



No.	Cluster	Critical Issues	STAR Questions
1	Fundamental rights	Child labour is not found, or (where confirmed) is remediated	Have you found any workers under the age of 15?
2	Fundamental rights	No forced labour(freedom of movement)	Does the employer restrict workers from leaving the workplace? Does the employer restrict workers' freedom to come and go from the dormitories and/or the industrial park or zone in which the factory is located?
3	Fundamental rights	No discrimination against workers during hiring, employment, or termination based on their race, colour, sex, religion, creed, ancestry, social origin, or political opinion	Do recruitment materials such as job announcements or job application forms refer to the applicant's race, colour or origin? Is an applicant's race, colour or origin a factor in hiring decisions? Is race, colour or origin a factor in decisions regarding conditions of work? Is race, colour or origin a factor in decisions regarding pay? Is there harassment of workers on the basis of race, colour or origin? Is race, colour or origin a factor in decisions regarding opportunities for promotion or access to training? Is race, colour or origin a factor in the employer's decisions regarding termination or retirement of workers? Do recruitment materials such as job announcements or job application forms refer to the applicant's religion or political opinion? Is an applicant's religion or political opinion a factor in hiring decisions? Is religion or political opinion a factor in decisions regarding conditions of work? Is religion or political opinion a factor in decisions regarding pay? Is religion or political opinion a factor in decisions regarding opportunities for promotion or access to training? Is religion or political opinion a factor in the employer's decisions regarding termination or retirement of workers? Is there harassment of workers on the basis of religion or political opinion? Do job announcements refer to the applicant's gender? Is an applicant's gender a factor in hiring decisions? Is gender a factor in decisions regarding conditions of work? Is gender a factor in decisions regarding opportunities for promotion or access to training? Is gender a factor in the employer's decisions regarding termination or retirement of workers?
4	Fundamental rights	Women workers are not dismissed or forced to resign due to pregnancy	Does the employer terminate workers who are pregnant or force them to resign?
5	Fundamental rights	Women workers are not dismissed, and their employment status or seniority is not changed during maternity leave	Does the employer terminate workers who are on maternity leave or force them to resign?
6	Fundamental rights	No sexual harassment	Is there sexual harassment of workers in the workplace?
7	Fundamental rights	Men and women doing work of equal value receive different pay	Is gender a factor in decisions regarding pay?
8	Fundamental rights	No discrimination against any worker due to the worker's union membership or union activities (during recruitment, employment or termination)	Does the employer punish workers for joining a union or engaging in union activities? Does the employer threaten, intimidate, or harass workers who join a union or engage in union activities? Has the employer terminated any worker or not renewed their contract due to the worker's union membership or activities?
9	Fundamental rights	Workers can freely form and join trade unions of their choice	Can workers freely form and join a union?
10	Fundamental rights	The employer has not taken steps to bring the union(s) under its control	Has the employer taken steps to bring the union(s) under its control?
11	Fundamental rights	A worker's job is not dependent on the worker not joining a union	Is a job applicant's union membership or union activities a factor in hiring decisions?
12	Fundamental rights	Management does not interfere with workers or unions when they draw up their constitutions and rules, hold elections, or organize their activities, administration or finances	Does the employer interfere with workers or unions when they draw up their constitutions and rules, hold elections, or organize their activities, administration or finances?
13	Fundamental rights	Workers are free not to join a union	Does the employer require workers to join a union?
14	OSH/Emergency	The factory conducts regular emergency evacuation drills (every 6 months)	Does the employer conduct periodic emergency drills?
15	OSH/Emergency	Emergency exits are unlocked during work hours	Are the emergency exits locked during working hours, including overtime?
16	OSH/Emergency	Sufficient number of emergency exit doors	Are there enough emergency exits?
17	OSH/Emergency	Proper guards installed on all dangerous moving parts (not including needle guards)	Are guards properly installed and maintained on all dangerous moving parts of machines and equipment?
18	OSH/Emergency	Water for drinking is clean and sufficient	Does the employer provide workers enough free safe drinking water?
19	Wages	Minimum wages are paid correctly for all types of workers	Does the employer pay regular workers at least minimum wage for ordinary hours of work? Does the employer pay at least minimum wage for all types of workers other than regular workers?
20	Wages	Overtime wages are paid correctly for all types of workers (ordinary overtime hours)	Does the employer pay workers 150% of their normal wage for all ordinary overtime hours worked?
21	Contracts	Management does not use fixed-term rotating contracts, or otherwise not include the entire period of continuous employment when determining workers' entitlements to maternity leave, attendance bonus, seniority bonus, and/or annual leave	Does the employer include the entire period of continuous employment when determining workers' entitlements to maternity leave, attendance bonus, seniority bonus, and/or annual leave?
Low Compliance* (only)			
22	Fundamental Rights	Management gets permission from the labour ministry before dismissing union leaders or candidates for union leadership	Has the employer terminated a union official without getting permission from the ministry?
23	OSH/Emergency	Emergency exit doors are accessible	Are the emergency exits inaccessible and obstructed during working hours, including overtime?
24	OSH/Emergency	Access paths are free of obstruction	Are escape routes free of obstruction?
25	OSH/Emergency	Training to use fire extinguishers (one training/year)	Has the employer trained an appropriate number of workers to use the fire-fighting equipment?
26	OSH/Emergency	Fire extinguishers are sufficient	Does the workplace have adequate fire-fighting equipment and within easy reach of workers?

