

Report on Survey of workers to ascertain changes in working conditions where ETI programme and members have been active – RAJASTHAN

Ethical Trading Initiative

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10th February 2017



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Foreword

Since long time stone processing industry has increasingly come into the public spotlight as a result of poor working and environmental conditions. As a result, majority of the stone buyers in several European countries have started to include sustainability criteria in their procurement processes. In this context, sustainability refers to the observation of certain labour, environmental and ethical standards during all stages of the supply chain. Some Indian suppliers have already started to improve working conditions in their respective supply chain. This report is an effort in the same direction to ascertain changes where ETI programs and members have been active and promoting ethical trading practices over the past five years. To understand better the whole report is divided in to three sections. Section A presents the overview inclusive of objectives and scope of the survey, section B deals with the demographic profile of workers and very importantly section C gives a snapshot of perceived changes by workers in stone factories on the key dimensions identified as Dignity, Agency, Reward, Safety and Security and Aspiration to gauge the progress. We believe that this report will way forward to initiate the steps towards the betterment of workers and inform the stakeholders with the existing gaps and as well as aspirations of the workers.

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Executive summary

This is a summary of the results of the survey conducted in December 2016 by Ethical Trading Initiative (ETI) in support from Centre for Data Analysis, Research and Training (CDART) in Rajasthan (India) to ascertain the perceptions and aspirations of workers working in the sandstone processing factories. To achieve this an extensive survey was made covering 92 workers (respondent) from three different factories and three geographical areas- Kota, Bundi and Jaipur covering three different supply chains of ETI members. The primary aim of the survey was to reveal the changes in the working conditions of workers those are linked to sandstone supply chain in Rajasthan (India), where ETI programs and members have been active and promoting ethical trade practices over the past 5 years.

To understand the changes six key dimensions were identified to measure the progress and the dimension are; **Dignity**-The extent to which women and men are treated equally, with respect and feel valued at work, **Reward**-Including equal and fair pay, benefits and opportunities for advancement, **Agency**-The ability of women and men workers to organize and negotiate the terms and conditions of work, in particular through collective bargaining, **Security**- Of income and employment, written contracts for permanent, regular work, for both women and men, **Safety**- Physical and mental safety and health in the world of work, including freedom from sexual harassment and abuse, **Aspiration**- Women and men workers' hopes and aspirations for themselves and their families; and their vision for how to achieve them.

This survey has broadly covered two set of workers; **Permanent workers**- those receiving monthly salary and **Contract workers**- those receiving wages on daily basis or piece rate basis. Both set of workers includes migrant and workers from local community, workers belong to minority and socially marginalized group, different gender and age group, and also different work categories. Thus the survey results largely cover the voice of all type of workers working in the sandstone processing factories. Since the challenges, perceptions and aspirations of both the set of workers were very distinctive and somehow very contrasting in comparison; therefore, to understand it better the results of the survey were broadly structured in two major categories i.e. perception, challenges and aspirations of the permanent viz the contract workers. It is important to note that presence of women workers in the factories were found almost negligible (2 women) therefore wider concerns of women workers in the sandstone factories is missing. However it was also noted that sandstone factories largely do not employ women workers. Furthermore, the aspects missing could be worth exploring in the future researches.

Largely all set of workers appreciated a significant change in the working conditions over the last 3 years. The three most significant changes at work place sensed by them according to its impact and coverage are:

1. *Improved health & safety practices*
2. *Improved level of respect and equality*
3. *Improved negotiation and dialogues with employers*

These workers also revealed that their overall earning along with other benefits has also been improved moderately. However, largely they do not see any noteworthy change in the scenario of receiving any written contract against the work they are employed. Here too, permanent workers are receiving more attention and priorities in contrast to contract workers those receiving less attention and least priorities. Ignorant nature of contractors towards their workers due to submissive voice of contract workers, ignorant nature of primary employers (factories) to execute serious actions on contractors disregarding workers' interest to evade their legal obligations, and weak enforcement of labour laws on small size contractors were found some significant reasons for such ignorant behavior towards contract workers.

Most notably all set of workers largely echoed that they have 'freedom of choice to select the work' and also 'freedom of choice to leave the work' irrespective of their contractual or permanent nature of engagement at work place. The present intervention of the employers further strengthens workers' belief that they will continue enjoying this freedom. Appreciatively, workers sensed a matter of pride working in the export factory in comparison to the other domestic setups due to better working condition, well respected work environment, better wages and job security. They feel recognized strongly in the society being an export worker and this has raised their social status due to the aforementioned benefits and in recent years this has been recognized very strongly as sensed by workers.

An inclusive work approach promoting the equality at work place was sensed at large. However, here too contractual workers feel little ignorant as they are receiving less attention from employers and also given least priority to attend workers meeting, trainings and even providing the personal & protective equipment (PPE). Though this has changed in last few years but present changes were not found very satisfactory by the contract workers.

Workers also voiced that now they are getting better opportunities to discuss and share their issues with co-worker and management in a more facilitating and transparent work environment in comparison to earlier years of working. However, in general, there is no formal grievance mechanism at work place and an established trade union in factories is still a far-sighted goal to workers.

All set of workers largely echoed that their wage has improved gradually over the year surpassing the minimum wages as prescribed by the state government. However, the payment for overtime does not include any premium hourly rate or any other incentive and mostly calculated on the regular- hourly based wages. Very importantly, presently they work in a defined 8 hours shift and this important feature was completely missing few years back as revealed by workers. This encouraging findings sets an opportunity for the business to meet new improved wage standards to set examples, leverage and lead in the sector. Majority of workers also shared that in last few years they have seen an improved practice by employers and contractors in recording wages. Majority of payroll workers get their pay by direct bank transfer and contract workers get paid in cash on daily basis or every fortnightly.

Some of the contract workers also get diary or wage slip as a token of record of their earned wages and receive their wages from contractors in presence of factory supervisors. Workers are aspired to have a well-defined and fair credit policy & mechanism at factory level that is accessible to all workers without any discrimination. As presently there is no defined provision for credit to workers and therefore for any contingency workers are largely dependent on money lenders and they do not see any significant change in this situation in last few years.

Appreciatively, large number of workers responded that presently they have an easy access to adequate and improved drinking water facilities and clean toilets. Most of the work places are now sufficiently ventilated and having adequate provision for light, development of proper flooring has reduced the dust level remarkably and this has also made shifting of heavy items easier and safer for workers. Workers strongly believe that this changed in recent years has occurred due to factories' priority towards safety and their sizable investment to attain improved and safe work place. Though having a proper shed for the workers work in open area especially, the contract workers works on hand cut items, loading and unloading is still a challenge, and workers are also aspired to have a canteen facilities in the factory area that is found missing at present.

Overall, a very significant change has been noticed by all set of workers when discussed about health and safety at work place. They realized a very significant level of change in their awareness due to improved and consistent interaction, discussion and trainings at work place. An adequate provisions for first- aid kits with a satisfactory level of awareness of its usage, and even designated workers at all work places work place to take care of first-aid requirements are also few other remarkable changes those were realized by workers in recent years. Despite raised awareness receiving adequate PPE for contract workers is still a challenge.

The survey also disclose that payment of minimum wages, job related benefits, wage recording, and workers getting job related contract and documents, regularity of the job and a sense of job security has improved significantly in recent years for permanent workers in the factories. Unlikely, it was observed that contract workers are not very satisfied and secure with their current level of earning. The reasons identified behind their insecurity is uncertainty of work, no entitlement benefit like permanent workers, lack of transparency in managing wages and employment terms and conditions, lack of contractors' concern for workers and very fragile employment relationship with their contractors.

Largely workers are aspired to have upgraded work skills to earn better and also to sustain their employment for longer in changing mechanized environment. They are aspired to have a robust and transparent compensation system to take care of any injury or miss- happening with them along with a formal grievance recording and redressal mechanism at work place to have an improved sense of security at work place.

To conclude it is worth mentioning here that ETI members and programme has made some remarkable impact on workers lives as perceived by workers in recent years. The present partially cohesive and inclusive work environment will remain incomplete without proper attention towards contract workers and their issues. Nevertheless, despite certain gaps and challenges the enabling environment generated in past few years at factory level has created a great sense of hope and conviction among workers to aspire for a change that can bring a significant change in their lives.

Sec A: Introduction

This section of the report presents the details of the ETI's Rajasthan sandstone programme and a snapshot of the Rajasthan sandstone workers. Furthermore this section will also introduce to objective and scope of the survey, key dimensions of the survey, survey approach, methodology and tools applied for the survey along with the distribution of the sample surveyed.

About ETI and Rajasthan sandstone programme

The ETI brings together multinational companies across different sectors from tea to textiles, their suppliers, civil societies and trade union representatives to improve working conditions in global value chains. The multi-stakeholder initiative was founded in the UK in 1998 and developed a set of global standards for ethical sourcing, known as the ETI Base Code. The Code is based on international standards and is now used by many companies, who commit to report on their progress in implementing it across their supply chain on an annual basis.

In 2011, ETI and its members initiated a specific programme in Rajasthan (India) to address the concerns of workers in their supply chain concomitant to sandstone business. The ideas were to promote ethical and responsible business practices in their supply chain in light of 'Business and human right framework'. This broader programme was initiated by applying a multi-stakeholder and collaborative work approach involving business community, civil society, trade union representatives, and local government to bring improvement in working conditions of the workers in the sandstone sector and to bring continuous improvement in supply chain practices.

For further information, please see: <http://www.ethicaltrade.org/>

The ETI Base Code

1. Employment is freely chosen
2. Freedom of association and the right to collective bargaining are respected
3. Working conditions are safe and hygienic
4. Child labour shall not be used
5. Living wages are paid
6. Working hours are not excessive
7. No discrimination is practiced
8. Regular employment is provided
9. No harsh or inhumane treatment is allowed

About Rajasthan sandstone workers

India possesses a wide spectrum of dimensional stones that includes granites, marble, sandstone, limestone, slate and quartzite, spread out across the country. India is also amongst the largest producer of raw stone material and the sector is quite developed and vibrant in the southern states of India, as well as in Rajasthan and Gujarat. The Indian stone industry has evolved into the production and manufacturing of blocks, flooring slabs, structural slabs, calibrated- ready to fix tiles, monuments, tomb stones, sculptures, artifacts, cobbles, cubes, pebbles and landscape garden stones.

The state of Rajasthan is one of India's largest producers of sandstone having the highest number of mine leases in the country – 12175 leases for major and minor minerals, and 19,251 quarry licenses for mining stones (Dept. of mines and geology annual report-2013-14). As per MLPC report submitted to Rajasthan High court, this sector accommodates approximately 2.5 million of workers. These mines vary in size, and could employ as few as two to ten people, depending on the

size of the quarry and kind of stone extracted. However, the actual number of workers in the sector could be higher because the majority of mining activities are unorganized and illegal and therefore actual population of mine workers is missing in government statistics.

Workers who work in the sandstone quarries are mainly members of the socially marginalized community (Rajasthan Development Report; Planning Commission; 2006). They perform work activities including drilling, blasting, crushing, loading and unloading of sandstone slabs that expose them to elevated levels of silica dust for prolonged periods of time. According to a report published by National institute of miners' health (NIMH 2013-2014) the type of sandstone found in Rajasthan can contain up to 70 to 90% silica.

Mining in Rajasthan is traditionally looked at as a “masculine” occupation, but over the years statistical data and qualitative research have demonstrated the growing number of women miners across all kinds of mines around the world. Surprisingly the presence of women workers in sandstone processing factories were found almost negligible.

