

LEADERS

For Sustainable Livelihoods

WORKING CONDITIONS IN THE CONSTRUCTION, FOOD SERVICES AND AGRO-INDUSTRY SECTORS IN THE BEQAA VALLEY



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1

OBJECTIVES AND METHODOLOGY

1.1 / Background and Research Objectives

With the support of EU Regional Trust Fund in response to the Syria Crisis - the MADAD Fund, and the Regional Development and Protection Programme (RDPP), the LEADERS Consortium (composed of ACTED, Danish Refugee Council, CARE, Oxfam, Makhzoumi Foundation and Save the Children) aims to contribute to the economic empowerment, resilience and social stability of displaced populations in Jordan and Lebanon as prioritized by the Regional Refugee and Resilience Plan (3RP).

The consortium's action in Lebanon focuses on fostering the country's social stability, by contributing to the economic resilience of host communities in the Beqaa Governorate and providing adequate response to the Syrian refugee crisis. The consortium's interventions are also aligned with resilience and livelihoods priorities underlined in the Lebanon Crisis Response Plan (LCRP), by proposing solutions based on the needs of the local populations.

The LEADERS consortium also seeks improved awareness within supported enterprises as well as workers and jobseekers on decent working conditions and discriminatory practices in the workplace. This is done through various activities which include a study of the regulatory barriers, examples of best practices and an assessment of decent working conditions as outlined by the Lebanese Labour Law.

During the first phase of implementation, the consortium identified construction, food services, and agro-industry as economic sectors that show potential for growth and capacity to offer economic opportunities. A skill gap analysis was completed and identified gaps and the corresponding skills needed by the private sector. A market analysis was conducted and provided an in-depth analysis of three pre-selected sectors – construction, food services and food processing – in order to identify the market dynamics, characteristics, opportunities and challenges for their growth.

This paper seeks to look at the dynamics, figures, obstacles and opportunities for improving decent working conditions in the Beqaa Valley with an emphasis on working conditions in the construction, food services, and agro-industry sectors in, specifically in the districts of Baalbek and Zahle. The paper will focus on:

- The dynamics between employers and employees
- Trends at the workplace like work patterns, working hours and shifts, and equal pay
- Potential violation of workers' rights
- Systematic exploitation of vulnerable groups

The objective is to provide an exhaustive overview of working conditions in the selected sectors and locations listed above. The research will also provide the LEADERS consortium with recommendations for future interventions and programming.

1.2 / Methodology

The analysis in this report relies on a quantitative survey that collected primary data from a sample of 403 workers¹ distributed evenly between the three target sectors in 21 localities in the districts of Baalbek and Zahle. A heavier weight given to the cities of Baalbek and Zahle (together forming 54.6% of the sample) since they represent the major population agglomerations in these districts. The table below shows the geographic distribution of respondents.

Locality	% of sample
Baalbek city	27.3%
Baalbek district other localities	18.4%
Total Baalbek district	45.6%
Zahle	27.3%
Zahle district other localities	27.0%
Total Zahle district	54.3%

Table 1: Distribution of the survey respondents

In addition, respondents were selected based on their nationality with 50% of the surveyed workers being Lebanese and the remaining 50% being Syrian. The rest of the criteria such as sex and age were randomized.

Nationality	Lebanese	Syrian
Overall	48.1%	52.2%
Baalbek district	46.6%	53.4%
Zahle district	50.0%	50.0%

Table 2: Distribution of workers per nationality across location

The three target sectors have been selected for this study based on market studies that were commissioned by the LEADERS consortium which identified these sectors as having the greatest potential for job creation and growth in the region. In addition, these sectors are the largest employers of Syrians in Lebanon.

¹ 77.9% male and 22.1% female, see section on 3.1.2. Gender

Sectors	Construction	Food services	Agro-industry
Overall	32.3%	32.8%	34.9%
Baalbek district	32.6%	31.0%	36.4%
Zahle district	32.0%	34.2%	33.8%

Table 3: Distribution of workers per nationality across location

The questionnaire used for the research was designed to consider the working conditions of employees in the selected sectors in terms of the formality of their employment, the remuneration and benefits they receive, the presence of hazardous health conditions at the workplace, psychological factors negatively impacting workers at the workplace and conflicts that could potentially occur. The questionnaire also looked at several social and demographic criteria to better profile employees in the three sectors and identify any trends among specific sub-groups.

Three field surveyors from the Beqaa region were selected to conduct the survey. The fact that they are residents of the survey target areas enabled greater access into these areas as well as more effective communication with respondents. A training session was held for the field surveyors on the 8th of September 2017. The field work took place between the 10th and 18th of September 2017. The detailed questionnaire is annexed to this report (annex II).

The sample represents approximately 0.3% of the total working population of the Beqaa² and is representative with 95% confidence level and a confidence interval of 4.38.

For instance, quantitative data was triangulated with the existing literature as well as with the findings of six focus group discussion commissioned by Oxfam and conducted in July 2017. The FGDS were conducted with both employees and employers of both Syrian and Lebanese nationalities in the districts of Zahle and Baalbek. The discussion questions tackled issues related to working conditions and focused on decent work and minimum standards evolving around fair income, gender equality and social protection. Also, two focus groups carried out in August 2017 tackled issues related to working conditions in the agricultural sector, their findings are annexed to this research (annex I).

It is important to highlight that some respondents, especially Syrians and vulnerable Lebanese, may have been hesitant to speak freely about sensitive issues related to their mistreatment and violence at the workplace and could have refrained from answering the questions in the survey in addition, the field surveyors were all Lebanese, so Syrian respondents might have also been uncomfortable talking about sensitive issues with them.

² The working population in the Beqaa is estimated at approximately 150,000 individuals based on triangulating labor data at the national level and estimations on the number of Syrian workers.

2

LEBANON'S CONTEXT

2.1 / Overview of the Economy

The Lebanese economy witnessed a moderate but irregular growth in the post-war period. In general, the structure of the Lebanese economy is marred by a decline in the shares of industry and agriculture sectors, with a noticeable increase in services. Today the main sectors of the economy are services with more than 33% of GDP as well as trade 27.5% in 2010³.

The Lebanese economy is also exposed to a heavy public debt that reached US\$53 billion, or 128%, of GDP in 2011. Approximately 78% of public spending is allocated to debt service, wages, pensions, and transfers to the state-owned electricity company with the remaining 22% being allocated to public services, infrastructure and maintenance⁴.

A 2014 UNDP study found that USD 800 million in humanitarian aid were injected into the Lebanese economy in response to the Syrian refugee crisis and brought a 1.6 multiplier: every USD 1 in aid led to USD 0.60 in additional spending. If other factors are constant, humanitarian aid contributed to the GDP by 1.3%. The study factors in a 23% actual decrease in tourism volume and a 7.5% decrease in exports, along with the injection of USD 800 million in humanitarian aid, the combined effect is a negative GDP growth of 0.3%. However, without this aid funnelled into the Lebanese economy, GDP growth would have dwindled by 1.6 percent. The study also revealed that aid was notably spent on food (27 %), real estate including rent (14%), chemicals including gasoline (9%) and education (7%). In conclusion, while humanitarian

aid helped alleviate some of the repercussions of the Syrian refugee crisis, it did not fully offset the impact of the crisis⁵.

While Lebanon is considered an upper middle-income country, income inequality and high rates of poverty are predominant with the poverty incidence remaining constant for the past 25 years⁶. According to UNDP, the poverty rate in 2004-2005 was 28%, while the extreme poverty rate is estimated to have been at 8%.

Lebanon can be characterized by stark regional imbalances. North Lebanon registers the highest upper poverty rates (53%) and extreme poverty rates (18%). Other governorates with high poverty rates are South Lebanon (42% and 12%) and the Beqaa (30% and 11%). In 1995, UN-ESCWA reports found that poverty was concentrated in the Beqaa and North Lebanon regions, with higher poverty rates among agricultural workers.

According to the World Bank Systemic Report, one of the main factors behind the persistence of poverty and the lack of inclusive economic growth is that the economy created low quality jobs. Recently, poverty and jobs have been negatively influenced by the impacts of the Syrian conflict, including disruptions to key economic sectors and the large influx of refugees. It can be noted that the Syrian crisis has placed pre-existing poverty gaps under pressure⁷. While Syrian refugees are present in almost all Lebanese regions, they are concentrated in the poorest ones⁸.

³ Lebanon National Accounts (2015)

⁴ World Bank. 2012. Lebanon - Good jobs needed: the role of macro, investment, education, labour and social protection policies (MILES) - a multi-year technical cooperation program. Washington, DC: World Bank. Calculation are based on official data from Lebanon's national Accounts, available on the site of the Prime Minister: www.pcm.gov.lb

⁵ Arbid, Jeremy, 2015, "Misplaced Blame. Inflows of humanitarian aid into Lebanon have helped mitigate economic losses," Executive magazine, Issue number 188, March 2015, Beirut

⁶ World Bank. 2015. Lebanon - Promoting poverty reduction and shared prosperity: a systematic country diagnostic. Washington, D.C.: World Bank Group.

⁷ UNDP/MOSA, 2008, Poverty, Growth, and Income distribution in Lebanon, UNDP: Beirut.

⁸ UNDP, 2013, The Syrian Crisis: Implications for Development Indicators and Development Planning – Lebanon, UNDP, Beirut

2.2 / Snapshot of the Labour Market

2.2.1 / The Lebanese Labour Force

Lebanon is marked by a disproportionate activity rate in the labour force with men representing 68% and women constituting 23% based on figures released in 2014. The rate of unemployment had been consistently dropping between the late nineties and 2009, shortly before the crisis in Syria. Rates dropped from 8.5% in 1997, to 7.9% in 2004 and then to 6.4% in 2009. In 2009, female unemployment stood at 10.4% compared to 5.0% for men. Only half of Lebanese workers are monthly salaried employees (50.4%) followed by self-employed (30.7%). The share of employers constitutes less than 5.0% of the total workforce. Moreover, most working women (79.0%) are wage-earners⁹ (either monthly, weekly, or on daily basis).

Disadvantaged peripheral regions tend to have lower participation rates and higher unemployment, which may be explained by geographical disparities in infrastructure and services. Activity rates are the lowest in North Lebanon reaching 38%. Activity rate is not low in the Beqaa Valley as it is currently at 50% compared to 42% at the national level. Unemployment is highest in South Lebanon with 19% of the population being identified as being without employment. The unemployment rate in the Beqaa is 14% compared to 11% at the national level. In terms of type of national employment figures, 43% are self-employed and 42% are employees¹⁰.

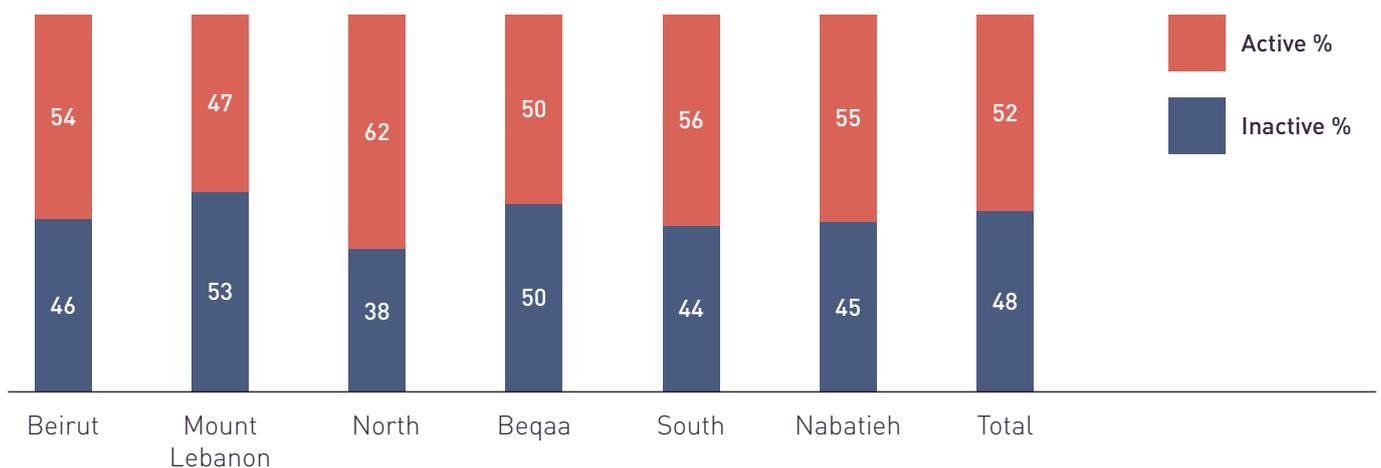


Figure 1: Activity rates by Governorate

Source: World Bank. 2015. *Lebanon - Promoting poverty reduction and shared prosperity: a systematic country diagnostic*. Washington, D.C.: World Bank Group

Concerning the supply side of the economy, the World Bank Lebanon Enterprise Survey conducted in 2013-2014 showed that access to finance is still an important obstacle to small and medium enterprises compared to large and informal firms. More specifically, access to

finance is a key constraint to formal firms, approximately 40%, except for the Beqaa region. According to the World Bank Lebanon Enterprise Survey, the largest obstacle to business operations in the Beqaa is political instability¹¹.

⁹ CAS, Multiple Indicators Cluster Survey 2009

¹⁰ World Bank. 2015. *Lebanon - Promoting poverty reduction and shared prosperity: a systematic country diagnostic*. Washington, D.C.: World Bank Group

¹¹ Ibid.

Studies conducted by the LEADERS consortium in 2017 highlighted the lack of adequate skills and human resources as the main barrier to growth for micro, small and medium enterprises. Enterprises identified the lack of experience in the workplace, skilled labour, business skills adequate training and the inability to retain competent employees as major limitations. The study also showed that high cost of production, lack of financial support, absence of infrastructure, and overall discouraging macro-economic conditions were also barriers that enterprises identified as hindering their growth.

