











● THE COMPLAINT MECHANIS

• What is the RMG Sustainability Council (RSC)?

RMG Sustainability Council (RSC) is the International brands, garment manufacturers and trade unions joint initiative to sustain workplace safety in RMG factories in Bangladesh.

The RSC formed on 1 June 2020 with a view to carry over the work of Accord on Fire and Building Safety in Bangladesh. The RSC will continue the work of factory inspections, remediation monitoring, safety training and an independent safety and health complaints mechanism for the workers of the RMG industry.

The company's vision is to deliver world-class sustainable workplace safety programmes, enabling sustainable business and developing the supply chain with its unique safety training programme, will continue to make the RMG industry a safe and better place to work.

This booklet covers 4 important rights you hove under the RSC:

- The right to participate in the work of the Safety Committee of your factory;
- The right to refuse unsafe work;
- The right to file a complaint when you see a safety problem at the workplace,
- Protection against reprisal for reporting safety-related matters



Exercising your rights helps ensure that safety & health problems are taken seriously of your workplace.

• The Right to Participate in the Work of the Safety Committee

The Safety Committee exists to ensure that your factory is a safe workplace. An equal number of workers and managers are part of the Safety Committee.



The Safety Committee:

- 1. Evaluates the safety of the factory,
- 2. Corrects the safety and health hazards in the factory,
- 3. Prevents accidents.



4 things you can do to help improve the work of the Safety Committee:

- 1. Report any safety problems;
- 2. Become a member of the Safety Committee;
- 3. Attend Safety Committee trainings and presentations;
- **4.** Suggest training/programmes for the Safety Committee to carry out.



• The Right to Refuse Unsafe Work

3 signs that your work is unsafe:

- 1. The equipment of machinery you are using can endanger you;
- 2. The physical condition of the workplace can endanger you;
- **3.** Workplace violence can endanger you.



You should report work that you believe to be unsafe to your Safety Committee or Factory Management.

When you do this, you can ask a union representative or a workplace representative to join you.

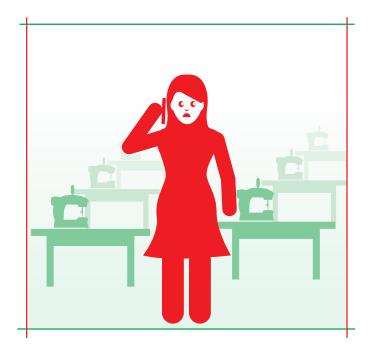


• The Right to File a Complaint when you see a Safety Problem at the Workplace

If you still do not receive assistance, you may report your concern to the RSC.

The easiest way is to call the RSC office and speak with an RSC Complaint Mechanism Handler.





For Safety Complaints call:



+880 176 996 9000

The RSC Complaint Mechanism Handler will ask you to describe the unsafe work.

You can file a complaint as an individual or as part of a group.

You can choose to remain anonymous.

This is what happens next.

The RSC will start investigating the complaint.

This may include:

- An on-site visit to the factory,
- An evaluation by RSC engineers,
- Interviews with workers and managers.

If the RSC investigation finds there is a safety or health problem, the RSC will prepare a report of its investigation including any steps needed to fix the problem.



Protection Against Reprisal for reporting Safety-related Matters

If the RSC determines that a Safety or Health Complaint is upheld, the **Factory Management is obligated to**:

- Fix the safety and health problems found;
- Respect your right to file a safety and health complaint
 or to refuse to carry out unsafe work, and to respect these
 rights without you suffering discrimination or loss of pay.



You will not lose any wages for any time it takes to fix the safety and health problems found.

If your rights are not being respected, contact the RSC office.

Do not abuse the RSC's process.

Under the RSC, garment companies and factory owners are required to make factories safe.

Workers and unions should be fair in exercising their rights and working together to correct the safety problems that are found.



DELIVERING WORLD-CLASS SUSTAINABLE WORKPLACE SAFETY PROGRAMMES

For Safety Complaints call:

+880 176 996 9000



For general enquiries call:

- +88 0176 6695900 +88 02 41081863-6

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