This sector is predominately manifested by presence of large number of unorganized, migrant and contract workers. Very often these workers are vulnerable and prone to different hazardous situation and accidents due to hazardous nature of the jobs. Since years, the sandstone sector in Rajasthan is being operated in a much unorganized manner due to which this has failed to draw any significant attention of the state or central government to develop policies to bring improvement in the lives of workers in this sector. Review of several literatures also revealed that apart from basic health & safety issues, workers in this sector are also vulnerable to violation of their basic human and labor rights that include fair wages, discrimination based on gender and cast, descent working environment, descent working condition, dignity and forced labour.

Objectives and Scope of the survey

Objectives

The present survey primarily aims to ascertain changes in the working conditions of workers those are linked to sandstone supply chain in Rajasthan (India), where ETI programs and members have been active and promoting ethical trading practices over the past 5 years.

The following are two major objectives of the survey:

1. To ascertain the progress and perception on what has changed for workers in last five years. To understand these changes six key dimensions were identified to gauge the progress and the key dimension are - Dignity, Agency, Reward, Safety, Security and Aspiration.
(*Aforesaid key dimensions are defined in table-01)
2. To capture the aspiration of workers for themselves and their families for the next 5-10 years.

Scope of the work

The survey was undertaken to gain insight into the lives of sandstone workers those are part of the global sandstone supply chain rooted in Rajasthan (India). This survey mainly focuses on workers working in the sandstone processing factories and stock yards spread across Jaipur, Kota and Bundi Districts of Rajasthan (India). The findings of the survey will help in formulating the steps towards the betterment of workers and inform the stakeholders with the existing gaps and as well as aspirations of the workers.

Key dimensions of survey*

Table -01

S.No.	Key Dimensions	Expression	In line with the ETI base code
1	Dignity	The extent to which women and men are treated equally, with respect and feel valued at work, freedom from harassment and abuse etc.	<ul style="list-style-type: none"> • Employment is freely chosen ETI base code 1 • Freedom of association and the right to collective bargaining are respected ETI base code 2 • No discrimination is practiced ETI base code 7 • No harsh or inhumane treatment is allowed ETI base code 9
2	Reward	Rewards including pay, benefits, working hours, opportunities for advancement, working terms and conditions etc.	<ul style="list-style-type: none"> • Living wages are paid ETI base code 5 <p>5.1 Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.</p>
3	Agency	The ability of women and men workers to organize and negotiate the terms and conditions of work, in particular through collective bargaining, capacity to make voice heard, influence decision-making	<ul style="list-style-type: none"> • Freedom of association and the right to collective bargaining are respected ETI base code 2
4	Security	Security of income and employment, written contracts for permanent, regularity of work for both women and men.	<ul style="list-style-type: none"> • Living wages are paid ETI base code 5 <p>5.2 All workers shall be provided with written and understandable Information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.</p> <ul style="list-style-type: none"> • Regular employment is provided

			ETI base code 8
5	Safety	Physical and mental safety and health in the world of work, including freedom from sexual harassment and abuse.	<ul style="list-style-type: none"> Working conditions are safe and hygienic ETI base code 3 No harsh or inhumane treatment is allowed ETI base code 9
6	Aspirations	What women and men workers' hopes and aspirations for themselves and their families for the next 5-10 years; and their vision for how to achieve them.	-

Sec-B: Workers' voice- Progress, Perception and Challenges

This section majorly echoes the voice of workers working in the sandstone processing factories and stock yards. This piece primarily looks at what has changed for workers in these 5 years, either due to ETI's work in supporting members to work towards ETI Base Code standards or due to other drivers. The voice echoed here is primarily to gain a deeper understanding of the sandstone workers from India linked to global supply chain. This section has also gathered views from workers on their priorities for the coming years, their perceived challenges and their suggested solutions to workplace problems.

To reflect on workers' perception and aspiration the entire section is divided into six key dimensions- Dignity, Agency, Reward, Security, Safety and Aspiration for better representation of the workers' voice applying a focus approach on each given dimension. It is worth mentioning here, this section largely does not reflect the concerns of workers working in the sandstone quarries as this was out of scope of this survey and primarily limited to workers working in the sandstone processing factories and stock yards.

Dignity

Dignity is a fundamentally social phenomenon that arises through interaction, and therefore it depends on a mix of both independence and interdependence. It involves recognition and trust, as well as autonomy and self-mastery.

International Labour Organization (ILO) has stated that regardless of the performance outcomes for firms, dignity at work is a fundamental human right. Every worker has the right to working conditions which respect his or her health, safety and dignity. Dignity is a value respected between workers and employers regardless of their social status, or the contractual or employment relations they have with each other.

Key determinants explored to signify Dignity

Four key determinants were explored to assess the workers' perceptions of dignity at work this includes - Freedom of choice to select the work, recognition, equality and behavioral treatment & respect.

Freedom of choice to select the work

Everyone has the right to engage in work and to pursue a freely chosen or accepted occupation. Workers who enjoy this situation feel more dignified in comparison to those who are forced to join any work without their consent.

Majority of the workers have revealed that they have been referred to this job by their family members, friends and relatives who were already engaged here. Some of the workers also informed that their father had been working there for years and while assisting their father within a couple of years they learned this skill and become an independent worker themselves. Workers also mentioned that they are working in the sandstone factories and yards willingly and voluntarily and were not asked to deposit or sign any document that can restrict their mobility and freedom to join any other place of work. However, respondent were a little

Billi ka jana to chooha hi khaye...(Hindi)

Generation after generation we get occupied to the stonework automatically, as this is the chief occupation for our family since generations.

- Sandstone worker

apprehensive about workers working in quarries, as they feel most of the quarry workers work in an arrangement by taking sizeable advance from their contractors and lose the kind of liberty and freedom as enjoyed by factory workers. Permanent workers also voiced that they have the choice to leave their present job any time after presenting reasonable notice to the employer and none of them ever had any heating argument with their manager, supervisor or employer on this issue.

In contrast, contract workers revealed that very often their contractor control their selection of work and work place. For this set of workers they do not have that boundless liberty to leave their contractor easily as enjoyed by permanent workers in the factories. For these contract workers most of the time contractors are influential and contractors being a local resident may create nuisance for them in getting a new job in the same vicinity. Contract workers also expressed fear of losing their wages accumulated with contractors in case they leave the job without the contractors' consents unlike the permanent workers.

The workers informed that in last few years things have changed significantly- during initial days most of the workers were only kept on contract basis but now the number of direct employment at factories have been improved considerably. To most of the workers, number of permanent workers has increased to 4-5 from 2-3 out of 10 workers. This changing trend can be visualized where number of permanent workers has been increased at present time. Workers told that this is the common practice since so many years and still majority of workers get work here from their reference in the factories.

Recognition

Employee recognition is the acknowledgement of an individual or team's behaviour, effort and accomplishments that support the organization's goals and values. It is important because it lets employees know that their work is valued and appreciated, gives employees a sense of ownership and belonging in their place of work, improves morale, enhances loyalty; helps build a supportive work environment, increases employee motivation and improves employee retention.

During FGDs, workers said that working in the export factory in comparison to the domestic one is definitely a matter of pride for them. They feel they are recognized in the society as being an export worker. Workers expressed predominantly that working in the export factory has raised their social status and help them in maintaining social relationships like marriages.

Workers happily accepted that their social acceptance has been improved in recent times which were rare in early years. Workers revealed that during initial days sandstone business was very uncertain and the number of factories was also less. Earlier most of the businesses were selling raw sandstone directly from the quarries to stock yards and from there to domestic market without adding any further value. There were limited opportunities available for the skilled workers in this sector.

Export factory main kaam karne main jyada izzat hai...(Hindi)

Working in an export factory provides better respect in our society.

-Sandstone worker

Shadi aaram se hoti hai...(Hindi)

We have no problems in marriage relations, this full-time work has added value to our social status.

--Export factory worker

In the changing global scenario, this sector has also seen a broader scope in international market; consequently numbers of export oriented factories have mushroomed in recent times. Work in these factories got mechanized and big machineries have been established in order to serve the international market with range of sandstone products like dimension stone, fine calibrated stone, value added articles, chemically processed stone, handmade cut and sized stone. For such production, demand of skilled workers and work opportunities also has been improved. Workers also added that becoming skilled gives them better sense of recognition. They further shared that working with modern technology has provided them better learning experience which was not available in non-export companies. When enquired about what kind of recognition this export work has added to their social status, permanent workers echoed that working with export factories provide them better social status since here they are offered with some additional benefits like provident fund, paid leaves and reimbursement of accidental expenses which is not in the case of non-export factories. However same was not realized in the case of contractual workers.

Furthermore workers also added that their managers, supervisors and employers talk to them in a much respected manner in comparison to the non-export factories. Majority of the respondent workers feel that their way of talking and behaving has also been improved because of the positive environment in the export factories. In such a positive environment, having dignified relationship with their employers, workers in export factories feel more recognized in comparison to the workers employed in non-export units.

Supply chain is most important factor of any business. When inquired about interaction of buyers and users with workers- in one factory workers told that they never interacted with the end users, even they donot know them. Whereas in other two factories workers glowingly expressed that they had an opportunity to meet and interact with the end users in very recent time.

They mentioned, this make them better understand the need of the buyer and they feel recognized, motivated and dignified when they get connect with the end users (buyers).

In recent times workers have been issued identity cards and they are also of the opinion that they feel more dignified and recognized having identity card with them. They told that having an identity card is not only produce a sense of belongingness with their company but also of a great use while travelling late in the night to their home since they have not been questioned by the police. Unfortunately it was noticed that large number of workers especially contract workers hardly have formal identity cards. On the positive side pay roll workers shared that they have now been provided with formal identity cards.

Permanent workers told that earlier they had no opportunity to meet management directly but now they have been collectively asked for the periodic meetings with the management. Since their participation in management decisions has been increased, they feel more connected at their work place and feel valued and dignified. They recognizedenthusiastically that this scenario has been changed considerably in recent time.

I card hone se raat main police nahi rokti...(Hindi)

Having an ID card protect us from unnecessary interrogation by police -Factory worker

Shyojiram (name changed) is a 41 years old worker who spent most of his time working in sandstone factory. While remembering the old days when he started working in this sector since he had no alternative work nearby with lot of expectations. He told that every worker wants to be treated with respect and dignity regardless of levels of experience he has. He also wants to feel valued and productive while at work. He added further that work is an expression of identity for them in their social class and they take it as a scale of their worth in the society.

Now despite of hardships in their present work, most of the workers feel that working in the export factory in comparison to the domestic one is definitely a matter of pride for them. They feel recognized strongly in the society being an export worker.

Equality

Equality is like gravity. We need it to stand on this earth as men and women. All workers must be treated equally and be given the same set of opportunities regardless of their caste, age, gender, sexuality, disability, culture or anything else that might be discriminated against.

India, along with many countries worldwide, has made significant progress towards gender equality in recent decades, particularly in education, health and women participation. However, the gender gap in the Indian workforce is still prevalent; women continue to earn less than men, are less likely to find more opportunities than men as evidenced in census data 2011. Women have a lower chance of getting jobs than men and employers clearly discriminate against women in hiring, wage fixing and promotion is demonstrated by several field studies.

They have a role to play in all operations but despite their valuable contribution they are paid less wages in contrast to other male workers which really pain them....