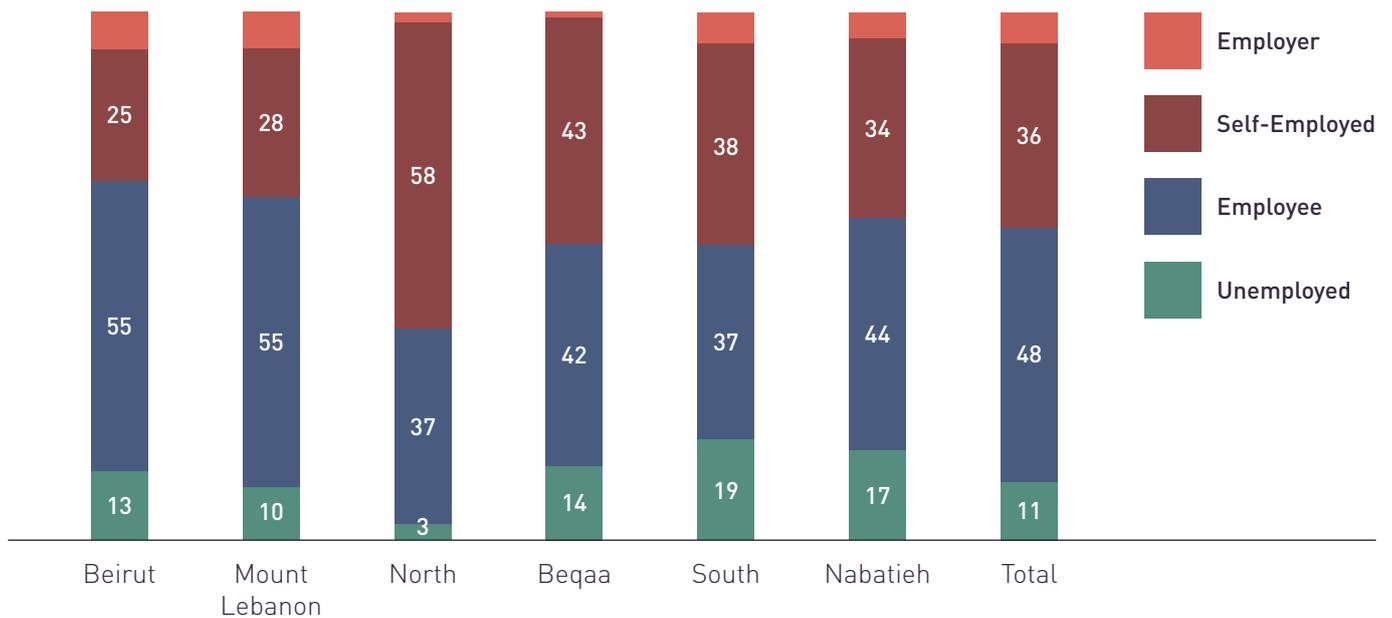


Figure 2: Employment type by Governorate (percentage)

Source: World Bank. 2015. *Lebanon - Promoting poverty reduction and shared prosperity: a systematic country diagnostic*. Washington, D.C.: World Bank Group

¹² Lebanon Social Accounting Matrix 2005. In HAMADE, K. (2011). *A Mixed Methods Inquiry into the Political Economy of Agriculture and Rural Areas in Lebanon*. PhD thesis. University of Bologna, Italy.

2.2.2 / Syrian and Foreign Workers

The Lebanese labour market has often relied on foreign labour. The sectors in Lebanon's economy requires a great demand for foreign workers, as well as a significant supply of low-wage jobs. Many of the foreign labourers are Palestinian and Syrian in addition to migrant workers from other Arab, African and Asian countries. Workers in Lebanon, both foreigners and local are victims of discrimination, as they remain deprived of access to the different branches and services provided by the National Social Security Fund (NSSF) which often lack proper enforcement of the respective legal instruments.

Comprehensive data on Syrian and foreign workers are not publicly available and foreign labour market dynamics have not been thoroughly reviewed. Estimates show that prior to the Syrian crisis, unskilled and semi-skilled foreign labour generated up to 4.8% of Lebanon's GDP, representing 8.6% of value added generated by labour and self-employment. Also, foreign labour is estimated to generate labour in the agricultural (15.5%) and the construction sector (19.5%) value added respectively¹².

	Agriculture	Industry	Construction	Services	Trade
Foreign labour value added	15.5%	4.4%	37.8%	29.9%	8.2%

Table 4: Distribution of foreign labour value added across sectors¹³

The distribution of unskilled and semi-skilled workers in table 4 of foreign workers across sectors, shows a concentration in the agriculture, construction and services sectors.

¹² Lebanon Social Accounting Matrix 2005. In HAMADE, K. (2011). A Mixed Methods Inquiry into the Political Economy of Agriculture and Rural Areas in Lebanon. PhD thesis. University of Bologna, Italy.

¹³ Ibid.

2.3 / Provisions of the Lebanese Labour Code

The LEADERS consortium commissioned a legal framework analysis study in February 2017 to understand what are the respective legal texts governing the labour market in Lebanon, and how are they being enforced. As per the study¹⁴, several laws regulate various aspects of private sector employment, the most important of which are the Lebanese Labour Law (1946) and the Social Security Law (1963) and their supplementary decrees in addition to Decree No. 7993 on Trade Unions (1952) as well as decree No. 1756 regulating the Employment of Foreign Persons (1964). Another law that contributes to the regulatory framework is the Law on Collective Labour Contracts, Mediation and Arbitration (1964).

Labour laws aim at protecting the economically weaker party in the contractual relationship, i.e. the wage earner. For this reason, its provisions are linked to the public order, which means that no condition or restriction would infringe on the rights of the workers. Article 43 of the Labour Law grants workers the right to benefit from the “provisions and regulations that are most beneficial to them if these provisions and regulations are amended”.

The Lebanese Labour Law did not define employment contracts. However, according to the Law of Obligations and Contracts (i.e. the General Civil Code of 1932), three

basic requirements must be present to deem the contractual relationship one of employment (Article 624) which are work, wage, and legal “economic subordination”. The latter constitutes the “fundamental criterion” that sets apart employment contracts from other contracts, such as project contracts or vendor contracts¹⁵. The employee is required to complete the work themselves without being entitled to commission another person to undertake it.

While Article 625 of the Obligations and Contracts affirmed in principle the freedom of setting the content of such contracts¹⁶, article 626 stipulates that the contract should be issued by a competent person. Articles 627 and 628 of the Law of Obligations and Contracts cancel any contract whose duration is for life, or any agreement whose purposes are “materially impossible” or “acts that violate the law, morals, or public order.” Article 12 of the Labour Law states that “an employment contract may be either oral or in writing, and in both cases, they are subject to the provisions of ordinary law [...]”. It would be ideal to have the written contracts whenever possible to clearly set out the employee’s rights, working hours, leave, promotion and other relevant issues related to the terms of employment in order to facilitate clarity in the event of a dispute between the parties to the contract.

¹⁴ Legal framework analysis commissioned by Oxfam Lebanon.

¹⁵ Al-Shukhaibi, M.A (1998) ‘Al-Wajiz Fil Tashri’ al-Ijtimai’ al-Lubnani’, Sader Legal Publications, p.77.

¹⁶ Article 625 of the Law of Obligations and Contracts.

The Lebanese law has distinguished between individual employment contracts and collective employment contracts. Under the Collective Employment Contracts, Mediation and Arbitration Law (1964), "a contract is a collective employment contract if an agreement to govern the contractual relationship and the terms of employment is concluded between a party representing one or more workers trade union and another party, who may be an individual employer, a group of employers, a representative of one or more professional body or union of employers".

Collective employment contracts are designed to regulate the conditions of employment stipulated in individual contracts in a sector (e.g., banks, hospitals, etc.). Often, these contracts promote equality in contracting and reducing economic imbalance between the two parties and may also empower employees to negotiate issues like paid leave, working hours, and other benefits. Some of these contracts have become akin to standard texts resembling bylaws for certain sectors, based on negotiations¹⁷.

It is important to note that Article 7 of the Lebanese Labour Law excludes certain groups from its protections and guarantees (minimum wage, rules governing arbitrary dismissal, the number of working hours, annual leave, and other public order provisions)¹⁸.

¹⁷ Al-Shukhaibi, M.A (1998) 'Al-Wajiz Fil Tashri' al-Ijtimai' al-Lubnani', Sader Legal Publications, p.263.

¹⁸ The groups stated in the text of the article include: domestic workers, agricultural unions that are not related to trade and industry, which are subject to special legislation, institutions where only members of the family are employed by the father, mother or guardian, government departments and municipal bodies with respect to employees, and day and temporary workers who are not covered by the personnel system and who are subject to special legislation.

3

RESEARCH FINDINGS

The following sections present the findings of the survey classified under the formality of work, wages and modes of payment, work schedule, types of leave, and conditions of the work place, conflict and arbitrary dismissal. Results are disaggregated whenever possible by nationality, sex, location and economic sectors of activities. Before delving into results pertaining to working conditions, a description of the sample is presented in section 3.1.

3.1 / The Sample Characteristics

3.1.1 / Age Distribution

Most respondents, 64%, are below 40 years of age with 21% between 18 and 24 years and 43% between 25 and 39 years. The average age of workers is 36.5 years old.

Syrian workers tend to be slightly younger than Lebanese with approximately a quarter being under 25 years old. The average age of Syrian workers is 35.5 years old compared to 37.5 years old for Lebanese. Similarly, female workers tend to be older than males. The most significant difference in terms of workers' age is linked to the geographic location, as workers in Baalbek district tend to be significantly younger with 75% being less than 40 years old, while in Zahle the figure drops to 55%. When comparing different economic sectors, the food services

sector appears to be the most attractive to youth, as approximately a quarter are less than 25 years old, and 70% are less than 40 years old.

The proportion of workers above the age of 55 is relatively low and reflects an overall young population, but also the relatively less physically intensive activities required by mostly unskilled and/or semi-skilled jobs required by the three selected sectors. It is also interesting to note that 5% of the surveyed labour force is above 64 years old. **The research did not survey child labour but when asked about the incidence of child labour, 13% of respondents reported that children under the age of 15 are employed by their employer.**

Age bracket	Between 18 and 24	Between 25 and 39	Between 40 and 54	Between 55 and 64	Over 64
Overall	21.3%	42.7%	26.3%	5.0%	4.7%
Lebanese	18.7%	43.5%	25.9%	6.7%	5.2%
Syrian	23.9%	42.1%	26.1%	5.0%	4.7%
Men	22.3%	44.3%	24.2%	4.5%	4.8%
Women	18.0%	37.1%	33.7%	6.7%	4.5%
Baalbek district	28.8%	46.2%	20.7%	2.7%	1.6%
Zahle district	15.1%	39.7%	31.1%	6.8%	7.3%
Construction	16.2%	45.4%	32.3%	4.6%	1.5%
Food services	24.2%	45.5%	21.2%	3.8%	5.3%
Agro-industry	23.4%	37.6%	25.5%	6.4%	7.1%

Table 5: Age distribution across nationality, sex, location and economic sectors

3.1.2 / Gender

As shown in table 6, men constitute approximately 78% of respondents versus 22% of women. It is important to note that these values differ according to nationalities. Syrian women participation is as low as 12%, while Lebanese women participation is 33% - a value slightly higher than the national activity rates of women that stands at 26% according to MICS 2009¹⁹. This higher value is due to the research sector focus, i.e. the agro-industry sector in which 39.7% of interviewed workers are women. Traditional food processing cooperatives have been a source of job opportunities for Lebanese women in Baalbek and Zahle districts. In contrast, overall participation of women in the construction sector is limited to 6.2%.

In terms of location, women participation in Zahle is 10 percentage points higher than in Baalbek, 27.0% compared to 16.3%, this finding reflects the existing socio-economic differences between the two districts.

Sex	Men	Women
Overall	77.9%	22.1%
Lebanese	66.7%	33.3%
Syrian	88.0%	12.0%
Baalbek district	83.7%	16.3%
Zahle district	73.0%	27.0%
Construction	93.8%	6.2%
Food services	81.1%	18.9%
Agro-industry	60.3%	39.7%

Table 6: Sex distribution across nationality, location and economic sectors

3.1.3 / Nationality

The sample of workers is almost equally divided between Lebanese (48%) and Syrian nationals (52%) with limited regional difference. Regarding distribution by sector, 62% of surveyed workers in the construction sector are Syrian. Construction has long relied on Syrian workers and is one of the sectors that the Ministry of Labour does not restrict to Lebanese nationals, and where Syrian workers are legally permitted to work. In the food services and agro-industry sectors, Syrian workers account for 54% and 41% of surveyed workers. A recent ILO study has shown that although Syrian workers are not permitted to work in these sectors, small enterprises highly rely and demand low and semi-skilled Syrian workers²⁰.

Approximately 77% of interviewed Syrian refugees declared holding a residency permit, and 44% declared that they are registered with UNHCR. The research's findings did not show any significant differences resulting from UNHCR registration status.

Nationality	Lebanese	Syrian
Overall	48.1%	52.2%
Baalbek district	46.6%	53.4%
Zahle district	50.0%	50.0%
Construction	37.7%	62.3%
Food services	46.2%	53.8%
Agro-industry	59.3%	40.7%

Table 7: Distribution of workers per nationality across location and sectors

¹⁹ CAS, "Multiple Indicators Cluster Survey 2009", Beirut: Central Administration of Statistics, 2010.

²⁰ Hamade, K., Chaaban, C., and Srour, I. (2017 forthcoming). The agro-food sector in Lebanon. Challenges and prospects: A skill-need based analysis. ILO, Beirut.

3.1.4 / Education

The educational level of most respondents is elementary schooling (48%) and only a small portion reached post-secondary education (17%). Results show that women tend to have a higher educational attainment than men with 24% of surveyed women having a university degree compared to 15% of men. A closer look at nationalities shows a lower education level for Syrian nationals with 12% of Syrian workers reporting that they have attained secondary education or more, versus 39% of Lebanese workers.

Regarding location, Zahle district has a higher demand for low skilled workers. This higher demand for lower skills can be linked to the higher number of small and medium enterprises found in Zahle, which tends to rely more on unskilled workers.

