

Guideline for Counselors' Monthly Report

In all cases 'yes' refers to 1, 'no' refers to 0, if not otherwise stated and 'NA' refers to 'not applicable'.

SL.	Compliance Issues	Explanation of compliance issues	Reference (regulatory base)	Indicators to be monitored
A. Social Protection				
Conditions of Employment				
1.	Appointment letter/contract paper (% of workers/employees receiving appointment letters)	It has to be calculated as-- Number of workers receiving appointment letter/ total number of workers (The result should be a fraction; if all workers receive appointment letter then the maximum point is 1, otherwise it should be less than 1.)	BEPZA Instruction 1, Part IV (5). Every worker except casual workers should have an appointment letter.	Randomly checking with a few workers and estimating the percentage
2.	ID card (Excellent=1, good=0.50, bad= 0)	'Excellent' if most of the workers have ID cards; 'good' if half of them have it and 'bad' if none or very few of them have it.	No BEPZA Instructions, but BEPZA Circular (DEPZ/IR-01/99/478 dated 31October 1999) has instructed the enterprises to issue ID cards to all the workers.	Visual verification during factory visit.
3.	Service book for workers (YES/NO)	Records regarding service of each worker should be kept in a service book by the employers, which the worker may take with her/him if terminated or if they resign from the job. (This book is a summary of various job related issues of each employee, details of which are kept in the personal file of the respective worker. The personal file cannot be taken by the workers when they leave the job, but remains with the employer.)	BEPZA Instruction 1, Part IV (6).	Checking records in the human resource (HR) / industrial relations (IR) department whether they have the service book.
4.	Personal file ((YES/NO)	Separate file should be maintained for each worker containing copy of appointment letter, letter of promotion, any performance related records, records disciplinary actions against	No BEPZA Instructions, but it was felt by the counselors that it needs to be included in the monitoring form.	Checking records in the human resource (HR) / industrial relations (IR) department whether they have

		workers etc.		the service book
5.	Uniform (Excellent=1, good=0.50, bad= 0)	'Excellent' if most of the workers wear uniform; 'good' if half of them wear it, 'bad' if none or very few of them wear it. (Please note: the workers may not wear the uniform because those are not friendly to local weather (warm clothes in hot weather) or they are not usual in local norm. In those cases the issue should be mentioned in the remarks column of the monitoring form)	No BEPZA Instructions, but BEPZA Circular (CP-02/2137 dated 19 September 2007) has instructed the enterprises to provide uniform to all the workers. Another BEPZA circular (IP:P- 02/ 494 dated 6 December 2007) was also issued on this matter.	Visual verification during factory visit.
6.	Confirmation letter given or non-confirmation of job informed by letter (YES/NO)	After appointment a worker should be informed within a specific period (3 month, extendable to 6 months) if there is any problem to confirm her/ his appointment or not. Thus each worker should receive either a confirmation or non-confirmation letter. If no letter of non-confirmation is issued, that will indicate that the appointment is confirmed. Here 'yes' means this norm is followed for all relevant cases and 'no' means it was not followed for all cases (note should be given in the remark column if it was followed for some cases and not followed in others)	There is no specific regulations, but this a required practice to avoid conflicts regarding payment and termination conditions.	<ul style="list-style-type: none"> • Checking service book/ personal file / salary sheet • Asking members of workers' association (WA), • Randomly asking a few workers and management personnel of the enterprise
7.	Promotion (YES/NO)	The workers should be promoted to upper level after achieving certain requirements specific to different positions (as has been mentioned in Instruction 2). It should be monitored whether an enterprise follows such practices on a regular basis.	BEPZA Instructions 2, Part IV (5).	<ul style="list-style-type: none"> • Checking service book/ personal file / salary Sheet • Asking members of workers' association, • Randomly asking few workers and management personnel of the enterprise
8.	Written Disciplinary Procedures (YES/NO)	An enterprise should have and follow disciplinary procedures, when necessary.	BEPZA Instruction 1, Part VI(15)	<ul style="list-style-type: none"> • Checking service book/ personal file / salary Sheet • Asking members of workers' association,