-Women workers

We realized the same situation in all the three factories where only two women workers were found in one of the factory. Since there is a lot of hardship, women workers find their present job male dominated. However on the brighter side they shared that *they have grabbed this employment opportunity with both the hands and feel good about it since this work opportunity lies for almost the whole year and the work place is near to their village.* Women workers realized discrimination on the basis of gender identity. Both women workers revealed that *they have a role to play in all operations but despite their valuable contribution they are paid less wages in contrast to other male workers which really pain them.*

Contractual workers feel little discriminated since they have been hardly called for the meetings by the management in comparison to the workers who are on company's pay roll. They revealed that permanent workers are given more importance & attention and they have been provided with all safety equipment. Workers on company pay roll get their wages on time, whereas payments to contractual workers are normally delayed.

Majority of the migrant workers are on contractual basis and they do not have the luxury of getting advance wages or credit in case of any emergency like local workers have. Local workers told that they have direct access to company owners but it was not in the case of migrant workers on contractual job. *"It was revealed that generally the contractor of the migrant workers meets with the employers as a representative of these workers. Contract workers feel bad since they are not called for meetings, discussions, training, and events."*

70 out of 92 respondents were found from socially marginalized community. OBC, SC and ST workers have a dominated presence at work place. It may, however, not necessarily mean that the better representation of OBC, SCs and STs is a result of inclusive hiring policies at work place providing equal work opportunity for all. This could also be the result of higher demand of casual worker at work site and nearby villages dominated by such socially marginalized community fulfill this demand of workers.

However, workers also revealed that cast based discrimination is less observed now in comparison to earlier years. Presently different social groups have obtained some kind of equal opportunities in terms of growth of employment but their social relationship at workplace is still overpowered by conventional feudal mind-set based on caste.

Manglaram, 27 years old Adivasi Dalit (ST) migrated from Dungarpur, Rajasthan is a machine operator in stone processing factory. He told when he joined this factory four years back; he was not comfortable in his early times due to cultural differences. He didn't find himself fit for any of the workers' group and felt isolated. He expressed that behavior of local workers as a group often reflects problems with adjustment and shows a lack of acceptance for migrant workers.

Now he sees the environment with a positive change in this regard. He also told that his managers and employers ensure that individual workers do not carry such biased attitudes to the workplace when interacting with their co-workers. He does not see any resistance towards hiring from socially backward sections in his factory.

Guddi (name changed) a 27 years old widow and mother of two children who has been working in sandstone factory since 4 years. She says working in a factory with majority of male workforce is a big task for her. "I lost my husband four years back and was looking for a job to support my family. I got work in stone processing factory near to my village. Though the current work involves lot of hardships but simultaneously provide work throughout the year and more importantly near to my village. Now I am supporting my family independently and feel confident that I can do better for my children."

She feels bad that despite of her valuable contribution in the factory, women workers are paid with lesser wages in comparison to the male workers.

She aspires for an equal salary and access to basic facilities such as separate toilet within the factory premise, rest room or change room.

Behavioral Treatment & Respect

The most productive environment is that where employees are valued and treated with dignity and respect and where there is no unethical behavior. Nobody should be forced to listen to bad language or insults alone or in front of others in any way. While discussing issues related to behavioral change and respectful environment- most of the workers shared that their supervisors and managers treat them with courtesy, politeness, and kindness. Workers revealed that

Jeekara laga kar baat karte hain to achcha lagta hai sahib... (Hindi)

When supervisor or manager add salutation with our name we also feel good and proud
-Factory worker

earlier physical or verbal abuse was very much visible but in the recent times they see a very positive change in the behavior of management. This changed environment has made a constructive impact on workers relationships with employers and their retention with the factories has also improved significantly.

“Now a days we are encouraged to express opinions and ideas. Employers are ready to listen to newer changes required at work place for the convenience of workers- like Pakka Floor (tile flooring) that has been done recently for dust reduction; exhaust fans have also been installed to manage the dust”. Workers feel good when they realized that their ideas are used to bring change or to improve quality of worker workplace.

Now workers also get regular feedback from their managers, supervisors and employers on how they are performing. This feedback consists of both appreciation and area of improvement. In workers’ opinion, such information sharing is of great help at workplace and they feel respected when their supervisor, managers and employers speak to them on such issues. Workers feel that their interpersonal communication has also been improved in the recent times. They feel present environment much productive where they are valued and treated with dignity and respect. Most of the workers told that they are not criticized over little things and have freedom to speak to their respective supervisors directly for any issues and also they feel good working in lesser vouch environment that signifies their integrity at job. However, the same was not felt by contract worker and they do not feel connected at work place because of ignored kind of treatment at work place.

Appreciating his factory great work culture, Rajiv Mandal (name changed)- a thirty years young boy who belongs to a remote area of Jharkhand migrated to Rajasthan for job says, “Workers are respected and valued, performance is nurtured. We are encouraged to express our ideas to be more creative, leadership and teamwork are rewarded. The management team is simple, honest and highly approachable, which makes it easy for workers to work together as one team and focus on their work to produce the best.

Agency

Agency is the ability of women and men workers to organize and negotiate the term and condition of work, in particular through collective bargaining.

Key determinants explored to signify Agency

Three key determinants explored to assess the workers’ perceptions on agency at work include – Ability of negotiation, collective Bargaining and available grievance Mechanism.

Ability of Negotiation

Negotiation is a process by which compromises or agreements reached while avoiding argument and dispute to settle differences. The ability to negotiate requires a collection of interpersonal and communication skills used together to bring a desired result. The sandstone sector broadly consists of workers from a mixed stream includes permanent workers, contract workers, and workers work on daily wages and piece rate basis. Secondly, majority of the workers are migrated

Jyada bahas karenge to nokri ja sakti hai...(Hindi)

We don't argue too much, there is a chance of losing job if we indulge too much in arguments.

-Contract worker

coming from different cultural and social background. These varied circumstances make work environment little challenging for workers to come together and understand each other's concerns in absence of any formal platform for sharing.

In two out of three factories, we have assessed the presence of cohesive, conducive and favorable work environment for workers to reach each other to discuss their issues easily. However, the same was missing in one factory. Based on workers' reflection it was found that workers working in such favorable environment have developed a better ability to negotiate about their issues. Workers' high level of confidence and trust on their co-workers were found two major attributes behind relatively improved negotiation ability in this set of workers.

Workers working in factories having such favorable environment were of the opinion that they speak to their supervisors and employers in case of any demand or complaint very openly. They do negotiate for their wages and leave freely. Besides, in one factory where this favorable work environment was found missing, workers revealed that usually they do not speak about the issues they are confronted with. They are afraid of losing their jobs in case of any confrontation with their supervisors, managers or employers. This reveals workers' low ability to negotiate due to certain fear factors in this factory.

Collective Bargaining

Collective bargaining is the negotiation process that takes place between an employer and a group of employees when certain issues arise. The employees rely on a union member to represent them during the bargaining process, and the negotiations often relate to regulating such issues as working conditions, employee safety, training, wages, and layoffs.

Workers when inquired about presenting their issues with management collectively they stated- *In past, they have raised their issues collectively with the management demanding adequate water facilities, providing shaded work area to work comfortably during summers, pay slips and asking details of any deduction from pay.* Worker working in the factories with favorable work environment have enjoyed more success of any such demands in comparison to workers from a factory having a fear of losing their jobs due to any potential confrontation with management.

Saab phle akele baat karne main dar lagta tha, aur ab bhi nahi kar paate hain. (Hindi)

Earlier we were afraid of discussing issues individually, and still we are not much comfortable with this.
-Factory worker

Importantly, in all three factories there were no workers union and there was no single leader for the workers. Additionally there was no formal mechanism and record of any such representation to management by workers. Majority of the workers were also of the opinion that membership to any such worker union, more likely will not be objected by their employers. However, in all three factories workers were also found little unaware of potential advantages of being a trade union member.

When questioned about changes in last few years workers they said 'now they prefer to raise their issues collectively due to certain level of ease and a better outcome of collective representation in comparison to reaching out management in individual capacity. Workers also voiced that in comparison to earlier days of working, now they are getting better opportunities to discuss and share their issues with co-worker and management in a more facilitating and transparent work environment in comparison to earlier years of working. However, in general, an established trade union in factories is still a far sighted goal to workers.

“If the workers are organized and are aware of their rights they will stand up for themselves. That will make things move much faster and lead to reforms that are long overdue,” said Mulayam Yadav (name changed), 37 year old stone splitter. He shared that he had hit himself by a stone piece whilst working and seriously injured his eye and got operated. All the hospital expenses were borne by him. He asked his contractor for the reimbursement lot of times but all was in vain. “We are less aware about our rights and in the absence of formal worker union, we afraid to fight for our demands due to the fear of losing job,” he added.

Grievance Mechanism

Broadly, a grievance can be defined as any discontent or dissatisfaction that an employee has with any characteristic of the work place. It can be genuine or imaginary, justifiable or unreasonable, acknowledged or wordless, in black and white or verbal. When a complaint remains unattended and the worker concerned feels a sense of lack of fairness, the frustration grows and assumes the status of a grievance.

The respondent of the survey unanimously shared that there is no formal grievance mechanism at work place. Respondent also feel strongly the need for having a formal operational grievance mechanism as very important to handle work place issues that may arise during an employment relationship.

Workers stated that in the first instance they are encouraged to mutually resolve their work issues with the individual(s) concerned directly. Many times their issues are being addressed by their supervisors or unit manager following this process. However, for contract workers, daily wage workers, and piece rate workers the aforesaid mechanism is also missing. Sometime contract workers do reach factory manager and work place owners to intervene and to get resolve their problem with contractors. In such cases, a senior company staff discuss with the contractor to get it resolve. Though the management representative discusses our issues with contractors, but he never pressurized contractors because they never want to spoil their relationship with them since they arrange workers for the factories. Such biased approach sometime makes us more vulnerable to lose our job due to conflict with contractors that arise because of raising his complaint with factory owners.

Absence of any such formal grievance mechanism for workers promotes an environment of raising their grievance verbally with the person they are in conflict with. In absence of formal mechanism their grievances remain un-recorded, and very often even remain unattended. In one of the factory workers revealed that in past, many times they have raised issues about wage deduction from their salary in lieu of ESI (Employee’s State Insurance) and PF (Provident Fund) from their salary but they are never provided with the details of their ESI and PF

The only response workers have received in past few years is “Dehkte hain, Dehkte hain phir batate hain.” (Hindi language).

“We will see, We will see and Will revert.”
-Factory workers

Yahan ek sujhav peti rakhi hai, is main chit likh kar daal dete hain...(Hindi)

We are using suggestion box placed in the factory to raise our grievances by dropping the chits writing our issues but do not write our name.
-Factory workers

status. Many times it was raised with the factory manager but even after still it remains un-attended and un-resolved since long time.

The only response that workers have received to their problem is – “Dehkte hain, Dehkte hain phir batate hain.” (In Hindi language). “*We will see, we will see and will revert.*”

In practice no case was recalled by workers wherein the grievance matter was discussed in writing. When inquired about the change in this practice in last few years, the workers informed that there is no significant change in grievance redressal mechanism over recent years. However, workers equally informed that employers are now little generous to listen to their issues and also talk to them with respect in comparison to earlier years. Employers also keep a better eye on the supervisor behavior with workers and sometime they do intervene if the issues remain unattended for long. But the problem for the contract workers is really crucial as they are completely unorganized in contrast to workers in company’s payroll. Neither, they have any collective representation nor they have any direct access to factory owners to request for any intervention. In such conflicting circumstances these contract workers are totally dependent on the will of contractors to arrive to any mutually agreed solution. In case this does not work for both, workers remain losers and are forced to leave the job and will be replaced by other workers. This has been observed as a clear disadvantage of not having a formal grievance procedure at work place.

