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# Handbook To Establish **Model Enterprise Clinic** At RMG Industries In Bangladesh

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# Handbook to Establish Model Enterprise Clinic at RMG industries in Bangladesh

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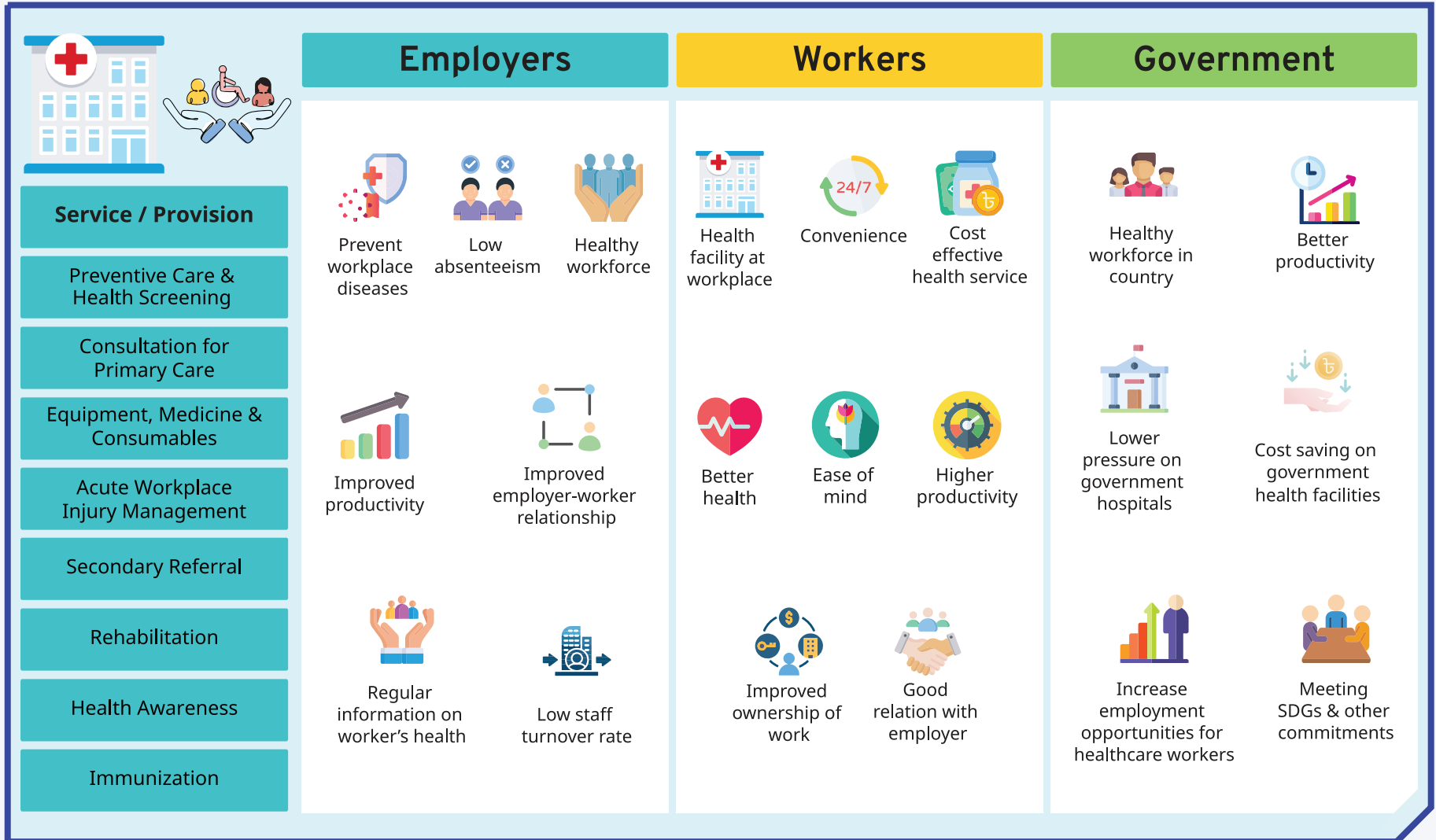
# Preface

The International Labour Organization (ILO), in collaboration with the Ministry of Labour & Employment and Employers' Associations in Bangladesh, including BGMEA, BKMEA, and BEF, is working to establish effective Enterprise Clinics within factories. CMED Health as a knowledge partner has developed a handbook with checklist to guide employers in creating and maintaining model enterprise clinics. This handbook provides guidelines for implementing Enterprise Clinics in factories. The guidelines are based on relevant provisions in Bangladesh Labour Act and Labour Rules and aim to ensure compliance with government regulations and also address the specific needs and challenges of each size category. The Handbook with Checklist offers stakeholders' suggestions as good practices for healthcare facilities within factories, emphasizing the importance of aligning with government regulations and considering the unique requirements of different production processes. The ready-made garment sector in Bangladesh is the primary focus of this initiative due to its significant contribution to the country's exports and being exemplary for other 41 sectors.