The construction sector relies primarily on workers with lower levels of education, which constitute two thirds of workers employed in the sector. The Food services is the sector that requires university educated workers more than others assessed in this paper, with approximately 25% of workers in the food services sector having degrees in post-secondary education, mainly university and technical colleges.

Education	Elementary or less	Intermediate	Secondary	University
Overall	47.8%	26.9%	8.5%	16.9%
Lebanese	38.0%	22.3%	8.7%	30.0%
Syrian	57.4%	30.6%	9.1%	16.9%
Men	47.2%	28.8%	9.1%	14.9%
Women	52.0%	18.1%	8.9%	24.0%
Baalbek district	37.1%	33.9%	13.1%	15.9%
Zahle district	56.6%	21.0%	4.6%	17.8%
Construction	66.7%	17.8%	3.1%	12.4%
Food services	29.5%	29.5%	14.4%	26.5%
Agro-industry	47.5%	32.6%	7.8%	12.0%

Table 8: Education distribution across nationality, sex, location and economic sectors

3.1.5 / Type of Employment

Most of the workers surveyed are full time employees (69%), with high figures reported for both Lebanese and Syrian workers, with no significant difference between men and women. The proportion of full-time employees is reported to be as high as 92% in the food services sector and as low as 42% in the construction sector.

Similarly, the construction sector is also the sector with a high proportion of casual and daily workers (42%). It is important to note that, casual daily workers are the ones less protected by laws and regulations and may be working in difficult working conditions.

Also, the level of self-employment among Lebanese workers (14%) is considerably lower than the national average of 36%. This number is due to the low incident of self-employment in the food services sector as well as in agro-industry. Approximately one third of Lebanese working in the construction sector are self-employed.

Type of employment	Full-time employee	Part-time employee	Self-employed	Casual/daily workers
Overall	69.0%	6.2%	7.9%	16.9%
Lebanese	71.0%	7.3%	14.0%	7.8%
Syrian	67.0%	5.3%	2.4%	25.3%
Men	68.2%	4.5%	7.3%	20.1%
Women	71.9%	12.4%	10.1%	5.6%
Baalbek district	68.5%	8.2%	4.9%	18.5%
Zahle district	69.4%	4.6%	10.5%	15.5%
Construction	41.5%	0.8%	14.6%	42.3%
Food services	91.7%	5.3%	0.8%	2.3%
Agro-industry	73.0%	12.1%	7.8%	7.0%

Table 9: Type of employment distribution across nationality, sex, location and economic sectors

3.1.6 / Type of Enterprises

Most enterprises are small-sized (53%) enterprises with 10 to 50 employees²¹. Large enterprises employing more than 100 employees are minimal and represent only 5 enterprises covered in the research and are found in agro-industries only constituting 4% of enterprises in that sector. Enterprises in the food services sector are mainly small enterprises, while 14% are medium enterprises employing between 50 and 100 employees. Construction enterprises tend to be micro enterprises with less than 10 workers (56%), while they only account for 14% in the food services sector.

There are significant differences between geographic location which reflect different economic structures in Baalbek and Zahle districts. The number of surveyed workers working in micro-enterprises in Baalbek amount to 58% of the sample, while in Zahle they account for 21% of surveyed workers. Similarly, most of medium and large enterprises are in the Zahle district.

Type of (employer's) enterprise	Micro	Small	Medium
Overall	69.0%	6.2%	7.9%
Lebanese	71.0%	7.3%	14.0%
Syrian	67.0%	5.3%	2.4%
Men	68.2%	4.5%	7.3%
Women	71.9%	12.4%	10.1%
Baalbek district	68.5%	8.2%	4.9%
Zahle district	69.4%	4.6%	10.5%
Construction	41.5%	0.8%	14.6%
Food services	91.7%	5.3%	0.8%
Agro-industry	73.0%	12.1%	7.8%

Table 10: Size of (employer's) enterprises across nationality, sex, location and economic sectors

²¹ The Lebanese Ministry of Economy and Trade differentiates between a micro and a small enterprise and defines SMEs as follows: Micro: Less than LBP 500 million turnover and less than 10 employees, Small: Less than LBP 5 billion turnover and less than 50 employees and Medium: Less than LBP 25 billion turnover and less than 100 employees. Other institutions may use different definition, e.g. Lebanese Central Bank defines an SME as a company that has a turn over less than LBP 15 billion, while Kafalat defines an SME as a company that has less than 40 employees.

3.2 / Formality of Work

Formal employment usually refers to employees that are registered at the National Social Security Fund (NSSF) when the job type fall under the provision of the Lebanese Labour Law and employees registered according to the rules and regulations that govern employment types that do not fall under the Labour law (e.g. domestic worker's sponsorship system).

Informal employment refers to a) employees employed in job types that fall under the Lebanese Labour law but are not registered by their employer in the NSSF and hence do not receive the rights and protection to which they are entitled by law²², b) employees employed in job types that are excluded from the protection of the Lebanese Labour law, and whose employers have not followed respective rules and regulations, for instance agricultural labour is totally informal and unregulated by the Lebanese Law.

3.2.1 / Job Seeking Practices

When asked about the ways workers find employment, 45% of respondents declared they relied on their personal networks which includes family members and friends, while actively seeking a job – going “door to door” - was the response of 38% of respondents. Those two ways of job seeking are an indication of a lack of formality in job advertisement and recruitment practices. Only 17% of respondents found work through job advertisements or recruitment agencies.

Most Syrian workers (51%) have found work through door to door search, while Lebanese rely more on personal networks. The use of recruitment practices such as job advertising and the services of a specialized agency is almost absent in Baalbek district, while it accounts for 30% of recruitment in Zahle. Also, women (27%) are most likely to use recruitment agencies than men (15%).

Job seeking ways	Through family and friends	Searching door to door	Read about it in an ad	Recruitment agency
Overall	45.2%	37.5%	7.2%	10.1%
Lebanese	50.6%	22.2%	12.2%	15.0%
Syrian	40.8%	51.0%	7.0%	10.1%
Men	44.6%	40.9%	5.3%	9.2%
Women	47.6%	25.0%	14.3%	13.1%
Baalbek district	59.1%	38.6%	2.3%	-
Zahle district	33.6%	36.5%	11.4%	18.5%
Construction	37.1%	50.8%	2.4%	9.7%
Food services	41.9%	29.5%	12.4%	16.3%
Agro-industry	56.0%	32.8%	6.7%	4.5%

Table 11: Job seeking ways distribution across nationality, sex, location and economic sectors

²² The NSSF is entrusted under the MOL by Decree 12539 of 1964. The fund has its own inspection service in charge of controlling compliance with social security laws and regulations of both employers and employees.

3.2.2 / Types of Contracts

The survey shows that workers prone to less formal contracts tend to be Syrian nationals, have low educational levels, work in construction and agro-industries and are employed in small enterprise. There are no major gender differences regarding contract type.

The majority of wage-earners do not have a work contract. The survey shows that 51% of surveyed workers did not have a written or verbal employment contract. The findings are similar among men and women with a slightly higher share among women with 53% of women and 51% of men reporting that they do not have a contract. Only 16% of respondents have written contracts, while 32% have a verbal agreement with their employer. Surprisingly, women (22%) tend to have a written contract more than men (15%).

Contract type	Written	Verbal	None/Others
Overall	16.8%	31.8%	51.4%
Lebanese	30.4%	28.8%	40.8%
Syrian	4.3%	34.1%	61.6%
Men	15.4%	33.6%	51.0%
Women	21.6%	25.0%	53.4%
Baalbek district	5.5%	52.5%	42.0%
Zahle district	26.0%	14.6%	59.4%
Construction	13.2%	23.3%	63.5%
Food services	29.0%	40.5%	30.5%
Agro-industry	8.6%	31.5%	59.9%

Table 12: Type of contractual agreement distribution across nationality, sex, location and economic sectors

Syrian nationals are more prone to less formal contracts than Lebanese workers. Only 4% of Syrian nationals have written contracts compared to 30% of Lebanese employees, and 28% have verbal agreements. Most Syrian workers (55%) do not have any contract at all.

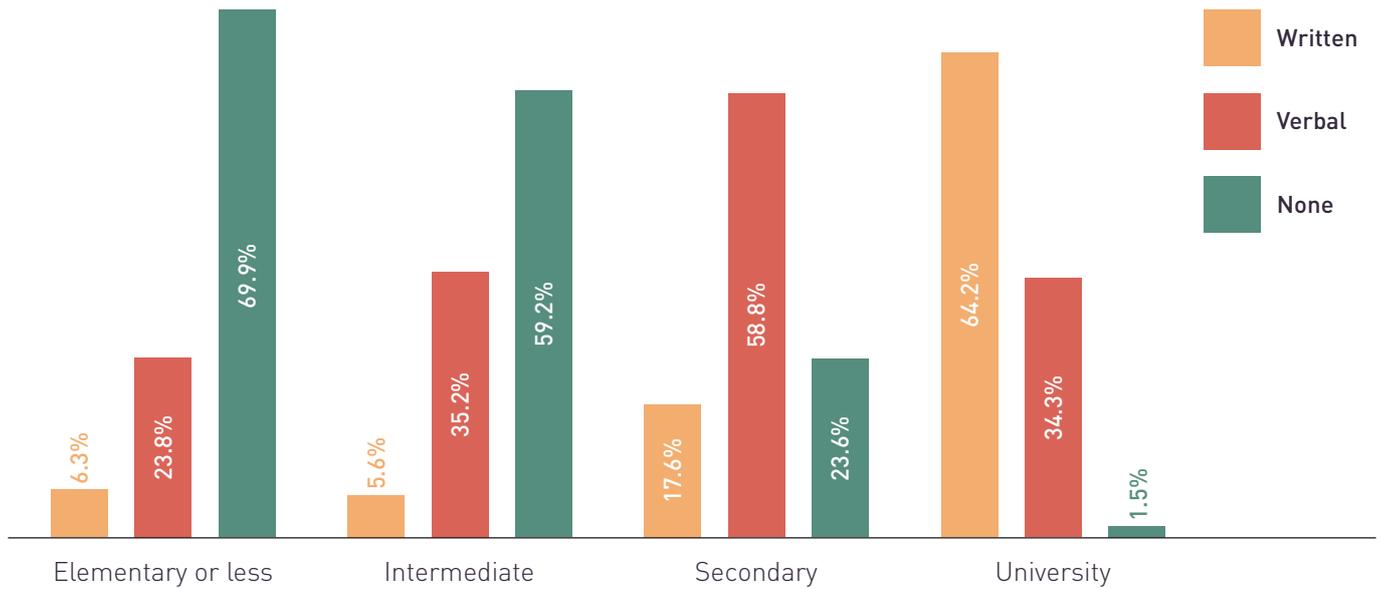


Figure 3: Type of contractual agreement per education level

Workers with low educational attainment tend to work without formal contracts. Almost 70% of workers with elementary schooling or less work without any sort of agreement. Conversely, 64% of university graduates declared to have a written agreement. In fact, the share of workers with written contracts increases with the level of education as shown in the figure above.

Most respondents that work in construction and agro-industries are without formal contracts. 64% of construction workers and 60% of employees in agro-industries do not have any type of contract. Food services enterprises formally employ 29% of their workers, while 41% of workers have verbal agreements.

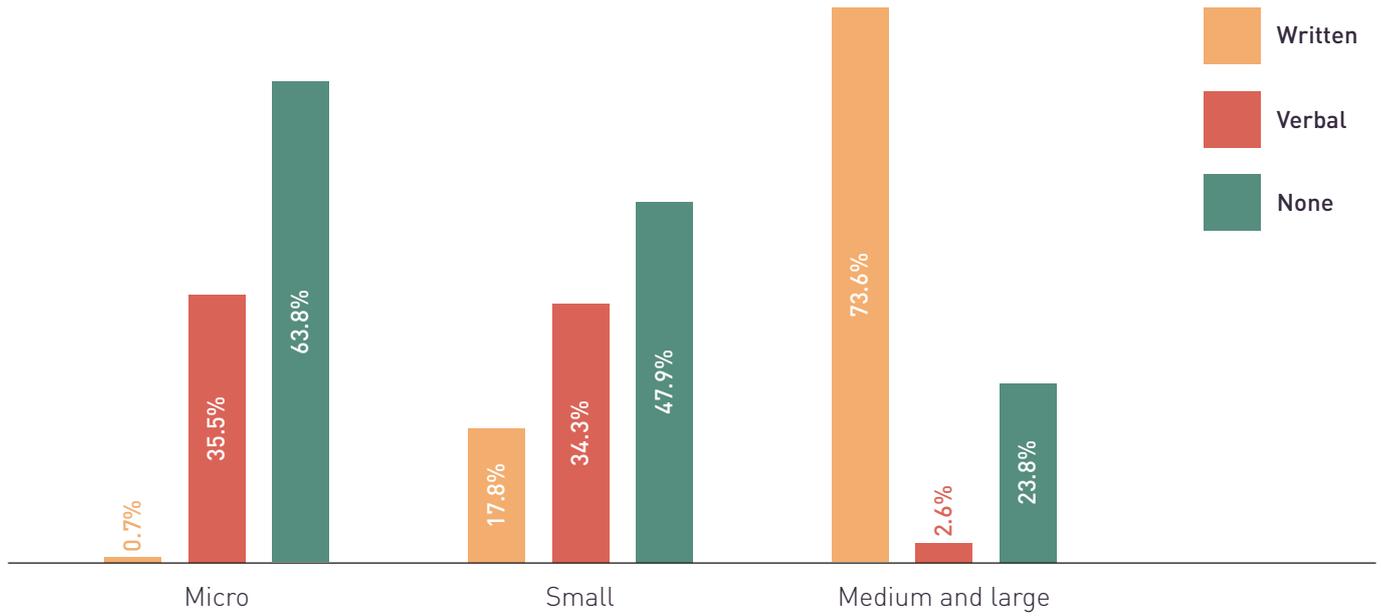


Figure 4: Type of contractual agreement per enterprise size

The majority of workers in micro enterprises are without contracts (64%). The share of contract formality increases with the size of enterprises. As shown in the figure above, only 1% of wage-earners in micro-enterprises are formal versus 74% of those employed in medium and large enterprises. In fact, micro enterprises are the most vulnerable enterprises and tend to resort to the informal sector for financial reasons.