				<ul style="list-style-type: none"> • Randomly asking a few workers and management personnel of the enterprise
Wage and other types of compensation				
9.	Wage Payment on due date (YES/NO)	Each enterprise should pay wage on time according to the regulation.	BEPZA Instruction 1, Chapter X (36)	<ul style="list-style-type: none"> • Verification made in the HR / IR department, • Discussing randomly with few workers, especially with association members. • Visual verification during factory visit or Information collected over phone.
10.	Minimum Wage (YES/NO)	Every enterprise should have clearly declared minimum wage	BEPZA Instruction 1, Part X (37)	<ul style="list-style-type: none"> • Verifying relevant documents in the HR / IR department, • Discussing randomly with a few workers, especially with association members.
11.	Pay slip given properly (YES/NO)	Workers should be given pay slip for their due payment. This slip indicates deductions and final payments including overtime payments. (The final payment includes both fixed salary, overtime and various deductions, i.e. for provident fund etc.)	No BEPZA Instruction, but a necessary requirement to avoid confusion about due payment every month	Discussing randomly with a few workers and also with WA members.
12.	Annual Increment (YES/NO)	Each enterprise should have and follow regulations for annual increment of wages.	BEPZA Instruction No. 2, Section, (5)(A)(c)(iii), (5)(B)(b)(vi), (5)(C)(a)(iii) and (5) (D)(b)(v)	Checking service book/ personal file / salary sheet
13.	Monthly dollar fixation (YES/NO)	As wage rates of workers in EPZs are fixed in dollar value, every month enterprises should make prior declaration of considered exchange rate for calculating the payment of the respective	Not clear in BEPZA Instruction, but BEPZA Circular (IP: P 182/140/ IR/229 dated 19 March 2007)	Checking salary sheet / pay slip

		month.	has instructed the enterprises that exchange rate of <i>Sonali</i> Bank on the first working day of the respective month should be considered.	
14.	Overtime Payment (for workers) (YES/NO)	Overtime payment should be calculated according to the regulation	Follow the formula given in the Law of the land	<ul style="list-style-type: none"> •Discussing about the usual practice of the enterprise with HR / IR department and by randomly asking few workers •Checking wage sheet / pay slip, and punch card.
15.	Festival Bonus (YES/NO)	Workers should receive festival bonus as per the rule	BEPZA Instruction No. 1, Section 38	Checking wage sheet / pay slip, discussing randomly with a few workers
16.	Piece Rate Fixation (YES/NO/NA)	Piece rate of the product should be fixed within a reasonable period and following a reasonable method of calculation (whether the employer is sensitive to opinions of workers in fixing the piece rate) (applicable for enterprises where wages are decided on the basis of number of pieces produced)	Not in Instructions specifically, average production is usually calculated by seven days average production. However, different enterprises follow different methods.	Checking records on the process followed for fixing piece rate.
17.	Compensation Paid (injury, illness, disability, death, etc.) (YES/NO/NA)	In case of accidents or deaths compensation should be made following regulation.	BEPZA Instruction 1, Chapter IX (35).	<ul style="list-style-type: none"> • Pursuing the issue if any complaint is reported in the record of HR / IR departments • Randomly asking a few workers
18.	Separation benefit (YES/NO)	Workers should receive compensation if they are terminated. It needs to be monitored whether an enterprise provide this benefit to the workers according to respective regulation	BEPZA Instruction 1, Chapter IX (35).	<ul style="list-style-type: none"> • Checking wage sheet/pay slip • Randomly asking a few workers
Working time, rest periods and holidays				

19.	Working hours (YES/NO)	Enterprises should have clearly declared working hours (including overtime provisions)	Implemented according to the law of the land. Also BEPZA circular (CEPZ/ CTG/ IR /82/02/1812 dated 5 September 2006) has instructed the enterprises not to make female workers to work after 8 pm.	<ul style="list-style-type: none"> • Enterprise visit • Randomly asking a few workers • Checking records of punch card
20.	Rest Period / Lunch hour (YES/NO)	Workers should be allowed rest period or lunch hour.	Not clearly mentioned in BEPZA Instruction, but a necessary condition (ILO convention)	<ul style="list-style-type: none"> • Discussing with HR / IR department about the usual practice of the enterprise in this regard • Randomly asking a few workers
21.	Weekly Holiday /Day Off (YES/NO)	Workers should be allowed to receive weekly holiday according to respective regulation.	Implemented according to the law of the land. Also BEPZA circulars (DEPZ/IR-1234, dated 28 October 2007 and DEPZ/ IR – 01/93/ 2719, dated May 06 2008) were issued to ensure Friday as weekly holiday.	<ul style="list-style-type: none"> • Checking wage sheet / pay slip • Checking attendance sheet • Randomly asking a few workers
22.	Casual leave (YES/NO)	Workers should be given casual leave according to respective regulation.	BEPZA Instruction 1, Part V (8). 10 days per year is the privilege but not the right.	<ul style="list-style-type: none"> • Checking leave register • Checking personal files • Randomly asking a few workers
23.	Festival leave (YES/NO)	Workers should be given festival leave according to respective regulation.	BEPZA Instruction 1, Part V (12). This instruction provides 10 days of festival leave, but BEPZA circular (IPIR 29/108dated 20 February 2007) has allowed 11 days/year paid festival	<ul style="list-style-type: none"> • Checking leave register • Checking personal files • Randomly asking a few workers