To ensure the well-being and safety of workers in Bangladesh, the implementation of the Employment Injury Scheme and the enhancement of Enterprise Clinics in RMG factories are essential. A collective approach based on industrial solidarity can help reduce costs. Gaps between large and small factories in terms of healthcare facilities, availability of doctors, and knowledge regarding workplace diseases and injuries can be minimized through innovative solutions, collaborations, and capacity building for healthcare staff, these are necessary for the success of Enterprise Clinics and the overall improvement of workers' health conditions in the ready-made garment sector.

The active participation and contribution of implementing partners Bangladesh Garment Manufacturers and Exporters Association (BGMEA), the Bangladesh Knitwear Manufacturers and Exporters Association (BKMEA), and the Department of Inspection for Factories and Establishments (DIFE) under the Ministry of Labour & Employment (MoLE), workers organizations including NCCWE and IBC, in the development and review of the handbook have been useful. The incorporation of their insights, industry knowledge, and expertise has greatly enhanced the handbook's practicality and relevance. While developing the Handbook on Model Enterprise Clinics, other key stakeholders including Directorate General of Health Services (DGHS), Central Fund- MoLE, Department of Labour (DoL), World Health Organization (WHO), United Nations Development Programme (UNDP), Bangladesh Employers Federation (BEF), German Technical Corporation Agency (GIZ), Business for Social Responsibilities (BSR), Change Associates, PRIMARK, Centre for Disability in Development (CDD), Centre for rehabilitation of the Paralysed (CRP), Research and Policy Integration for Development (RAPID), Policy Research Institute (PRI), Gonoshasthaya Kendra (GSK), Swisscontact, MSF and several physicians and compliance managers working at different RMG industries were engaged in a detailed bilateral discussion to get their perspective on Enterprise Clinics. Their suggestions on major elements of Enterprise Clinics as well as other perspectives are included in the relevant part in the guidelines section.

# Factory-based health facilities : a win-win for all



# Segmentation of Enterprise Clinic (EC)

Based on relevant Provisions in Bangladesh Labour Law and Rules, Enterprise Clinics at factories are divided into 7 groups depending on the size of the workers.

Enterprise Clinic	Type - 1	Type - 2	Type - 3	Type - 4	Type - 5	Type - 6	Type - 7
Attributes							
Industry Size	Small	Small	Medium	Large	Large	Large	Large
Employee Size	1 - 299	300 - 499	500 - 1199	1200 - 2999	3000 - 4999	5000 - 7500	7500+
Area	N/A	Min. 120 sqft	120-180 sqft	Min. 180 sqft	Min. 240 sqft	Min. 360 sqft	Min. 360+ sqft
Doctor	None	1	1	1	2 (1 Female preferable)	2+ (1 Female preferable)	3+ (1 Female preferable)
Nurse	None	1	1	1	2	2+	3+
Paramedic	None	1	1	1	2	2+	3+
Support Staff	None	1	1	1	2	2+	3+
First aid Provider	1 Employee trained in first aid, managing each box/ almirah at each workroom, wearing a first aid provider badge						

Reference: BLA 89, BLR 76, BLR 77, BLR 78

\*Stakeholders' suggestions considered as good practice

# Enterprise Clinic Charter

International Labour Organization		এন্টারপ্রাইজ ক্লিনিক চার্টার Enterprise Clinic Charter	
২৪ ঘন্টা টেলিমেডিসিন নম্বর 24/7 Telemedicine Number	১৬২৬৩ 16263		
সার্ভিসের সময় Service Hours	সকাল ৮টা থেকে বিকাল ৫টা 8 AM to 5 PM		
ক্লিনিকাল সার্ভিসের জন্য জরুরি যোগাযোগ নম্বর Emergency Contact for Clinical Service	ডাঃ আকাশ আহমেদ ০১৫৮৯৬৭৪২৩১ Dr. Akash Ahmed 01589674231		
২৪ ঘন্টা অ্যাম্বুলেন্স সার্ভিস 24/7 Ambulance Service	রতন সরকার এজিএম ০১৭১০০৭৪৩৭১ Ratan sarkar AGM 01710074371	৯৯৯ ন্যাশনাল ইমার্জেন্সি সার্ভিস 999 National Emergency Service	
	শফিপুর জেনারেল হসপিটাল শফিপুর, কালিয়াকৈর, গাজীপুর Shafipur General Hospital Shafipur, Kaliakair, Gazipur	সাবের আল তারেক জেনারেল ম্যানেজার ০১৯৮৩৮৯০৯৪৫ Saber Al Tarek General Manager 01983890945	
ওয়েলফেয়ার অফিসার (সেবা সন্তোষজনক না হলে অবহিত করার জন্য) Welfare officer (To notify if service is not satisfactory)	নাবিলা হাসান ০১৯১৬০০৯৪১৪ Nabila Hasan 01916009414		