Two women workers interacted during survey, feel very ignorant and insecure in the factory as there is no provision for women workers to raise their voice. Often they are under the fear that in case of any unwanted incidence or any sexual harassment co-workers will only blame them-*as women worker do not have any fair representation in the factory nor there are any such neutral committee to fairly enquire the issues.*

Grievance mechanism makes sure that all workers are treated with fairness and equally, and bring issues to management’s attention that affects workers’ day-to-day working lives. “There is no formal procedure for grievance handling in factories here. Generally a worker has to verbally request for the meeting with immediate supervisor to resolve the issue. Generally factory managers and supervisors use mediators that are trusted by workers,” said Pooran Kumar(name changed), 34 years old stone worker.

Reward

Reward is something given in return for a good thing done, a service rendered, or some merit earned. Rewards include fair pay, benefits, working hours, opportunities for advancement, relaxed working terms and conditions, etc.

Key determinants explored to signify Reward

Three key determinants were explored to assess the workers’ perceptions of reward at work- this includes – Equal and fair Pay, Provision of credits to workers, Compensation and benefits.

Equal and fair Pay

The purpose of seeking employment is to earn wages so as to attain a ‘decent’ or ‘dignified’ standard of living. The wage or income that a worker obtains from his /her work is therefore, what enables them to achieve a fair standard of living. One seeks a fair wage both to fulfill one’s basic needs and to feel reassured that one receives a fair portion of the wealth and recognition in return for one’s work.

As witnessed, export oriented stone processing units offer ample amount of work to workers throughout the year on regular basis. These units involve diversified work force to perform range of task that require different set of skills and also certain level of physical strength. In general, some processes are skilled driven and are of permanent in nature and few are less skill intensive and also seasonal in nature. Based on required level of workers' engagement with each process, workers are largely classified and employed under two major categories- 'permanent and contractual workers' reflecting their nature of employment and also certain level of job security. From workers perspective- A machine operator is seen as a skilled labour and may get the job throughout the year. Whereas, workers on loading and unloading are mostly seen as less skilled and there requirement may increase or decrease during any peak or lean business period. Any such difference between peak and lean business cycle directly determine the number of workers to be employed for certain jobs and this uncertainty mostly affect the unskilled and contractual workers.

When inquired about wages, it was found that on average majority of workers are earning more than 7000 Indian rupees a month excluding any overtime. Accordingly these factories are meeting the benchmark of minimum wages prescribed for workers by Government of Rajasthan.

However, two women worker contacted under this survey were earning somewhere around 6000 Indian rupees per month and performing un-skilled type of job mainly loading, unloading, cleaning, and arranging drinking water to workers. Rationally, such small size of women respondent under this survey does not provide any substantial ground to conclude any pay discrimination based on gender of the workers. But further detail survey may be helpful to get an insight of such practices.

The payroll workers stated that they get the fixed wages on monthly basis generally by 7th day of every month. On the contrary for contractual workers, whose wages are calculated on a piece-rate or daily basis but getting the wages on time is full of uncertainty and also attracts undiscussed deduction. Majority of workers also shared that in last few years they have seen an improved practice by employers and contractors in recording wages.

Mazdoori ki koi parchi nahi milti (Wage slip)....(Hindi)

We don't get anything in writing with regard to wages earned and deduction made if any...

-Contract worker

Majority of payroll workers get their pay by direct bank transfer and contract workers get paid in cash on daily basis or every fortnightly. Some of the contract workers also get diary or wage slip as a token of record of their earned wages.

It was also informed by contract workers that very often they work on piece- rate basis; hence they work more to earn more. Due to this feature, in one factory the contract workers were earning more in comparison to permanent workers as informed by respondents.

Consequently, workers who are physically stronger usually male aged between 25 years to 35 years have better earning opportunities than other older workers.

On the brighter side workers in all the three factories visited, stated that they are paid for the overtime. However, the payment for overtime does not include any premium hourly rate or any other incentive and mostly calculated on the regular- hourly based wages.

When inquired about their level of satisfaction with current earning in contrast to what they were paid few years back. Workers largely echoed that their wages has improved gradually over the year. More importantly, presently they work in a defined 8 hours shift and this was completely missing few years back.

In one factory a hooter was installed by which workers can easily decide the time to exit and time to work. This installation was found very useful by workers and they need not to wait for permission from their manager, contractor or supervisors to leave the premises after defined working hours.

Sounding hooter gives us a freedom to enjoy timely break and leaving the work place timely without seeking any permission from anyone in the factory. It's a matter of dignity and freedom

Workers said *“the hooter helps them to work in a systematic manner for defined hours and it also dignified them because they need not to seek any permission from anyone to leave the work place after closing hours.”*

“Women tend to accept poorer working conditions: lower wages than man, no safety equipment or safety education, no separate toilets, no paid leaves and cannot demand for an advance, generally a luxury that men are given ,” Poona Bai (name changed), says 40 years old woman worker.

Provision of credits to workers

Factory workers in sandstone sector, though largely earn minimum wages required to sustain their family, have not found this adequate due to large number of dependent on single income (*average dependent 3-6 family members*).

Furthermore, a large section of workers is not covered under the sphere of any social security scheme. Inadequate income and absence of any social security net makes these workers more vulnerable to different risks. Major contingency for which workers require advances are sudden health emergencies, marriages and children education as informed by respondents.

Generally workers who have better relations with their supervisors, who does not speak for other workers, who does not raise any complaint despite all odds- get preference to avail loan facility from company.

Some of the workers have confirmed that they do get advances from their employers without any interest on advances received and the same will be deducted from their monthly wages periodically. However, it was also revealed that only local and payroll workers have access to such facilities. In case of contractual workers, they are solely dependent on the mercy of their contractor for any contingency requirements. Interestingly, local workers can also avail credit facility from local merchants to buy day-to-day household items on credit, but contractual and migrant workers in general do not enjoy any such relaxation.

--Factory workers

Workers are aspired to have a well-defined and fair credit policy & mechanism at factory level that is accessible to all workers without any discrimination.

When inquired about change in this situation, workers revealed that though situation has improved a little, but there is no significant change on this. And largely for any such requirement they are highly dependent on local money lenders to avail loan on high interest rate. For workers, having a well-defined and fair credit policy & mechanism at factory level that is accessible to all workers without any discrimination is very important and this is found missing at present.

Compensation and benefits

During FGDs in one of the factory, workers have shared that they have been covered under the scheme of ESIC (Employee's State Insurance Corporation) and they glowingly shared its benefits like protection in case of sickness, maternity and disabilities caused by injuries and resultant loss of wages. One of the worker also shared that when he became father, the whole medical expenses were borne by ESIC; thus he realized the value of such little contribution towards such a scheme could be of great help.

It feels good when you get some gift from your employers on Deepawali or EID. It conveys their concern for us and also gives us a sense of belongingness, recognition and respect
- Factory worker

Majority of the workers echoed that their medical bills are reimbursed by their employers for availing treatment for any accident that are associated with their job. However, contract workers feel little ignorant by their contractors in any such medical emergency. But in general, no formal mechanism was found at factory level to ensure that all workers will get equal attention in case of any such emergencies. Importantly, in two factories, large set of workers, especially, the contract workers were found not covered under any insurance or other social security scheme. Majority of the workers interviewed were found very much aspired to have such provisions at work place.

In one of the factory, it was found that workers get paid for leave encashment. Workers also revealed that largely no bonus is being given to them on major festivals like Deepawali or Eid. However, in recent years they are being offered some paid leaves on such occasions with some decent gift items or cash. Workers take this as a positive change in the employers' attitude in recent years. Unfortunately, contract workers are not getting any such paid leave benefits on festivals.

Workers have also expressed the need for having an adequate transportation system for workers at factory level that was found missing in all three work places. Since majority of workers are coming from remotely far places and factories are also situated in the isolated areas. Thus workers find it very inconvenient to commute during the late hours as they do not get the local transportation to way back their homes.

Ramnarayan Meena (name changed), 41 years old worker who has spent almost half of his life here in stone processing factory as a contract worker told that it is very challenging for him to meet out expenses other than the basic needs. "We often get advances on salaries and the same we can return in installments", he informed.

On the darker side sometimes these hefty loans become impossible to pay back, as a result, generations of workers born in poverty and died in poverty, shifting their debt to the next generation.

Safety

Safety is a primary concern to any living body. *Safety* is the state of being "safe", the condition of being protected from harm or other non-desirable outcomes, including a safe working environment free from any sexual harassment and abuse. It is accepted that working in sandstone

processing factories and at quarries is a hazardous job. Any unsafe act and unsafe working conditions may lead to accidents. Most of the accidents are preventable - they do not just happen, they are caused. Other than loss of lives or serious injuries due to accidents, the aspect of occupational health hazards in this sandstone industry is critical.

Key determinants explored to signify the Safety

Three key determinants were explored to assess the workers' perceptions of safety at work this includes – Basic Facilities, Occupational health and safety, Freedom from sexual harassment and abuse.

Basic Facilities

Basic facilities and amenities are imperative for workers to perform better in a state of healthy and hygienic work environment. Few of the basic facilities considered under this survey were provision for clean drinking water, proper ventilation, clean toilets, clean working area, designated changing rooms, proper sheds and adequate canteen area.

It was largely informed by workers that have an easy access to adequate drinking water facilities and clean toilets. Most of the work places are sufficiently ventilated and having adequate provision for light. In one of the factory we have found separate wash rooms for women workers though no women worker was found employed.

In all three factories workers were not found very satisfied with existing facilities to keep their lunch boxes (Tiffin) and a proper place to eat. No canteen facilities were found in any of the factory. However, in one of the factory the company is developing a designated area for eating and to keep the food stuff safely to ensure hygiene for workers. Relatively workers were satisfied with cleanness of working area. However, in one of the factory contract workers work on hand cut items raised issues about ignorance by supervisors in ensuring cleanness in their working areas by the supervisors. Workers informed that earlier attaining cleanness in factory was a big challenge as most of the factory area was lacking basic infrastructure like proper flooring and sheds adding lots of dust. Workers from all three factories were of the belief that their companies have invested a sizeable amount in recent years to overcome such challenges. Workers found proper flooring in recent years that has reduced the dust level remarkably and it also made easier for them to move heavy items easily and safely. They also told that presently wastes and effluents are disposed properly and on time. Earlier stone cutting waste was the real trouble for them. Though having a proper shed for the workers work in open area especially, the contract workers work on hand cut items, loading and unloading is still a challenge.

We want separate toilet within the factory premises along with rest room or changing room.

-Women workers

We work in the open area under high temperature in direct sunlight even during peak summers when temperature reaches almost 45°C and above. No one feel concerned about us and our plight since we are

Now a days periodically we all workers are asked to sit together and discuss the health & safety issues noted at work place in presence of supervisors and floor manager.....such discussion help us to highlight the risk areas and this also help management to get informed about the prevailing risk to pay immediate attentionwe all are getting benefited.

We feel proud to be part of such discussion because it makes us feel important and being valued.

