

PROGRESS REPORT ONE: INSTRUCTIONS FOR FACTORIES

Quality Assurance for Factory Self-Reporting



International
Labour
Organization



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Finance
Corporation
WORLD BANK GROUP

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GENERAL NOTE

What is the first progress report?

Within 30 days from the release of the Better Work assessment report, the factory will release a progress report to buyers, known as “Progress Report One” (PR1). Progress Report One includes the Improvement Plan, which features an overview of the initial progress made on issues identified during self-diagnosis and the assessment. The factory will also indicate in the report how it plans to continue making progress, improve workplace cooperation and strengthen internal management systems.

Factories are responsible for preparing PR1 through the online supplier portal, which can be accessed at <http://portal.betterwork.org/>. Although an Enterprise Advisor (EA) will offer guidance to the factory on completing the report, it will not contain any recommendations from Better Work. The only report content Better Work will verify relates to publicly-reported non-compliances*, which the factory states have been fully rectified. This is done to provide our buyer partners and participants with the assurance they need, as well as to give you and your colleagues clarity on the key issues where improvements are still needed.

Why is self-reporting important?

Self-reporting is key to building factory capacity and accountability. It may, however, take time for some factories to develop the skills and confidence to do this well. Buyers are being asked to support factories as they make this transition.

After releasing the progress report

- ◆ Continue the improvement process by working with the bipartite committee to address key issues for your factory.
- ◆ Indicate to buyers that you will be providing regular updates by keeping the Improvement Plan updated with technical support from Better Work, as needed. Realized improvements will be validated through the second progress report, which will be completed by the assigned EA.

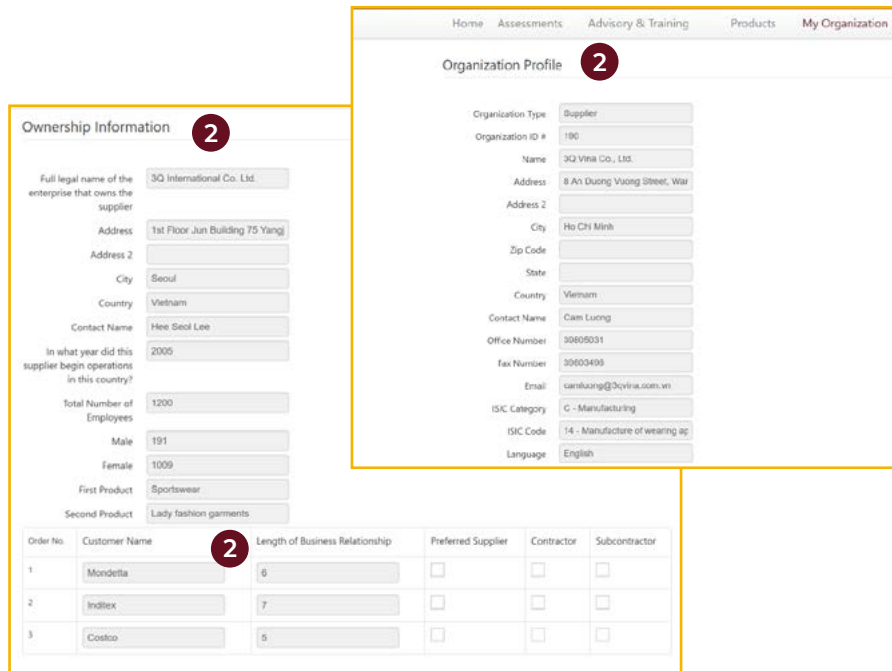
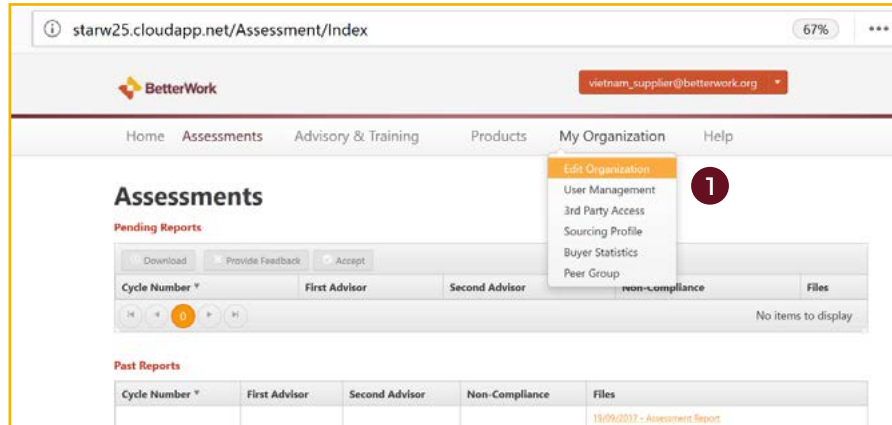
How should a factory develop the first progress report?

- ◆ Involve the bipartite committee in the process of developing the first progress report. Ensure that the functioning and activities of the bipartite committee is well reflected in the report.
- ◆ Make sure to provide an accurate picture of your level of progress. Avoid painting an unrealistic picture, as this will contrast with the second progress report issued by Better Work later in the service cycle.
- ◆ Use the first progress report as an opportunity to describe the improvement process in your factory. Provide an appropriate level of detail as to demonstrate to buyers that you are taking the improvement process and self-reporting process seriously. Do not just tick the appropriate boxes in the online portal; use the comment fields to provide additional information to demonstrate your efforts and results.
- ◆ If the worker-management committee is not functional or engaged in the improvement process, please indicate which actions are planned to remediate the situation.
- ◆ Describe the steps that have been – and will be – taken to strengthen your management systems.
- ◆ Identify learning opportunities for your factory and state in the progress report which Better Work trainings and or learning seminars your staff will attend. You should also include any training or learning efforts undertaken internally by the factory or through other external service providers.
- ◆ Share a draft of the report with your designated advisor to obtain inputs and suggestions. Please note that Better Work will not edit your progress report.
- ◆ The progress report should be issued to buyers within 30 days of the release date of the assessment report. The assigned EA can advise you on the exact reporting timeline applicable to your factory.

* For further information on how BW follows up on public reporting issues in the advisory process, please refer to our guidelines on the [Online Improvement Plan](#)

Progress report one

ENTERPRISE DATA



Guidelines

Factories can access the first progress report by logging into their respective account through the following link:

<http://portal.betterwork.org/>

1 The first page of the published PR1 comprises of Enterprise Data. This information can be updated by the factory through the online portal under: My Organization > Edit Organization.