মনজুর ফ্যাশন লিমিটেড

BKMEA | GEMER

Figure 1: Sample EC Charter

## EC charter need to be available at:

- Entry gate of the industry
- In front of EC

## EC charter need to be:

- Printed on PVC board
- Minimum Size: 1.5 sqft \* 1 sqft

## Components of EC Charter:

- Service Hours, as per working hours of the factory
- Assisted telemedicine Number (if available, for beyond working hours. e.g. Shastho Batayan 16263)
- Name and Phone Number of the Emergency Contact at EC
- Name and phone number of contact person for 24/7 ambulance
- Name and Address of Secondary Referral center
- Name and phone number of contact person at Secondary Referral Center
- Name and phone number of Welfare officer to notify if service is not satisfactory

# Enterprise Clinic Type 1

  
1 - 299

## Furniture, Equipment, Medicine & Consumables



First Aid Box/ Cupboard/  
Almirah marked with Red  
Crescent or Cross symbol



Updated list of expiring  
medicine & replacement  
consumables, equipment



Wheelchair availability



Medicine, equipment &  
first aid consumables as  
per employee size

## Health Services



First aid



List of hospital/ clinic/ diagnostic  
center as secondary referral



Any suitable transport  
arrangement to ensure  
secondary referral

## Human Resource



1 designated person  
trained in primary aid



Refresher training for the  
designated person for first  
aid and Basic Life Support  
as and when needed

## Data Management & Reporting






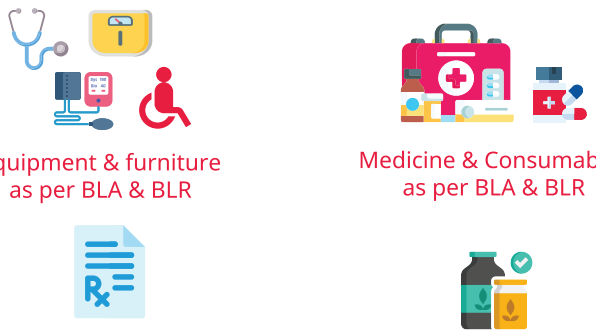
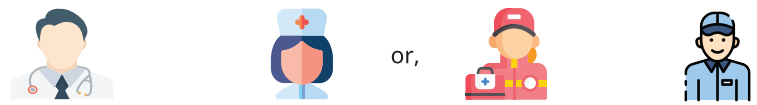

Healthcare Committee



Checklist & action  
planning as per Handbook

# Enterprise Clinic Type 2

300 - 499

Infrastructure & Utilities	Health Services
 <p>Size minimum 120 Sqft</p> <p>OPD with medicine dispensary</p> <p>Located away from sections producing noise</p>  <p>Biomedical waste management</p> <p>Generator connection</p>	 <p>Primary care</p> <p>Awareness creation (counseling/ visuals/ awareness session/ PA system announcement/ leaflets)</p> <p>Treatment of common illness &amp; workplace injury at OPD</p> <p>Eye &amp; Hearing Screening for workers at risk</p>  <p>Any suitable transport arrangement to ensure secondary referral</p> <p>List of hospital/ clinic/ diagnostic center as secondary referral center</p> <p>Advise of physical therapy by doctors related to OH/ workplace accident at OPD</p>
Equipment, Furniture, Medicine & Consumables	Human Resource
 <p>Equipment &amp; furniture as per BLA &amp; BLR</p> <p>Medicine &amp; Consumables as per BLA &amp; BLR</p> <p>Updated list of expiring medicine, consumables, equipment &amp; replacement</p> <p>Health products at subsidized price</p>	 <p>1 Doctor with BMDC registration (Partially physical, minimum 1 day in a week)</p> <p>1 Trained Nurse</p> <p>1 Trained Paramedic/Dresser (Female preferable)</p> <p>1 Support Staff</p>  <p>Refresher training on family planning, reproductive health, mental health &amp; nutrition as and when needed</p>