27	OSH/Emergency	Electrical wires and switches are well maintained	Are electrical wires, switches and plugs properly installed, grounded, and maintained?
28	OSH/Emergency	Safety warnings are posted on the main electrical switch boxes	Are appropriate safety warnings posted in the workplace?
29	OSH/Emergency	Chemicals are stored properly	Are chemicals and hazardous substances properly stored?
30	OSH/Emergency	Chemicals are labelled in Khmer	Are chemicals and hazardous substances properly labelled?
31	OSH/Emergency	Exhaust ventilation where chemicals are used	Has the employer taken action to prevent and limit workers' exposure to chemicals and hazardous substances?
32	OSH/Emergency	Proper personal protective equipment is provided	Does the employer provide workers with all necessary personal protective clothing and equipment?
33	Wages	Management keeps one complete and accurate payroll	Does the employer keep only one accurate payroll record?
34	Wages	Sunday and holiday work payments are paid correctly	Does the employer pay workers double their normal wage for all hours worked on weekly rest days? Does the employer pay all workers correctly for work on public holidays?
35	Wages	Severance payments (5%) are paid correctly	Does the employer pay workers the correct severance pay?
36	Wages	Required bonuses and allowances are paid correctly	Does the employer pay all workers who work regularly the correct attendance bonus when workers take sick leave? Does the employer pay all workers who work regularly the correct attendance bonus when workers take special leave? Does the employer pay the correct attendance bonus to all new workers who start after the first of the month and to casual workers who work regularly? Does the employer pay workers the correct seniority bonus? Does the employer pay all workers the correct mandatory wage supplements (including transportation and housing allowances)? Does the employer pay all workers the correct meal allowance or give them a reasonable free meal when they work overtime?
37	Wages	Wage deductions are legal and authorized	Has the employer made any unauthorized deductions from wages?
38	Contracts	Workers receive clear written payslips in Khmer	Does the employer properly inform workers about wage payments and deductions?
39	Hours	Overtime is limited to 2 hours per day and is voluntary	Is overtime voluntary? Is overtime work limited to two hours per day?
40	Hours	Workers are not punished if they refuse to work overtime	Are workers forced to work overtime under threat of penalty?
41	Leave	Attendance bonuses paid with authorized use of leave	Does the employer pay all workers who work regularly the correct attendance bonus when workers take annual leave? Does the employer pay workers correctly for annual leave?
42	Leave	Management gives workers annual leave (paid or unpaid) or annual leave compensation	Does the employer give workers at least 18 days of annual leave per year and an extra day of annual leave for every three years of service?
43	Leave	Unused annual leave is paid out upon termination	Does the employer compensate workers for unused paid annual leave when they resign or are terminated?
44	Leave	Management gives workers paid sick leave	Does the employer provide paid sick leave as required by the factory's Internal Regulations, or if there are no Internal Regulations, according to the Ministry's practice?
45	Leave	Women workers get at least 90 days off for maternity leave	Does the employer provide workers at least 90 days of maternity leave?
46	Leave	Maternity leave payments are correct	Does the employer pay workers correctly for maternity leave?
47	Leave	Workers are allowed to take special leave (paid or unpaid)	Does the employer give workers up to 7 days of time off for special leave per year? Does the employer pay workers correctly during special leave?
48	Collective Disputes	Conciliation agreements are implemented (rights issues)	Has the employer complied with final conciliation agreements?
49	Collective Disputes	Arbitration awards are implemented (rights issues)	Has the employer complied with arbitration awards?
50	Indecent Behaviour	Management, including line supervisors, treats workers with respect	Have any workers been bullied, harassed, or subjected to humiliating treatment?
51	Monitoring	Monitors are allowed entry	Was the assessor's access to the enterprise unreasonably restricted?
52	Monitoring	All documents requested are provided	Were documents provided in a timely manner?

* Factories are measured against all 52 issues: (21 "Critical Issues" plus 31 additional "Low Compliance Issues")

Further details on the Better Factories Cambodia Transparency Database are available at www.betterfactories.org/transparency or by email at transparencybfc@ilo.org