2 You should ensure that all the information in this page is up to date, including the following:

- ◆ Organizational Profile:
 - Factory address
 - Contact name, number and email
- ◆ Ownership information
 - Total number of male and female employees
 - Customer information

This information can also be updated at a later stage. If you have any questions regarding any of these points, please do not hesitate to ask your Better Work contact person for the needed information.

Progress report one

CREATING A NEW PROGRESS REPORT

The image shows three sequential screenshots of the BetterWork web application interface. The first screenshot shows the 'Advisory & Training' menu with 'Progress Report' highlighted, marked with a circled '3'. The second screenshot shows the 'Progress Report' page with a 'New' button highlighted, marked with a circled '4'. The third screenshot shows a modal window titled 'Create Progress Report for J. M. Fabrics Ltd.' with 'Cycle' and 'Report Date' fields filled, and a 'Create' button highlighted, marked with a circled '5'.

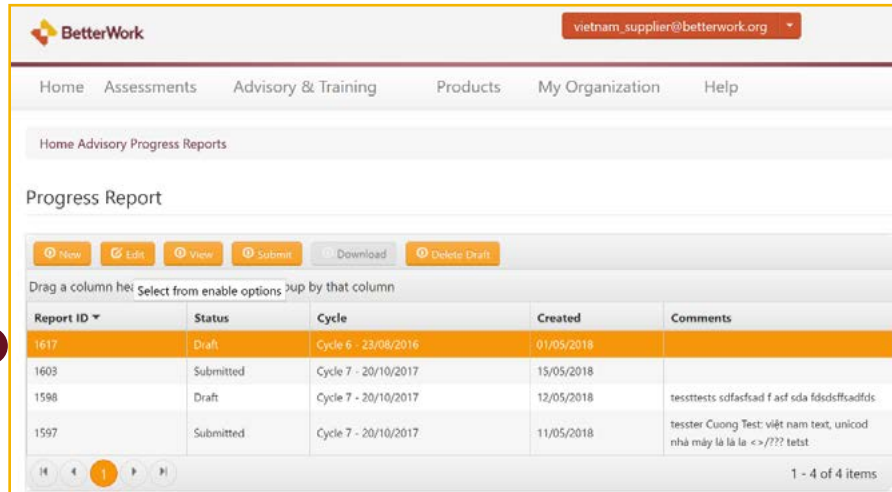
Guidelines

The first progress report can be created as follows:

- 3 Go to: Advisory & Training > Progress Report
 - 4 Click 'New'
 - 5 Open dropdown list/calendar and select accordingly:
- ◆ **Cycle:** the latest cycle based on the most recent date of assessment.
 - ◆ **Report Date:** the day the report was created or when you first started working on the progress report.
 - ◆ Click 'Create'

Progress report one

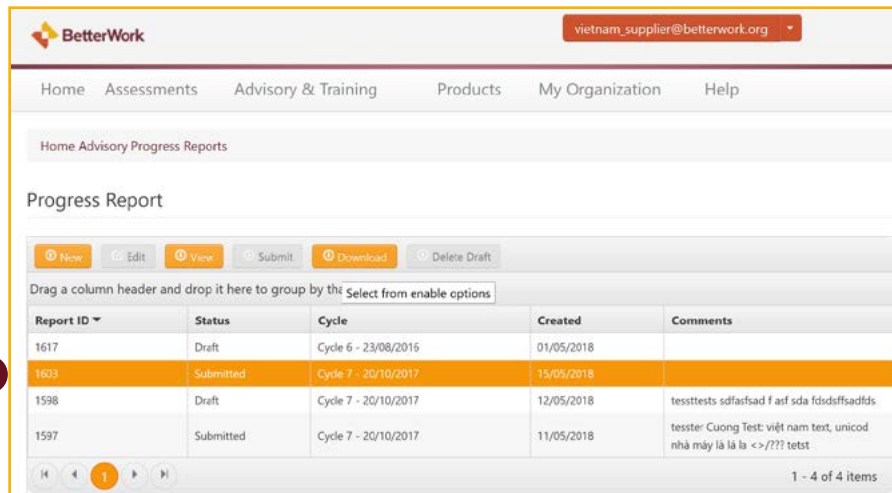
EDITING THE FIRST PROGRESS REPORT



The screenshot shows the BetterWork portal interface. At the top, there is a navigation bar with the BetterWork logo and the user email 'vietnam_supplier@betterwork.org'. Below the navigation bar, there are tabs for 'Home', 'Assessments', 'Advisory & Training', 'Products', 'My Organization', and 'Help'. The main content area is titled 'Home Advisory Progress Reports' and 'Progress Report'. A toolbar contains buttons for 'New', 'Edit', 'View', 'Submit', 'Download', and 'Delete Draft'. Below the toolbar, there is a table with the following data:

Report ID	Status	Cycle	Created	Comments
1617	Draft	Cycle 6 - 23/08/2016	01/05/2018	
1603	Submitted	Cycle 7 - 20/10/2017	15/05/2018	
1598	Draft	Cycle 7 - 20/10/2017	12/05/2018	tesstests sdfasfad f asf sda fdsdfffadfds
1597	Submitted	Cycle 7 - 20/10/2017	11/05/2018	tesster Cuong Test: viet nam text, unicond nhà máy là là là <->??? test

A red circle with the number '6' is positioned to the left of the table, highlighting the 'Draft' status of the first row.



The screenshot shows the BetterWork portal interface, similar to the previous one. The main content area is titled 'Home Advisory Progress Reports' and 'Progress Report'. A toolbar contains buttons for 'New', 'Edit', 'View', 'Submit', 'Download', and 'Delete Draft'. Below the toolbar, there is a table with the following data:

Report ID	Status	Cycle	Created	Comments
1617	Draft	Cycle 6 - 23/08/2016	01/05/2018	
1603	Submitted	Cycle 7 - 20/10/2017	15/05/2018	
1598	Draft	Cycle 7 - 20/10/2017	12/05/2018	tesstests sdfasfad f asf sda fdsdfffadfds
1597	Submitted	Cycle 7 - 20/10/2017	11/05/2018	tesster Cuong Test: viet nam text, unicond nhà máy là là là <->??? test

A red circle with the number '7' is positioned to the left of the table, highlighting the 'Submitted' status of the second row.

