



BETTER WORK
Jordan

Newsletter

Mid-Year Review 2016

In this issue

ILO Director-General Guy Ryder's visit to Jordan

His Majesty King Abdullah visits garment factory in Madaba

Director of BW takes part in the signing of milestone document

Buyers' Forum discusses challenges and opportunities in light of Syrian refugee crisis

ILO compliance synthesis report

CBA translated into ten languages

2015 BWJ factory survey strikes renewed satisfaction

BWJ campaigns for the implementation of crèches

IFC: Lessons Learned from the BW Programme/Videos

Pre-departure training hailed as a success by stakeholders

NIKE trains BWJ staff

News breakdown from the sector

Message From Better Work Jordan



Dear Friends,

We take this occasion to greet and thank you all for the continued support you have shown us since our start in 2008.

As many of you already know, this year presents new challenges for Jordan's garment sector. Firstly, there is the creation of new job opportunities for Jordanians, as well as the offer of eased access for Syrian refugees to the country's job market. We look forward to the upcoming decision concerning the relaxation of the rules of origins to the EU market to boost the sector's production, thus enabling the creation of new jobs to benefit both locals, as well as Syrian refugees.

Keeping in mind our main mission of helping improve the working conditions of the thousands employed in the sector, we recently succeeded in translating the unified contract into ten languages, thus expanding our reach to all the industry's employees. BWJ and BWB have also started a series of pre-departure trainings for migrant workers before they leave their countries to come and work in Jordan to minimise their cultural shock once they arrive. New satellite factories will also be opening throughout 2016 to bring enhanced living standards to the Kingdom's impoverished rural areas. We thank you all for your patience and cooperation, which continuously help Jordan's garment sector reach new market targets as well as human rights goals.

Enjoy the read!

Better Work Jordan Team

ILO Director-General Guy Ryder's visit to Jordan: a first-hand account of the humanitarian crisis

ILO chief Guy Ryder visited Jordan in January to witness the effects of the massive refugee influx on the country's labour market and discuss employment options for refugees and host communities.



"It is primarily the responsibility of the international community to help refugee-receiving countries neighbouring Syria meet the economic and social challenges posed by the refugee crisis", Ryder said.

The ILO is proposing joint business ventures between refugees and host communities, as well as the expansion of labour-intensive programmes to create more immediate jobs for refugees and Jordanians.



Workers greet His Majesty King Abdullah in a garment factory in Madaba on May 2, 2016 (Photo courtesy of Royal Court)

His Majesty King Abdullah visits garment factory in Madaba on the occasion of Labour Day

His Majesty King Abdullah paid a visit on May 2 to a garment factory in Jordan's central city of Madaba, praising the workers' efforts and contribution to the country's development and progress.

The King made his remarks during a visit to Al Safi Garment Factory in Dleilet Al Hamaideh area on the occasion of Labour Day, a Royal Court statement read. (http://kingabdullah.jo/index.php/en_US/news/view/id/13241/videoDisplay/1.html)

According to the statement, His Majesty chatted with workers at the facility on the week's first working day and checked on the factory's production line, while listening to success stories of the 400 employees in the plant, 90 percent of whom are women.

The factory, which also gives jobs to 16 persons with disabilities, was established under a Royal initiative dubbed "productive branches" in 2009. The programme aimed to address poverty and unemployment, especially in the country's rural areas, and provide training and jobs to young people.

<http://betterwork.org/jordan/?p=1453>

Director of BW visits Jordan and takes part in the signing of milestone document to include Syrian refugees within the country's workforce



Dan Rees, Director of Better Work, said during a visit to Amman in April that the challenge of employing both Jordanians and Syrians was a top priority for the government of Jordan and that the programme was ready to help.

"We are considering a series of strategies to create jobs for both Syrians and Jordanians and exploring how Better Work can be relevant in this discussion, given our experience that quality jobs attracts investment. We stand ready to help the expansion of the sector," Rees said.

The official took part in the signing ceremony of the modifications to the unified contract for migrant workers in Jordan's garment sector, which will ease Syrian refugees' access to the Jordanian labour market."

Jordan's Ministry of Labour, the main apparel employer associations and the country's garment union agreed on the amendments.

