

Just Good Work Malaysia

Frequently Asked Questions

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BACKGROUND

1. What is Just Good Work?

Just Good Work is a free mobile app that helps to engage with and inform workers about their rights. It is also a tool for businesses to implement responsible recruitment practices.

Globally, Just Good Work is trusted by 41,000+ workers and 95 businesses in 31 countries.

2. Who is behind Just Good Work Malaysia?

The Just Good Work platform is built and maintained by a social enterprise called [Fifty Eight](#). The app was previously [piloted in the Malaysian rubber industry](#) from 2020 to May 2021 under partnership with the Ethical Trading Initiative, Our Journey and Fifty Eight. Starting from December 2021, the app will be piloted with the palm oil and garment sectors under the MY Voice project as a tool to:

- a) Engage with and inform workers about their rights; and
- b) Strengthen worker voice in management systems and labour performance frameworks in companies.

➔ Read more about the MY Voice project in FAQ No. 3 (“What is the MY Voice project”).

3. What is the MY Voice project?

MY Voice is a project funded by the United States Department of Labor under cooperative agreement number IL-37321-21-75-K, with an overall objective of reducing forced and child labor in the production of Malaysian palm oil and garments. The project duration is from December 2021 to May 2026.

Partners of the project are as follows:

- (a) Lead and main grantee: Social Accountability International (SAI)
- (b) Implementing partners and sub-grantees:
 - Proforest
 - Our Journey
 - The Centre for Child Rights and Business

➔ Read more about MY Voice and its partners at <https://myvoiceproject.org/>

4. What is Just Good Work’s role in MY Voice?

Just Good Work will be one of the tools:

- (a) To strengthen worker voice. This is available to businesses participating in the MY Voice project; and
- (b) For training with and outreach to workers, especially migrant workers. This is available to trade unions, civil society organisations and migrant communities.



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The app will be equipped to:

- (a) support potential and current workers to navigate the entire migration process; and
- (b) provide strategic opportunities for businesses to incorporate social compliance management systems with meaningful worker engagement.

5. Where can I find or download Just Good Work?

You may download the app from Google Play or Apple store by searching for 'Just Good Work'. Or click on <https://onelink.to/jgwmvoice> to download.

KEY FEATURES AND FUNCTIONS

6. What types of devices can Just Good Work run on?

The app is available on both Android and iOS smartphones, but not tablets.

7. Does Just Good Work require a sim card to download or use?

No, you may download and use the app with or without a sim card.

8. Does Just Good Work require registration to download or use?

No user registration is required. The app can be used with complete anonymity.

9. What languages is Just Good Work available in?

The app is available in 9 languages—English, Malay, Indonesian, Burmese, Bengali, Nepali, Hindi, Vietnamese and Tamil.

10. Do workers or companies need to pay to use Just Good Work?

The app is completely free for anyone to download and use. Companies can opt to further customise the app for the specific needs of their business and supply chain, including recruitment agencies. Please refer to the FAQ section 'Just Good Work for Businesses' for further details.

11. Can workers download or use Just Good Work outside of Malaysia?

Just Good Work is free for download and use in any country.

12. Does it require much data to download and use Just Good Work?

The app takes a small amount of data to download. After that, workers can use the app completely offline.

13. What does Just Good Work contain?

The app is a mobile platform with the following key features and functions:

- a) Information for workers
 - Available in audio and text formats
 - Contains important information covering a worker's entire migration journey, from the start of recruitment to when they return home



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- Information included: pre-departure, culture, banking, Malaysian labour and other relevant laws, how to raise grievances at workplace, etc.
 - Applicable across all sectors
- b) A grievance reporting mechanism via an in-app button, hotline or email
 - c) Save copies and/or photos of important documents such as employment contract, pay slips, receipts etc. Please see the FAQ section titled 'Just Good Work's Data Policy' for more details
 - d) In-line questions to point workers to timely information needed
 - e) Multi-lingual messaging, feedback and survey with workers

14. What are the key updates or improvements made to Just Good Work, under the MY Voice Project?

The key updates and improvements made to Just Good Work include:

- a) Updating information on the latest legislative changes in Malaysia. These include:
 - Employment (Amendment) Act 2022
 - Minimum Wage Order 2022
 - Anti-Sexual Harassment Act 2022
- b) Adding information:
 - for workers in Sabah and Sarawak
 - On forced labour and child labour
- c) Introducing Tamil language support (written and audio)
- d) Improvements to content organisation and adding illustrations

JUST GOOD WORK GRIEVANCE MECHANISM

15. Who manages the grievance hotline and reports?

Our Journey, a Malaysian-based NGO, manages the hotline and grievance reports. Our Journey is an implementing partner for the MY Voice project.