Workers who declared having neither a written nor a verbal agreement, usually agreed on payment terms only 31% of the time²³. In 27% of the cases, agreement was based on productivity without specific duration. For Lebanese workers, working with relatives was cited in 19% of the cases as the reason for the absence of contracts.

²³ No agreement on job description or time.

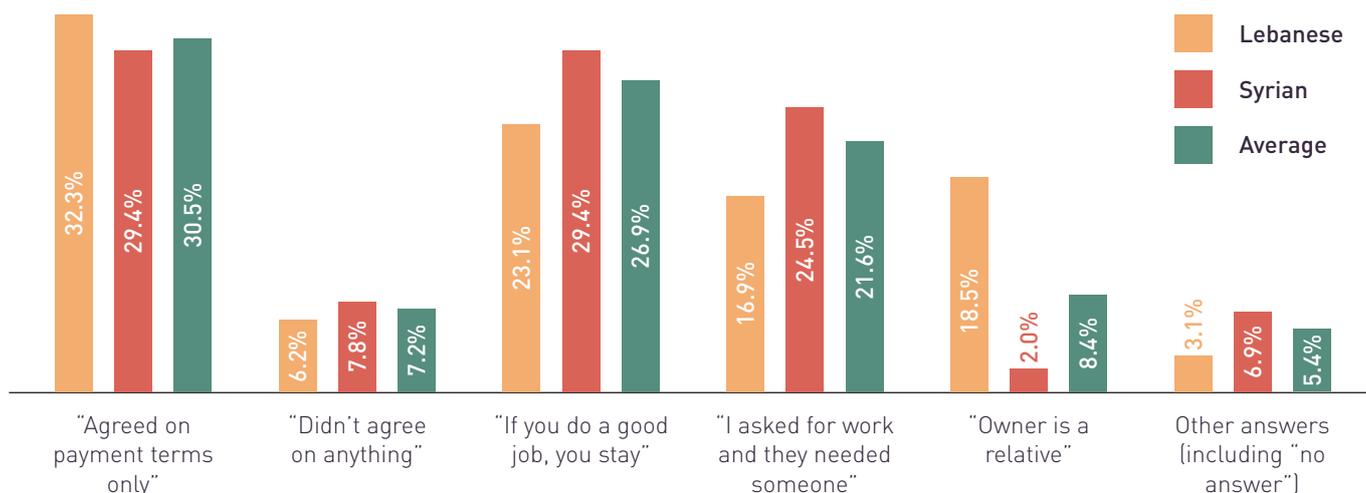


Figure 5: Employer-employee agreement types in the absence of a written and verbal contract

The importance of written contracts

The enforcement of written contracts is an important way to apply labour law rules and regulations. All surveyed Lebanese workers who were able to sign a written contract are registered with the NSSF. These workers are also more likely to be paid higher than the minimum wage, to work less than 10 hours and to have a weekly day off. 39% of respondents who stated that they had verbal contracts were registered with NSSF. In some of the cases even in the absence of a clear contract, employers still register their employees with NSSF (around 18% of the surveyed respondents).

NSSF, wage, working hours per contract type	Written	Verbal	None/Others
Are registered with	100%	39.1%	17.6%
Are paid Less than minimum wages	25.4%	32.0%	80.5%
Work more than 10 hours	4.5%	34.3%	20.2%
Have a weekly day-off	91.0%	77.1%	66.7%

Table 13: Selected working conditions and rights per type of contracts

3.2.3 / Contract Duration

Most of respondents who declared to have an employment contract, reported that their contracts have an undetermined duration. The survey shows that 63% of workers have contracts with undetermined duration, 23% work under open-ended contracts and 14% under yearly contracts. Women tend to have less undetermined contract duration than men.

Contract duration	Not determined	Open ended	Yearly	Temporary
Overall	62.5%	22.6%	13.6%	1.3%
Lebanese	47.2%	29.0%	21.7%	2.1%
Syrian	77.1%	16.9%	6.0%	-
Men	65.6%	21.5%	11.9%	1%
Women	51.7%	26.4%	19.5%	2.3%
Baalbek district	61.7%	36.6%	0.6%	1.1%
Zahle district	65.2%	14.0%	19.3%	1.4%
Construction	80.5%	8.9%	10.6%	-
Food services	42.6%	29.5%	25.6%	2.3%
Agro-industry	65.0%	28.5%	5.1%	1.5%

Table 14: Employment contract duration per nationality, sex, location and economic sectors

When cross tabulated with nationalities, results show that Syrian workers (77%) are more prone to having contracts with an undetermined duration, as opposed to their Lebanese counterparts (47%).

Construction is the main sector with undetermined duration contracts, which is another indicator of the vulnerability of workers in this sector. Most of workers in the construction sector work with undetermined duration contracts (81%) compared to agro-industries (65%) and food services (43%). When compared with the other sectors, food services sector has a higher share of workers with open-ended contracts (30%) and yearly contracts (26%) which confirms previous indicators of stability and better work conditions compared to other sectors covered in this survey.

3.2.4 / Provision of Social Security

All Lebanese employees²⁴ and foreign labourers who hold work permits should by law be registered in the NSSF. Registration of employees in the NSSF offers Lebanese employees three benefits: health and maternity coverage, end-of-service indemnity, and family allowances²⁵. In order to be registered, an employee contributes 2% of his monthly salary, whereas his/her employer contributes 21.5%. However, many employees are not registered, thus preventing them from receiving certain benefits.

According to a 2012 World Bank study, 19% of workers were informal wage earners who do not have access to social insurance and do not fall under labour code provisions. Furthermore, 36% of workers were self-employed. According to the same study, most informal workers who were self-employed had low skills, perform low productive activities and have restricted access to formal insurance schemes²⁶.

The results of this survey show that the majority of workers are not registered in the NSSF and are deemed to be informal workers. Surveyed respondents working in agro-industries and in small-sized enterprises are more likely to be without NSSF registration thus making them informal workers.

Approximately half of Lebanese respondents declared being registered in the NSSF without any noted gender differences. It is important to note that NSSF registration in Zahle is 11 percentage points higher than in Baalbek, 56% versus 45 % respectively.

Differences are however noted among economic sectors with high rates of informal workers in the agro-industry. As shown in the figure below, 64% of Lebanese workers in agro-industries reported they are not registered in the NSSF. Conversely, 69% of workers in food services are registered in the NSSF.

NSSF status	Registered	Not registered
Overall	50.8%	49.2%
Men	50.8%	49.2%
Women	50.8%	49.2%
Baalbek district	45.2%	54.8%
Zahle district	56.0%	44.0%
Construction	53.1%	46.9%
Food services	68.9%	31.1%
Agro-industry	35.8%	64.2%

Table 15: NSSF status distribution across sex, location and economic sectors

²⁴ Lebanese and non-Lebanese employees employed in jobs that fall under the Lebanese Labour Law. Non-Lebanese are registered at the NSSF and do not benefit from the NSSF services and allowances.

²⁵ Benefits differ among foreign workers depending on their nationality

²⁶ The World Bank, "Lebanon - Good Jobs Needed: The Role of Macro, Investment, Education, Labour and Social Protection Policies (MILES) - a Multi-Year Technical Cooperation Program" (Washington, DC: The World Bank, December 1, 2012).

Lebanese workers in small enterprises tend to lack NSSF registration.

The survey shows that 71% of workers in micro enterprises are not registered with the NSSF versus only 8% of those working in medium enterprises and 20% of workers in large enterprises. Nearly half of those working in small enterprises are working without NSSF registration.

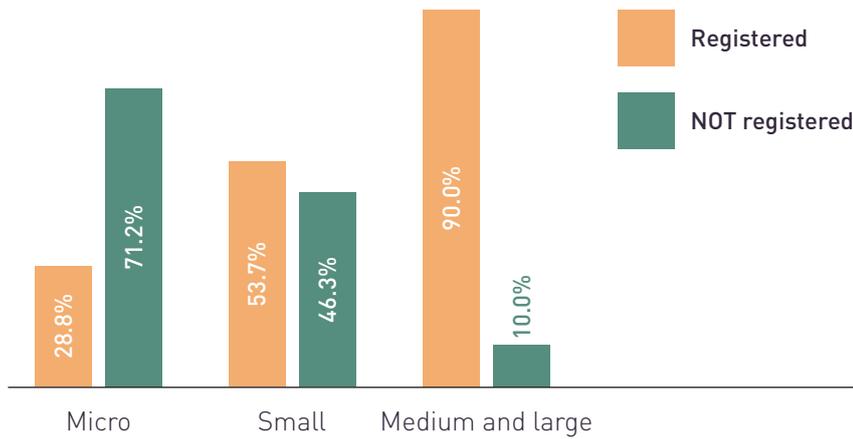


Figure 6: NSSF registration by size of enterprise

Even when under formal regulations, most employers abstain from disclosing the full wage of employees to the NSSF.

Results show that 51% of NSSF registered respondents declared that their wages are not fully disclosed to the NSSF. This share drops to 32% among workers in the food services sector which seems to be a more formalized sector when compared to construction and agro-industry.

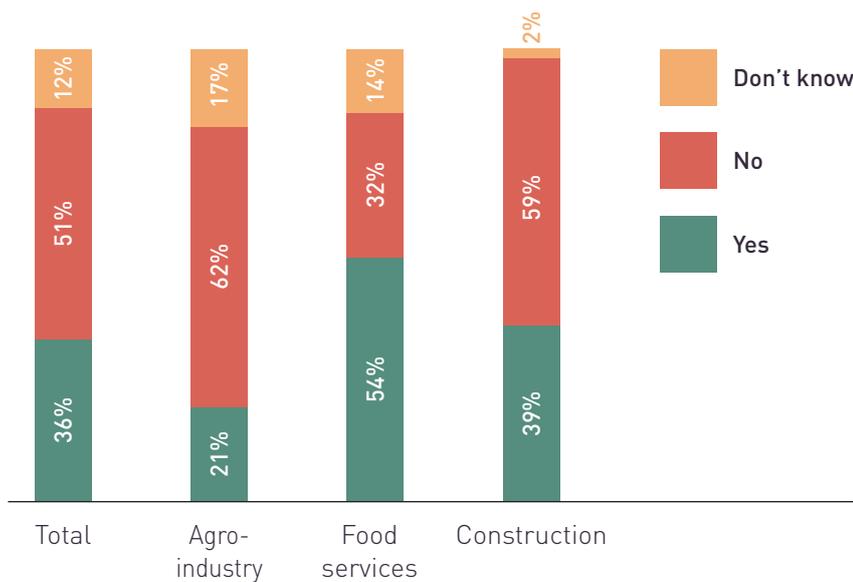


Figure 7: Does your employer declare your full wage to the NSSF?

3.3 / Remuneration

3.3.1 / Wages

Most workers earn less than LBP 600,000, noting that the minimum wage is fixed at LBP 675,000 since 2012.

Around 58% of workers earn between LBP 400,000 and 600,000 while only 7% earn more than LBP 1 million. The majority of women earn between LBP 500,000 and 700,000. There are major differences between men and women in remuneration.

Wage in hundred thousand of LBP	4 or less	4 to 5	5 to 6	6 to 7	7 to 10	10 or more
Overall	10.2%	27.5%	20.2%	16.0%	19.1%	7.1%
Lebanese	5.6%	15.6%	17.9%	21.2%	25.1%	14.5%
Syrian	14.4%	38.1%	21.8%	11.4%	13.9%	0.5%
Men	11.7%	27.0%	18.7%	13.7%	21.7%	7.3%
Women	4.9%	29.3%	25.6%	24.4%	9.8%	6.1%
Baalbek district	7.6%	15.8%	15.8%	22.2%	31.0%	7.6%
Zahle district	12.3%	37.0%	23.7%	10.9%	9.5%	6.6%
Construction	16.7%	29.2%	17.5%	13.3%	12.5%	10.8%
Food services	6.3%	20.5%	20.5%	19.7%	25.2%	7.9%
Agro-industry	8.1%	32.6%	22.2%	14.8%	19.3%	3.0%

Table 16: Wage brackets distributions across nationality, sex, location and economic sectors

Syrian nationals earn less than Lebanese workers.

53% of Syrian workers earn LBP 500,000 or less compared to 21% of Lebanese nationals. In contrast, 40% of Lebanese are estimated to earn LBP 700,000 or more and only 15% of Syrians fall within the same wage category. There is no significant difference in earning between Syrian registered as refugees with UNCHR and those not registered.

Syrian workers earn less than Lebanese nationals across various economic sectors. The striking pay gap is found in the food services sector where 64% of Syrian workers earn below the minimum wage²⁷, compared to 26% of Lebanese.

²⁷ Estimation with minimum wage at 600,000LBP, taking into consideration that the surveyed individual tends to underreport income.