Rees' mission concluded that there is a huge opportunity for ILO to scale up its response to the refugee crisis and support Jordan in establishing strong means to govern its increasingly diverse labour market and address the very significant skills issues in the years to come.

In the wake of February's Supporting Syria and the Region conference in London, Jordan will create jobs for Syrian refugees in the country's vetted qualified industrial zones. Following the opening of the EU market with simplified rules of origin, Jordan will benefit from new investments, which will also help boost local employment.

<http://betterwork.org/jordan/?p=1432>

BWJ Buyers' Forum discusses challenges and opportunities in light of Syrian refugee crisis



International buyers, as well as local and international garment sector stakeholders, gathered in Amman in April to discuss ways to achieve new milestones in the working and living conditions of the sector's workers.

Discussions this year included the creation of jobs for Syrian refugees in the country's vetted qualified industrial zones. Following the opening of the EU market with simplified rules of origin, Jordan will benefit from new investments, which will also help boost local employment by creating new job opportunities.

The ILO and UNHCR joined forces to arrange for 2,000 work permits to be issued to Syrian refugees, to work in Jordan's

apparel sector. In order to achieve this, the agencies are collaborating closely with the Ministry of Labour, Ministry of Planning and International Cooperation, the Jordan Garments, Accessories & Textiles Exporters' Association, Chamber of Commerce, apparel manufacturers, and other agencies.

Jordan is currently hosting over 630,000 Syrian refugees who have fled the over five-year-old conflict in their country, UNHCR figures show, but the government suggests they could amount to over one million.

Some of them have found refuge in the Kingdom's two largest refugee camps, the Azraq Refugee Camp, some 100km east of Amman, and Zaatari, a few paces from the Syrian border. But, about two-thirds of the refugees reside in host communities scattered across Jordan, swarming in northern governorates close to the Syrian border.

Buyers welcomed the project and pledged to welcome Syrians in their brands' factories, while also welcoming more Jordanians to work in their facilities.

Stakeholders also stressed their commitment to partnership and cooperation in the interest of strengthening the garment industry in Jordan and improving conditions for workers. They recognized the achievements of Better Work, supported by both public and private stakeholders over recent years.

http://www.ilo.org/beirut/media-centre/news/WCMS_470671/lang--en/index.htm

ILO compliance synthesis report shows BWJ's pivotal role and the industry's challenges



Better Work Jordan published its seventh ILO compliance synthesis report in February aimed at providing transparent information to all its stakeholders regarding working conditions in the factories participating in its programme.

Providing a snapshot of the non-compliance findings based on 64 factory assessments conducted by BWJ between November 2014 and October 2015, the data show compliance with labour standards according to child labour, forced labour, discrimination, freedom of association and collective bargaining, compensation, contracts and human resources, occupational safety and health, and working time.

"The results showed the stakeholders' continuous efforts in enhancing the working conditions of the garment sector in collaboration with BWJ," said Tareq Abu Qaoud, the ILO's Better Work Jordan (BWJ) programme manager. "Still, we need to look at

the challenges that keep affecting the employees' working conditions and use them as a motivation to cooperate with all the industry's stakeholders to overcome them to bring benefits to the workers as well as the sector in general."

The Project Advisory Committee (PAC) of the ILO/BWJ, which includes representatives of the government, employers and workers, welcomed the report and said it once again indicated the provision of BWJ core services has created an ongoing process of measurable improvements in terms of compliance.

<http://betterwork.org/jordan/?p=1391>



The flagship sector's collective bargaining agreement renewed in 2015 and extended until 2017, has been translated into ten languages to expand its reach to all the workers employed in Jordan's garment sector.

Brokered by the ILO/BWJ, the contract has been agreed upon by the Jordan Garments, Accessories and Textiles Exporters Association (J-GATE), the Association of Owners of Factories, Workshops and Garments (AOFWG) and the General Trade Union of Workers in Textile, Garment & Clothing Industries.

Aiming at strengthening workers' representation and the stakeholders' partnership, improving the sector's working conditions of some 60,000 employees, as well as the productivity and competitiveness of the industry, the document is now available in Arabic, English, Tamil, Hindi, Bangla, Nepali, Chinese, Urdu, Burmese, and Sinhala.