Guidelines

Once a progress report has been created, it can be regularly accessed by the factory through the online portal under the 'Progress Report' section.

Please note that only reports in Draft mode can be revised at any time. Once a draft has been submitted and approved by the EA, no further changes can be made to the PDF version of the Improvement Plan attached to the finalized PR1 annex.

- 6 **Status: Draft-** Report can be edited. To edit: Select draft PR1 > Click 'Edit'.
- 7 **Status: Submitted-** Report cannot be edited and will only be available for viewing/download. Once submitted, the assigned Better Work EA can review the PR1, approve the report or send it back for further modifications. To submit: Select the draft version of the PR1 > Click 'Submit'.

- ◆ If the submitted draft is sent back for further modifications, you can edit the existing draft, as required.
- ◆ Once a report has been finalized, it is not possible to make further changes to the progress report. If you would still like to make changes after finalizing the report, you will have to create a new progress report and restart the process.

Factories are encouraged to submit the first progress report through the portal within 30 days of the release date of the Better Work assessment report.

If the first progress report is not uploaded after 5 months and 14 days from the start of the cycle, your buyers will receive a system notification regarding the reporting status. Factories also receive a system notification after 5 months (minus 3 days) in case of a pending report.

Progress report one

GENERAL OVERVIEW

Progress Report Overview: 3Q Vina Co., Ltd.

Cycle: Cycle 6 - 23/08/2016 Report Date: 01/05/2018

The improvement plan includes:

8 2 Issue(s) put forward by the factory during the advisory process

3 Issue(s) found during the most recent BW assessment

Out of the issues listed in the improvement plan there are:

8 4 Issue(s) marked as "Completed"

2 Issue(s) for public reporting that have been confirmed as "Completed" by BW

Comments by the factory (optional):

9 Next Close

Cycle: Cycle 7 - 20/10/2017 Report Date: 12/05/2018

Note: Please make sure that you click "Save to Draft" to save your data when you are done with the report.

General

Overview

In the fifth month of the cycle, the factory will release a progress report to buyers, known as "Progress Report One". Factories are responsible for preparing Progress Report One using the questionnaire provided by Better Work. Although an Enterprise Advisor will offer guidance to the factory on completing the report, it will not contain any recommendations from Better Work.

10 Q1 - The factory evaluates its progress in the initial phase of the service cycle as follows: *

- The bipartite committee received a copy of the issues identified during the BW assessment.
- The factory actively identified and followed up on needed improvements before the assessment (the self-diagnostic process).
- The factory released an initial version of its improvement plan through the BW Portal before the assessment.
- The management representatives in the bipartite committee participated actively in the self-diagnostic process.
- The worker representatives in the bipartite committee participated actively in the self-diagnostic process.

Comments:

11

12 Back Save to Draft Next Section Close

Guidelines

The first part of the PR1 is the 'Overview' section.

- 8 These numbers will be auto-generated by the online system based on the assessment report released by Better Work.
- ◆ **Issue(s) put forward by the factory during the advisory process:** This number will be based on the number of new non-compliance issues added to the Improvement Plan in addition to the assessment findings. Information on how to create additional non-compliance issues is further explained under the Improvement Plan section of the guidelines ([See Page 13](#)).
- ◆ **Issues marked as 'Completed':** Please note that only the Better Work EAs can verify a non-compliance issue and update its status to 'Completed'.

Under comments, you could describe the improvement process since the start of the cycle. In case the self-diagnostic process could not be (fully) conducted, you could add an explanation here. Please do not list the identified issues for improvement – the full list will be available in the improvement plan which is attached to the report.

- 9 Click 'Next' to move on to the following section.
- 10 Q1- Only tick points that are relevant to the factory. Under the comments section, you could add information significant to the improvement process in the initial phase of the service cycle and/or to explain why some of the points under Q1 have not been applied by the factory at the time of releasing PR1.
- 11 Please make sure that you click "Save to Draft" to save your data when you are done with the report. When you click "Close" your changes will not automatically be saved.
- 12 This is a quick-access drop down menu to navigate between the different sections of the PR1. As long as all the entered data has been "Saved to Draft", you could easily access any of the sections using the drop-down menu for further revisions.

SOCIAL DIALOGUE

Social Dialogue
Social Dialogue

All of the below refers to the PICC/LKSB/PC only. Information regarding the OSH committee should be covered under Systems.

The Bipartite Committee

Better Work aims to promote a culture of social dialogue at the enterprise level, which involves the exchange of information, consultations, and negotiations, between legitimate worker and management representatives. As part of the BW improvement process, the factory is required to set up a bipartite committee. In Cambodia, Egypt, Haiti, Jordan, Lesotho, Nicaragua and Vietnam, the term 'committee' refers to the Performance Improvement Consultative Committee (PICC). In Indonesia the term 'committee' refers to the Bipartit Cooperation Institution (LKSB). In Bangladesh the term 'committee' refers to the Participation Committee. For detailed information about composition of the committee in this factory and about committee members, please see the Committee Member List. Below information applies to the PICC/LKSB/PC only, not to the OSH committee.

13 Q1 - The factory has a bipartite committee in place (see above): *

Yes
 No

Comments:

14 Q2 - The following statements are applicable to the status of the bipartite committee:

The committee has not been meeting regularly since the start of the BW service cycle.
 The bipartite committee has stopped functioning.
 The composition of the existing bipartite committee has changed since the start of the BW service cycle.

Comments:

15 Q3 - The bipartite committee was established through: *

Selection (please state the date under Comments and specify whether committee members have been selected by management or trade union)
 An election among workers (please state the date under Comments)

Comments:

Guidelines

The second part of PR1 focuses on Social Dialogue indicators. This is a key component of Better Work's [Differentiation Process](#). The Social Dialogue section in PR1 only refers to the PICC, LKSP or PC committee not the OSH Committee. There are specific requirements to evaluate this section of the report. You may ask your EA to share these guidelines, which are also available in the local language.

In most cases, the comments section can be used to elaborate on the question unless otherwise stated.

13 Q1 - Please select either 'Yes' or 'No' as appropriate. For example:

Q1: If selected 'No', under the comments section you could include details on whether the factory has any alternative channels for maintaining communication between workers and management at the workplace.

14 Q2 - Tick the appropriate box/es. In the comments section, you could add more information regarding the selected options. For example, if you ticked the second option 'The bipartite committee has stopped functioning', under comments you can explain why this is the case, the last meeting date and whether there are any plans to address the situation.