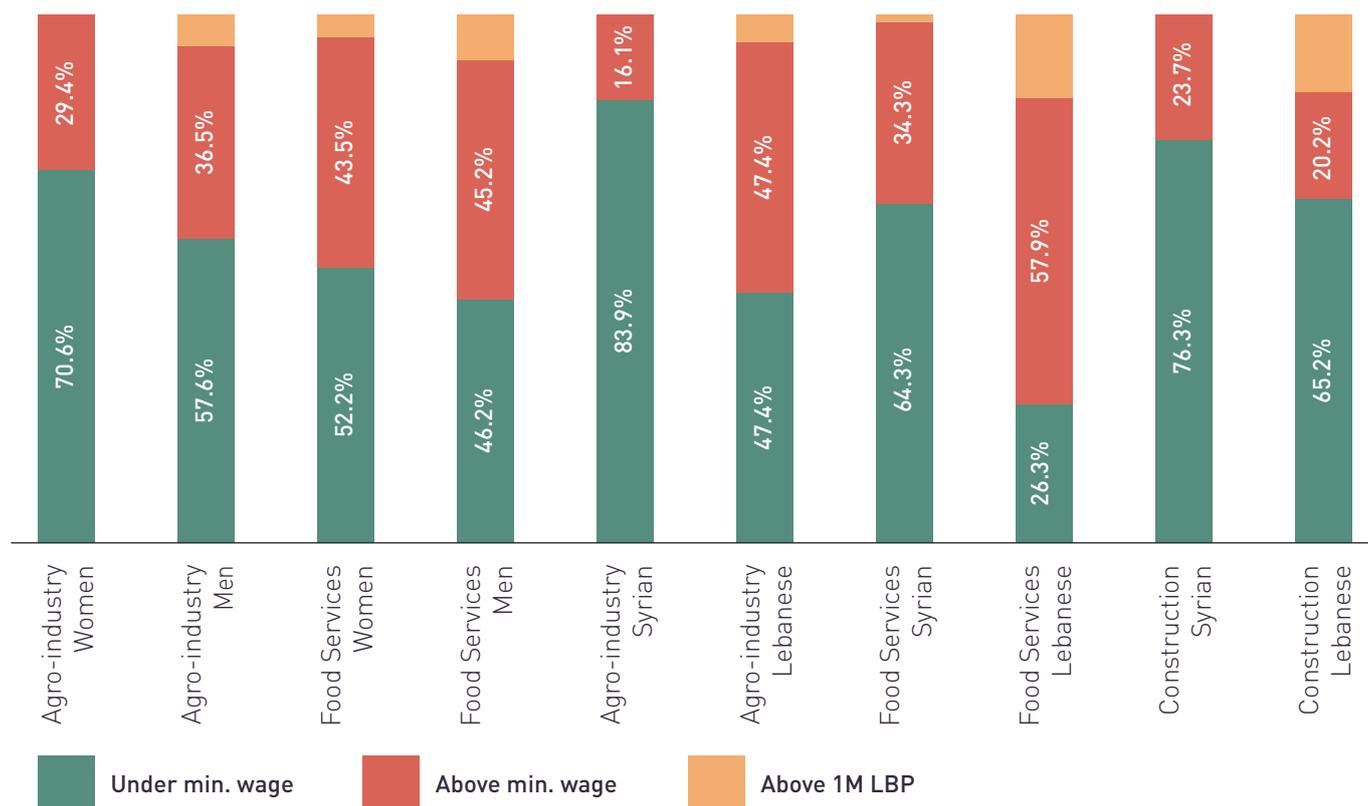


Figure 8: Wage brackets aggregated per sector of activity, sex, or nationality

Educational attainment is intertwined with wage categories.

While 63% of university graduates earn LBP 700,000 or more, only 14% of workers with elementary schooling, and 22% with intermediate schooling earn wages within the same bracket.

Wage bracket	Elementary or less	Intermediate	Secondary	University	Total
400,000 LBP or less	12.9%	10.6%	3.0%	54.6%	31.1%
400 - 500,000 LBP	40.4%	26.0%	15.2%	1.5%	83.1%
500 - 600,000 LBP	20.8%	26.9%	21.2%	7.7%	76.6%
600 - 700,000 LBP	12.4%	14.4%	27.3%	23.1%	77.2%
700 - 1,000,000 LBP	12.4%	19.2%	33.3%	29.3%	94.2%
More than 1,000,000 LBP	1.1%	2.9%	0.0%	33.8%	37.8%
Total	100%	100%	100%	100%	100%

Table 17: Wage brackets by educational attainment

3.3.2 / Syrian Sponsorship

As the table below shows, around 57% of Syrian workers are registered with UNHCR and around 78% have a residency permit. Significantly, with only very few exceptions, Syrian respondents who have permits have them through sponsorship, as opposed to the alternative pathway of obtaining permits on the basis of a UNHCR registration certificate. This is perhaps not surprising, as all respondents are workers, and both government practice and refugee perception indicate that only the sponsorship pathway enables refugees to work (technically, neither pathway grants or prohibits the right to work at the time of writing). There are significant regional differences when it comes to having a sponsor and a valid residency permit. In Zahle, 97% of Syrian workers have a sponsor as opposed to 56% of the respondents in the Baalbek district. This might be a result of Syrians' perception that it is less risky to work without a valid residency permit in Baalbek.

Sponsorship is mostly provided by landlords or landlord referred sponsors, approximately 55%. Employers and "shawishes" represent 28% of sponsors of respondents to this survey while family and friends only represent 17% of the sponsors.

Syrian workers that	Yes	No
Are registered as refugees with UNHCR	56.5%	43.5%
Have a permit of stay	77.5%	22.5%
Have a sponsor	77.0%	23.0%
Work in Zahle district and have a sponsor	97.3%	2.7%
Work in Baalbek district and have a sponsor	56.0%	44.0%

Table 18: Legal status of Syrian workers

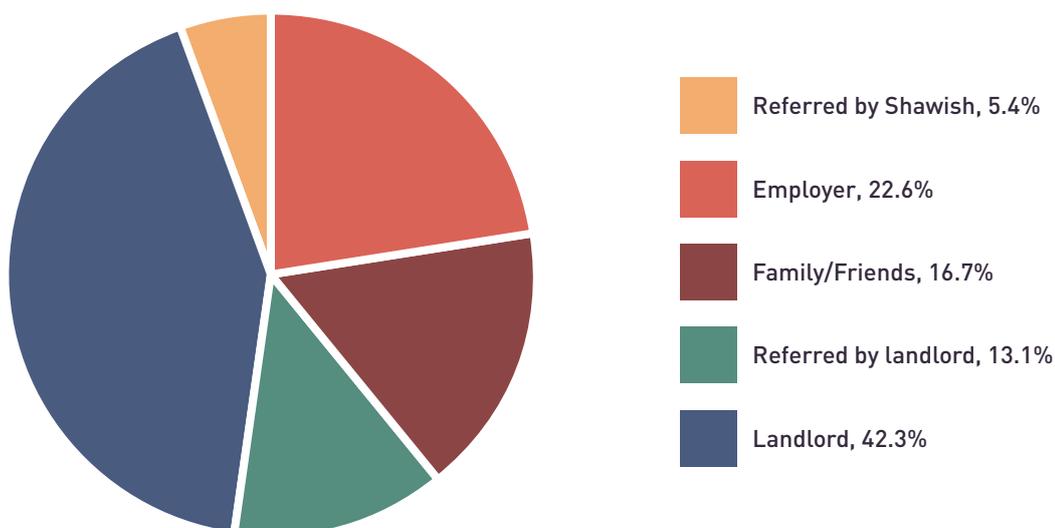


Figure 9: Profile of Syrian workers' sponsors

Overall, Syrian workers with a sponsor are more likely to be paid less than the minimum wage (approx. 79%) than workers without sponsorship (approx. 49%), despite that those without a sponsor are working without a residency permit. The relationship with the sponsor also plays a role in this likelihood of earning a lower wage.

Of workers surveyed, 93% of Syrian workers whose sponsor is the landlord and/or referred by the landlord are likely to get less than minimum wage. When the sponsor is the employer, or referred by the Shawish, or family/friends, the likelihood of being paid below minimum wage decreases to 66%. These differences may be because the employer sponsors have taken the decision to sponsor Syrian workers because they need them for their skills and business-related activities. In contrast, Syrian workers who refer to landlords for sponsorship may be the ones who are ready to work for a lower wage and are the ones who are more vulnerable.

It appears that sponsorship drives workers' wages down. The high level of sponsorship among workers in Zahle may explain the lower wages in comparison with the district of Baalbek (refer to table 16 section 3.3.1).

It is important to note that the research results showed that among respondents, sponsorship status did not influence working hours.

Percentage of Syrian workers that are	Have a sponsor	Do not have a sponsor	Sponsor is employer or referred by Shawish	Sponsor is landlord or referred by landlord	Sponsor is family or friends
Paid less than minimum wage	78.8%	48.9%	65.9%	92.4%	66.0%
Work 10 hours or more	50.6%	56.3%	44.4%	50.5%	55.0%

Table 19: Relationship between wage, working hours and sponsorship status

3.3.3 / Modes of Payment

Women are more likely to earn regular monthly income than male workers. The survey shows that 51% of workers are monthly wage earners, with 67% of female respondents reporting that they earn a monthly wage compared to 46% of males. Daily wage earners constitute 25% of respondents, with 8% of women reporting that they earn a daily wage compared to 30% of males. Further disaggregation shows, that 30% of Syrian workers are daily wage earners. Regional distribution of results highlights a significant share of respondent with irregular pay in the district of Baalbek (18%) compared with 7% in Zahle district.

Mode of payment	Daily	Weekly	Monthly	Irregular
Overall	25.4%	11.7%	51.0%	11.9%
Lebanese	20.3%	10.9%	55.2%	13.6%
Syrian	30.1%	12.4%	46.9%	10.5%
Men	30.4%	12.1%	46.3%	11.2%
Women	8.0%	10.2%	67.0%	14.7%
Baalbek district	26.6%	12.5%	42.9%	17.9%
Zahle district	24.3%	11.0%	57.8%	6.9%
Construction	49.2%	9.2%	20.8%	20.0%
Food services	6.8%	2.3%	86.4%	4.5%
Agro-industry	20.7%	22.9%	5.7%	8.6%

Table 20: Mode of payment distribution across nationality, sex, location and economic sectors

Most of workers in the food services sector are monthly wage-earners, again indicating the greater formality in comparison to both construction and agro-industry.

Results show that 86% of workers in food services are monthly wage-earners compared to 21% in construction. The construction sector has the highest share of workers who earn irregular salaries (20%) compared to in food services (5%) and agro-industry (9%).

According to the focus groups findings, overtime is not usually paid to workers; however, the quantitative research found that 80% of respondents tend to work overtime with remuneration. There are no major differences across nationalities. Slight differences can be noted when results are crossed with gender. Men tend to carry out unpaid overtime more than women: 23% of men versus 17% of women.

As previously mentioned, poor working conditions in the district of Baalbek are also underlined by the high share of workers who reported unpaid overtime. 42% of workers in Baalbek district are not paid for additional working hours compared to only 6% in Zahle. These regional discrepancies were also present in focus group discussions carried out with business owners in Zahle and Baalbek.

A closer look into results across sectors underscores that 26% of workers in the food services sector and 24% in agro-industry are not paid for extra hours compared to 16% in construction.

Overtime pay	Yes	No
Overall	78.1%	21.9%
Lebanese	79.3%	20.7%
Syrian	77.0%	23.0%
Men	76.7%	23.3%
Women	83.3%	16.7%
Baalbek district	58.3%	41.7%
Zahle district	93.9%	6.1%
Construction	84.0%	16.0%
Food services	74.4%	25.6%
Agro-industry	76.5%	23.5%

Table 21: Overtime pay across nationality, sex, location and economic sectors

3.4 / Working Hours and Leaves

Working hours and leaves are key elements of decent working conditions. The survey shows that Syrian nationals, and construction workers tend to work for longer hours than Lebanese and tend to be barred from days off and paid leaves. The survey does not conclude striking differences among males and females in terms of working hours, special leaves, and days off provisions.

3.4.1 / Daily Working Hours and Breaks

More than half of the respondents work between 8 and 10 hours (53%). The results of the survey show that respondents work decent hours with 37% reporting that they work exactly eight hours which is in line with the provisions of the Lebanese Labour Law. An equal share works between 9 and 10 hours. Survey results show that some respondents are exposed to exploitative working hours with 13% stating that they work between 11 and 12 hours and 5% work between 13 and 14 hours daily.

Men are more prone to longer working hours than women. As the research shows, 18% of men work 11-12 hours daily versus 8% of women. Similarly, while 5% of men work 13-14 hours daily, 2% of women fall within the same category.

Regional disaggregation however shows differences between Baalbek and Zahle. Most workers in Zahle (48%) have an 8-hour schedule compared to only 18% in Baalbek. These results, coupled with additional indicators, as shown above and below in the report, reveal poor working conditions in Baalbek.

Working hours	Less than 8 hours	8 hours	9 to 10 hours	11 to 12 hours	13 to 14 hours*
Overall	7.7%	36.6%	16.4%	13.4%	4.7%
Lebanese	12.4%	48.7%	26.5%	8.8%	3.6%
Syrian	3.4%	24.9%	43.1%	15.6%	5.7%
Men	7.3%	33.7%	34.8%	18.2%	5.4%
Women	8.9%	44.9%	35.9%	7.8%	2.2%
Baalbek district	13.0%	17.9%	41.8%	23.9%	3.3%
Zahle district	3.8%	47.9%	30.5%	10.2%	5.9%
Construction	3.8%	33.8%	43.1%	15.4%	3.0%
Food services	9.9%	36.4%	24.2%	9.2%	6.8%
Agro-industry	9.2%	39.0%	37.5%	15.6%	4.7%

Table 22: Working hours across nationality, sex, location and economic sectors

*0.4% of interviewed workers reported working more than 14 hours

Syrian workers tend to work for longer hours than Lebanese nationals. Only 25% of surveyed Syrians have working schedules that abide by the official number of daily working hours (eight hours). Almost half of Syrian nationals work between nine to ten hours a day (43%) and almost 16% work 11-12 hours – compared to 9% of Lebanese - which indicate poor working conditions.

Most construction workers work longer than the official 8-hour schedule. More specifically, 43% of them work between 9 and 10 hours and 19% work more than 10 hours. Additionally, 24% of workers in the food services sector work 9-10 hours, and 9% work 11-12 hours. This sector is known to have long working hours.

Work break	Yes	No
Overall	58.2%	41.8%
Lebanese	66.7%	33.3%
Syrian	28.0%	72.0%
Men	59.8%	40.1%
Women	55.7%	44.3%
Baalbek district	70.7%	29.3%
Zahle district	47.7%	52.3%
Construction	57.7%	42.3%
Food services	61.8%	38.2%
Agro-industry	55.3%	44.7%

Table 23: Work break across nationality, sex, location and economic sectors

Strikingly, almost half of surveyed respondents do not go on a break during work. When asked about a break during working hours, 42% of respondents declared that they are barred from doing so during work. A slight difference across gender is detected with 40% of men reporting the absence of a break during work versus 44% of women. The survey shows that Syrian nationals are more vulnerable

when it comes to breaks. 72% of Syrian respondents do not get a rest break compared to 33% of Lebanese respondents. Results also show discrepancies between Baalbek and Zahle whereas most workers (52%) in the latter do not take breaks during work versus 30% in Baalbek. Finally, survey findings did not highlight differences between economic sectors as shown in the table above.