Since its inception, the CBA has been a breakthrough in Jordan and one of the most comprehensive of its kind in the region.

2015 BWJ factory survey strikes renewed satisfaction among stakeholders



Results of the annual Better Work Jordan factory survey showed a widespread satisfaction with its core services and remarkable improvements concerning the dialogue between workers and managers in most of the factories.

The survey, in its third year, relies on an anonymous online questionnaire compiled by the factories participating in BWJ programme.

The purpose of the survey, the document reads, is to gather feedback from factories participating in BWJ to help the program reach the factories' needs and continually improve its services.

Seventeen factories answered the questionnaire, as a sample of the whole garment sector, which is made up of 75 factories - 35 of which are directly exporting, 28 subcontractors and 12 satellite units scattered across the country's rural areas.

Major retail buyers active in Jordan include US department stores like Target, JC Penney, Sears and Walmart, in addition to brands Calvin Klein, HBI, Gap, Under Armour, Nike, PVH and Ralph Lauren.

<http://betterwork.org/jordan/?p=1360>

BWJ campaigns for the implementation of crèches in Jordan's factories

Better Work Jordan and local stakeholders are campaigning for the creation of workplace nurseries to help mothers continue their career amid a challenging environment, while tackling Jordan's low female employment rate.

Jordan's NGO SADAQA and BWJ visited the headquarters of a global sportswear retailer in Turkey early in January to explore the possibility of a future collaboration with its branch in the Kingdom to establish workplace nurseries for the children of its employees.

"Establishing day care facilities in the garment factories will attract more women to work in the sector," said Tareq Abu Qaoud, Programme Manager at BWJ. "This will help them retain their jobs, thus having a positive impact on the enterprise's profitability, and the country's economy at large. We saw successful examples derived from the creation of nurseries in factories inside Turkey, where some of them can provide services for up to 300 children."

Article 72 of the country's labour law stipulates the provision of workplace nurseries at factories where more than 20 women are employed with at least 10 total children under the age of four; but this has been scarcely implemented.

During BWJ's Eighth Buyers' Forum, buyers and employers also echoed concerns about factory compliance with the labour law regulation and called on the establishment of daycare facilities in Jordan's factories to ease women's access to and career in the job market.

<http://betterwork.org/jordan/?p=1414>

International Finance Corporation: Lessons Learned from the Better Work Programme/Videos



The International Finance Corporation has released a series of videos on its website to highlight the achievements and learning from its unique partnership with the Better Work Programme -a joint project of the International Labour Organization (ILO) and the World Bank's member.

Tania Lozansky, IFC Head Manufacturing, Agribusiness and Services Department, said in a video dubbed "Leveraging the Power of Partnerships to Improve Workers' Conditions" that the objective of BW was to impact the lives of three million workers, and millions more of their family members by 2017, and change the norms in the garment sector to create sustainable employment for the future.

"We (IFC and BW) form a very unique management group (...) Over the last five years I have been on the management group it has become very clear to me that two plus two in this case definitely equals five or more."

Currently, over a thousand factories are enrolled with BW. As women make up some 80 percent of the workforce, the programme focuses on issues affecting the female workers such as sexual harassment, discrimination, and maternity policies.

"Improving women's working conditions can have a long-term effect that goes beyond the factory walls and extends to their families and even more," said Maria Soledad Requejo, Operations Officer Better Work program in the video "Improving the Lives of Women through Employment".

Also, IFC supports better labour standards via investment operations spanning direct loans, financial intermediaries and innovative financial instruments, like the Global Trade Supplier Finance Program.

"From our investment operations we have learnt that financial incentives can play a catalytic role in driving sustainability," Requejo said. "Some of the vendors we work with the GTSF programme are deliberately working to improve their environmental and social practices, so that they can have access to better interest rates on trade financing."

Lozansky said that the partnership was looking at developing a suite of environmental services for BW that can be packed together with the social and labour services.

"We hope this will make BW an even more sustainable organization," she said.

<http://smartlessons.ifc.org/smartlessons/lesson.html?id=1944>

<http://smartlessons.ifc.org/smartlessons/lesson.html?id=1923>

Pre-departure training hailed as a success by stakeholders



Pre-departure training sessions for Bangladeshi workers in their country given before they leave for Jordan and shortly after reaching the Kingdom mark a new achievement for Better Work, as stakeholders and participants label the project "a success."

