



Advanced Workshop
on
Creating a Social Management System in your Factory
November 27 - 29, 2019, GTI, Yangon, Myanmar



TABLE OF CONTENTS

Creating a Social Management System in your Factory	3
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Welcome Speech by Ms. Christiane Schultz, Project Manager, Foreign Trade Association of German Retailers (AVE)

Opening Speech by Ms. Yin Yin Moe, Central Executive Committee member, MGMA.

Day 1: Human Resource Management & Occupational Health & Safety

Day 2: Working Conditions & Social Compliance

Day 3: Remediation Plan & Self-Audit Toolkit Process

Concluding Remark	12
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Recommendations	12
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Feedback Form Analysis Report	13
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Opening Speech by Ms. Christiane Schultz, Project Manager, Foreign Trade Association of German Retailers (AVE) & Ms. Yin Yin Moe, Central Executive Committee member, MGMA.

Ms. Christiane Schultz, Project Manager, AVE welcomed everyone to the Workshop. She introduced **CSR Centre** and gave a brief about the objectives of this Workshop in cooperation with the **Myanmar Garment Manufacturing Association (MGMA)** for its member companies. Ms. Aye Mi, Managing Director of MGMA also gave a short overview of how this workshop can help MGMA factories to move forward in incorporating social and environmental compliance.

Ms. Yin Yin Moe, Central Executive Committee member, MGMA said that the factories are practicing compliance in a scattered way. She mentioned that the issues to make a factory compliant well known but facing challenges to implement is the problem. Besides different factories are implementing in different ways. All factories should be aligned in this regard so that factories can share knowledge with each other to have a collective growth. This workshops gave an opportunity to discuss the SWOTs to move forward.



Human Resource Management & Occupational Health & Safety

In partnership with AVE & MGMA the CSR Centre conducted 3-day Advanced Workshops on “**Creating a Social Management System in your Factory**” for MGMA member companies, factory owners, managers, middle management and supervisors.

The Workshop took place on November 27 -29, 2019, at Government Training Institute (GTI), Yangon, Myanmar.

Ms. Zaman S. Zaman, CEO, CSR Centre and the Trainer welcomed participants and then conducted the training program in accordance with the agenda. The workshop began with sharing the expectations of the participants and gameplay through which participants introduced each other.



The workshop began by creating an understanding on non-discrimination and how this influences the workplace. The Trainer described different types of discrimination that might occur in factories & how to be aware of it. She also discussed in which situations the discriminations occur and provided the step by step process of eliminating discrimination in factory environment.

Ms. Zaman explained the vital roles of Human Resource Department to make safe workplace in the factory. The trainer discussed the necessity of work-life-balance to create a better enabling environment and increase workers satisfaction . Participants were asked how they manage their work and family life, what difficulties they are facing and if the family life is not well managed then how it can have a negative impact on work life.



Participants are sharing their experience in Work-life Balance



The Trainer explained the issues on Occupational Health & Safety and its necessity in RMG Sector. The discussion included internal and external factors that influence a factory to maintain a safe working environment & the benefit a factory can receive from stakeholders by maintaining OHS standards. In the workshop they were informed about the step by step process of assessing risks & types of hazards that usually exist in RMG factories.

The difference between risks and hazard and how to recognize those were also described in the session. Participants were learnt about why specific training and using PPE are essential.

"We are facing some of challenges make work-life balance. We did not know before that our personal life can effect in our work"



In an 'experience sharing,' session participants shared their experience about the difficulties they face to maintain OHS in their factories.

In the next session Ms. Zaman also discussed different types of chemicals frequently used in the factory, the potential from those chemicals. She described different effects of chemicals on health and how to manage hazardous chemicals as well as requirement of MSDS and she described accident and emergency procedures, machine and vehicle safety as well.

The Trainer conducted a brief ToT on Social Compliance Workshops to 7 MGMA/MGHRDC Trainers after the Day I session.



GROUP WORK

How do you develop an Occupational Health & Safety Management System for Self Assessment ?