When cross-tabulated with the type of employment, the survey shows that self-employed respondents are those who take the least breaks in comparison to other types of employees (full-timers, part-timers, seasonal workers, and casual daily workers). The survey found that 63% of respondents who are self-employed reported to work continuously without a break during the day versus 43% of full time employees and 28% of seasonal workers. This could be attributed to labourers who are self-employed not having the human resources that allow them to find the time to take a break during the day. Results do not indicate any major differences based on gender or sector.

Micro and small enterprises tend to abstain from providing breaks to their employees during working hours. Survey results indicate that 32% of workers in micro enterprises and up to 52% of those working in small enterprises are not permitted to take breaks during work. Conversely, this share drops to 24% in medium and large enterprises.

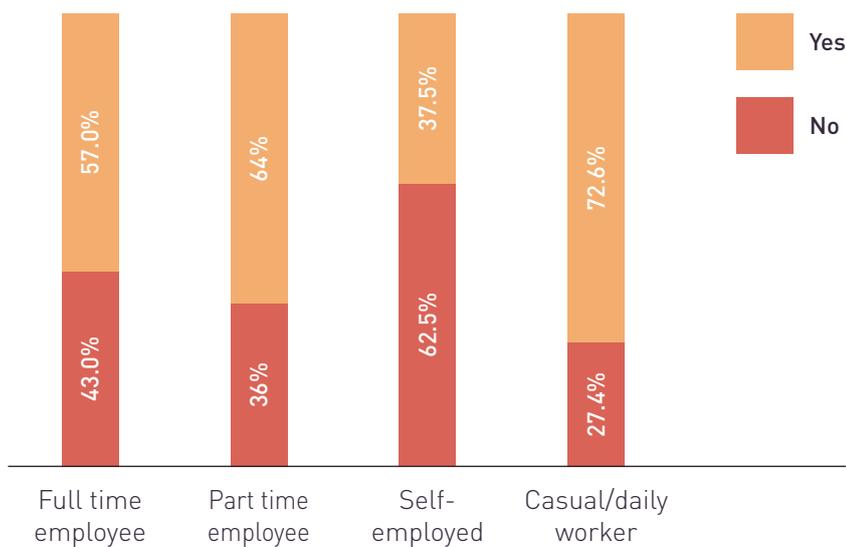


Figure 10: Work break across type of Employment

3.4.2 / Weekly Day-Off

Most surveyed workers have weekly days off. When asked whether they have weekly days off, 73% of total respondents answered positively. Results do not show significant differences across gender or nationality. As shown in the table below, construction holds the highest share of workers who are not awarded weekly days off.

Weekly days off	Yes	No
Overall	73.2%	26.8%
Lebanese	76.3%	22.7%
Syrian	69.4%	30.6%
Men	72.3%	27.7%
Women	76.9%	23.6%
Baalbek district	72.8%	27.2%
Zahle district	73.5%	26.5%
Construction	64.6%	35.4%
Food services	77.3%	22.7%
Agro-industry	76.6%	23.4%

Table 24: Weekly days-off per nationality, sex, location and economic sectors

3.4.3 / Paid Leave

Most workers do not benefit from a paid leave. Around 80% of respondents reported they do not get a paid leave from their employer. Females tend to get a paid leave more than males (30% and 19% respectively). Almost all Syrian workers, who are exposed to more exploitative working conditions, do not benefit from paid leaves (90% compared to 65% of Lebanese workers). Workers in Baalbek (86%) tend to have less access to paid leaves compared to workers in Zahle (71%). When cross-tabulated with economic sectors, construction (84%) and agro-industries (83%) hold larger shares of workers barred from a paid leave than food services sector (69%).

Paid leave	Yes	No
Overall	21.5%	78.5%
Lebanese	34.8%	65.2%
Syrian	9.6%	90.4%
Men	19.2%	80.8%
Women	29.5%	70.5%
Baalbek district	13.6%	86.4%
Zahle district	18.8%	71.2%
Construction	15.7%	84.3%
Food services	31.5%	68.5%
Agro-industry	17.3%	82.7%

Table 25: Paid leave per nationality, sex, location and economic sectors

Results show that the larger the enterprise is the more likely workers would benefit from a paid leave. While 74% of workers in a medium or large enterprise reported to benefit from paid leave, only 5% of workers in micro-enterprises benefit from the same condition.

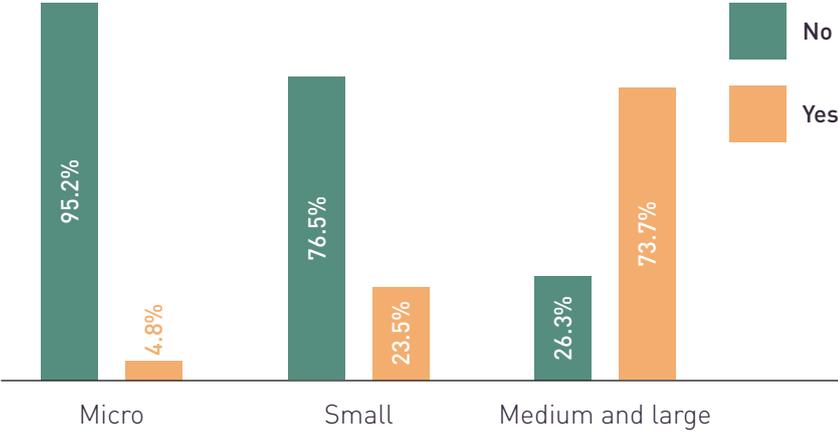


Figure 11: Paid leave per enterprise size

3.4.4 / Sick Leave

Most workers do not benefit from a sick paid leave. More than 70% of surveyed workers admitted they do not benefit from a paid sick leave. Whilst Syrian workers are more likely to be exposed to poor working condition, 85% of Syrian respondents reported not benefiting from sick paid leaves compared to 57% of Lebanese respondents. Once again, results show worst working conditions in Baalbek when compared to Zahle. Almost 40% of workers in Zahle benefit from a paid sick leave while only 17% of workers in Baalbek fall within the same category.

Workers in construction are also more vulnerable in this regard than the remaining two sectors: 84% of construction workers, 55% of food services employees and 75% of workers in agro-industries do not benefit from paid sick leave. Again, the larger the enterprise, the more benefits are awarded to workers including a paid sick leave.

Paid sick leave	Yes	No
Overall	28.6%	71.4%
Lebanese	43.3%	56.7%
Syrian	15.5%	84.5%
Men	26.1%	73.9%
Women	37.5%	62.5%
Baalbek district	16.6%	83.4%
Zahle district	38.8%	61.2%
Construction	16.5%	83.5%
Food services	44.6%	55.4%
Agro-industry	24.6%	75.4%

Table 26: Paid sick-leave per nationality, sex, location and economic sectors

3.4.5 / Maternity Leave

In general, maternity leave is awarded to most female workers. Around 80% of surveyed women respondents benefit from a maternity leave without differences across nationalities. Female workers in agro-industries (27%) tend to benefit less from maternity leave when compared to those working in the food services (14%)²⁸.

The differences were identified in relation to the size of the enterprise. As shown Figure 12, while 67% of female workers in micro-enterprises lack maternity leaves only 7% of workers in medium enterprises stated that they are not benefitting.

Maternity leave	Yes	No
Overall	79.2%	20.8%
Food services	86.4%	13.6%
Agro-industry	72.9%	27.1%
Baalbek	50.0%	50.0%
Zahle	91.1%	8.9%

Table 27: Maternity leave across, location and sectors

²⁸ Sample size does not allow for disaggregation of data per sex and nationality, and does not allow to look specifically at women in the construction sector.

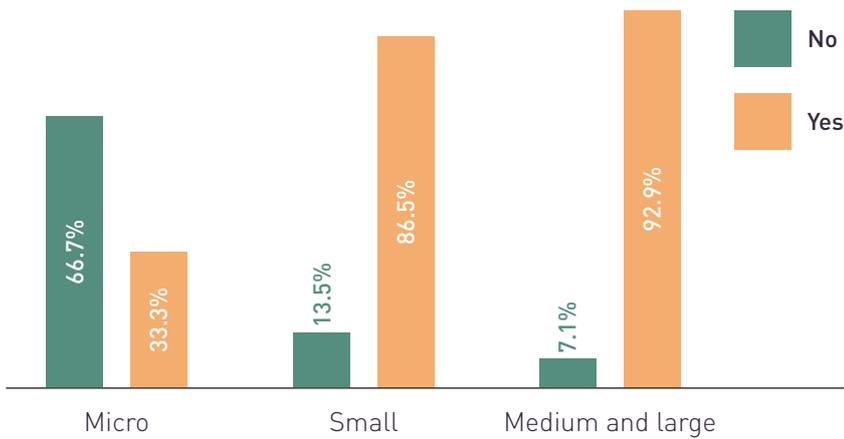


Figure 12: Maternity leave per enterprise size

On average, maternity leave is 39 days and is similar across nationalities, and economic sectors. Results show that the official length of maternity leave as per legal regulations is most often respected. However, this average maternity leave is shorter in micro-enterprises and stands at 34 days compared to 41 days in medium enterprises.

3.5 / Conditions of the Work Place

When asked about working in unsafe conditions, 97% of workers reported that they have never been forced to work in unsafe conditions. Also, 89% declared that they have never been injured on the job or in the workplace. However, these results are not in line with the answers of respondents to specific safety measures or hazards on the job which revealed dangerous conditions in some cases. This contradiction between results is probably due to the lack of awareness of workers on the standards and measures of safety in the workplace.

3.5.1 / Basic Facilities

Most respondents do not have air conditioning at their workplace. When asked to rate specific working conditions, 43% of respondents reported that their workplace lacks air conditioning. Lighting and sufficient toilets for men and women are unavailable in around 20% of workplaces as shown by the survey.

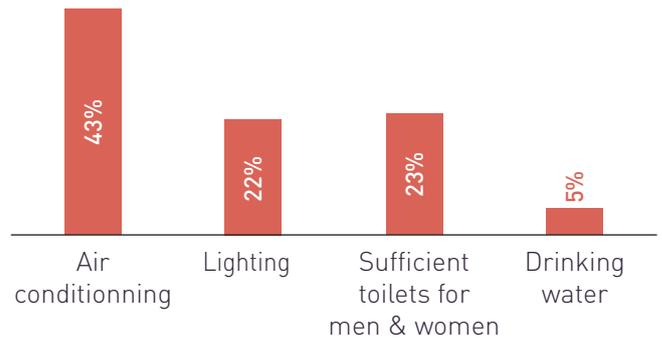


Figure 13: Unavailable Facilities

Air conditioning is mostly unavailable for workers in the construction sector as well as employees in micro enterprises. 81% of workers in construction do not have air conditioning. Results show that the larger enterprises are more likely to provide air conditioning at the workplace, with survey findings indicating that almost all medium and large enterprises are equipped with air conditioning which provides workers with decent working conditions.

Air conditioning is available in the clear majority of medium and large enterprises (95%), while it is only available in 65% of the small and 35% of the micro enterprises.

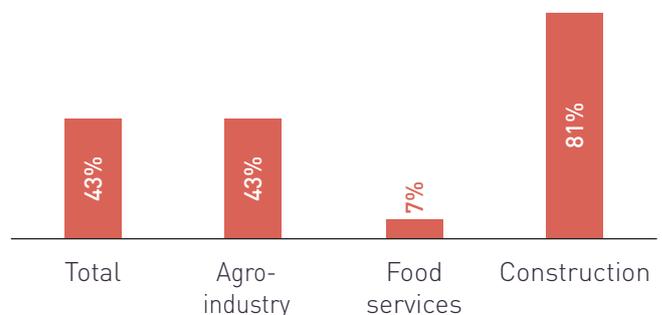


Figure 14: Unavailable Air Conditioning by sector

Construction (57%) is the sector by most identified as not having toilets in comparison to agro-industry (11%) and food services (2%). Finally, as shown in the table below, 43% workers in micro-enterprises do not have access to toilets compared to 13% in small enterprises, while all workers in medium and large enterprises have access to toilets.

Availability of toilets	Yes	No
Overall	77.0%	23.0%
Lebanese	83.4%	16.6%
Syrian	71.2%	28.8%
Men	72.2%	27.8%
Women	94.4%	5.6%
Baalbek district	73.2%	26.8%
Zahle district	80.4%	19.6%
Construction	43.4%	56.6%
Food services	97.7%	2.3%
Agro-industry	88.7%	11.3%
Micro enterprises	57.6%	42.4%
Small enterprises	86.9%	13.1%
Medium and large enterprises	100%	0%

Table 28: Availability of toilets across nationality, sex, location, economic sectors and enterprises types

3.5.2 / Health Hazardous at the Workplace

Air pollution

When asked about the cleanliness of air, 80% of respondents reported the absence of dust, chemicals or other dangerous elements present in the air. However, men (26%) tend to suffer from air pollution more than women (2%) and Syrian workers (26%) reported air pollution more than Lebanese nationals (13%).

A disaggregation by sector shows that 55% of construction workers suffer from polluted air during their work, and 25% of workers in Baalbek versus 15% in Zahle suffer from similar conditions. Also, 90% of workers who reported being exposed to air pollution are not provided with dust masks and 97% are not provided with other forms of protection.