-Factory worker

Mangilal (name changed), 24 years old machine operator told, "Availability of water coolers ensures proper drinking water facility to us, however sanitary facilities for food storage are still not available." He added that cleaning was a big challenge earlier but after flooring it became easy and convenient to keep the surroundings clean and also make you feel good at work place

Occupational Health and Safety

The workers employed in the stone factories are exposed to a number of hazards at work which adversely affect their health. Some of the important ones are dust, noise, heat, humidity, vibration etc. Respondent informed that in recent years there has been an increased awareness among workers and employers about occupational diseases such as silicosis, hearing impairment and ergonomic hazards. The increasing awareness on occupational health among mine workers was also appreciated by few respondents.

Dust borne diseases still remain the main area of concern among sandstone workers. While dust born occupational diseases continue to be prevalent, introduction of newer technologies and heavy machinery have also exposed them to new health hazards such as heavy noise, vibration, and diesel fumes, etc. It was observed that very little attention is paid to other occupational hazards.

Workers informed that there are adequate provisions for first-aid kits in all the three sites and they are aware of its uses. In one of the factory there were designated workers and supervisors to take charge of the first-aid facilities.

Though the use of head protection (helmets) and safety shoes is said to be 'compulsory' but regret to mention that majority of the workers do not get adequate personal protective equipment (PPE) at work place. Workers revealed that safety equipment (helmet, safety jackets, masks etc.) is largely provided to payroll workers by the owners but situation was not favorable to contractual workers.

Workers lack even basic PPEs, refraining them from protecting themselves from existing hazards. Workers happily shared that this situation has improved remarkably and significantly in recent years due to ETI's intervention with their consistent trainings and interaction with workers, supervisors and employers.

In one of the factory workers have shared two incidents about an electric fire where trained workers themselves managed to control over fire safely before arrival of the fire safety team. And they even protected one adjunct factory and its workers from a major electric fire that was busted in a power room. These workers were recognized by the fire safety department and were also rewarded appropriately.

The stone fell on my hand and I injured my two fingers seriously while knotting the chain around a stone block for lifting with crane. My contractor only provided me 1000 rupees to get treated. However I already paid more than 7000 rupees to get medical treatment and not yet recovered. When I asked for extra money from contractor he refused and asked me to leave the job, if I want. Furthermore, I was also not provided any paid leave by my contractor...

- Contract worker

In one factory, workers happily voiced that safety week is organized regularly at their respective workplaces and workers are encouraged to participate. Consequently number of accidents has reduced remarkably.

One encouraging transformation that has been observed that all the work stations in these factories are placed under the supervision of a qualified plant managers, assisted by numbers of front line supervisors like foremen. Workers feel that presence of manager or supervisor ensures better safety and sanitation in the factory. Encouragingly, in recent years most of the key factory manager and supervisors behaving more responsibly and with diligently on health and safety issues at work place as emphatically shared by workers.

Workers also shared that in last few years they have felt an increased focus on health and safety of workers by management. Very often workers are called to attend different training and awareness programme on health and safety focusing on appropriate use of protective equipment appropriately to ensure safety, first-aid treatment, fire safety drill, protection from electric shock, safety at work and do's and don'ts about operating certain machine. Workers sense this as a big notable change in last few years that was a rare phenomenon earlier. Workers also realized that mechanization of some operations in recent years has not only reduced the level of hardship in certain operation but has also reduced the level of accidental risk significantly.

Workers also informed that workers who get injured at worksite receive appropriate medical care. However, they do not get the paid medical leaves related to the on-the-job injury. Still workers were found happy being cared of by their employers. However contract workers were found little unsatisfied on medical attention given to them by their contractors.

To conclude, in all the three visited factories, occupational health and safety invariably means prevention of accidents but a slightly less attention is paid to mitigate the occupational diseases. Though two of the factories periodically arrange one medical health-checkup camps in every six months, but workers do not find this enough and satisfactory.

Here again, contract workers were found slightly ignored in extending health and safety coverage by factories. Majority of the contract workers are deprived of basic personal protective equipment at work place. Interestingly, with improved awareness on significance of having PPEs whilst working some of the contract workers have purchased certain PPEs voluntary from their own kitty.

Mere jooto kharab ho gaye to maine supervisor se 4-5 baar request kiya koi jawab nahi mila. Main hazar rupye main khud hi khreed laaya, aakhir safety ka saval hai. (Hindi)

My shoes were spoiled; I requested my supervisor to issue new shoes but despite my request for 4-5 times I did not received any response. I have bought a better one from market by my own after investing 1000 rupees from my own kitty since it assures my safety.

-Contract worker

Freedom from sexual harassment and abuse

Workers shared that they have not come across any case of sexual harassment since their joining with the factories. However most of the workers feel that their factory owners provide a safe working environment. One of the women worker informed that the factory layout is open to sky, and working shades are not confined by the four walls. She added that such environment produces a better sense of security since nothing is hidden and everything is under the eye of the sun.

When inquired about what will they do if they come across any such incidence in factory; Most of the workers were found not aware of any formal procedure to report any such incidence and were also found little insensitive to the issue due to lack of awareness.

The factory layout is open to sky, and working shades are not confined by the four walls. Such environment produces a better sense of security since nothing is hidden and everything is under the eye of the sun..

-Women worker

“Work is full of hardship and risk. But the provision of helmet, boots and goggles made it little safer in recent years.” Says Jeetram (name changed), (39) a stone splitter. He further added that at his factory site supervisors, managers ensure safety instructions which workers can understand are displayed at every work station.

Security

Security at work can be understood as an assurance that an employee has about the continuity of gainful employment for his or her work life. Job security that usually arises from the terms of the contract of employment, scope of regularity of work, collective bargaining agreement, or labor legislations, that prevents arbitrary termination, layoffs, and lockouts.

Key determinants explored to signify the security

Two key determinants were explored to assess the workers’ perceptions of security at work this includes – Income Security, and Employment Security.

Income Security

Respondent shared that feeling insecure at work means they find it difficult to plan ahead and manage their finances, and this affect confidence about maintaining their quality life.

We asked respondent about the factors that mattered most when looking for a job. Respondent said a steady income is as important as the amount of money they earn. Income security was seen as more important than the job’s location, or its opportunities for advancement. We asked respondent about what makes them feel secure in their lives- they told us a regular income is as important as level of pay.

It was observed that steady, reliable income is fundamental to workers feeling of security of their income. This survey has also revealed that contract workers and migrant workers are likely to experience more insecurity- both in terms of their income and in employment.

I always remain uncertain about how much I will earn tomorrow, or will I be getting some work or not. Hence, I do not have plans or set budget to sustain my family in a customized manner. Therefore, each day I left home in search of a job having a only hope that- I will return safely with an adequate earning to meet my basic food expenses to secure my family

-Daily wage worker

The outcome of the FGDs disclosed that payment of minimum wages, job related benefits, wage recording, and workers getting job related contract and documents, regularity of the job and a sense of

job security has improved significantly in recent years for permanent workers in the factories. However majority of the workers voiced that the wages they earn enable them adequately to arrange basic essentials - food, clothing and shelter for their families. However, largely they struggle to manage expenditures on education of their children, incidental expenses on health, social obligations and also in securing some money to cope up any odd incidents in near future.

Unlikely, it was observed that contract workers are not very satisfied and secure with their current level of earning. The reasons identified behind this insecurity is- uncertainty of work, no entitlement benefit like permanent workers, lack of transparency in managing wages and employment terms and conditions, lack of contractors' concern for workers and very fragile employment relationship with their contractors.

Appreciatively, workers found the presence of factory supervisor or manager at the time of wage distribution to piece rate or daily wage workers by the contractors very effective and transparent. This protects the interest of the contract workers that minimizes the risk of any unwanted deduction and this also ensures timely payments by contractors. Importantly, such monitoring mechanism has been evolved in recent years as stated by workers.

I almost work anything from 15-20 days a month depending on availability of work. Not having set working days is really difficult as some days I do not get enough money to manage my daily expenses.
-Daily wage worker

In sandstone factories, the wage system is primarily determined by workers' level of skills and their work experience. It was expressed by workers that export oriented units is generally better paid and thus produces better sense of security than working in a domestic unit. However, the shortage of skilled labors in the sector place skilled labors in much negotiating position to earn better wages and also provide them a better sense of security with respect to their earning and longevity of their employment contract. In contrast, the workers those are mainly involved in lifting debris, loading, unloading, and cleaning - largely categorized as un-skilled workers, mostly work on daily wages or on piece rate basis have shown a great sense of income insecurity.

Mulayam Singh (name changed), 23 years old contract worker who is working for more than 4 years informed that though he has regular work opportunity here but he also mentioned with regret about having no contract letter from his contractor in relation to his employment. Few workers receive any employment benefits, such as bonus, paid leave, maternity leave, provident fund (PF), employee state insurance scheme (ESI). In one factory where workers are provided with ESI and PF benefits, they have not been issued any card or document. In such a situation workers are not sure with the status of such social security benefits.

Employment Security

Rajasthan is the most affected drought state in India, where drought is more common than a year of good rainfall. Such natural misfortunes also valorize the earning and economic pattern of the people of the state. Many of the families have no source of income other than selling their labour.

In such circumstances guarantee of employment in the labour market is absolutely necessary for survival with minimum self- respect.

Largely in all three factories, workers revealed that they have ample work and are generally occupied throughout the year. However, during the FGDs it was also found that in the region alternative working sectors other than the sandstone sector offers very limited employment opportunities and such alternative availability is also very limited. Most of the workers did not find themselves adequately skilled to shift towards other job easily.

While interacting with contract workers, they revealed that little or no documentation is maintained by their contractor in relation to the employment of the workers. Largely payment of wages gets recorded on a day to day basis in “kacchi Parchi” (a small piece of paper) and disposed -off once the dues are settled. It was found that almost on all sites surveyed –contract workers mainly daily wage or piece rate workers were lacking of any written contract, but at the same time they believed that they can stay as long as they wish without having any such contracts, since lots of work opportunity always exist within this sector. Notably, workers were found little unaware about the benefit of having a written contract -thus they pay less attention to this concern and have shown a less priority towards getting it resolve.

Largely payment of wages gets recorded on a day to day basis in “kacchi Parchi” (a small piece of paper) and disposed -off once the dues are settled

-Contract worker

Importantly, workers largely feels that those who are physically strong, particularly the young workers in their early -twenties and thirties have bundles of employment opportunities till they are young due to masculine nature of work. However, they were found little worried about securing adequate work for them as they get older and older. Increased mechanization and absence of required skills to accommodate themselves in such mechanized environment has also been perceived as a significant threat by workers making them little insecure.

Ajit is 24 years old worker who joined this factory as stone cutter. He was in need of a source of income and being most familiar to the sandstone factory since his father was also working here. He turned to this work. He also told that he started working here so as to increase their family income at home and to help his father.

Ajit sees rise in demand of skilled workers in this sector. Now factories got mechanized and big machineries have been established so as to serve the international market with wide range of sandstone products. “Business badh raha hai sir...” (In Hindi language) The size of the market is been increasing significantly. “Tankha bhi theek thaak milne lagi hai..”(In Hindi language) The salaries are also a bit increased, He further added.

Aspiration

To aspire with means to dream about a possible future life, while to expect comes ready-made with a sense of entitlement. To aspire is associated with desire, dreaming, craving, hoping, wishing, and yearning. To expect, on the other hand, means to assume, to anticipate, to predict, and to consider likely.

In this section, efforts are made to capture the aspiration of workers working in the sandstone processing factories in Rajasthan (India). To capture this, workers were asked to look forward as well

as backward and share their aspiration about a possible future life for themselves and their families; and also their vision for how to achieve them.

