, incident logs, lab test reports, and any other relevant records that provide evidence of the issue, the corrective actions, and their effectiveness.

### Multiple Choice Questions (MCQs)

1. **Which of the following is the first step in preparing a Corrective Action Plan (CAP)?**

**Answer:** B) Identifying non-conformance

2. **What is the primary goal of conducting a root cause analysis in the CAP process?**

**Answer:** B) To identify the underlying cause of the problem

3. **Which of the following is an example of supporting documentation in the CAP process?**

**Answer:** B) Inspection reports

4. **Who should be responsible for implementing the corrective actions in a CAP?**

**Answer:** C) The department(s) most relevant to the corrective action

5. **What should be done if the corrective actions in a CAP are not effective?**

**Answer:** B) Monitor the issue and make further adjustments

6. **What is the role of the final report in the CAP process?**

**Answer:** B) To summarize the non-conformance and corrective actions taken

7. **Which of the following is an essential part of the CAP report when evaluating corrective actions?**

**Answer:** B) Evaluate the effectiveness of the corrective actions

8. **Who needs to review and approve the final CAP report?**

**Answer:** B) Relevant stakeholders, including management and auditors

### True/False Questions:

1. **The Corrective Action Plan (CAP) should only address the symptoms of the problem, not the root cause.**  
**Answer:** False
2. **The root cause analysis in a CAP should be conducted after corrective actions have been implemented.**  
**Answer:** False
3. **Setting a timeline for implementing corrective actions ensures that issues are resolved in a timely manner.**  
**Answer:** True
4. **Support documentation such as incident logs and audit reports are unnecessary when preparing a CAP.**  
**Answer:** False
5. **A CAP report must include the corrective actions taken, the timeline, the responsible person(s), and the effectiveness of the actions.**  
**Answer:** True
6. **After preparing the CAP report, it should be submitted to relevant stakeholders for approval before finalizing corrective actions.**  
**Answer:** False (The corrective actions are implemented first; the CAP report is then submitted for review and approval.)
7. **Corrective actions should be reviewed regularly to ensure that they have effectively resolved the issue.**  
**Answer:** True
8. **The final CAP report includes the identification of non-conformance, corrective actions, timeline, and effectiveness, but does not need to include next steps.**  
**Answer:** False

## Task Sheet- 5.4

**Task Name:** Identify and Describe Types of Reports and Documentation Used in the RMG Sector and Explain Their Significance.

<b>Instructions:</b>		
<p><b>Read and understand the directions carefully:</b></p> <ul style="list-style-type: none"> <li>▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Social Compliance and Environmental Management.</li> <li>▪ this assessment activity will be used to measure your underpinning knowledge and skills</li> <li>▪ you will have fifteen (15) minutes to familiarize yourself with the resources to be used</li> <li>▪ you have one (1) hour to complete this demonstration.</li> </ul>		
<b>Procedure:</b>		
<ul style="list-style-type: none"> <li>▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed.</li> <li>▪ Read the specification information provided.</li> <li>▪ Collect all materials needed to complete the task.</li> <li>▪ Perform the task within the given time.</li> <li>▪ Observe and follow all health and safety (OHS) requirements at all times.</li> </ul>		
<b>Specification Information:</b>		
<ul style="list-style-type: none"> <li>▪ Collect required supplies, materials, tools and equipment for the job.</li> <li>▪ Read each report format carefully before filling it out.</li> <li>▪ Maintain accuracy, legibility, and proper use of terminology.</li> <li>▪ Read factory SOPs, buyer requirements, and compliance manuals for documentation standards.</li> <li>▪ Identify different types of reports used in RMG</li> <li>▪ Collect sample formats of each report</li> <li>▪ Study the contents and structure of each report</li> <li>▪ Analyze the significance of each type of report</li> <li>▪ Write the required information and put into the blank column</li> <li>▪ Submit completed sample reports to the trainer</li> </ul>		
<b>Drawing/ Diagram/ Worksheet:</b>		
<b>Worksheet:</b> (Please use extra sheet as required)		
<b>Sl.No.</b>	<b>Description/Items (List the types of reports)</b>	<b>Activities (Write down the significands for RMG sectors)</b>

<b>Resources Required:</b>	
Tools:	<ul style="list-style-type: none"> <li>• Pen, pencil, highlighter</li> <li>• Clipboard or writing board</li> <li>• Computer/laptop for digital reporting</li> <li>• Access to ERP/reporting software (if applicable)</li> <li>• Printer &amp; scanner</li> <li>• Files &amp; folders for documentation</li> <li>• Camera (for evidence-based reporting)</li> </ul>
Equipment:	N/A
Machinery:	N/A
Materials:	<ul style="list-style-type: none"> <li>• Sample report templates/forms</li> <li>• SOPs and compliance manuals</li> <li>• Production and quality records</li> <li>• Safety and audit documents</li> <li>• Logbooks &amp; registers</li> <li>• RMG operational guidelines</li> <li>• Training handouts</li> </ul>
PPE:	<ul style="list-style-type: none"> <li>▪ Safety shoes</li> <li>▪ Hairnet/Head cap</li> <li>▪ High-visibility vest</li> <li>▪ Dust mask</li> <li>▪ Safety gloves</li> <li>▪ Earplugs</li> </ul>