- ✓ Participants were divided into 5 groups
- ✓ Each group evaluated themselves based on several areas of OHS
- ✓ To evaluate each area the groups also had to show evidence of their findings
- ✓ Each group tried to identify the challenges they faced to conduct self audit
- ✓ Each group presented their findings in the flip chart

Working Conditions & Social Compliance

The Day 2 session began with a *Recap from two volunteers amongst the participants* on Day 1 topics and discussions. The volunteers talked about their understanding of work-life balance & OHS. They also presented the difference in learning between their past knowledge & what they have learnt on the last day. The Day 2 presentation was on **Working Conditions & Social Compliance** based on in-depth information for the audience.



Participants were informed about why controlling working hours is important?, including working hours according to BSCI & ILO regulations. They also learnt about the benefits of maintaining proper working hours and if it is not maintained then the problem a factory might face. The session also covered the 4 key factors of overtime management and the other issues that need to be considered for overtime.

As there are some social & business risks in overtime, the session discussed how to control those risks. After that the participants were informed about why breaks are important, which resting breaks do workers need to have during work time, which break times does factory need to provide. Participants were also informed about day off & why are rest days important, how many rest days do workers have and what is the difference between days off & breaks.



The session conducted in participatory way so that they can share their experiences with each other.

In the workshop it is was discussed about the compensation, minimum wages as well as how to calculate overtime wages.

ROLE PLAY



On the Day 2, the participants were involved in a group activity with a role play on **Fair Remuneration and Decent Working Hours, Occupational Health & Safety, Grievance Mechanism** issues. Participants were divided into five groups and were asked to identify the benefits and challenges of one of the three issues. After that each group was divided into two sub-groups, one playing the role of Management which identified the challenges to implement Social Management System into their factory; whereas the other sub-group playing the role of Worker's Representative who tried to convince why these issues are important for the factories. Several issues such as cleanliness, excessive work pressure, working hours, overtime payment, the work-life balance were the challenges that were addressed through the role play.

Remediation Plan

The Day 3 session began with an ice breaking session - a musical activity that helped participants to be more enthusiastic and joyful for rest of the day. Through lottery two volunteers were selected for the **Recap** on Day 2 topics and discussions. The volunteers talked about working hours, managing overtime, calculating overtime and why break & rest are important for factory product.



The final day presentation introduced the concept of **Remediation Plan**, **Remedial Action** and **Continuous Improvement**. The concept of **Corrective Action Plan** & **Preventive Action Plan**, the differences are also explained in the session. In a plenary discussion session participants shared their understanding and experience on those issues with each other.

After that, the trainer discussed the four major key factors for a remediation plan and how to develop a **Remediation Plan**. She also discussed issues such as **special protection for young workers, rights of freedom of association and collective bargaining, environmental compliance to reduce risk**.



Participants were asked what types of grievance mechanisms they have into their own factories & and how they manage. Different views from different participants came out of the session. Then she broadly explained the grievance mechanism & the other relevant issues which need to be considered to build a proper **Remediation Plan**.

Ms. Zaman explained the **step by step Process of developing a Remediation Plan at the factory level**.

Self-Audit Toolkit Process

Under the *Self-Assessment* topic participants were broadly informed on the four important issues for conducting ethical business **Upholding Human Rights, Creating Labor Standards, Protecting the Environment & Fighting against Corruption**. For better understanding several factory level examples were shown under each issue.

The Trainer also discussed the roles of internal monitoring and techniques that make internal monitoring simple at the factory level. She explained the step by step process of **Creating a Social Management System** which shows how to conduct an internal audit.

Sharing Toolkits & Way Forward to Self Audit Systems in your Factory

A checklist was shared with participants which contains **121 social compliance issues** an auditor looks at in the factory.

A tool-kit was shared with participants which contains **64 questions** through which compliance managers can rate themselves during self-audit.