Since the pattern of -awareness on worker's rights , available facilities, workers' access to their entitlement, sense of security and work environment was found varied from worker- to- worker and factory-to factory; therefore, in few places workers' expectations are also considered as their aspiration. Because for a large section of respondent gaining benefits under the provision they are entitled to as factory workers is being shared as their aspirations rather than their expectations.

Key dimensions considered to capture workers' aspiration

Five key dimensions that were considered to capture the workers' aspirations are –Dignity, Agency, Reward, Security and Safety.

Dignity

Workers are aspired to have:

- A courteous and respectful work environment that can provide an improved sense of respect and recognition to workers. Contract workers feel little ignorant at work place and they give immense priority for creating such inclusive environment at work place.
- A joyful life- spending sufficient time with their family members, children and parents, to enjoy annual festivals with entire family and relatives. Presently, for majority of workers especially, the migrant workers and workers on daily wages and piece rate- it is very difficult to take out any sufficient time to meet this aspiration. They feel, they do not have any formal freedom to take leaves as per their choice in any time of the year - as it will not only affects their earnings but they do feel that they might lose the job if they ask for a casual break (5-7 days). Leaving the aforesaid 'Joyful life' is an aspiration for workers.
- A separate canteen area, changing room and rest room. They feel having such designated areas inside the factory will not only bring certain level of comfort to them, but will also add a sense of extra care for workers by employers that will make them realized that they are important at work place.
- An Identity card provided by the company. Though improvement has been made but still majority of the workers are not having any types of identity cards with them that can identify their employment with any particular establishment. They feel having an identity card will give them a better sense of security and recognition. *“Working with good company is a matter of pride and you get recognized by people around you. I card is an instrument to get attention and recognition socially”* as stated by workers.
- A blissful family where children can attain higher education to get highly skilled jobs with better earnings. Workers do not want their children to get them engage with sandstone work because of hardship, relatively less earning to live a comfortable life, insecure employment and a work full of risk and life threatening. Rather, they are aspired to send their children for higher education to live a comfortable and dignified life.

Working with good company is a matter of pride and you get recognized by people around you. I card is an instrument to get attention and recognition socially” as stated by workers..

-Factory workers

Agency

Workers are aspired to have:

- A collective of workers in near future to raise their work related issues with management. They strongly feel that collective representation could bring better negotiation and outcome.
- A formal grievance recording and redressal mechanism at work place. They feel that any such formal system will provide them a better and improved work security, equal treatment and a sense of being important at work place.

Reward

Workers are aspired to have:

- A credit mechanism at factory level from where they can get financial credit from factories they are working to meet any incidental requirement of finance. Presently, for any incidental expenses they are highly dependent on local money lenders, besides they also feel dependent on their owners and contractors. *For workers bank does not provide them any loan without any collateral- as banks does not recognize their work status and banks only work for business man and rich person as stated by majority of workers.* Any credit mechanism at work place will offer them an unbiased access to credit as and when required, and for them they will be socially more respected because it will reflect their secure job status and also it will reflect that they are working with big companies as shared by workers.
- An improved earning, especially the migrant workers by working for long hours and earning over- time in addition to their fix salaries. This additional wages will enable them to full fill needs of their family members and children and will also enable them to live with them together as a family. Majority of workers miss the family life due to inadequate income. For them “*this job only helps them to sustain their life but does not bring any leisure to enjoy their life.*”

For workers bank does not provide them any loan without any collateral- as banks does not recognize their work status and banks only work for business man and rich person as stated by majority of workers. Any credit mechanism at work place will offer them an unbiased access to credit as and when required

-Factory workers

Workers’ feels that the additional wages will enable them to full fill needs of their family members and children and will also enable them to live with them together as a family. Majority of workers miss the family life due to inadequate income. For them “this job only helps them to sustain their life but does not bring any leisure to enjoy their life

-Factory workers

Security

Workers are aspired to have:

- Upgraded work skills - matching the new mechanized environment at work place. They feel, with the upgraded skills they would be able to stay longer in the business and enhanced skills can bring more job and income security. They suggested that each worker should be given an opportunity to upgrade their skills at work place by the employers through trainings and job rotation.
- An improved wage recording system to reflect on wages earned and details of deductions if any. All set of workers in one factory felt that many times they are not aware about the reasons for deduction made from their salary.

Worker feels that with the upgraded skills they would be able to stay longer in the business and enhanced skills can bring more job and income security. They suggested that each worker should be given an opportunity to upgrade their skills at work place by the employers through trainings and job rotation.

-Factory workers

Very often deductions are made against contribution towards provident fund, health insurance etc. as communicated to workers by employers. But workers are not aware about the details of any such deduction.

- Robust and transparent compensation system to take care of any injury or mishap with workers at work place. Though presently employers take care of such incidental expenses, but many times workers do not have freedom to get best treatment of their choice as they are totally dependent on their employers. Contract workers feel that many times their contractors are very ignorant about their injury and contractors only bear part of their medical expenses and workers also not get paid for their absents in lieu of their injury. Any such transparent mechanism will help workers to get compensated properly and also get paid for the sick leave.

Safety

Workers are aspired to have:

- A work environment free from dust. Worker feels that factory owner should also budget a considerably fair amount to ensure workers' safety whilst investing on factory's expansions. Workers feel that many times ensuring safety provisions, PPEs for workers are ignored because for owner workers' safety is very secondary.
- A regular health check-ups mechanism for them to get treated for any illness and injuries. They feel that any such permanent mechanism will help them to take care of their health to ensure- they can work and earn for a longer period to support their families. Besides, any such provision will also help them to save their recurring expenses on illness and injury. They feel that their family members should also be covered under any such health check-ups.
- An easy availability of PPEs to protect them from any unwanted accident at work place. Workers feel that very often their requirement for protective equipment at workplace is being ignored by employers. Some of the contract workers also rose that very often helplessly they collect the used and dropped PPEs for their personal use for which they feel little undignified.

Contract workers feel that many times their contractors are very ignorant about their injury and contractors only bear part of their medical expenses and workers also not get paid for their absents in lieu of their injury. Any such transparent mechanism will help workers to get compensated properly and also get paid for the sick leave.

-Contract workers

Hetram, a 29 years old stone splitter says, "From a workers' perspective, one main priority should be to increase wages." He added further, "Compared to other sectors, wages here are not exceptionally better, yet if all overtime would be paid at the minimum rate, the wages of many workers would be higher.

Ramkumar (name changed) a 37 years old stone worker mentioned requirement of adequate insurance to be borne by employers against work-related accidents.

Summary - Progress and Aspiration

S.No.	Key Dimensions	Determinants	Previous/Past	Current Status	Aspirations
1	Dignity	Freedom of choice to select the work	Moderately satisfied	Highly satisfied	Not identified
2	Dignity	Recognition	Unsatisfied	Highly satisfied	Moderately aspired
3	Dignity	Equality	Unsatisfied	Moderately satisfied	Highly aspired
4	Dignity	Behavioral treatment & respect	Unsatisfied	Highly satisfied	Highly aspired
5	Agency	Ability of negotiation	Unsatisfied	Moderately satisfied	Moderately aspired
6	Agency	collective Bargaining	Unsatisfied	Moderately satisfied	Moderately aspired
7	Agency	Grievance Mechanism	Unsatisfied	Moderately satisfied	Highly aspired
8	Reward	Equal and fair Pay	Moderately satisfied	Moderately satisfied	Moderately aspired
9	Reward	Provision of credits to workers	Unsatisfied	Unsatisfied	Highly aspired
10	Reward	Compensation and benefits	Unsatisfied	Moderately satisfied	Highly aspired
11	Security	Income Security	Unsatisfied	Moderately satisfied	Moderately aspired
12	Security	Employment Security	Unsatisfied	Unsatisfied	Highly aspired
13	Safety	Basic Facilities	Unsatisfied	Moderately satisfied	Highly aspired
14	Safety	Occupational health and safety	Unsatisfied	Moderately satisfied	Highly aspired
15	Safety	Freedom from sexual harassment and abuse	Not identified	Not identified	Not identified

Sec C: Annexure

A.1: Survey Approach, Methodology and Tools

Approach

A systematic design was developed to attain the objectives of this survey. Development of this design include a detail desk review to understand the existing working conditions of sandstone workers through available reports and studies along with interviews of key project functionaries of ETI. This design includes a set of tools and processes followed throughout the survey to ascertain changes, perception and aspiration of the workers. Primarily this survey was done by adapting qualitative approach, since it is concerned with subjective assessment of attitudes, opinions and behavior.

Tools and Methodology

In line with the objectives of the survey, a facilitation team was constituted involving experienced research facilitators to undertake the field assessment of sandstone workers in three stone processing factories and yards at Jaipur, Kota and Bundi districts of Rajasthan (India). A set of three tools was developed by the facilitation team after an extensive literature review and series of discussion and interviews with ETI project team. The tools consisted of a detail questionnaire to capture the demographic profile of the respondent (workers), KII (key informant interview) tool for in-depth interviews with workers and a FGD facilitation tool to capture the voice of the workers in a group. All developed tools were tested and validated by applying standard methodology by covering 11 workers. Tools were found appropriate, fine-tuned, validated and adopted.

Prior to applying these tools in the field, the research team had one- to- one in depth meeting with the employers to make them understand the purpose of the survey. The meeting was also aimed to attain level of trust with employers regarding the survey and its methodology to ensure that workers feel free, safe, confident and open to share their experience and views. Employers were requested to allow workers to speak in absence of their supervisors, managers, contractors and other influential individual or agency to maintain an environment free from any fear and threat to allow workers to speak candidly to maintain the neutrality of the survey. Appreciatively, all employers extended their full cooperation to keep the spirit and integrity of this survey.

A purposive sampling methodology was adopted to ensure the participation of different set of workers, and to avoid any biasness of sampling influenced with any external factors. The participatory method applied for this assessment consist of assimilating information through extensive focus group discussions (FGDs), structured one-to-one personal interviews and case studies documentation with the workers. All the three tools with both closed and open ended questions around six key dimensions- dignity, agency, reward, safety, security and aspiration were applied covering 92 workers (respondents) split in to 8 mixed groups. The selected sample of workers represents their different nature of job and employment, origin, social group, gender, age group, geographical locations and their link to different business supply chains. Discussions were made in a group of 11-13 workers at a time along with few one-to -one personal interview.

This survey was conducted in the months of December, 2016. The data entry and analysis was done in January 2017 and the first draft of the survey was made available for the review and feedback of ETI. After a series of consultative process this draft report was finalized in February 2017 and was made available to ETI.

Table A.1: Sample Distribution

	Work place UNIT-1	Work place UNIT-2	Work place UNIT-3	TOTAL
No. of FGDs conducted	1	3	4	8
No. of Workers	11	34	47	92
No. of personal interviews with workers	2	6	8	16

A.2: Demographic profile of workers

This section comprised of demographic information of the surveyed workers. 92 respondents (workers) linked to three different sandstone supply chain were approached at three different work places from diverse locations – Jaipur, Kota and Bundi districts of Rajasthan (India). The information gathered on Demography was largely divided into four major categories viz. general profile of workers, migration and living profile, employment status, and wages. Largely, this section unfolds the general profile of the respondent and some broader findings based on the demographic information shared by the workers. However, this section is nowhere intended to reach any inferential judgment about the workers perception based on given demographic profile. The percentage shown in parentheses is only for the approximation to the narration.