15 Q3- Tick the appropriate box/es.

- ◆ Under comments indicate the date (dd-mm-yyyy) of the election or when the members were selected.
- ◆ In case of an election, you could state whether the election was conducted according to the local law and/or BW guidelines.
- ◆ If worker representatives were selected by management or the union, you should also explain why this method of establishing the committee was chosen over the election process.
- ◆ In some cases, it is possible that the bipartite committee was initially established through an election and later members were replaced through a selection process. Both the 'Election' and 'Selection' boxes can be ticked in such cases with additional comments explaining the processes.

SOCIAL DIALOGUE

16 Q4 - The following statements are applicable to the functioning of the committee and the general practice of social dialogue in the factory: * ⓘ

Worker and management representatives are granted paid time off from regular duties to prepare for meetings, to attend trainings, and to report back to their peers after meetings.

Trade unions/worker representatives are provided information and consulted in advance of significant changes to policies and practices that affect the employment and working conditions of the workforce.

The chair of the meeting is a committee member

Minutes are kept for all meetings

Regular meetings are taking place in the absence of the BW advisor with a majority of all members participating

17 Workers are effectively represented in decision making processes, in particular in relation to their employment and working conditions.

Senior level decision makers are regularly participating in committee meetings

Where senior management is not present, other management representatives report the issues discussed in the meeting to the top management, with action taken in a timely manner.

Comments:

18

19 Q5 - If no bipartite committee has been established yet, please specify the reason: * ⓘ

Save to Draft Previous Section Next Section Close

Social Dialogue

Guidelines

- 16** Q4- Tick the appropriate box/es.
- 17** ‘Workers are effectively represented...’ means that all of the following is in place:
- ◆ Inputs put forward by workers are discussed during committee meetings and incorporated into decisions where possible.
 - ◆ Worker representatives are released from regular duties for sufficient time to regularly consult and inform their colleagues.
 - ◆ Worker representatives are elected by workers.
- 18** Under comments for Q4, you could also provide more details regarding all of the points ticked above and any other improvements related to the committee, such as:
- ◆ Composition of the committees (number of members, gender balance).
 - ◆ Regular meetings between top management and chairperson of the committee.
 - ◆ Payment of members for time spent in committee meetings.
 - ◆ Dissemination of meeting minutes.
 - ◆ Sharing of information from the committee with workers.
 - ◆ If there is no union in the factory, please do state this here to clarify why the corresponding box on union involvement was not ticked. If needed, you could also give a short description of industrial conflicts or strikes that occurred in the factory during the reporting period.
- 19** Q5 - If the factory does not have a bipartite committee, this should be explained here with adequate details. You could also state whether there are plans to establish a committee in the near future.

Here you could add comments about any other forms of social dialogue at the workplace, such as efforts to engage workers and management in activities outside of the bipartite committees.

SYSTEMS

Systems

Systems

Human Resource Management

20 Q1 - The following statements are applicable to the HR system and practices in the factory: * ⓘ

- The factory has adequate recruitment procedures to comply with national regulations and international labour standards
- The factory has an adequate HR policy signed by top management with a clear commitment to meet all legal requirements
- Accountability has been assigned to management for carrying out HR responsibilities and performance
- HR policies and procedures are adequately communicated and implemented
- The employer adequately investigates performance under HR policies and procedures to identify weaknesses and makes necessary adjustments
- The factory has adequate disciplinary and termination procedures to comply with national regulations and international labour standards
- The factory has adequate grievance handling and dispute resolution procedures to comply with national regulations and international labour standards

Comments:

Q2 - Comments *

22

Occupational Health and Safety

21 Q1 - The following statements are applicable to the OSH system and practices in the factory: * ⓘ

- OSH issues are investigated, monitored and measured to identify root causes and make necessary adjustments to prevent recurrence
- OSH policies and procedures adequately communicated and implemented
- The factory has an adequate emergency preparedness procedure
- The factory has OSH policies and procedures that are adequate to ensure worker well-being and to comply with national regulations and international labour standards
- There is an adequate accident investigation procedure
- There is an adequate hazard/risk management and control procedure

Comments:

Q2 - Comments *

22

Save to Draft Previous Section Next Section Close

Systems

Guidelines

The Better Work service model emphasizes the importance of management systems, which are necessary to ensure sustainable improvements and are also a component of the [Differentiation Criteria](#). The PR1 section on ‘Systems’ allows the factory to describe existing systems in place for Human Resources Management 20 and Occupational Health and Safety 21. In both cases, tick the boxes that are applicable to the factory.

Tip: Refer to the assessment report findings regarding management systems to see which of the systems-related criteria were met by the factory at the time of the assessment.

For both 20 and 21, under the comments section you could provide more details on the points ticked above such as:

- ◆ Indicate any progress since the assessment to comply with the systems criteria.
- ◆ If some of the criteria are yet to be fulfilled, you could also explain why this is the case.
- ◆ Any other points regarding systems that were not covered by the tick box options may also be added to the comments section.

CONTINUOUS LEARNING

Continuous Learning Continuous Learning

This section only covers trainings, seminars etc. that took place since the start of the running cycle. This includes events organized by BW or other parties including the factory itself.

Implementation of the Learning Plan

23 Q1 - The factory has taken the following steps to support the continuous learning process: * ⓘ

- Coordination of learning activities with worker/union representatives
- Development of a learning plan to address key issues in the improvement plan as well as underlying root causes

Comments:

24 Q2 - In the current cycle, the factory arranged learning opportunities for the following staff: * ⓘ

- OSH management staff
- HR management staff
- Bipartite committee members
- Supervisors
- Workers
- Other (specify below)

Comments:

25 Q3 - The factory plans the following actions with respect to continuous learning in the next 6 months:

26 Q4 - Comments *

Save to Draft Previous Section Next Section Close Continuous Learning

Guidelines

This section of the PR1 is linked to the Training Plan, which is further discussed in [Page 17](#).

Please note that the Learning Plan should be developed and implemented in collaboration with the bipartite committee. Efforts to engage worker representatives can be further described under this section.

23 Tick the appropriate box/es. Under comments, you could describe key next steps regarding the Learning Plan for the remaining time in the cycle. You could add information regarding needed support and from which party this is needed.