			holidays.	
24.	Earned leave (YES/NO)	Workers should receive earned leave according to respective regulation	BEPZA Instruction 1, Part V (11).	<ul style="list-style-type: none"> • Checking leave register • Checking personal files • Randomly asking a few workers
25.	Sick Leave (YES/NO)	Workers should receive sick leave according to respective regulation	BEPZA Instruction 1, Part V (8)	<ul style="list-style-type: none"> • Checking leave register • Checking personal files • Randomly asking a few workers
26.	Leave register maintained (YES/NO)	A leave register (electronic or manual) should be maintained to record various leaves provided to the workers	Not clearly mentioned in BEPZA Instructions, but implied by the clause in Part IV (6) of Instruction 1.	<ul style="list-style-type: none"> • Checking leave register • Checking personal files • Randomly asking a few workers
27.	Maternity Benefit (YES/NO/NA)	Relevant workers should receive maternity benefit according to respective regulation	BEPZA Instruction 1, Part V (10) & BEPZA Circular (CIR: 1.07/201 dated 03March 2007).	<ul style="list-style-type: none"> • If there is any complaints, checking wage sheet • Randomly asking a few workers
Welfare Facilities				
28.	Rest Room/Canteen facilities (Excellent=1, good=0.50, bad= 0)	Availability of rest room or canteen facilities for workers. Ranking should depend on the judgment of the monitors. The criteria to be considered for judgment are space, cleanliness, hygiene, lighting and decoration of the facility. The ranking 'bad' should also be given if the facility is absent even if the number of workers is more than 100.	BEPZA Instruction 1 Chapter VIII (32) (if more than 100 workers). Also BEPZA circular (CIR 1.07 / 1047 dated 7 May 2009) has provided instruction for cleanliness of the canteen.	Visual verification during factory visit.
29.	Provident fund (8.33%) (YES/NO)	Provident fund for workers should be maintained according to respective regulation (the current rate is 8.33% of basic pay). Such a fund should be recognized by the national Board of Revenue (NBR)	BEPZA Instruction 1, Chapter V (25). BEPZA Instruction 2, Part IV (5 - A, B, C, D).	<ul style="list-style-type: none"> • Checking with HR or IR department of enterprises, • Checking relevant documents (say, wage sheet) • Discussing with WA members.
30.	P.F. Trustee Board	There should be a specific trustee board to deal	BEPZA authority has given a	<ul style="list-style-type: none"> • Checking with HR or IR

	(YES/NO)	with the provident fund of workers	circular.	department of enterprises, • Checking relevant documents • Discussing with WA members.
31.	P.F. Bank account (YES/NO)	A separate bank account should be maintained for provident fund of workers	BEPZA authority has given a circular.	• Checking with HR or IR department of enterprises, • Checking relevant documents • Discussing with WA members.
32.	Group Insurance (YES/NO/NA)	There should be provision for group insurance	Group insurance is not specifically mentioned, but it is mentioned in Part VIII of Instruction 1 that the laws of the country will be applied in case of compensation for injury sustained during duty.	• Checking with HR or IR department of enterprises, • Checking relevant documents • Randomly asking a few workers
Gender and Other Issues				
33.	No gender discrimination in wage payment (YES/NO/NA)	There should not be any discrimination in wages of male and female workers working in same level	No instructions in BEPZA laws and regulations. But this is a necessary indicator to monitor to ensure gender parity.	• Checking pay slip • Randomly asking a few workers
34.	No physical & mental harassment (YES/NO)	Workers should work in a harassment-free working environment. (Here 'yes' refers to absence of harassment and thus a factory should achieve point 1 for 'yes'.)	No instructions in BEPZA laws and regulations. But this is a necessary indicator to monitor to ensure congenial working environment.	• Randomly asking a few workers • Discussing with WA members. .
35.	No Forced labor/child labor (YES/NO)	There should not be any forced labour or child labour	Implemented according to the law of the land	• Floor visits to enterprises • Checking records of workers in HR / IR department