Concluding Remarks

The Workshop concluded by thanking MGMA and AVE for inviting the CSR Centre in “Advanced Workshop on Creating a Social Management System in Your Factory”. The contents of the training materials was shared with all the participants so that they may go back to their individual factories and implement the step by step process. The participants gave feedback that the 3 days of training was beneficial for understanding “hands on” implementation procedures. The Feedback Form was distributed to the participants in order to analyse the satisfaction level of the course effectiveness, instructor’s effectiveness, course administration, etc.

Recommendations

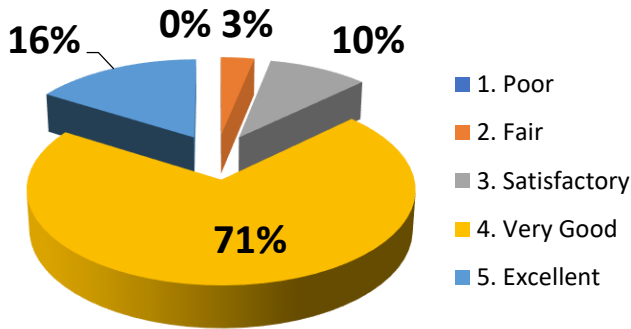
- In this advanced 3 days Workshop there was a good mix group of participants – most were well experienced on some of the topics but felt challenges in strategic implementation. These trainings gave them the tools and knowledge to test out the toolkits in their individual factories. Although there is a need to follow up on the progress and understand lessons learnt through such factory level implementation.
- The unpacking of terms such as OHS and compliance issues with local experiences and examples from the participants created an enabling environment of shared learning which helped in understanding the issues at a “ hands on approach “ which was beneficial for the participants. It would be interesting if such social and environmental compliance processes and practices are documented for new comers in the industry to learn.
- As there were a number of participants from the human resource departments in factories there was a keen interest in understanding the issues of HR linked to human rights, labour standards as well as overall workers’ productivity related topics. Some of the participating factories had HR policies yet learnt many issues that they had not foreseen earlier – they can revise their HR policies in reference to the training contents.
- It is recommended that regular refresher training on the issues of compliance will be beneficial for the industry to move forward in a steady pace with an overall standard that is easy to implement by factories.

Feedback Form Analysis Report

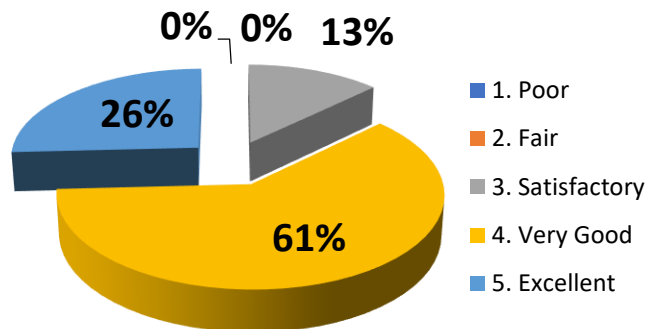
Number of Feedback **31**

1. Course Effectiveness

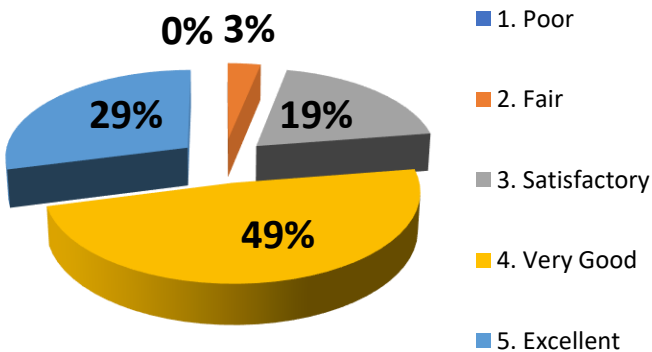
1. Achievement of stated objectives



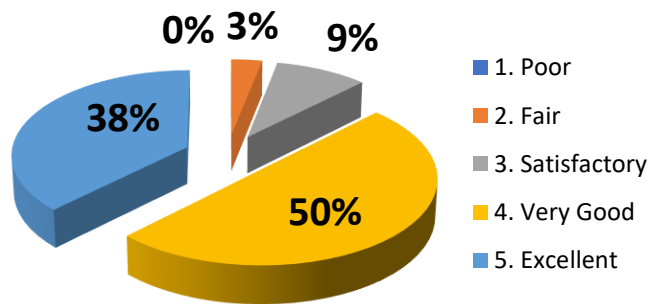
2. Amount of knowledge and skill acquired