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice



# Enterprise Clinic Type 2

## Data Management & Reporting



All Records of treatment history & workplace injury preserved



Healthcare Committee



Checklist & action planning as per Handbook

## Cross-Cutting Areas



Good quality of cleanliness maintained



Adequate measures to protect against infectious disease



Proper use of PPE by general staff as preventive care



Proper use of PPE during duty by clinical staffs as preventive care

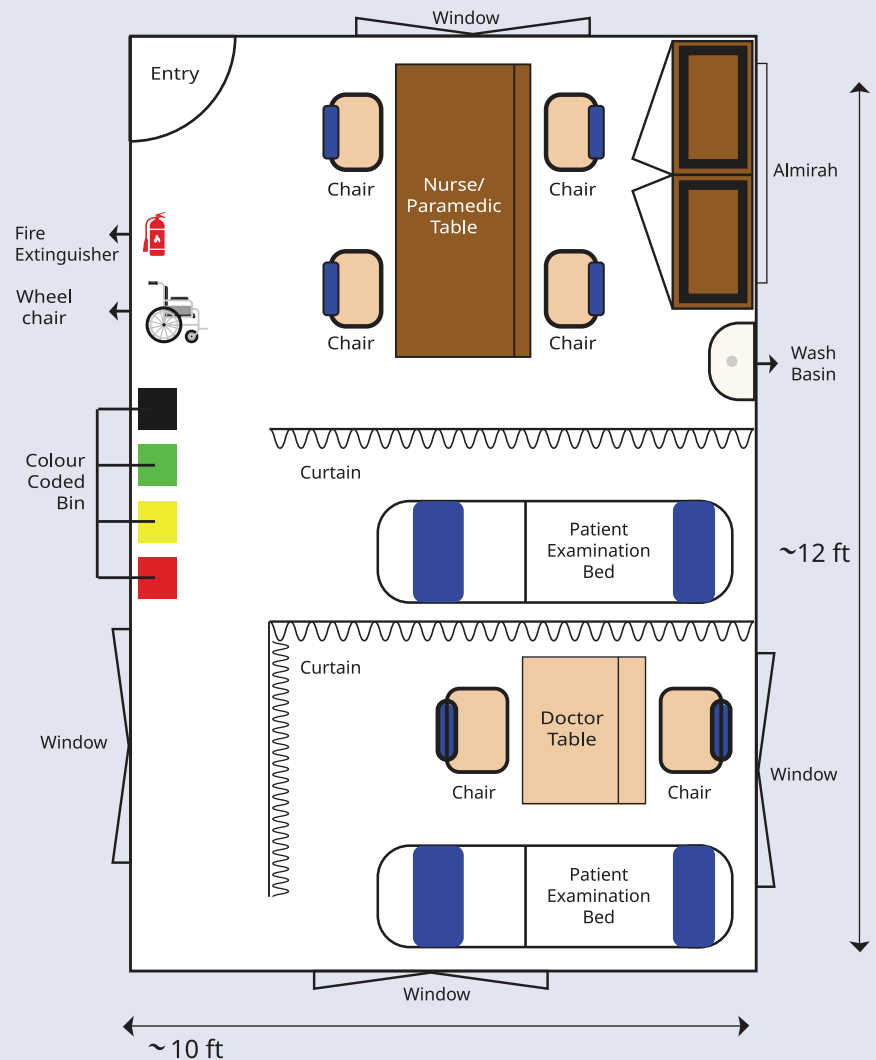


Figure 2: Sample EC type 2 Structure

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice

# Enterprise Clinic Type 3



500 - 1199

## Infrastructure & Utilities



Size minimum  
120 - 180 Sqft



OPD with medicine  
dispensary



Located away from  
sections producing noise



Biomedical waste  
management



Generator connection

## Health Services



Primary care



Awareness creation (counseling/  
visuals/ awareness session/ PA  
system announcement/ leaflets)



Treatment of common  
illness & workplace  
injury at OPD



Eye & Hearing  
Screening  
for workers  
at risk



Any suitable transport  
arrangement to ensure  
secondary referral



List of hospital/ clinic/  
diagnostic center as  
secondary referral center



Advise of physical  
therapy by doctors  
related to OH/ workplace  
accident at OPD

## Equipment, Furniture, Medicine & Consumables



Equipment & furniture  
as per BLA & BLR



Medicine & Consumables  
as per BLA & BLR



Updated list of expiring  
medicine, consumables,  
equipment & replacement



Health products  
at subsidized price

## Human Resource



1 Doctor with  
BMDC registration  
(Partially physical,  
minimum 3 day in a week)



1 Trained  
Nurse

or,



1 Trained  
Paramedic/Dresser  
(Female preferable)



1 Support  
Staff



Refresher training on family planning,  
reproductive health, mental health &  
nutrition as and when needed