General Profile

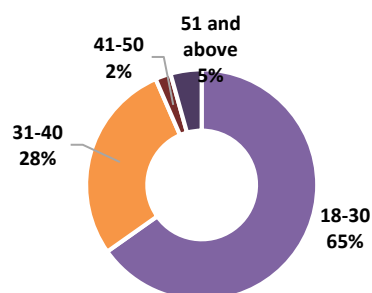
In this subsection, the workers were inquired about their age, gender, religious belief, social status, marital status, family size and their education level.

Majority of workers (84 out of 92) were from 18-40 years age group that reflects the possibility of that the hard nature of work always demand physical strength hence demand of young workers are always high in this industry. More than two third of respondents (66 out of 92) were married, taking care of 3-6 members in their respective families.

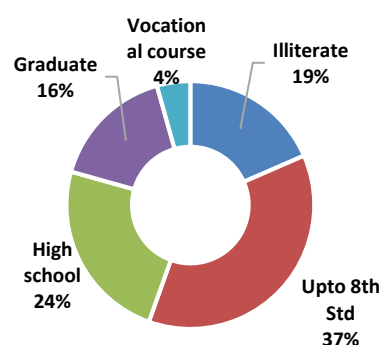
A large proportion of workers were from Hindu religious group and few workers from Muslim community were also found. Remarkably, majority of the workers (65 out of 92) were from socially marginalized community (based on existing caste-system in India).

17 out of 92 respondents (19%) were illiterate, 34 workers (37%) had completed middle level of education (8th standard), 22 workers (24%) had completed high school, 15 workers (16%) were graduates and 4 had done vocational certification course as well. These findings on workers’ education reflect a fair level of

Workers Age Group



Workers Education



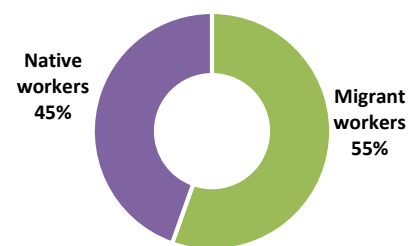
workers' inclination towards gaining a reasonable education and their capacity and potential to articulate and negotiate their issues with employers.

Notably, out of three factories visited only 2 women worker were found in one factory. These women worker were found hired on contractual basis for un-skilled category of job for cleaning and other subsidiary chores. There is very likely assumption that due to the hardship in the stone factories, and because traditionally this occupation is also being looked at as a “masculine” occupation the female workers are not intended to work in this sector.

Migration and Living Profile

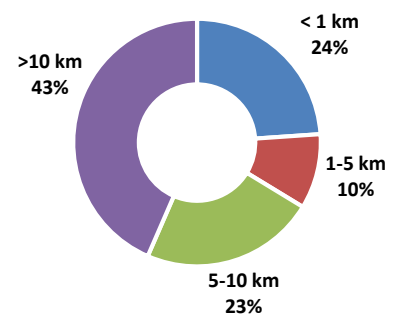
Data revealed that almost half of the workers (41 out of 92) migrated from different places. Interstate migration and migration from other region of the country was substantial. Interestingly, in one of the factory all workers were found migrated but this number was very small (less than 20). As recognized, usually migration takes place due to non-availability of work at the native place or for exploring better work opportunities outside the native place. Data revealed that export oriented stone processing factories had adequate work opportunities for the workers throughout the year and creates ample job opportunities for new workers. The relatively better financial status of the migrants has lured many people to join the migration stream and the number of migrating people has thus increased over time.

Migration



Two third of the workers (61 out of 92) had their own houses. Nearly all local workers were reported living in the house owned by them or their family members; whereas, migrant workers were found living in the rented houses. In one factory, where all workers were found migrated, the company had provided the adequate shelter near to the factory premise.

Commuting pattern



Approximately one-fourth of the workers (23%) were found commuting to work place from their residence within 1 kilometer and almost one-third of the workers (34%) were found residing far up to 10 km from the factory area, 40 out of 92 workers (43%) were found commuting above 10 – 40 kms daily to the factories. Few proximate reasons analyzed for this commuting pattern indicates that local workers prefer to remain with their families and in their own house despite the distance of the factory they work from their residence.

This choice of local workers also save them from incurring a reasonable cost towards house rent in comparison to the cost they incur on commuting. For migrant workers commuting from far places is a compulsion because for them finding basic facilities like food, day to day household items, security and even a proper house near to the factory area is a challenge. According to the workers the factory areas were not developed aligning the basic requirement of the labors and developing adequate habitats for workers. It is important to note that migrant workers apart from paying sizeable amount of their income in rent also incur significant amount on commuting to the factory. This also indicates

that despite equal income of workers migrant workers are somehow relatively remain marginalized economically in contrast to other set of workers doing the same job.

Employment status

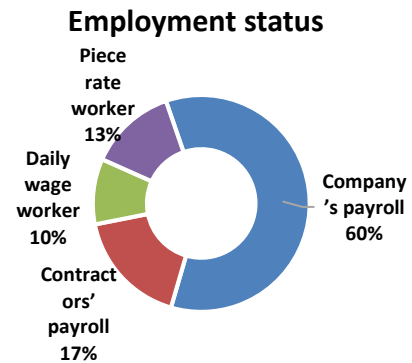
The demographic profile indicates that almost 60% of the workers were on payroll of the factories and remaining 40% were with their respective contractors on the piece rate basis, daily wages and monthly wages.

When asked about the regularity of the work, data revealed that getting work whole year is not a big challenge however contract workers believed payroll workers with company enjoy a better income and job security.

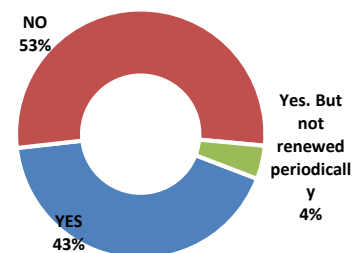
For any employee, work contract is very important. It states many of the benefits to which the employee is entitled, as well as the money that any employee can expect to earn. Essentially, in the event of any employment tribunal this contract proved to be an important instrument to reach any settlement. Unexpectedly it was found that more than half of the workers (49 out of 92) were not issued any formal contract letter or letter of appointment by their employers. (4 out of 92) workers received a work contract in the past but were not renewed subsequently. Despite this they continued to work with the same employer since long.

This peculiar pattern of work contract availability when triangulated with the satisfactory level of worker education, reasonable level of awareness about their rights, and their fair level of engagement with the employers; indicates that there are some resistance from employers in providing such contracts and lack of awareness among workers on importance of having a written contract as well. Presenting any proximate cause for this pattern is not feasible in this short survey, but gives an insight to further unfold the reasons for this resistance at the employer level for the larger benefit of the workers.

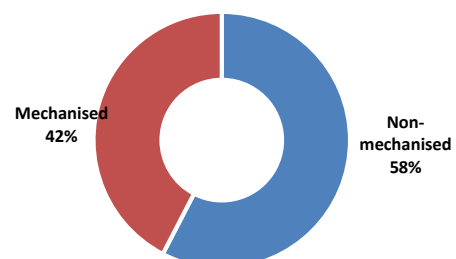
When inquired about nature of job and the association with the employer, most of the workers were found associated with their respective companies for 1 or more years; working in different capacities. Almost more than half of the workers (53 out of 92) were occupied in non-mechanized jobs as packaging, loading-unloading and sizing of the stone through hand cutting process.



Availability of work contract



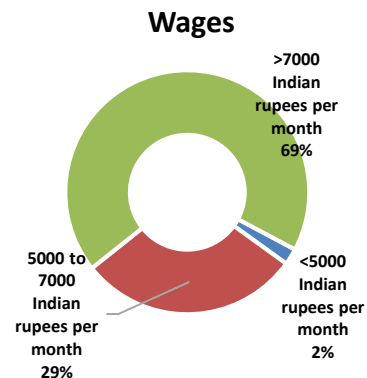
Type of Work



Wages

Wages and salaries are the compensation that workers and employees get in exchange for their labor. The difference between a salary and wage is that a salary is paid periodically while wages are commonly paid per unit (mostly per working hour).

Prominently, 63 out of 92 workers (69%) were found earning wages more than INR 7000 per month. 27 out of 92 workers (29%) were getting somewhere between INR 5000-7000 per month and two un-skilled laborers were found earning little less than INR 5000 a month. According to the Rajasthan minimum wages notification (Effective 1st April 2016 to 30th September 2016), the wages prescribed for the un-skilled, semi-skilled and highly-skilled workers are INR 5226, INR 5486 and INR 7046 per month respectively. In compliance with this notification majority of the workers were getting the prescribed minimum wages. However, most of the daily wages and piece rate workers had also confirmed that very often they did not necessarily work for 8 hours or so voluntarily in a day because of the hardship of the work.



The proximate cause analyzed for this promising pattern is the high demand of value added stone items in the domestic and international market that requires a populated set of workers to fulfill this demand viz the low availability of workers in the region. Especially, finding skill workers like machine operators is a big task for the employers. This demand and supply gap of workers place workers in a better negotiating position. It was also informed that very often employers also pay competitively extra remunerations to their workers in term of improved wages or monthly salary to retain their workers.

The above wage pattern not only indicates a favorable earning environment for the workers but also carries an equal opportunity for the businesses to meet some improved wage standards beyond minimum wages to set examples, leverage and lead in the sector.

A.3: Tools

Tool 01 - Respondent Socio-economic profile

Workers' Survey- Rajasthan

Understand the impact of ETI and its member's ethical trade work On workers in Rajasthan

Date:

Place:

1. Gender

Female

Male

Transgender

2. Age

Less than 18 years

18 to 30 years

30 to 40 years

40 to 50 years

Over 50 years

3. Religion

Hindu

Muslim

Sikh

Christian

Others

4. Category

SC/ST

OBC

General

5. What is your marital status?

Married

Unmarried

Others

6. How many family members are dependent on you?

Less than 3 members

3 to 6 members

Above 6 members

7. What is your native place/town?

Home town and working town are same

Home town and working town are different

8. What is your living status?

living with family

living alone

living with colleagues/friends

9. Where are you living now?

Rent

Own house

Shelter

Other (specify)

10. How far is your residence from this work place?

Nearby- less than 1 km

Little far- 1 to 5 km

Somehow far- 5 to 10 km

Very far - More than 10 km

11. Highest level of education completed

Illiterate

8th grade or less

High school but didn't graduate

Graduate and above

Vocational certification

12. What is your current employment status?

Employed full-time (company's Pay roll)

Employed - full time by external contractor

Employed -Daily wages

Employed – Piece rate

Others

13. Do you get any written contract paper for your work?

Yes

No

sometime do get, but not renewed periodically

14. When did you start working with this company/quarry?

Less than 1 year

1 to 3 years

3 to 5 years

More than 5 years ago

15. What kind of work you perform here?

Machine operator

Packaging

Loading/unloading

Stone cutting by hand

Driver/ crane operator

Blasting /drilling/ other mechanical operations at quarries

Others

16. What is your monthly earning?

Less than Rs. 5000/- per month

Between Rs. 5000/- to Rs. 7000 per month

Above Rs. 7000 per month

17. Do you get work throughout the year?

I am a permanent worker, hence I remain engaged throughout the year

I am not a permanent worker and in general I get work for

Less than 150 days in a year

Between 150 to 200 days in a year

Between 200 to 300 days

More than 300 days

18. What is your preferred language?

Hindi

English

Workers' Survey- Rajasthan

Understand the impact of ETI and its member's ethical trade work On workers in Rajasthan

Dignity-

1. How did you come to this job? Was it your decision to enter in this job?
2. What do you feel about your job? (feel proud/happy/dignified)
3. Is there any change in people perception (at workplace/in society) over the years in connection to your work? (more respected)
4. Do you take your job related decisions in consultation with (colleagues/friends/family)?
Probe: comfort level / enabling environment
5. Do your peers talk to you respectfully? And this has changed in past few years?
(Includes your communication with supervisors/managers/ management)
6. Do you see any change in communication/ behavioral treatment between you and your supervisors/ managers/co-workers over the last five years?
7. Do you see any change over the past few years that have added to your self esteem? (Improved relations / improved facilities/ better recognition)? Probe with examples
8. Do you think the children belong to your family/community/vicinity are now more inclined towards education rather than getting engaged in some work/earning practice?(any reasons)
9. Do you know who use the items being produced by you? Have ever you get chance to interact with any of them? Were there any concerns shared by them regarding? Do you feel any such interaction would be useful to you? If yes, why?