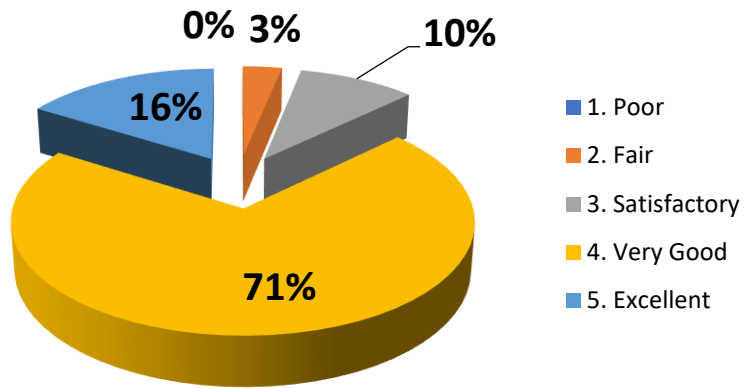
3. Adequacy of notes and handouts



4. Design and organization of course/ easy to understand

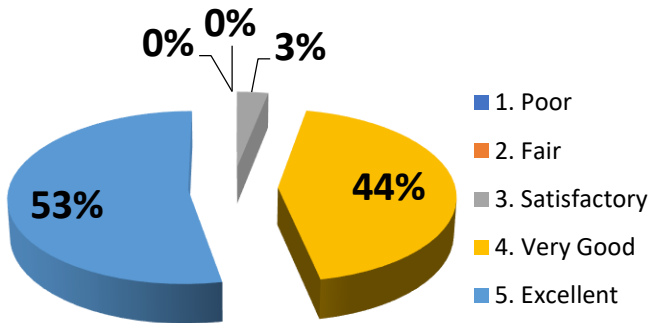


5. Your overall rating of the course

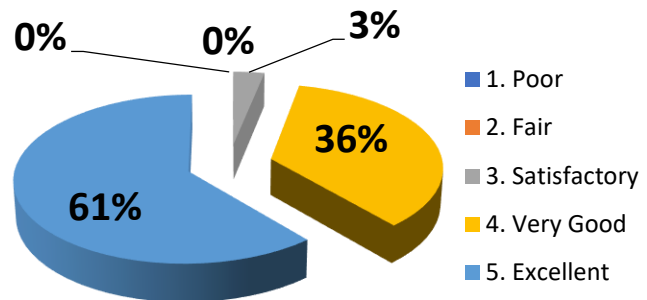


2. Instructors Effectiveness

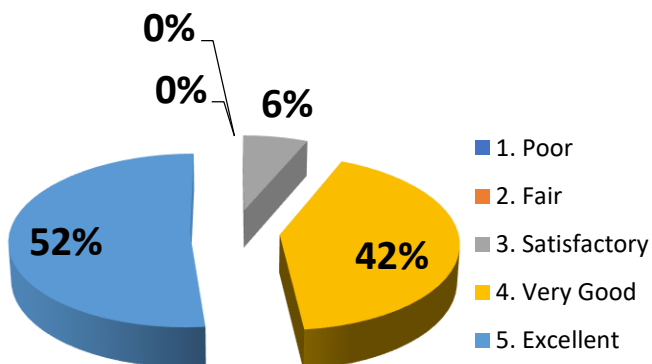
1. State of preparation of instructor