36.	No Outstanding dues (1 month= YES, more than 1 month=NO)	There should not be more than one month's payment overdue.	This is an additional job given by BEPZA authority.	Verification of wage sheet / pay slip (for date of payment).
37.	No Medical dues (1 month=YES, more than 1 month=NO)	There should not be more than one month's medical payments overdue.	This is an additional job given by BEPZA authority.	<ul style="list-style-type: none"> • Verification of medical records of HR / IR department • Randomly asking a few workers
Environment protection				
38.	Effluent Treatment Plant (ETP) installed (YES/NO/NA)	There should be an Effluent Treatment Plant (ETP) in enterprises generating wastes, which need to be treated.	No specific BEPZA regulation yet, but this is a necessary indicator which needs to be monitored to ensure environmental compliance of EPZ enterprises	Visual verification during factory visit.
39.	ETP functioning during inspection period (YES/NO/NA)	An existing Effluent Treatment Plant (ETP) of a relevant enterprise should be functional.	No specific BEPZA regulation yet, but this is a necessary indicator which needs to be monitored to ensure environmental compliance of EPZ enterprises	Visual verification during factory visit.
40.	Chemicals/hazardous materials kept properly (Store & Labeling) (YES/NO/NA)	Chemical/Hazardous materials (dyes, paints, oil, cleaning agent, aerosols, sprays, etc.) should be kept properly (stored in drums, enclosed containers, shelves or storage cabinets, etc. and labeled)	No specific BEPZA regulation yet, but this is a necessary indicator which needs to be monitored to ensure environmental compliance of EPZ enterprises	Visual verification during factory visit.
B. Social Dialogue and Employment Relationships (including human development)				
41.	Workers' Association (YES/NO/NA)	There should be an elected workers association in an enterprise if the enterprise has eligible workers (the workers should be permanent for 3 months).	BEPZA Act, 2004.	<ul style="list-style-type: none"> • Verification with the IR department of an enterprise and BEPZA. • Verify approval of Election

				Commission
42.	Functioning of Separate HR department (Excellent=1, good=0.50, bad= 0)	Ranking should depend on the judgment of the monitors. The criteria to be considered for judgment are system of keeping job related records of workers, efficiency in calculating wages, overtime and bonus of workers, sincerity in complying with various workers' rights, efficiency in handling grievances of workers etc. 'Excellent' if complete records of most of the workers are kept and management of workers' issues is very sound; 'good' if complete records of half of the workers are kept with some limitations in managing workers issues; 'bad' if HR department is absent or the complete records are kept for few workers and workers' issues are managed poorly.	BEPZA Guidelines.	<ul style="list-style-type: none"> • Verification of documents in HR / IR department of an enterprise. • Physical visit • Randomly asking a few workers
43.	Grievance handling procedure followed (YES/NO)	Grievance handling procedure should be followed as and when required.	BEPZA Instruction 1 Part VI (19)	<ul style="list-style-type: none"> • Verification of documents in HR / IR department of an enterprise. • Randomly asking the management • Randomly asking a few workers
44.	Awareness of employers and workers about their rights and responsibilities (Excellent=1, good=0.50, bad= 0)	Ranking should depend on the judgment of the monitors (counselors). The criteria to be considered for judgment are whether the employer and workers know about various regulations and rights, whether they are careful about following rules etc. 'Excellent' if most of the workers are aware of most of their rights and responsibilities; 'good' if half of the workers are aware of most of their rights and responsibilities and 'bad' if few workers are aware of most of their rights and	No Instruction or guideline on how to increase awareness	<ul style="list-style-type: none"> • Randomly asking the management • Randomly asking a few workers specially the members of WA.