16. Who is Our Journey?

Our Journey is a registered civil society organization based in Kuala Lumpur, Malaysia. Established in 2017, at its core, Our Journey:

- Offers more than 13 years of experience and expertise in migration and labour laws and policies, and is often involved in consultations with the Malaysian government and other regional governments on these issues;
- provides free legal and other assistance to migrants, refugees and other non-citizens; and
- was one of the lead organisations involved in the Just Good Work pilot in the rubber industry from 2020 to May 2021.

17. What kind of issues does Our Journey help with?

Our Journey can assist workers with the following:

- a) General inquiries about life and work (including labour issues) in Malaysia; and
- b) Any personal or workplace problems.

18. What kind of support can Our Journey provide to workers?

Generally, Our Journey prioritises support for migrant workers' labour issues. Our Journey will discuss with the worker to determine the best steps forward to resolve the issue.

19. Can workers send reports or inquiries in their own languages?

Yes, they can. Our Journey works with a network of Malaysia-based Migrant Community Leaders for the Bangladeshi, Tamil, Indonesian, Nepali, Burmese and Vietnamese communities. The Migrant Community Leaders assist in translating and processing migrant workers' queries and reports.

20. Can workers submit grievances anonymously?

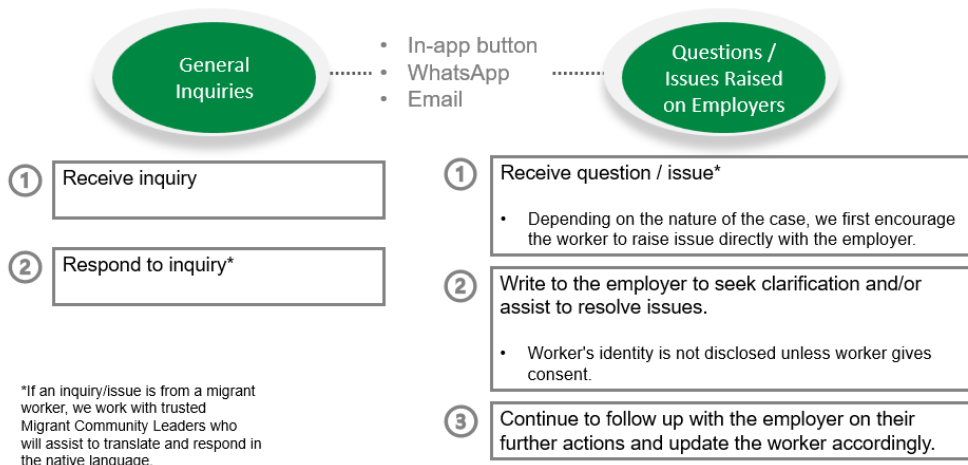
Yes, they can. Workers do not need to provide their personal information if they do not want to. However, in some instances, Our Journey may request more information in order to provide the appropriate assistance.

21. Who has access to the grievance reports?

Only Our Journey has access to the grievance reports and will not disclose details of reports without the consent of affected parties.

22. How does Our Journey manage grievance reports?

a) Our Journey assists workers and employers to first resolve the issues internally. The process is as follows:



b) Confidentiality is at the core of Our Journey's approach*:

- Our Journey does not reveal the worker's personal information to the employer or any other parties, unless the worker has consented to do so.
- Our Journey does not disclose the details of grievance reports to any other parties.



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- ➔ *This may differ based on a few factors such as: (i) the nature of grievance, (ii) the worker's wishes, and (iii) the willingness of employer to work with Our Journey to resolve the issue.