In the Improvement Plan ([See Page 13](#)), there is an option to select the root causes for different non-compliance issues and to specify where training is needed.

24 Tick the relevant boxes and under the comments section, describe the types of training provided in each case and any other relevant details.

25 You could describe the upcoming training activities in this section by mentioning the planned topics and the target group/s.

26 In this section, you could add further details regarding any of the points mentioned above. You could also describe how existing internal learning processes in your company have been improved and key actions the factory intends to take following BW trainings and industry seminars.

Progress report one

FEEDBACK TO BETTER WORK

Cycle: Cycle 7 - 20/10/2017 Report Date: 12/05/2018

Note: Please make sure that you click "Save to Draft" to save your data when you are done with the report.

Feedback to Better Work Feedback to Better Work

Optional: here you can share your feedback to BW.

General

27 Q1 - The factory would like to share the following feedback with BW:

test

Save to Draft Previous Section Close Feedback to Better Work

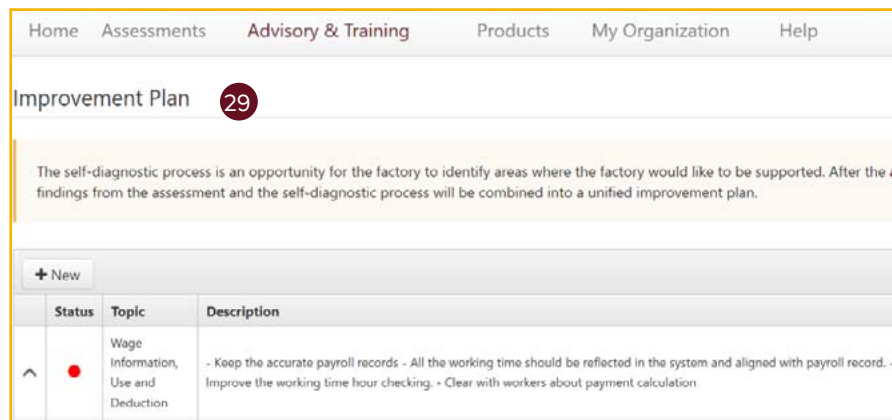
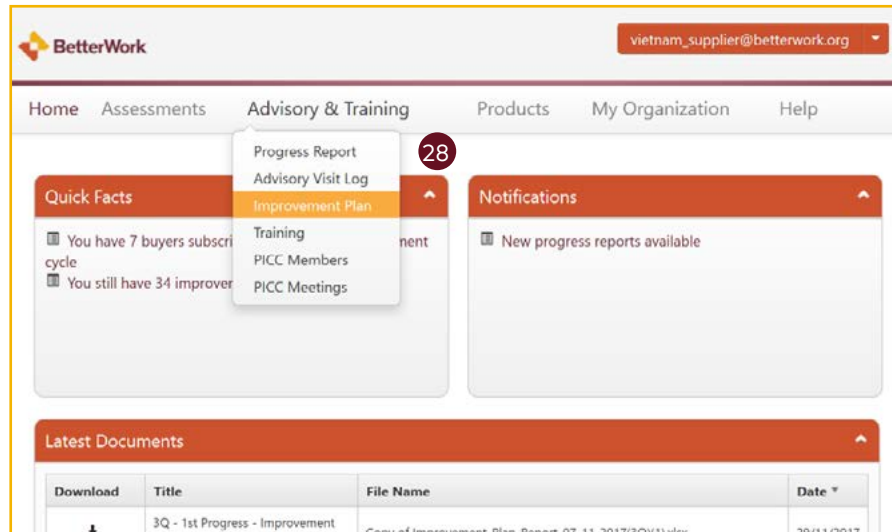
Guidelines

12

- 27 Better Work seeks to improve the quality of its services and its reporting framework. Here you could provide specific feedback what was useful to the enterprise and areas where further support could be provided or improved.

Progress report one

THE IMPROVEMENT PLAN



Guidelines

The Improvement Plan (IP) is based on the non-compliance issues identified in the Better Work assessment report and also those that were identified before or after the assessment through the self-diagnosis process (See Guideline 8).

The Improvement Plan can be accessed at:

28 **Advisory & Training > Improvement Plan**, which will lead to the online improvement plan page 29. You could create and/or edit any improvement activities under this section.

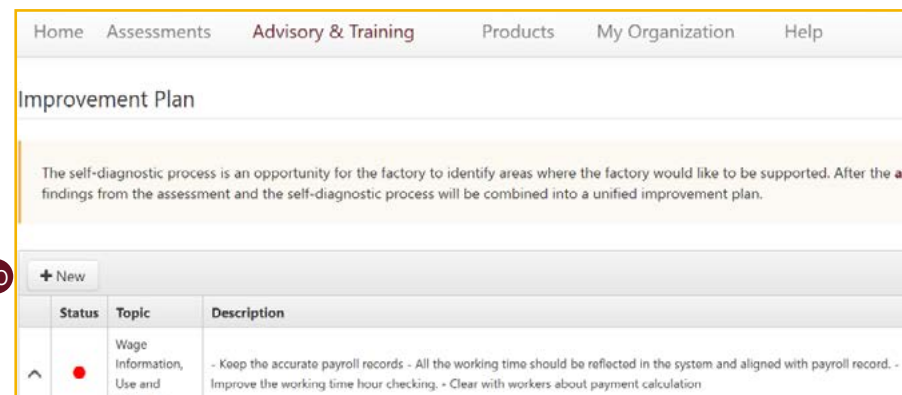
Once the first progress report has been submitted, the attached Improvement Plan in the Annex (PDF version) will only reflect improvement activities up until the date of submission. You should ensure that all improvement-related activities are up to date at the time of submitting the progress report.

Afterwards, the factory can continue to work on the online version of the improvement plan as this is a tool for the factory to continuously monitor the progress of non-compliance issues throughout the cycle.