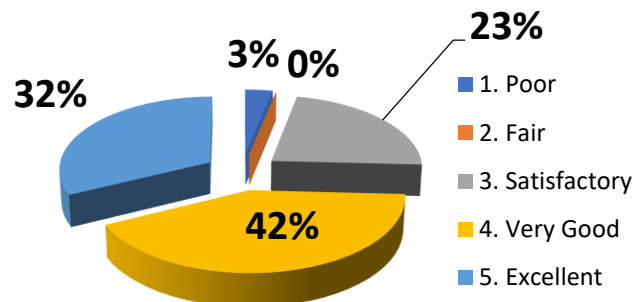
2. Instructor's knowledge of topics



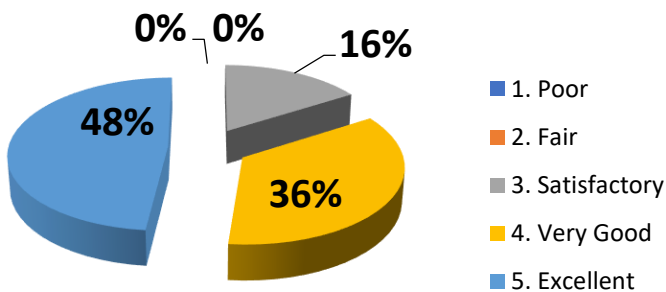
3. Instructor's ability in presenting lectures



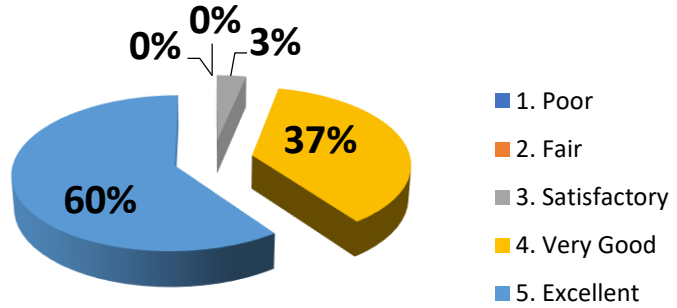
4. Instructors ability to hold your interest



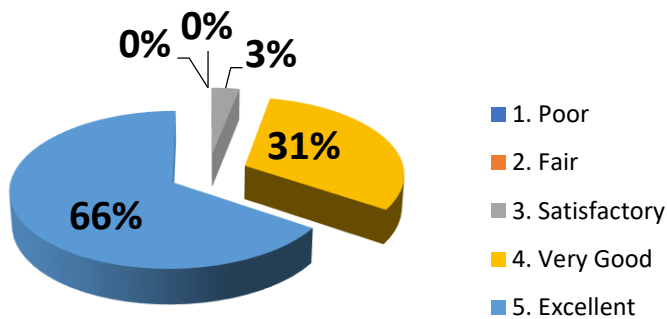
5. Instructor's ability in using teaching aids