Agency-

10. How do you represent/discuss the job related problems?
(Co-workers/supervisor/management/any committee/ collectively/union). Is there any change in past few years?
How your work related issues get resolved? (Transparent discussion/well defined procedures)
11. Do you feel comfortable to share your problems with peers/managers/supervisors/defined procedures? Is there any change in past few years?
12. Do you like to share any example/ idea to improve the ways to resolve your work related issues

Reward:

13. Have you seen any change in wages in last few years?
Probe: wages In comparison to other work / wages In comparison to same work /other sectors
14. Do you feel dignified / appreciated to get gift/reward on special occasions like festivals etc. (Diwali, Eid) from management? Probe: occasionally/ regular practice
15. How much you are dependent on management to meet any financial emergency? Do you feel this can be met in case of any emergency? Is there any change in past few years?

16. Do you think you get properly rewarded when you invest extra time at work place? Probe: Premium rate for piece rate workers/ overtime for factory workers/ flexibility in choosing the shift.

Security:

17. Is there any increased availability of your type of work outside your factory / quarry? Do you feel any time if required, you can shift your job easily?
18. Do you get work regularly round the year? Is there any change in past few years?
19. How your family / you will handle the situation In case you fall sick/medical emergency? Probe: linkage with social security schemes
20. What factors may influence you to continue/leave your current employer?

Safety:

21. Do you feel any changes in safety related issues over the years? (training frequency / improved training/ improved participation level)
22. Do you feel any change in number of accidents in past few years?
23. How the accidents were handled in past few years if any? Probe : improved response time / emergency mechanism in place/ more trained people at work place
24. Do you feel that PPE/safety gears are easily available and used properly while working in contrast to past few years? (training/ better quality of PPEs)
25. Do you feel the availability of clean bathrooms/ drinking water/ canteen/ safe and hygienic place to eat/ changing room is improved over past few years? What has brought this change, if any?
26. How often you attend your medical doctor for your regular health check-up? Have any time your doctor informs you that your illness is related to your work? Probe: chest infection / asthma/ hearing impairments/ nerves disorders/any awareness on silicosis. Have you ever informed your management about any such issues? (Mechanism..)
27. Do you feel any change in work place environment over the years? (More safe/ management is more concerned/transparent)

Aspiration:

28. What are your aspirations/hopes for next 5-10 years that can change your living and working conditions positively?
29. Who do you think can play a major role to bring this change?
30. If given priority, what would you like to change first? Why and how? Probe: All key dimensions
31. Do you think that you have capacities or you need support to build your skills to bring this change?

Tool 03 – Key informant’s Interview Schedule

Workers’ Survey- Rajasthan

Understand the impact of ETI and its member’s ethical trade work On workers in Rajasthan

Dignity-

1. How did you come to this job? Was it your decision to enter in this job?
2. What do you feel about your job?
3. Is there any change in people perception over the years in connection to your work?
4. Do you take your job related decisions in consultation with whom?
5. Do your peers talk to you respectfully? And this has changed in past few years?
6. Do you see any change in communication/ behavioral treatment between you and your supervisors/ managers/co-workers over the last five years?
7. Do you see any change over the past few years that have added to your self esteem?
8. Do you think the children belong to your family/community/vicinity are now more inclined towards education rather than getting engaged in some work/earning practice?
9. Do you know who use the items being produced by you?
10. Have ever you get chance to interact with any of them? Were there any concerns shared by them regarding? Do you feel any such interaction would be useful to you? If yes, why?

Agency-

11. How do you represent/discuss the job related problems? Is there any change in past few years?
12. How your work related issues get resolved?
13. Do you feel comfortable to share your problems with peers/managers/supervisors/defined procedures?
14. Is there any change regarding this in past few years?
15. Do you like to share any example/ idea to improve the ways to resolve your work related issues

Reward:

16. Have you seen any change in wages in last few years?
17. Do you feel dignified / appreciated to get gift/reward on special occasions like festivals etc. (Diwali, Eid) from management?
18. How much you are dependent on management to meet any financial emergency?
19. Do you feel this can be met in case of any emergency? Is there any change in past few years?
20. Do you think you get properly rewarded when you invest extra time at work place?

Security:

21. Is there any increased availability of your type of work outside your factory / quarry?
22. Do you feel any time if required, you can shift your job easily?
23. Do you get work regularly round the year? Is there any change in past few years?

24. How your family / you will handle the situation In case you fall sick/medical emergency?
25. What factors may influence you to continue/leave your current employer?

Safety:

26. Do you feel any changes in safety related issues over the years?
27. Do you feel any change in number of accidents in past few years?
28. How the accidents were handled in past few years if any?
29. Do you feel that PPE/safety gears are easily available and used properly while working in contrast to past few years?
30. Do you feel the availability of clean bathrooms/ drinking water/ canteen/ safe and hygienic place to eat/ changing room is improved over past few years?
31. What has brought this change, if any?
32. How often you attend your medical doctor for your regular health check-up?
33. Have any time your doctor informs you that your illness is related to your work?
34. Have you ever informed your management about any such issues?
35. Do you feel any change in work place environment over the years?

Aspiration:

36. What are your aspirations/hopes for next 5-10 years that can change your living and working conditions positively?
37. Who do you think can play a major role to bring this change?
38. If given priority, what would you like to change first? Why and how?
39. Do you think that you have capacities or you need support to build your skills to bring this change?
40. Please share any other aspiration if any.

A.4: Compiled data of survey

Table A2: General Profile

General characteristics				
Gender	Work place UNIT-1	Work place UNIT-2	Work place UNIT-3	TOTAL
Male	11	34	45	90
Female	0	0	2	2
Age Group				
<18 yrs.	0	0	0	0
18-30 yrs.	6	20	32	58
30-40 yrs.	5	11	10	26
40-50 yrs.	0	1	1	2
> 50 yrs.	0	2	2	4
Religion				

Hindu	11	31	43	85
Muslim	0	3	4	7
Sikh	0	0	0	0
Christian	0	0	0	0
Others	0	0	0	0
<i>Social Category</i>				
SC	0	6	8	14
ST	0	0	10	10
OBC	11	9	21	41
General	0	19	8	27
<i>Marital Status</i>				
Married	7	24	35	66
Unmarried	4	10	11	25
Others	0	0	1	1
<i>Family members dependent on workers</i>				
< 3 members	0	3	4	7
3 to 6 members	8	20	28	56
>6 members	3	11	15	29
<i>Education level</i>				
Illiterate	4	2	11	17
8th grade or less	6	9	19	34
High school but didn't graduate	1	10	11	22
Graduate and above	0	9	6	15
Vocational certification	0	4	0	4

Table A3: Migration and Living Profile

<i>Migration and Living Profile</i>				
<i>Origin of place</i>	Work place UNIT-1	Work place UNIT-2	Work place UNIT-3	TOTAL
Home town and working town are same	0	18	33	51
Home town and working town are different (Migrant)	11	16	14	41
<i>Living arrangements</i>				
Rented house	0	10	8	18
Own house	0	24	37	61

Shelter	0	0	0	0
Company	11	0	2	13
<i>Work place proximity to living area</i>				
< 1 kilometer	11	0	11	22
1-5 kilometer	0	4	5	9
5-10 kilometer	0	4	17	21
>10 kilometer	0	26	14	40

Table A4: Employment status

<i>Employment status</i>				
<i>Employment status</i>	Work place UNIT-1	Work place UNIT-2	Work place UNIT-3	TOTAL
Company's payroll	11	21	23	55
Contractors' payroll	0	8	8	16
Daily wage worker	0	5	4	9
Piece rate worker	0	0	12	12
Others				
<i>Availability of formal work contract/appointment letter with workers</i>				
YES	0	26	13	39
NO	11	8	30	49
Yes. But not renewed periodically	0	0	4	4
<i>Years of association with the current factory</i>				
< 1year	5	10	7	22
1 to 3 years	1	11	13	25
3 to 5 years	0	7	9	16
>5 years	5	6	18	29
<i>Work perform</i>				
Machine operator	4	2	8	14
Packaging	6	8	6	20
Loading/unloading	0	9	7	16
Stone cutting (Hand)	0	1	16	17
Driver/crane operator	0	3	1	4
Blasting/Drilling	0	0	0	0
Others	1	11	9	21
<i>Work availability</i>				
Round the year	11	28	30	69
< 150 days in a year	0	0	1	1
150-200 days in a year	0	3	3	6
200-300 days in a year	0	2	7	9

>300 days in a year	0	1	6	7
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Table A5: Wages

<i>Avg. monthly income</i>	Work place UNIT-1	Work place UNIT-2	Work place UNIT-3	TOTAL
<5000 Indian rupees per month	0	0	2	2
5000 to 7000 Indian rupees per month	0	5	22	27
>7000 Indian rupees per month	11	29	23	63

A.5: Limitations

- The current survey intended to focus geographically only to Jaipur, Kota and Bundi city of Rajasthan state. Wider geographical coverage could result in to better reliability of findings.
- All respondents were not found working with the sampled factory necessarily for 5 years or more as expected. Their association with the concerned factory and ETI programme was also found varied from worker to worker. Only 49% of the respondents were found working with the surveyed factory for 3 years and more. Therefore workers associated with the concerned factories and ETI programme for less than 3 years (51%) were comparatively less expressive due to their limited level of exposure to programme.
- Many of the respondents in the survey were not highly educated and their awareness level on workers' rights was also found varied. 37% have studied up to 8th standard while 19% were illiterate and few have also shown little uneasiness to articulate in the survey. Though this proved to be a minor constraint.
- Out of 92 respondents only 2 were women. Therefore wider concerns of women workers in the sandstone factories are missing. However it was also noted that sandstone factories largely do not employ women workers. Furthermore, the aspects missing could be worth exploring in the future researches.
- Personal bias of respondent cannot be removed

Regardless of these limitations due concern has been taken to ensure that these limitations do not have an effect on the excellence of the survey findings.

A.6: Future contribution of the survey

- Once aware with the perspective and aspirations of workers, employers may lead towards improved working conditions in the factories that consequently will contribute towards improved workers' safety, security, reward, dignity and respect.

- Improved working conditions will create opportunities for the workers and the employers to enhance their ability to deliver great products to customers in an inclusive work environment to attain sustainably of the business.

A.7: Head words

ETI	: Ethical trading initiative
CDART	: Centre for data analysis research and training
H&S	: Health and safety
PF	: Provident fund
ESI	: employee state insurance scheme
PPE	: Personal protective equipment
ILO	: International labour organization
ST	: Schedule tribes
SC	: Schedule cast
OBC	: Other backward class
FGD	: Focus group discussion
KII	: Key informant interview

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