Noting that workers had solid labour skills but lacked knowledge of their future hosting country, BW decided to train them about Jordan's traditions and working day.

Better Work Bangladesh trained 44 workers earlier this year, covering general information spanning Jordan's culture and religion, the unified contract, benefits, social security, and matters concerning leave and resignation. An additional 80 employees attended sessions in Jordan under BWJ's supervision in February.

"We welcome the idea of the pre-departure training and hail it as a big success," said Cydney Stevens, Manager Corporate Social Responsibility at Anna Inc. "We hope there will be more of these initiatives in the future."

Topics included information about the required documents, factories' facilities of dorms, food, transportation, money transfer and emergency contacts.

Future plans eye the training of 200 workers by the factory training officer. BWJ will supervise the sessions.

NIKE trains BWJ staff on lean manufacturing and OSH



Building on its long-term relationship with BW, NIKE offered training sessions to BWJ staff on lean manufacturing and standards on occupational safety and health (OSH) in Amman in April.

Duygu Keles, Nike Sustainability Manager, run the seminars aimed at explaining the functioning and advantages of lean manufacturing, where the flow of materials, their transformation and final packaging are streamlined in a single factory's space.

"NIKE, as well as other buyers, are requesting their factories to implement a lean manufacturing system, to boost their productivity, as this method decreases the transportation time from one factory's section to the other," Ala'a Al Saifi, BWJ Enterprise Advisor Team Leader said.

"The training was meant to help us create the right mind-set to approach lean manufacturing during our advisory and assessments," he added.

The second part of the training focused on OSH, and, especially, fire safety preparedness, to enhance the overall emergency response inside the factories.

"NIKE's OSH assessments are very close to the ones implemented by BW, but to make the collaboration with NIKE really organic, we need to make sure to use a more similar approach during services," Al Saifi said.

The giant sportswear maker bans the use of chemicals in its production lines and substitutes them with soap to clean the manufacturing residuals.

"This is a good practice that we can transfer to other factories in the country," Al Saifi said.

News breakdown from the sector

- During the past few years, Jordan has experienced rapid growth in the apparel industry: in 2015 exports exceeded **\$1.5 billion** – registering a ten percent increase year on year.
- There are currently **29 international buyers** sourcing from Jordan and who are engaged with BWJ, a unique partnership between the International Labour Organization and the International Finance Corporation
- Jordanians make around **25 percent** of the total workforce. There are currently **16 satellite factories** in areas across Jordan, including Madaba, al Karak, Irbid, Ajloun and Jerash, employing around **3,500 Jordanians**, the majority of whom are women.
- It has conducted **619 trainings** for over **6,000 workers** and about **500 managers** in **57 factories**. The trainings cover topics such as Basic Rights and Responsibilities of Workers, Supervisory Skills Training, Sexual Harassment Prevention, Financial Management, Occupational Safety and Health, and Fire Safety.
- As of its latest compliance report, Better Work Jordan completed assessments of **64 factories**.
- **75 exporting factories** and their subcontractors participate in BWJ's programme, employing **95 percent of the industry's workforce** and accounting for **95 percent of Jordan's apparel exports**.

BWJ bids goodbye to colleague and welcomes new team members



From left to right: Nadia Afrin, Adiba Afros, Rand al-Araaj

BWJ says goodbye and thank you to Adiba Afros following two years of precious cooperation. She has been a pivotal member of BWJ team helping dealing with Bangladeshi workers inside the factories and volunteering in Irbid's Workers' Centre. We wish Adiba all the best in her future!

BWJ welcomes new team members Rand al-Araaj. Having worked as a Ministry of Labour inspector in the QIZs for the past nine years, Rand's role shows the importance of coordination between the Ministry and BWJ to achieve a complete adherence to the country's labour law. We also welcome new

advisor Nadia Afrin from Bangladesh. We are sure she will be able to build on her previous experience with Bangladesh's Migrant Development Program (OKUP) and bring an effective contribution to the programme.

Good luck Rand and Nadia!