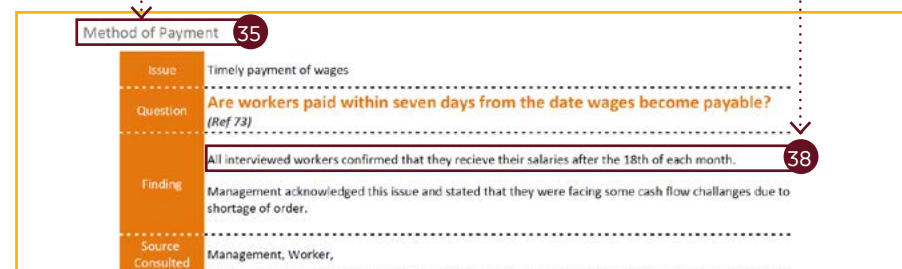
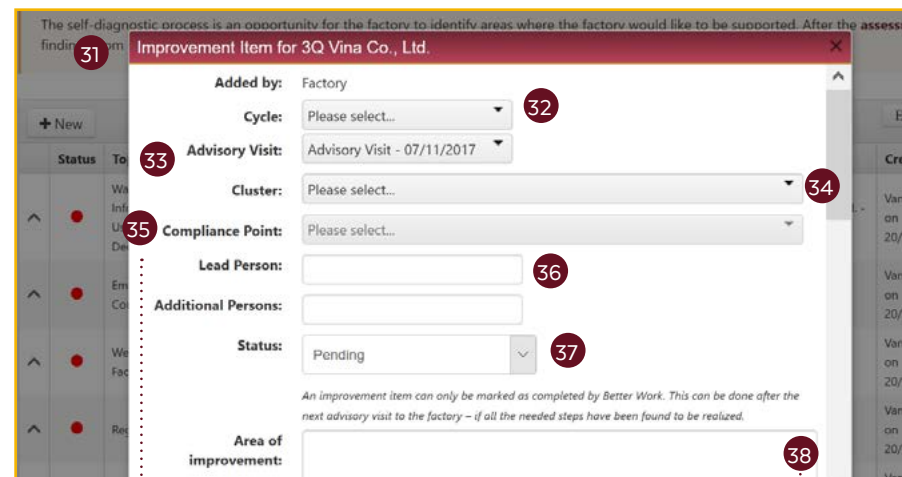
You should collaborate with the assigned Better Work EA to make sure that all issues from the most recent BW assessment report have been imported into the Improvement Plan before you start working on the first progress report.

The factory is entirely responsible for sharing progress updates for each non-compliance issue through the online portal.

ADDING NON-COMPLIANCE ISSUES (IMPROVEMENT PLAN)



30



Sample from an Assessment Report

All non-compliance issues from the latest assessment report will be added to the portal by the assigned Better Work EA. Factories can also add non-compliance issues to the Improvement Plan as described in the following steps:

30 Click on '+ New', which will open a separate window 31 to add a new non-compliance issue.

Non-compliance issues can be added in two different ways:

32 By selecting **Cycle**: If the non-compliance is based only on the assessment report, the latest cycle number can be selected from the drop-down list. OR

33 By selecting **Advisory Visit**: If the non-compliance was found before or after the assessment (not included in the assessment report), you could select the cycle during which the issue was identified as well as the corresponding Advisory Visit. Once the Better Work EA has conducted advisory visits at the factory, you have the option to select one of the visit dates through the drop-down list.

34 **Cluster**: This information is available in the assessment report. All factories are assessed based on nine general compliance clusters. You could refer to the assessment report to identify and select the corresponding cluster using the drop-down list.

35 **Compliance Point**: Please refer to the assessment report to identify and select the corresponding compliance point. A sample finding from an assessment report is noted below, which indicates the relevant compliance point.

36 **Lead Person and Additional Person**: Insert the names of the factory employees assigned to oversee the remediation of the non-compliance point.

37 **Status**: Using the drop-down list, you could choose whether an issue is 'Pending', 'In Progress' or 'Delayed'. Issues can only be marked as completed by the Better Work EA once they have been verified.

38 **Area of Improvement**: Here you should note key information regarding the non-compliance point such as the exact issue, location (if applicable) and any other relevant details. It is not necessary to copy and paste the entire finding from the assessment report as shown in the corresponding sample 38.

ADDING NON-COMPLIANCE ISSUES (IMPROVEMENT PLAN)

Improvement Item for 3Q Vina Co., Ltd.

Area of improvement:

Root Cause: **39**

Root Cause Description:

Description of actions needed: **40**

Progress: **41**

Key Work Ahead: *This information will be added by Better Work. Information can be updated after the next advisory visit to the factory.*

Target date: **42**

Completion date: *This information will be added by Better Work. The completion date will be specified after the issue has been marked as Completed.*

43

IMPORTANT NOTES:

- All findings from the latest assessment report must be included in the Improvement Plan in the online portal.
- Points **36** to **42** should be filled in for all non-compliance issues. None of these sections should be left blank.
- Additional issues are those that were not identified in the Better Work assessment but were raised by management, union/worker representatives or identified by the EA at a later point. The fact that a company has additional issues should not necessarily be interpreted as negative, as it may be an indicator of effective social dialogue.

- 39** **Root Cause:** The drop-down list provides different options to describe the root cause of a finding, please select as appropriate. If for any reason, the root cause was not identified during the cycle, there is an option to select “N/A” as this field should not be left blank. Further details such as how the root cause was identified, could be included under **Root Cause Description**.

*Tip: One of the options under ‘Root Cause’ include **Buyer Practices**. If this is relevant to a non-compliance issue, you can add detailed description of the specific buyer-related practices (e.g. sourcing practices, codes of conduct, relations with the factory, etc.) that may affect the factory’s ability to comply with the requirement under ‘Root Cause Description’.*

- 40** **Description of Actions Needed:** The following information should be included for each issue:

- ◆ Clear and actionable tasks to resolve the issue.
- ◆ Specific management systems associated with the finding and practical steps for strengthening existing systems or establishing new ones.
- ◆ Employees designated to oversee the task/s. Factories are encouraged to include bipartite committee members.

- 41** **Progress:** Describe efforts taken in reference to each of the required tasks outlined under **Description of Actions Needed**. If there has been no progress for an issue, please add a statement indicating ‘No progress has been made’ and add an explanation as to why this is the case.

- 42** **Target Date:** Please input the date using the calendar menu to indicate when the issue is expected to be resolved. In case, the issue was not resolved by the target date, the **38** **Status** will be automatically updated to ‘Delayed’.

- 43** Click ‘Save’ to add the non-compliance issue to the Improvement Plan.