6. Interaction within the group

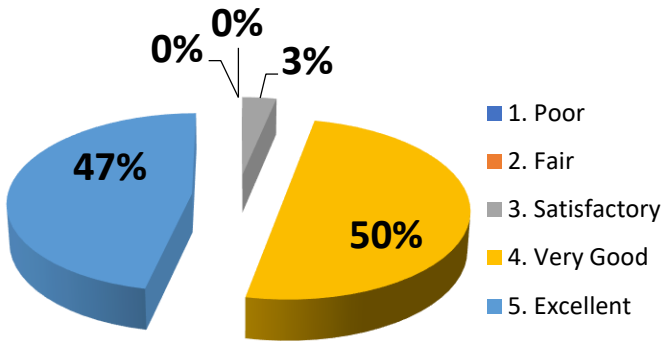


7. Your overall rating of instructor

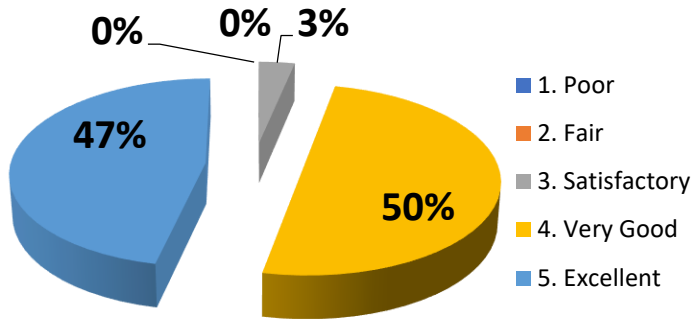


3. Course Administration

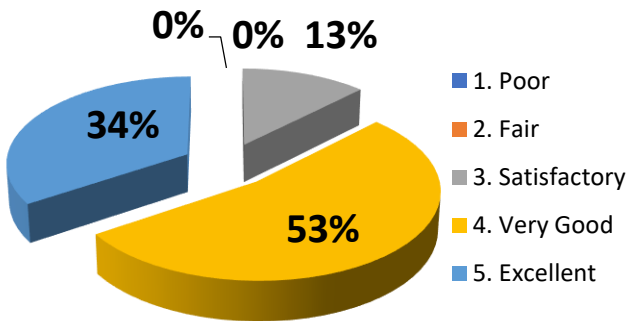
1. Suitability of the training venue



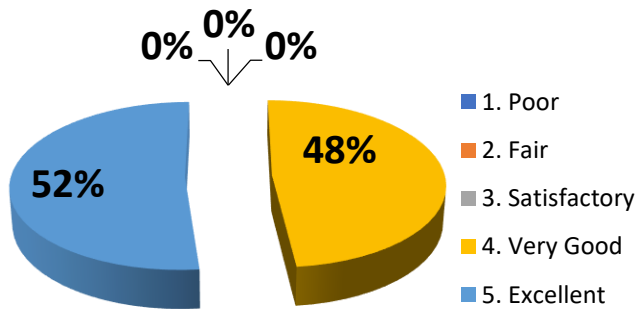
2. Quality of handouts



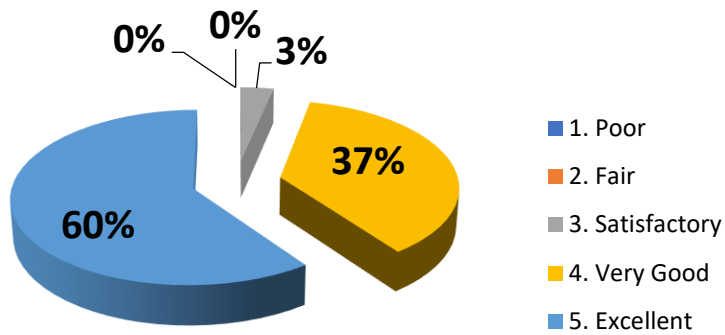
3. Condition of training equipment



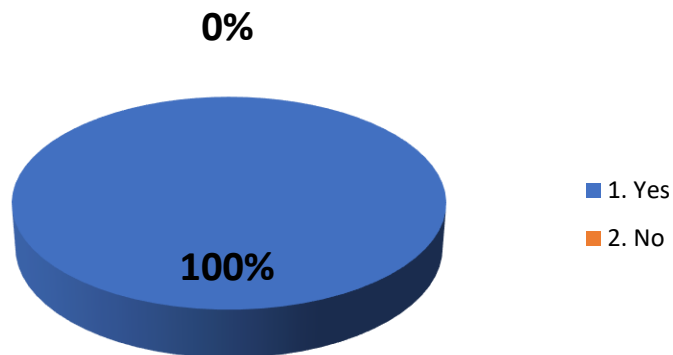
5. The attitude of the training staff



5. Quality of Catering



6. Would you recommend this training course to other members from your organization ?



Annexure

AGENDA, DAY 1

Date: Wednesday, November 27, 2019

Time: 9:30 a.m. – 3: 00 p.m.