Participating Suppliers

Al Areen wear Ltd.
Al Hadaf Apparel Mfg. Co.
Al Hanan for cloth Mfg. Est.
AL Masera Textile
Al Tafilah Apparel Co. Ltd.
Apparel Concepts L.L.C
Aseel Universal Garments Mfg. Co. Ltd.
Aseel Universal Garments Mfg Co Ltd. (Satellite Unit)
Atateks Foreign Trade Ltd.
Atlanta Garment Mfg. Co.
Business Faith Garment Mfg Co. Ltd.
Camel Textile International Corp.
Casual Wear Apparel L.L.C.
Century Miracle-Al- Mustamira Satellite Unite
Century Miracle -Best Quality Jordan
Century Miracle-Main Building
Century Miracle-Indian Building
Century Wear Co.
Classic Fashion Apparel Industry Ltd.Co.-Unit 1
Classic Fashion Apparel Industry Ltd Co.- Unit 2
Classic Fashion Apparel Industry Ltd Co. -Unit 4
Classic Fashion Apparel Industry Ltd Co. -Unit 6
Classic Fashion Apparel Industry Ltd Co. (Satellite Unit) Karak
Cady Garments Company
Eam Maliban Textiles Jordan (PVT) Ltd.
Eam Maliban Textiles Jordan (PVT) Ltd. (Satellite Unit)
El Zay Ready Wear Mfg. Co.
Fine Apparel Ltd.
Galaxy Apparel Industry
Galaxy Apparel Industry (Satellite Unit)
Haifa Apparel
Hi-Tech Textile L.L.C.
Hi-Tech Textile L.L.C. (Satellite Unit)
International British Garments Ltd. Co.
International Elegance Garment Mfg. Co. Ltd.
Ivory Garments Factory L.L.C.

Ivory Garments Factory L.L.C (Satellite)
Jerash Garments and Fashions Mfg. Co. Ltd. (Unit 1, 2 & 3)
Jordanian Modern Textile
Kareem Industrial Textiles Co. Ltd.
Musa Co. for Mfg. ready garments
Mustafa & Kamal Ashraf Trading (Jordan) Garment Ltd.
M/ S United Creations L.L.C.
Needle Craft for clothing industry
Noble Apparels Jordan L.L.C.
Oasis Textiles International Co. Ltd.
Paramount Garments Ltd.
Paramount Garments Ltd. (Satellite Unit)
Prestige Apparel Mfg. Ltd. Co.
Pine Tree Co. for textile Mfg. P.S.C (TWJ)
Rainbow Textile L.L.C.
Rich Door Textile Factory
Rich Pine International Group Ltd.
Regional Textile Supportive Industries (R-Tex)
Sana Garments Co.
Saysaban Textile Factory
Southern Garment Mfg Co. Ltd.
Standard Jeans Apparel Mfg. Co. Ltd. -Unit 1
Standard Jeans Apparel Mfg. Co. Ltd. -Unit 2
Standard Jeans Apparel Mfg. Co. Ltd. . -Unit 3
Standard Jeans Apparel Mfg. Co. Ltd. (Satellite Unit)
Standard Textile Jordan
Sterling Apparel Mfg. L.L.C.
Sterling Apparel Mfg. L.L.C. (Satellite)
Straight Line For Apparel Co.
Silver Stitch Apparel Manufacturing L.L.C.
Third Dimension Apparel L.L.C.
Tusker Apparel Co.
United Creations L.L.C.(Satellite) (Al-Azraq)
Vega Textile Ltd.
Victorious Apparels Mfg. Co. Ltd.
W&D Apparel (Jordan) Corp.



BETTER WORK
Jordan

This newsletter was produced by Better Work Jordan. Better Work is a partnership between the International Labour Organization (ILO) and the International Finance Corporation (IFC) in collaboration with local and international stakeholders. It unites the expertise of the ILO in labour standards with that of the IFC in private sector development.

For more information, contact:

Better Work Jordan

Tayseer Na'na'a Street, South Abdoun, Amman, Jordan

Tel: +9626 592 5778

Fax: +9626 592 5779

Email: jordan@betterwork.org

Website: <http://betterwork.org/jordan/>



International
Labour
Organization