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice

# Enterprise Clinic Type 3

## Data Management & Reporting



All Records of treatment history & workplace injury preserved



Healthcare Committee



Checklist & action planning as per Handbook

## Cross-Cutting Areas



Good quality of cleanliness maintained



Adequate measures to protect against infectious disease



Proper use of PPE by general staff as preventive care



Proper use of PPE during duty by clinical staffs as preventive care

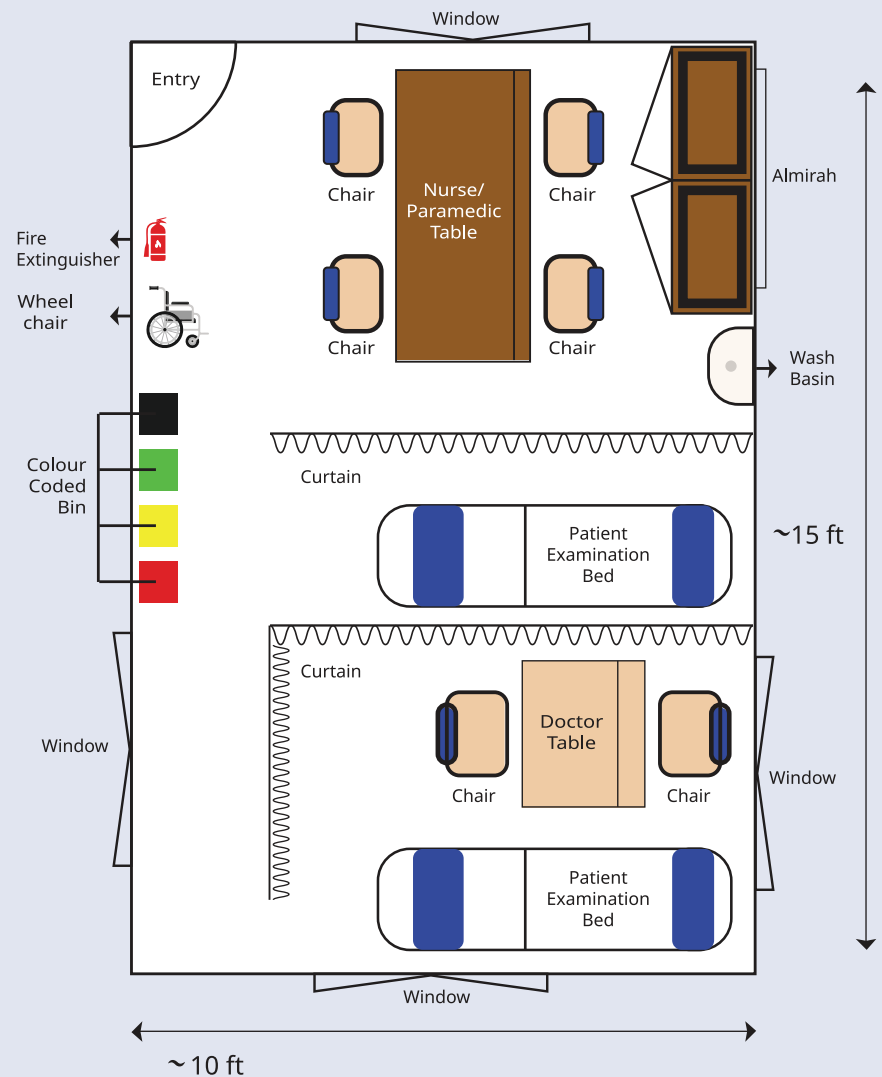


Figure 3: Sample EC type 3 Structure

# Enterprise Clinic Type 4

1200 - 2999

## Infrastructure & Utilities



Size minimum  
180 Sqft



OPD with medicine  
dispensary



Located away from  
sections producing noise



Biomedical waste  
management



Generator connection

## Health Services



Primary care



Awareness creation (counseling/  
visuals/ awareness session/ PA  
system announcement/ leaflets)



Treatment of common  
illness & workplace  
injury at OPD



Eye & Hearing  
Screening  
for workers  
at risk



Any suitable transport  
arrangement to ensure  
secondary referral



List of hospital/ clinic/  
diagnostic center as  
secondary referral center



Advise of physical  
therapy by doctors  
related to OH/ workplace  
accident at OPD

## Equipment, Furniture, Medicine & Consumables



Equipment & furniture  
as per BLA & BLR



Medicine & Consumables  
as per BLA & BLR



Updated list of expiring  
medicine, consumables,  
equipment & replacement



Health products  
at subsidized price

## Human Resource



1 Doctor with  
BMDC registration  
(full time)



1 Trained  
Nurse  
(full-time)



1 Trained  
Paramedic/Dresser  
(full-time)  
(Female preferable)



1 Support  
Staff



Refresher training on family planning,  
reproductive health, mental health &  
nutrition as and when needed