Presence of air pollution	Yes	No
Overall	21.2%	78.8%
Lebanese	13.0%	87.0%
Syrian	25.8%	74.2%
Men	24.5%	75.5%
Women	2.2%	97.8%
Baalbek district	25.0%	75.0%
Zahle district	15.0%	85.0%
Construction	55.4%	44.6%
Food services	2.3%	97.7%
Agro-industry	2.8%	97.2%
Micro enterprises	35.5%	64.5%
Small enterprises	10.8%	89.2%
Medium and large enterprises	5.3%	94.7%

Table 29: Presence of air pollution across nationality, sex, location, economic sectors, and enterprises types

First aid kits

First aid kits are available at most surveyed workplaces. In general, 63% of respondents admitted they are equipped with first aid kits at their workplace, of which 97% declared that someone at the workplace knows how to use them. Also, 98% reported that the condition of the first aid kit is good. More specifically, 83% of workers in food services related enterprises are equipped with first aid kits, which is the highest share among sectors with 70% in agro-industry and 43% in construction. The construction sector is again indicated among the most hazardous sectors with the least benefits and facilities. .

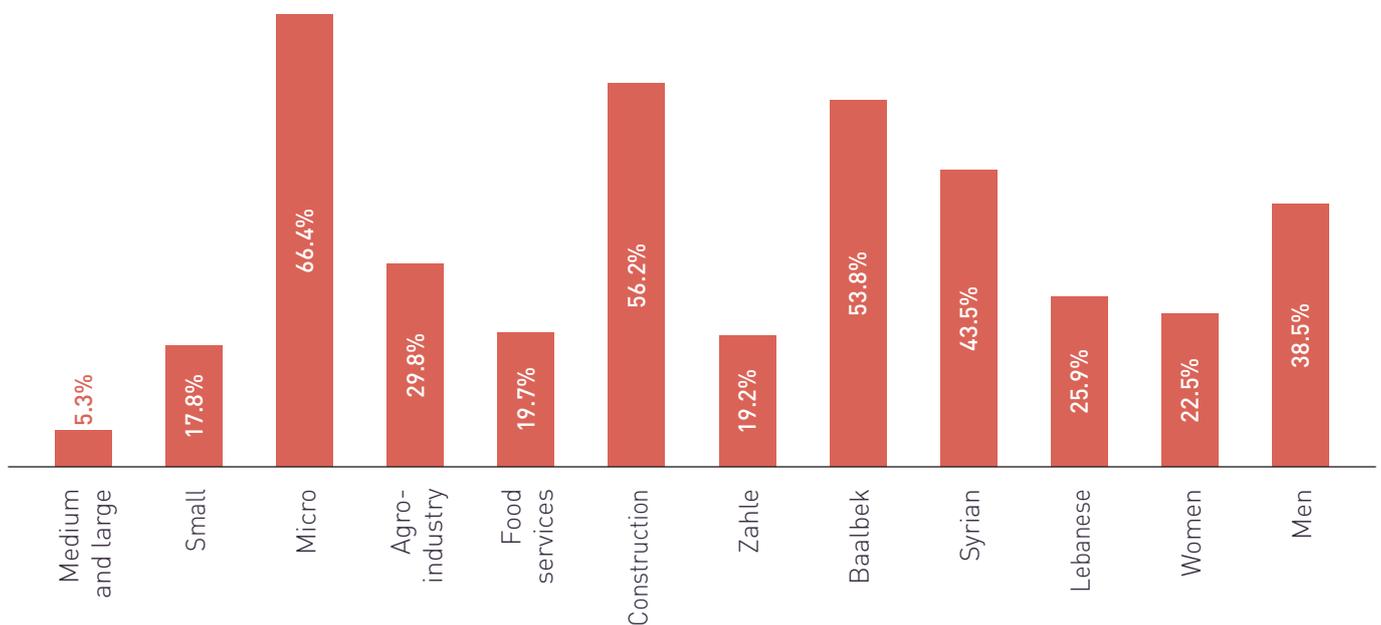


Figure 15: Unavailable first aid kits across gender, nationality, region, sector, and enterprise size

Firefighting kits

Most of the respondents stated that their place of employment is equipped with firefighting kits (73%) and declared that those kits are in good conditions (98%) and their staff know how to use them (96%). Specifically, almost all food services enterprises are equipped with firefighting kits (94%). 44% of respondents working in construction reported that they do not have firefighting kits at their workplace. Firefighting kits are present in 97% of medium and large enterprises, and in 92% of small enterprises and in only 43% of micro enterprises.

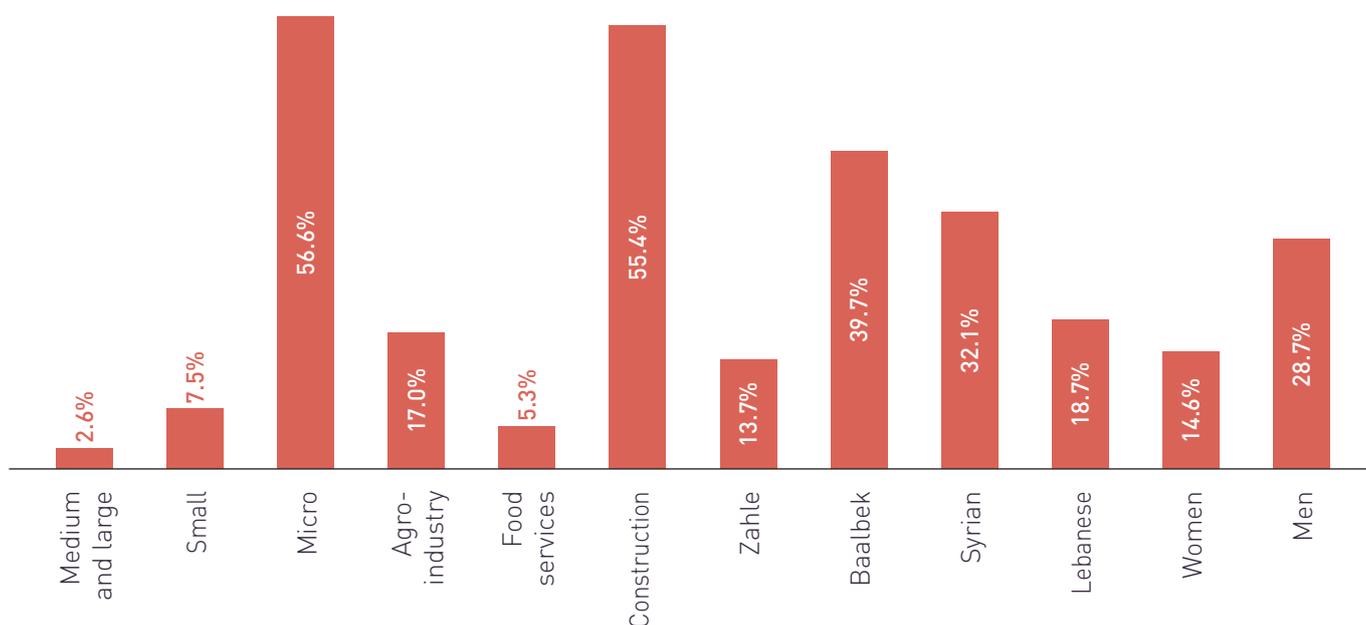


Figure 16: Lack of firefighting kits

When asked about on the job injuries, 11% of interviewed workers reported that this has occurred. 37% of these incidents are reported in the construction sector and 40% in the agro-industries, and those are often related to use of machinery or on-site job accidents. In only 7% of the reported cases, the incident was due to a car accident.

Working children under the age of 15 are generally prone to risks and hazards at the workplace. When asked about the incidence of child labour, 13% of respondents reported that children under the age of 15 are employed by the enterprise. This share increases to 19% among workers in the construction sector and among respondents working in rural areas in the district of Baalbek.

3.6 / Exposure to Psycho-Social Factors and Unpleasant Treatment

Respondents were asked to specify the frequency of a series of poor psycho-social conditions²⁹. As shown in the figure 17, fatigue during and after work is felt all the time or most of the time by 20% of respondents.

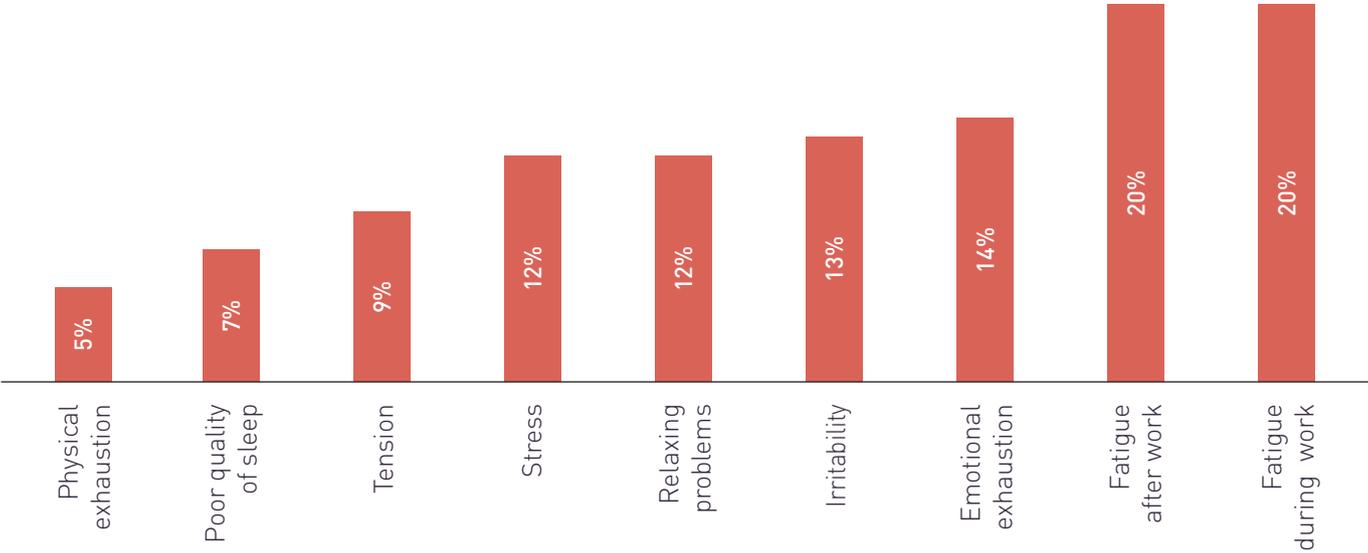


Figure 17: Psycho-social factors faced “all the time” or “most of the time”

Respondents were then asked to identify the frequency of support and opportunities they receive at work. Most respondents said they used their skills and expertise at their workplace and almost 30% reported having the opportunity to develop their skills, the support of their colleagues and a sense of belonging (“all the time” or a “most of the time”).

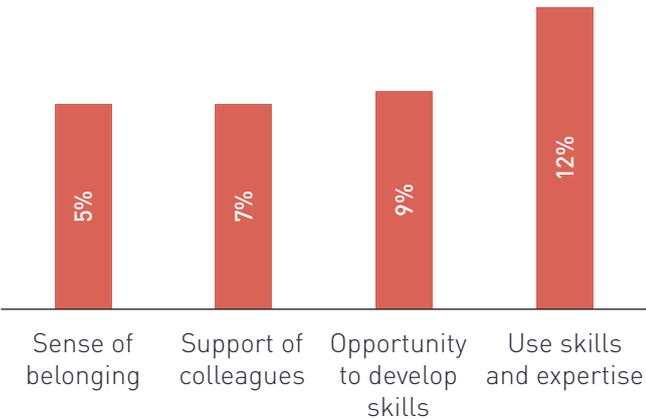


Figure 18: Type of support and opportunities available “all the time” or at a “large part of time”

²⁹ Options for the respondents were all the time, most of the time, a small part of the time, not at all or no answer.

Reporting exposure to threats, violence or degrading treatment is low. Almost all respondents (95%) denied any exposure to threats of violence at the work place in the last year. Similarly, 99% of respondents declared that they have never been exposed to physical violence during the same period. Also, 98% were not exposed to unpleasant and degrading treatment in the past 12 months³⁰. It is important to note that workers tend to refrain from revealing exposure to threats and violence at the workplace due to perceived risks of information leaks which would endanger their employment security. This is similar to providing information on income for instance, which most surveyed individuals abstain from giving during surveys as it is a delicate matter and is characterized by low response rates.

Workers lack awareness of legal appeal mechanisms. Survey results found that 86% of respondents are not aware of the available legal appeal mechanisms they can refer to in case of threats or exposure to harmful treatment or violence. In turn, 99% of respondents never

resorted to the Ministry of Labour or arbitration councils in case of dispute. When asked about their possible coping mechanisms in case of unpleasant or degrading treatment, around 40% of respondents declared that they would report the incident to their superior.

In line with these results, focus group discussions showed that participants lack knowledge and awareness of the provisions of the Lebanese Labour Code and are not aware of official grievance mechanisms. Also during discussions, participants expressed their fear of raising complaints against their superiors.

Furthermore, it was noted during various discussions that workers rarely know the provisions of their freedom of association which as a result is not granted at most workplaces. Employers tend to pressure workers not to join any union by preventing them from getting raises or promotions, i.e. number of interviewed workers that were members of a union were limited to 24% with this figure dropping to as low as 6% in Baalbek district.

³⁰ As discussed in the methodology limitations, quantitative research tools do not capture issues related to stress, violence, or degrading treatment as well as qualitative research can. A protection research conducted by Oxfam in June, July and August 2017 with Syrian refugees found that 79% of respondents would prefer to obtain a residence permit through their UNHCR registration, rather than through a sponsor. Of these, 34% indicated that this is because they would be less exposed to exploitation if they had no sponsor. In addition, sponsored and previously sponsored Syrian refugees reported having to abide by certain conditions to maintain their sponsorship. The two most common conditions mentioned were free labour and payment of additional fees to the sponsors.

4

SYNTHESIS AND RECOMMENDATIONS

4.1 / Summary of Selected Main Findings

The present research aims at looking at working conditions in the Beqaa Valley with a specific geographical and sectorial scope limited to the districts of Baalbek and Zahle and the sectors of construction, food services and agro-industry. The study found that:

Work formality

- Written contracts are not a common practice and only 17% of workers have a written contract.
 - Lebanese are more likely than Syrian to have a contract (30% versus 3%). Written contracts for Syrian workers happen in very rare instances only.
 - Workers in Zahle (26%) are more likely to have a contract than those in Baalbek (5.5%).
 - Workers in the food services sector (29%) are more likely to have a written contract than those in construction (13.2%) and agro-industry (8.6%).
 - As the size of the enterprise grows workers are more likely to have a written contract.
 - The higher their level of education, workers are more likely to have a written contract.
- Verbal contractual agreement is the commonly adapted form of agreement (32% of the cases).
- The study rises specific concerns regarding the fact that 62% of Syrian workers and 41% of Lebanese workers do not have a clearly define contractual agreement with their employers.
- The study does not conclude any significant gender differences regarding contractual agreements.
- 97% of Syrian workers in Zahle and 56% of Syrian workers in Baalbek have a sponsorship based residency permit.