		responsibilities		
C. Health and Safety at Work				
45.	Medical outlet Service (YES/NO)	An enterprise should contribute towards BEPZA medical centre.	Contribution for “EPZ Medical Centre” according to BEPZA instruction 1, Chapter Viii (34).	Verification with the IR department of an enterprise and BEPZA
46.	Safety & Security measures (including preparedness of tackling an emergency situation like fire, etc.) (Excellent=1, good=0.50, bad= 0)	Ranking should depend on the judgment of the monitors (counselors). The criteria to be considered for judgment are system for ensuring safety and security in the work place, availability of fire extinguishers and their functioning, whether fire exits are mentioned in a visible way, machines are placed in a hazard-free way, fire drill is done on a regular interval etc.	No clear instruction or guideline on what safety and security measures will be taken.	<ul style="list-style-type: none"> • Randomly asking the management • Randomly asking a few workers specially the members of WA. • Physical checking
47.	Health and hygiene situation of the factory (Excellent=1, good=0.50, bad= 0)	Grades should be given according to the judgment of the counselors regarding the cleanliness and hygiene of the factory and the workers (cleanliness of the production and store areas, ventilation system, cleanliness of the dresses of workers etc.)	Nothing is explicitly mentioned regarding the health and hygiene issues. However BEPZA circular (CIR 1.07 / 1047 dated 7 May 2009) has provided instruction on some cleanliness, health and hygiene issues of enterprises. These issues are important for the health and productivity of the workers. Also these are becoming important compliance issue in the global market.	<ul style="list-style-type: none"> • Randomly asking the management • Randomly asking few workers specially the members of WA. • Visual verification during factory visit.

48.	Pure Drinking Water (YES/NO)	There should be provision of pure drinking water for the workers	BEPZA Instruction 1, part 32, mentions the need for "adequate drinking water". Also BEPZA circular (CIR 1.07 / 1047 dated 7 May 2009) has provided instruction on arrangement of safe drinking water inside the enterprises.	<ul style="list-style-type: none"> • Randomly asking few workers specially the members of WA. • Visual verification during factory visit.
49.	First Aid boxes available (YES/NO)	There should be first-aid boxes available.	BEPZA Instruction 1 (31)	Visual verification during factory visit.
50.	Washing facilities (Excellent=1, good=0.50, bad= 0)	Grades should be given according to the judgment of the counselors regarding availability of washing facility close to working areas, availability of washing tools and cleanliness of those facilities.	BEPZA Instruction 1 (30)	Visual verification during factory visit.
51.	Personal Protective Equipment (Excellent=1, good=0.50, bad= 0)	Grades should be given according to the judgment of the counselors. Judgment should depend on availability and use of protective clothes where necessary.	BEPZA Instruction 1 (33)	Visual verification during factory visit.
52.	Occupational accidents & diseases recorded (YES/NO/NA)	Proper record should be maintained regarding various accidents and diseases in the workplace	No BEPZA Instructions. Based on Int. Best Practice.	Visual verification during factory visit.
	Overall Compliance Status (As % of A+ B+C)			
D.	Extra Facilities			
53.	Attendance bonus(YES/NO)	There may be special bonus for good attendance	Not explicitly mentioned	<ul style="list-style-type: none"> • Discussing with management • Randomly asking a few workers
54.	Production bonus	There may be bonus for extra-ordinary production	Not mandatory in BEPZA	Checking wage sheet

	(YES/NO)	performances	Instructions, but practiced in almost all enterprises.	
55.	Lunch/ Allowance (YES/NO)	There may be allowance for lunch	Not explicitly mentioned	<ul style="list-style-type: none"> • Discussing with management • Randomly asking few workers
56.	Transport/ Allowance (YES/NO)	There may be transport allowance provided to the workers	Not explicitly mentioned	<ul style="list-style-type: none"> • Discussing with management • Randomly asking a few workers
57.	Special Allowance (YES/NO)	There may be other special allowance	Not explicitly mentioned	<ul style="list-style-type: none"> • Discussing with management • Randomly asking a few workers
58.	Facilities for personal belongings (YES/NO)	There may be Special provision to keep personal belongings (bags etc.)	No BEPZA Instructions, but mentioned in the present Monthly Report Form	Visual verification during factory visit.
59.	Day care center (YES/NO/NA)	There may be day care facilities are available for children of workers.	BEPZA Instruction does not mention such facilities. Several enterprises do have such facilities in EPZs. (Implemented according to the law of the land).	Visual verification during factory visit.

Counselors:

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Comments by the Executive Chairman