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice

# Enterprise Clinic Type 4



1200 - 2999

## Data Management & Reporting



All Records of treatment history & workplace injury preserved



Healthcare Committee



Checklist & action planning as per Handbook

## Cross-Cutting Areas



Good quality of cleanliness maintained



Proper use of PPE by general staff as preventive care



Proper use of PPE during duty by clinical staffs as preventive care



Adequate measures to protect against infectious disease



Healthcare workers satisfied with service delivery



Employees are aware with service offering

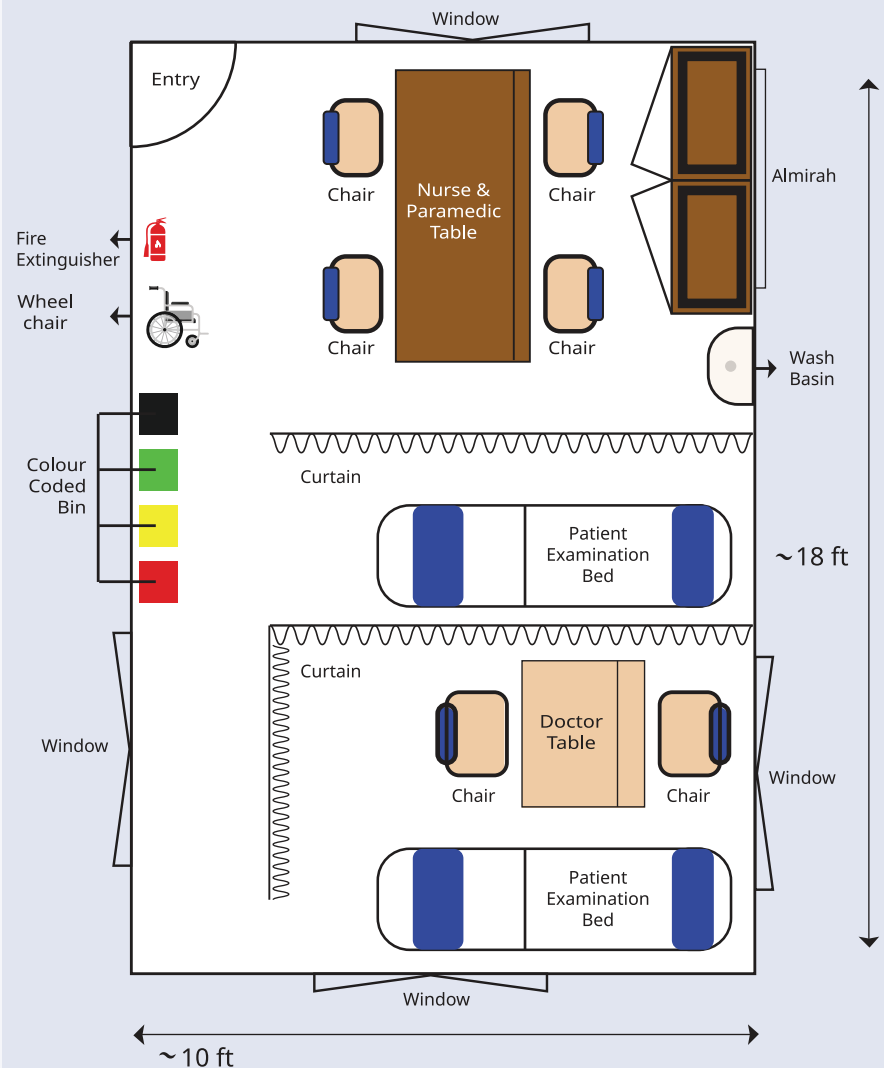


Figure 4: Sample EC type 4 Structure

# Enterprise Clinic Type 5

3000 - 4999

## Infrastructure & Utilities



Size minimum  
240 Sqft



OPD with  
medicine dispensary



Located away from  
sections producing noise



Biomedical waste  
management



Generator connection

## Health Services



Primary care



Awareness creation (counseling/  
visuals/ awareness session/ PA  
system announcement/ leaflets)



Treatment of common  
illness & workplace  
injury at OPD



Eye & Hearing  
Screening  
for workers  
at risk



Any suitable transport  
arrangement to ensure  
secondary referral



List of hospital/ clinic/  
diagnostic center as  
secondary referral center



Advise of physical  
therapy by doctors  
related to OH/ workplace  
accident at OPD

## Equipment, Furniture, Medicine & Consumables



Equipment & furniture  
as per BLA & BLR



Medicine & Consumables  
as per BLA & BLR



Updated list of expiring  
medicine, consumables,  
equipment & replacement



Health products  
at subsidized price

## Human Resource



2 Doctor with  
BMDC registration  
(full time)



2 Trained  
Nurse  
(full-time)



2 Trained  
Paramedic/ Dresser  
(full-time)  
(Female preferable)



2 Support  
Staff  
(full-time)



Refresher training on family planning,  
reproductive health, mental health &  
nutrition as and when needed