23. Will workers receive an update about their grievance reports, and if so, how?

Yes, Our Journey will provide regular updates on the status of their reports. A member of Our Journey will contact the worker via the contact details provided.

JUST GOOD WORK FOR BUSINESS

24. How does Just Good Work help businesses?

- a) Strengthen responsible recruitment practices
- b) Prevent excessive fees being imposed on your workers, as well as other problems they may encounter in the recruitment process
- c) Improve worker-management dialogue
- d) Reduce time spent on addressing worker issues
- e) Inform workers about their rights and obligations under relevant laws
- f) Provide businesses strategic opportunities to incorporate social compliance management systems with meaningful worker engagement

25. What is unique about Just Good Work?

- a) More than just a grievance reporting tool — Just Good Work helps prevent forced labour risks from the start of a worker's recruitment journey. The app does this by empowering workers with important information about their rights and the recruitment process, thus helping workers make informed choices and avoid payment of excessive fees in the process.
- b) Scalable and accessible to workers:
 - from six countries of origin
 - of various literacy levels
 - of all sectors
 - at any stage of their migration journey
 - of any documentation status
- c) Strong safeguards for worker anonymity and confidentiality
- d) Expertise and experience handling migrant worker grievance cases. By working closely with Migrant Community Leaders, Our Journey is able to build trust and ensure good engagement with workers.
- e) Adaptable and collaborative — integrate its information and/or grievance mechanism with other tools, and vice versa.
- f) Customisable content and messaging based on the company or industry's needs.



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26. How can my company get involved with the Just Good Work app under MY Voice, and what does it entail?

The setup for the pilot may differ depending on your operating context, needs and existing labour management systems and requirements.

The MY Voice team is happy to set up a meeting to discuss it further. Kindly reach out to the MY Voice team at contact@myvoiceproject.org to register your interest or to request further information.

27. Can Just Good Work be customised for specific business needs?

Yes, companies may opt to customise the app's content and messaging on policies, work requirements or well-being in workers' own languages. You will have access to live feedback from workers and in-depth data analytics that give visibility to potential areas of concern. This enables businesses to better target or understand the effectiveness of interventions.

The scope of the pilot under MY Voice is for the freely available version of Just Good Work. However, the option of customisation can be explored separately. Please contact us at contact@myvoiceproject.org for further information.

JUST GOOD WORK FOR TRADE/LABOUR UNIONS, CIVIL SOCIETY ORGANISATIONS AND MIGRANT COMMUNITIES

28. How can Just Good Work help trade/labour unions, CSOs and migrant communities?

Use JGW's multi-lingual function to enhance and simplify outreach and training activities with local and migrant workers. For example, you may use JGW as a tool to inform workers about their rights.

How trade unions can use JGW: Tool for training, organising, information dissemination and translation support for migrant workers. For example, share information directly with workers about key terms in the collective agreement, access to union hotlines and union representative details.

How CSOs can use JGW: Raise awareness among migrant workers regarding their labour rights, help workers connect with your services, and bridge communication gaps. For example, share details of working conditions in respective sectors directly with workers.

How Community Organiser can use JGW: Access current and accurate information regarding labour rights for organising migrant workers and details about support services available to migrant workers.



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JUST GOOD WORK'S DATA POLICY

- 29. Does Just Good Work collect workers' personal information?**
The app never collects any personal information and it does not require user registration. The app does ask for general demographic details such as age, sex and the sector of work to help improve service delivery and workers' experiences.
- 30. Who has access to documents uploaded by workers via the app?**
Only the worker who uploads the documents can view and access the documents uploaded. All documents are stored on the worker's own device's cloud storage, e.g., Google or Apple cloud.
- 31. Can workers submit grievance reports anonymously and who will have access to the reports?**
Please refer to the section titled 'Just Good Work's Grievance Reporting Mechanism' for details.

CONTACT US

- 32. Who should I reach out to if I would like to learn more about Just Good Work or the MY Voice project?**
You may reach out to contact@myvoiceproject.org. A member of the MY Voice team will respond to your message.