EDITING NON-COMPLIANCE ISSUES

The screenshot displays the BetterWork web interface. At the top, there's a navigation bar with 'Home', 'Assessments', 'Advisory & Training', 'Products', 'My Organization', and 'Help'. The main content area is titled 'Improvement Plan' and contains a text box explaining the self-diagnostic process. Below this is a table with columns for 'Status', 'Topic', 'Description', and 'Created By'. One row is highlighted, and a modal window titled 'Improvement Item for 3Q Vina Co., Ltd.' is open, showing details for editing the selected item. The modal includes fields for 'Added by', 'Cycle', 'Cluster', 'Compliance Point', 'Lead Person', 'Additional Persons', 'Status', and 'Area of improvement'.

Status	Topic	Description	Created By
45	Wage Information, Use and Deduction	Keep the accurate payroll records - All the working time should be reflected in the system and aligned with payroll record. - Improve the working time hour checking. - Clear with workers about payment calculation.	Van Dang on 20/10/2016

Improvement Item for 3Q Vina Co., Ltd.

Added by: Better Work

Cycle: Cycle 6 - 23/08/2016

Cluster: Compensation

Compliance Point: Wage Information, Use and Deduction

Lead Person: Mr Tuong

Additional Persons: Management team

Status: InProgress

Area of improvement: The employer does not keep only one accurate payroll record. First, as mentioned in the Ref284 below, in Jul 2016, one security workers had 2 separate in-out working time records that had different figures. Second, all interviewed-group workers confirmed that their overtime (OT) hours worked and total income of Jul 2016 was higher than the record reflected in the payroll (e.g. around 60 OT hours versus 37, VND 6,500,000 versus 5,200,000).

You can edit the online Improvement Plan any time throughout the Better Work cycle 44.

Even after submitting the first progress report, factories are encouraged to continue using the online Improvement Plan to monitor their progress and record further efforts taken to remediate any issues.

45 To edit an existing finding, click on the downward arrow next to the non-compliance issue. This will provide a preview of the finding and also the option to 46 'Edit'.

Clicking on 'Edit' will lead to a separate window 47 where the information can be easily revised.

TRAINING

Training

15 credits left for training
4 credits left for industry seminar

Your factory is eligible for 15 credits of training per cycle and 4 credits of industry seminar per cycle.

Training your teams is an essential step in the improvement process. Courses are tailored for the apparel and footwear sector and adapted to national and regional demands. Our courses range from 60-minutes to 6-days, depending on the topic. Training can take place inside factories or in a Better Work training facility, and dates are set according to industry demands.

Once a new cycle begins, factories are given a number of training days, which will be used on issues identified in the improvement process by the Bi-partite Committee (PICC/PC/LKSB) and the Enterprise Advisor. In addition factories have the opportunity to attend four Industry Seminars, designed to tackle in-depth challenges and for the participating factories to learn from one another. These are also incorporated into the factory's improvement planning. Register for courses recommended by the Bi-partite Committee and your Enterprise Advisor or browse through the complete list of available courses.

Training offers a key opportunity for your factory to engage with Better Work beyond the Worker-Management Committee. In addition to the participant training days offered, your factory can still purchase additional training days at a normal rate.

Recommended Training By Better Work Enterprise Advisor
List of training courses recommended for your organization.

View Recommended

Available Courses My Registered Completed Cancelled

Available Courses Schedule By BetterWork

EventID	Schedule Date	Course	Course Type	Description	Unit Price	#Day(s)	Trainers
6745	29/04/2018	Leadership Skills Program for Middle Managers	Training	Management and Supervisory Training	\$40.00	1	Dara Nov
6606	18/12/2017	Chemical Management	Training	Country Specific Training	\$90.00	1	Ditise Kang

Recommended Training By Better Work Enterprise Advisor

Register for these courses recommended by the Bi-partite Committee and your Enterprise Advisor

Course	Recommended By
Basic Rights and Responsibilities	Ngoc Ha Nguyen
Compensation and Benefits	Ngoc Ha Nguyen

1 - 2 of 2 Items

Close

Guidelines

The Training Plan can be accessed through: **48** [Advisory & Training > Training](#).

Factories cannot make any changes to this part of the report and can only view updates made by the Better Work EA.

- 49** This indicates the number of credits available to the factory to avail Better Work's Training and Industry Seminar services. In case there are no available credits, your factory can still purchase additional training days at a normal rate.
- 50** Based on discussions with the EA during the advisory period, EAs may choose to recommend particular Better Work training sessions to the factory. The recommended sessions can be viewed by clicking on the option 'View Recommended', which will open a separate window with the recommended sessions. If you would like to participate in any of these recommended sessions, you can directly discuss this with the EA to schedule the training.
- 51** These four tabs: Available Courses, My Registered, Completed and Cancelled, provides up-to-date information on the factory's training status.

*Tip: The Continuous Learning section, Points **23** to **26**, of the progress report is linked with the training efforts undertaken by the factory. The factory should collaborate with the bipartite committee and the EA to identify their learning needs and record any planned/completed efforts to meet their learning goals by participating in the training sessions available.*

Progress report one

PICC MEMBERS AND PICC MEETINGS

Guidelines

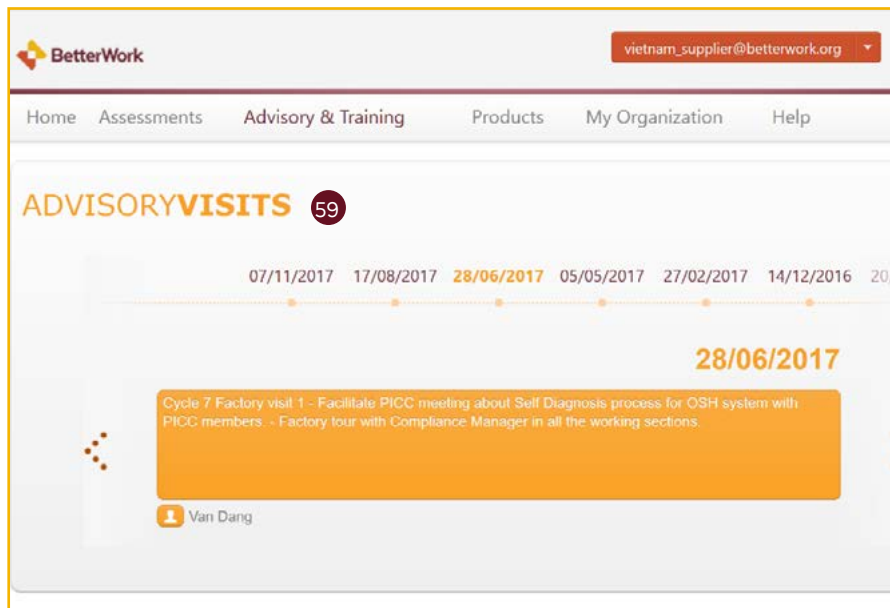
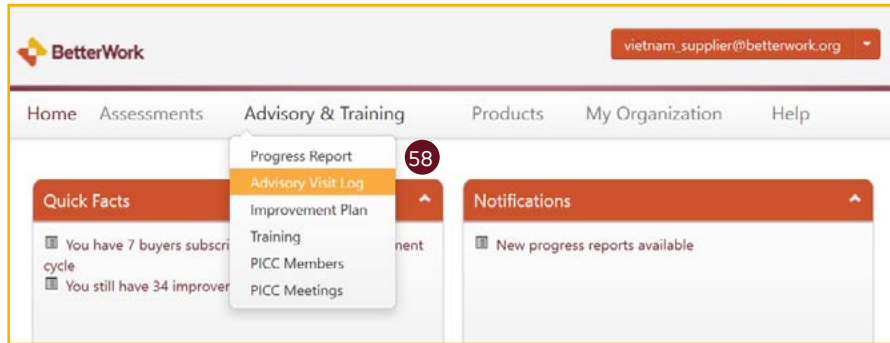
The PICC Members' list can be accessed through: **51 Advisory & Training > PICC Members**. You should inform the EA about any changes in the composition of the PICC to ensure that the list is up to date in the final progress report.