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice

# Enterprise Clinic Type 5



3000 - 4999

## Data Management & Reporting



All Records of treatment history & workplace injury preserved



Healthcare Committee



Checklist & action planning as per Handbook

## Cross-Cutting Areas



Good quality of cleanliness maintained



Proper use of PPE by general staff as preventive care



Proper use of PPE during duty by clinical staffs as preventive care



Adequate measures to protect against infectious disease



Healthcare workers satisfied with service delivery



Employees are aware with service offering

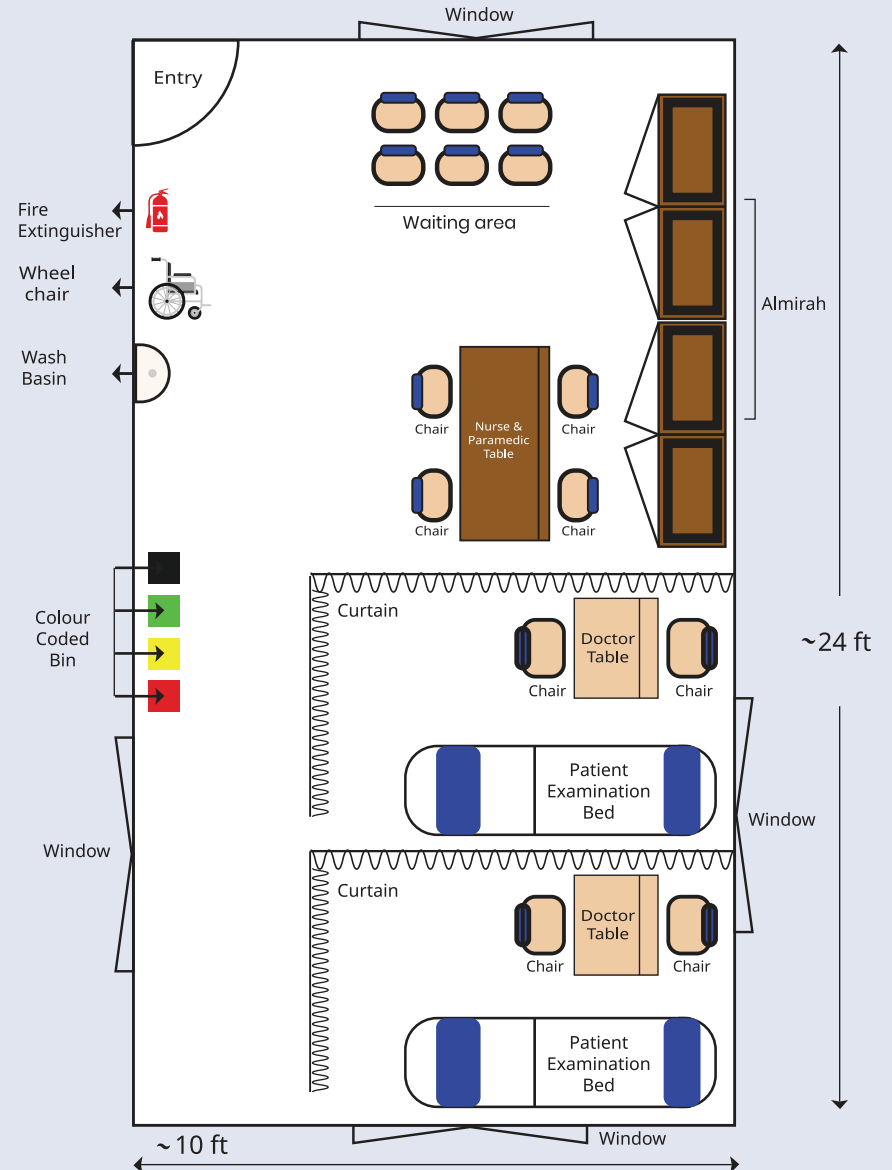


Figure 5: Sample EC type 5 Structure

# Enterprise Clinic Type 6



5000 – 7500

## Infrastructure & Utilities



Size minimum  
360 Sqft



Located away  
from sections  
producing noise



OPD  
with waiting  
area



1 isolation  
bed



IPD with  
6 beds



Dressing  
room



Medicine  
store



Biomedical waste  
management



Generator  
connection

## Health Services



Primary  
care



Awareness creation  
(counseling/ visual/  
awareness session/ PA system  
announcement/ leaflets)



Treatment of  
common illness,  
workplace  
injury at OPD



Pre and post  
delivery service  
(ANC & PNC)  
at OPD & IPD



Advise of physical  
therapy by doctors  
related to OH/ workplace  
accident at OPD