Venue: GTI Government Technical Institute, Yangon, Myanmar

Time	Topic
9:00 am – 9: 10 am	Welcome speech by MGMA (tbc)
9:10 am – 9:15 am	Welcome from CSR Centre and Introduction to Participants
9: 15 am – 9:20 am	Individual Exercises: What is your expectation from the Workshop?
	Topic 1: Human Resource Management
9:20 am – 10: 45 am	<ul style="list-style-type: none">▪ Guidance for Non-discrimination▪ Why Work-Life Balance is Important?
10: 45 am – 10: 50 am	Q & A
10: 50 am – 11: 10 am	Tea Break
	Topic 2: Occupational Health & Safety
11: 10 am – 11: 40 am	<ul style="list-style-type: none">▪ How to do a Risk Assessment
11: 40 am – 12: 00 pm	Sharing Experience
12:00 pm – 12:50 pm	Lunch Break
	Topic 2: Occupational Health & Safety (Cont.)
12: 50 pm – 1: 55 pm	<ul style="list-style-type: none">▪ How to handle Chemical Hazards▪ How to avoid Accident and Emergency situation through Predetermined Procedures▪ How to ensure Machine and Vehicle safety
1:55 pm – 2:55 pm	Group Exercise
2: 55 pm – 3: 00 pm	Plenary Discussion
3: 00 pm	Closing of Day 1

AGENDA, DAY 2

Date: Thursday, November 28, 2019

Time: 9:30 a.m. – 3: 00 p.m.

Venue: GTI Government Technical Institute, Yangon, Myanmar

Time	Topic
9:30 am – 9: 35 am	Welcome to Day 2
9: 35 am – 9: 50 am	Recap of Day 1
	Topic 3: Working Conditions & Social Compliance
9: 50 am – 11: 00 am	<ul style="list-style-type: none">▪ Managing Decent Working Hours Inclusive of Regular & Overtime▪ Understanding the Risks of Overtime Working Hours & Payments
11: 00 am – 11: 15 am	Tea Break
11: 15 am – 12: 00 pm	Topic 3: Working Conditions & Social Compliance (Cont.) <ul style="list-style-type: none">▪ Managing Breaks, Day Off & Resting Time Rules & Regulations
12: 00 pm - 12:10 pm	<ul style="list-style-type: none">▪ Q & A
12: 10 pm – 1: 00 pm	Lunch
	Topic 3: Working Conditions & Social Compliance (Cont.)
1: 00 pm – 2: 00 pm	<ul style="list-style-type: none">▪ Understanding Compensation▪ Minimum Wages▪ Calculation of Overtime Wages
2:00 pm –2: 40 pm	Group Exercise
2: 40 pm – 3: 00 pm	<ul style="list-style-type: none">▪ Open Plenary
3: 00 pm	Closing of Day 2

AGENDA, DAY 3

Date: Friday, November 29, 2019

Time: 9:30 a.m. – 3: 00 p.m.

Venue: GTI Government Technical Institute, Yangon, Myanmar

Time	Topic
9:30 am – 9: 35 am	Welcome to Day 3
9: 35 am – 9: 50 am	Recap of Day 2
	Topic 4: Remediation Plan
9: 50 am – 11: 00 am	<ul style="list-style-type: none"> ▪ Corrective action process ▪ Key factors of the Remediation Plan ▪ Special protection for Young workers & Child labour ▪ Rights of Freedom of Association and Collective Bargaining ▪ Environmental Compliance to Reduce Risks
11: 00 am – 11: 15 am	Tea Break
	Topic 4: Remediation Plan (Cont)
11: 15 am – 12: 00 pm	<ul style="list-style-type: none"> ▪ Reducing conflict through effective Grievance Mechanisms ▪ Process of making a Remediation Plan at the factory level
12: 45 pm - 12:10 pm	Open Plenary
12: 10 pm – 1: 00 pm	Lunch
	Topic 5: Self-Audit Toolkit Process
1: 00 pm – 2: 10 pm	<ul style="list-style-type: none"> ▪ Ethical Business Behaviour ▪ Creating a Social Management System (SMS) for the factory
2: 10 pm – 2: 50 pm	Sharing Toolkits & Way Forward to Self Audit Systems in your Factory
2: 50 pm – 3: 00 pm	Open Plenary
3: 00 pm	Photographs & Closing of Day 3