NSSF registration and services

- Syrian workers are almost always never registered in the NSSF, and do not benefit from its services.
- Approximately 51% of Lebanese workers are registered in the NSSF with no specific difference based on gender.
 - Lebanese workers in Zahle (56%) are more likely than in Baalbek (45%) to be registered in the NSSF.

- Lebanese workers in the food services sector (69%) are more likely to be registered in the NSSF. 53.1% in the construction sector and 35.8% in the agro-industry sector are registered in the NSSF.
- Lebanese workers working in medium and large enterprises are more likely to be registered in the NSSF (90% versus 53.7% for small enterprises and 28.8% for micro enterprises).
- In 51% of the cases, the employer does not fully declare employee salaries to the NSSF.

Wages

- More than 58% of workers are paid less than the minimum wage.
- Syrian workers are more likely to be paid less than the minimum wage compared to Lebanese workers, in all sectors covered in the study.
- The study does not indicate significant wage difference between men and women in the food services sector. This is mostly since women in the selected sector undertake higher skilled jobs. The sample size does not allow to compare wages at similar level of skills.
- Women (71%) in the agro-industry sector are more likely to be paid less than the minimum wage than men (58%).
- Workers in Zahle are more likely to be paid less than the minimum wage compared to workers in Baalbek. Approximately 73% of workers in Zahle are paid W the minimum wage.

Daily working hours

- Most survey respondents (44%) work 8 hours or less and 61% work less than 10 hours.
- Alarmingly, 21% of Syrian workers and 27% of workers in Baalbek district work 11 hours or more per day.

Work place

- Work in the construction sector are more likely to face difficult working conditions.
- A third of surveyed workers have a sense of belonging and support from colleagues “all the time” or “most of the time.”

4.2 / Recommendations

The study findings show that there are differences among workers and there is a poor enforcement of the Lebanese Labour Law and other regulations. This varies according to the level of formality of the enterprise and is embedded in a mode of production that highly relies on low wages and low skilled workers.

Improvement of decent working conditions in the Beqaa Valley should be undertaken by both the employer and the employee, through:

- Providing technical support and capacity building to the Ministry of Labour's relevant departments who are tasked with the implementation of the Lebanese Labour Law and other regulations, such as labour inspectors.
- Raising the awareness of employees and job seekers on issues such as safe working conditions/protective gear, legal redress mechanisms, types of contracts, NSSF registration, and other aspects of the labour code related to their rights and duties.
- Advocating for a reform of the union and syndicate regulating frameworks to allow higher freedom of association especially for Syrian and other foreign workers.
- Raising the awareness of and advocating with employers on decent working conditions and highlighting the benefits of respecting regulations. This could include tackling issues such as types of contract, NSSF registration, and working hours among others.
- Integrating decent work conditions awareness into Business Development Support (BDS) programs with an emphasis on the link between the ability to grow and adherence to these guidelines.
- Also, the LEADERS consortium will undertake additional research to allow for in-depth analysis of the gender dynamics in the labour market and at the work place.

ANNEX I

AGRICULTURAL WORKERS WORKING CONDITIONS

Focus group discussions (FGDs) with agricultural workers in both Baalbek and Zahle aimed at drawing a comprehensive picture of the working conditions and hardships which they are often exposed to. The FGDs explored the working conditions in this sector with an emphasis on working hours, work contracts, women's labour, child labour, and health and safety conditions as well as weekly and annual leaves.

This specific group of workers is denied access to decent work and workplace standards. Moreover, the hierarchy of agriculture workers is often unclear to the public, even to researchers in regards to labour rights. The research team had access to workers organised in string or cells headed by the "Shawish". The Shawish is followed by landlords, drivers, porters and packers. The last part of the chain includes farmers or cultivators, often women and children. The Shawish is responsible towards the landlord and is rarely present in the farmland as he keeps on moving between the many farms which he runs across the Beqaa. In most cases, the agents, as well as workers are members of the Shawish's extended family or relatives.

Workers in farmlands, such as agents, drivers, porters and packers earn 2000 LBP per working hour; most of them are men, whilst farmers among them women and children earn 1000 LBP per working hour. Nonetheless, all workers are required to pay 3000 LBP for the Shawish per day in order to keep their jobs otherwise they will be dismissed. The wages are paid quarterly and often to the head-of-household (usually working in other sectors) not to the workers themselves. The head-of-household can request advance payments from the Shawish and pay them back once the wages are

cashied. In Baalbek, where tobacco cultivation is an essential source of income, farmers are paid on a yearly basis. As such they need to produce themselves their dairy products from milk, as well as grow vegetables and fruits in their farmlands.

The average working hours is 8.5, from 6 am until 2 or 3 pm. The working hours entail short breaks. Women workers often work for a second shift in food processing until 8 pm, most of the time with the same Shawish and earning the same rate of 1000 LBP per hour. Workers are not entitled to days off as they are required to work for seven days a week from February until November.

Most workers in farmlands are families as the head-of-household in some cases is married to more than one woman. They all work together and the agents amongst them are usually related to the Shawish and oversee monitoring the progress of the work.

Agricultural workers are not entitled to sick leaves or maternity leaves as leave days are deducted from the wage earner. Even in case of accidents, the Shawish would cover the expenses but does not pay for the off/leave days which remain unpaid until workers resume work.

Women, children and men are often bullied and verbally harassed in front of the whole family, however, they carry on as they need to sustain a living and won't afford losing their jobs. The discussion with workers reveals the large spectrum of agricultural activities, which are different and each has its own characteristics. However, the working conditions are similar across all activities as wages are paid seasonally and all social and health benefits are completely lacking.

ANNEX II

WORKING CONDITIONS SURVEY

Name of surveyor: _____

Date: _____

Location: _____

Consent

- Yes
 No

RESPONDENT SOCIO-DEMOGRAPHIC INFO**Gender**

- Female
 Male

Age: _____

Nationality

- Lebanese
 Syrian

Marital status

- Married
 Single
 Divorced
 Widowed
 Other
 No answer

Education level

- Elementary or less
 Intermediate
 Secondary
 University
 Doctoral
 No answer

Are you a member of a Lebanese Syndicate?

- Yes
 No

EMPLOYMENT**Sector of employment**

- Construction
 Food services
 Agro-industry
 Other
 Other, please specify: _____

Type of current employment

- Full time employee
 Part time employee
 Seasonal employee
 Self-employed
 Casual / Daily work

If employed, in what type of company do you work?

- Micro enterprise (less than 10 employees)
 Small enterprise (between 10 and 50 employees)
 Medium enterprise (between 50 and 100 employees)
 Large enterprise (more than 100 employees)

When did you start working in your current position?

Describe your position:

How did you find your current work?

- Through family and friends (word of mouth)
 Searching door to door
 Read about it in ad
 Recruitment agency
 No answer

What type of contract do you have?

- Written
 Verbal
 None
 Other
 No answer

What is the duration of this contract?

- Yearly
 Temporary
 Open ended
 Not determined
 No answer

If you do not have a contract, how did you start work?**What did you agree on with the employer?**

What are your usual working hours?

From:

To:

Do you have weekly days off?

- Yes
- No
- No answer

What days?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Do you have a break during the working day?

- Yes
- No
- No answer

Do you get paid leave?

- Yes
- No
- No answer

How many days of leave do you get per year?

Do you get paid sick leave?

- Yes
- No
- No answer

How many days of sick leave do you get per year?

INSURANCE AND REMUNERATION**How do you get paid?**

- Monthly
- Weekly
- Daily
- Hourly
- Irregular
- No answer

What is your average monthly wage?

- 400,000 LBP or less
- 400 - 500,000 LBP
- 500 - 600,000 LBP
- 600 - 700,000 LBP
- 700 - 1,000,000 LBP
- More than 1,000,000 LBP
- No answer

Do you get paid for working additional hours? (More than agreed upon)

- Yes
- No
- No answer

Are you registered in the NSSF?

- Yes
- No
- Don't know
- No answer

Does your employer declare your full wage to NSSF?

- Yes
- No
- Don't know
- No answer

Do you benefit from private health insurance schemes?

- Yes
- No
- No answer

Are you at your workplace entitled to maternity leave?

- Yes
- No
- No answer

How long is the maternity leave? _____

HEALTH AND WORK CONDITIONS

Please rate the following conditions at your work place	Not available	Available but very bad	Available but bad	Available, and neither good nor bad	Available and good	Available and very good	No answer
Sufficient of toilets for men/women							
Sufficient of toilets for men/women							
Sufficient of toilets for men/women							
Sufficient of toilets for men/women							

Are dust, chemicals or other dangerous elements present in the air?

- Yes
- No

If yes, are you provided with dust mask?

- Yes
- No

If yes, are you provided with other forms of protection?

- Yes
- No

If yes, what are they are?

Are first aid kits available at your workplace?

- Yes
- No
- Don't know

Does someone at the workplace know how to use them?

- Yes
- No
- Don't know

Are they in good condition? (Not expired)

- Yes
- No
- Don't know

Are firefighting kits available at your workplace?

- Yes
- No
- Don't know

Does someone at the workplace know how to use them?

- Yes
- No
- Don't know

Are they in good condition? (Not expired)

- Yes
- No
- Don't know

Have you been forced to work in unsafe conditions?*
(define unsafe conditions)

- Yes
- No

If yes, please describe:

Have you been injured on the job?

- Yes
- No

If yes, describe what happened?

If yes, did your employer provide paid time off to recover?

- Yes
- No

If yes, did your employer cover the medical treatment costs?

- Yes, in all
- Yes, in part
- No, not at all
- No medical treatment was needed
- No answer

Do children under the age of 15 work at your workplace?

- Yes
- No
- Don't know
- No answer

Please rate the following conditions at your work place	All the time	A large part of the time	Part of the time	A small part of the time	Not at all	No answer
Do you usually feel worn out during work?						
Do you usually feel worn out after work?						
How often have you been physically exhausted?						
How often have you been emotionally exhausted?						
How often have you slept badly and restlessly?						
How often have you had problems relaxing?						
How often have you been irritable?						
How often have you been tense?						
How often have you been stressed?						
How often do you not have time to complete all your work tasks?						
Do you feel part of a community at your place of work?						
How often do you consider looking for work elsewhere?						
How often do you get help and support from your colleagues?						
Can you use your skills or expertise in your work?						
Does your work give you the opportunity to develop your skills?						

CONFLICTS AND OFFENSIVE BEHAVIOUR AT THE WORKPLACE

Have you been exposed to threats of violence at your workplace during the last 12 months?

- Yes, daily
- Yes, weekly
- Yes, monthly
- Yes a few times
- No

If yes, from whom?

- Colleagues
- Manager/ superior
- Sub-ordinates
- Clients / customers

What do these reasons include?	Yes	No
Wage related (late payment , no payment, breaking promise) during work?		
Working hours related (too much work, no breaks, forced to work on weekend)		
Discriminatory behaviour (nationality, religion, gender)		
Quality of work (did not do work, does not come to work, performed badly)		
Other reasons? Specify. _____		

Can you give me an example of such an incident? What happened?

Have you been exposed to physical violence at your workplace during the last 12 months?

- Yes, daily
- Yes, weekly
- Yes, monthly
- Yes a few times
- No

If yes, from whom?

- Colleagues
- Manager/ superior
- Sub-ordinates
- Clients / customers

What do these reasons include?	Yes	No
Wage related (late payment , no payment, breaking promise) during work?		
Working hours related (too much work, no breaks, forced to work on weekend)		
Discriminatory behaviour (nationality, religion, gender)		
Quality of work (did not do work, does not come to work, performed badly)		
Other reasons? Specify. _____		

Can you give me an example of such an incident? What happened?

Have you been exposed to unpleasant or degrading treatment where you could not defend yourself (bullying, emotional violence) at your workplace during the last 12 months?

- Yes, daily
- Yes, weekly
- Yes, monthly
- Yes a few times
- No

If yes, from whom?

- Colleagues
- Manager/ superior
- Sub-ordinates
- Clients / customers

What do these reasons include?	Yes	No
Wage related (late payment , no payment, breaking promise) during work?		
Working hours related (too much work, no breaks, forced to work on weekend)		
Discriminatory behaviour (nationality, religion, gender)		
Quality of work (did not do work, does not come to work, performed badly)		
Other reasons? Specify. _____		

Can you give me an example of such an incident? What happened?

Are you aware of the available legal appeal mechanism that you can refer to in any of these cases?

- Yes
- No

If no, how do you usually resolve such issues?

Have you ever resorted to the ministry of labour or an arbitration council in case of a workplace dispute?

- Yes
- No

If yes, how was it resolved?

If you are aware of the legal appeal mechanism, and have had a dispute, and not referred to it, why?

SYRIANS

If Syrian, do you have a valid residence permit?

- Yes
- No
- No answer

If Syrian, are you registered with UNHCR?

- Yes
- No
- No answer

If Syrian, do you have a sponsor?

- Yes
- No
- No answer

If Syrian, is your sponsor also your employer?

- Yes
- No
- No answer

If no, how did you find your sponsor?

- Referred by family/friends
- Referred by landlord
- Sponsor is landlord
- Referred by employer
- Referred by Shawish
- No answer

Who paid for your sponsorship?

- I did
- My sponsor
- Other
- No answer

Other, specify: _____

Would you disclose the amount paid? _____ \$

Did the sponsor impose any conditions for your sponsorship?

- Yes
- No
- No answer

Would you disclose the conditions?

- Free labour
- Services
- Other
- No answer

Other or services, specify: _____

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