The PICC Meetings information can be accessed through: **52 Advisory & Training > PICC Meetings**. You could add information regarding meetings conducted with the PICC, with or without Better Work's presence, through this section.

- 53** To add information regarding a meeting, click on 'Add'. This will open a separate window to insert the necessary details.
- 54** Insert the date of the meeting using the calendar menu.
- 55** 'Add' or 'Remove' members who attended the meeting on the selected date. It is important that the PICC Members' list is updated to ensure that all the active members are included in this section.
- 56** This section can include:
 - ◆ Key issues discussed during the meeting and the follow up action plan.
 - ◆ Activities conducted to engage the meeting participants in the improvement process.
 - ◆ Identify aspects of the meeting that could be improved.
 - ◆ Add information regarding who chaired the meeting and whether the union, EA or external representatives were present during the meeting.
- 57** Click 'Save' to add the event.

Progress report one

ADVISORY VISIT LOG



Guidelines

The Advisory Visit Log is included in the first progress report. This information is added by the Better Work EA.

You could view the visit log at: **58** [Advisory & Training > Advisory Visit Log](#).

- 59** The Advisory Visits page indicates the number of visits conducted during the Better Work cycle with a brief description of each of the visits. If you have any questions or comments regarding the log entries, please do not hesitate to contact them directly.

PUBLICLY REPORTED ISSUES

Assessment Reports

Public Reporting Issues **60**

Public reporting issues

Only assessments from Cycle No. 2 onwards are subject to public reporting on the Better Work Transparency Portal.

Below are non-compliance findings on issues that are subject to Public Reporting. Only issues from the most recent assessment are currently visible on the Better Work Transparency Portal

Issue Details	Year	Total Issues	Responses	Cycle No.	Assessment Date	Country
Name: 3Q Vina Co., Ltd.						
<input checked="" type="checkbox"/> View Issues	2017	4	1	7	19 Sep 2017	Vietnam
<input checked="" type="checkbox"/> View Issues	2016	1	0	6	23 Aug 2016	Vietnam

61

3Q Vina Co., Ltd.

- Bullying, harassment or humiliating treatment of workers
- Employer involvement in union decisions constitution rules activities admin finances or elections
- Fire detection and alarm system
- Mechanisms to ensure cooperation between workers and management on OSH matters**

Mechanisms To Ensure Cooperation Between Workers And Management On OSH Matters

Occupational Safety and Health: OSH Management Systems

The factory has not set up a properly functioning Unit in charge of OSH. The factory has established an OSH council with 7 members who meet every 6 months to review OSH issues at the workplace. There are also two OSH officers (one appointed in Jan and the other in Jul 2017), who have been trained and granted a training certificate on OSH. Both of them have been directly performing technical work (mech-electricians) for more than 5 years in the factory; one has a vocational certificate in sewing machine repairation, and the other has a vocational degree (3/7 skill grade) in industrial electricity.

However, in reality, one OSH officer continues his previous job as a boiler operator. Therefore, it does not ensure that the factory has at least 2 full-time OSH officers, as required by law for a factory of this size. The factory explained that it would take time to re-arrange his job as the transfer has just been made since Jul 2017.

It is noted that the other OSH officer is also the mech-electrician leader. However, he confirmed that most of his working time was dedicated for OSH duties; as a mech-electrician leader, he only monitored and supported other team members.

Documents checked: OSH officer appointment records; OSH officers' profiles; Training records

Legal Reference

Clause 1 of Article 14, Articles 72 & 75 of the OSH Law, /ND-CP; Clause 2 of Article 17, Clause 2 of Article 18, Decree 44/2016/ND-CP

Respond **63**

Respond

Factory Response* **64**

Supporting Documents

Select files... **65**

Submit Cancel

66

If any publicly reported issues have been identified during the Better Work assessment, these issues will be highlighted to buyers who subscribe to your factory reports through the online portal. Starting from the second cycle, these issues will appear on the Better Work Transparency Portal <https://portal.better-work.org/transparency>, which is accessible by the public (e.g. buyers, consumers, NGOs, academics, etc.).

You can view the publicly reported issues for your factory at:

- 60 Assessments > Public Reporting issues**
- 61** Click on 'View issues' to see the publicly reported issues for a particular cycle. This will open a separate window **62** with a list of the corresponding findings. Click on the downward pointing arrow to see a detailed description of each issue.
- 63** You could choose to add your response by clicking on the 'Respond' tab. This will open a separate window with the following input options:
 - ◆ **64 Factory Response:** You could include information regarding the plan of action to remediate the issue, whether any efforts have been taken, pending activities and any other relevant information. This information can also be copied from the corresponding non-compliance issue under the Improvement Plan (e.g. Description of Actions Needed and Progress sections).
You should ensure that the information added to the Improvement Plan correlate with your response under this section.
 - ◆ **65 Select Files:** You can upload relevant files here (e.g. evidence of actions taken) to support your response.
 - ◆ **66** Click on 'Submit' to add your response.