Acute workplace  
injury management  
At IPD



Any suitable  
transport  
arrangement to  
ensure secondary referral



List of hospital/ clinic/  
diagnostic center  
as secondary  
referral center



Regular  
working hour &  
overtime  
hour coverage



Eye & Hearing  
Screening  
for workers  
at risk

## Equipment, Furniture, Medicine & Consumables



Equipment & furniture  
as per BLA & BLR



Medicine & Consumables  
as per BLA & BLR



Updated list of expiring  
medicine, consumables,  
equipment & replacement



Health products  
at subsidized price

## Human Resource



2+ Doctor with  
BMDC registration  
(full time)



2+ Trained  
Nurse  
(full-time)



2+ Trained  
Paramedic/ Dresser  
(full-time)  
(Female preferable)



2+ Support  
Staff  
(full-time)



Refresher training on family planning,  
reproductive health, mental health &  
nutrition as and when needed

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice



# Enterprise Clinic Type 6



5000 - 7500

## Data Management & Reporting



All Records of treatment history & workplace injury preserved



Healthcare Committee



Checklist & action planning as per Handbook

## Cross-Cutting Areas



Good quality of cleanliness maintained



Proper use of PPE by general staff as preventive care



Proper use of PPE during duty by clinical staffs as preventive care



Adequate measures to protect against infectious disease



Healthcare workers satisfied with service delivery



Employees are aware with service offering

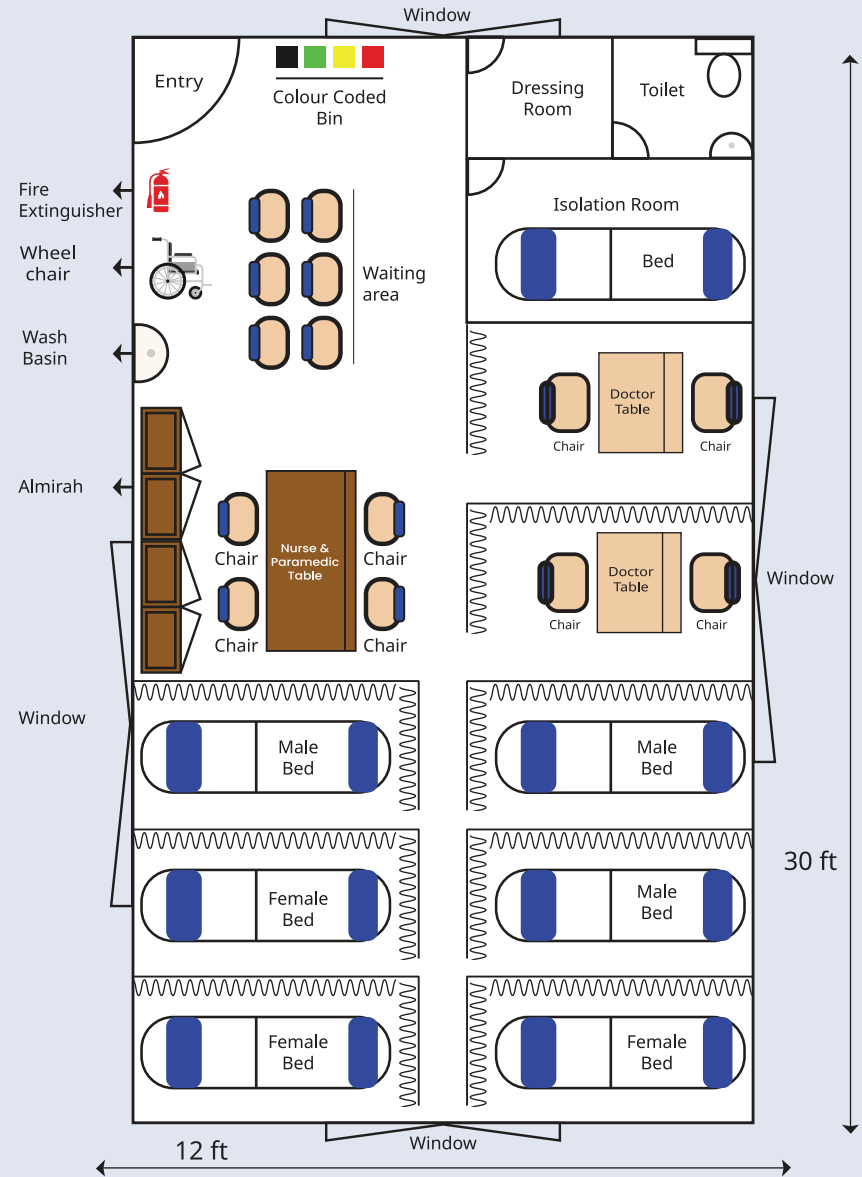


Figure 6: Sample EC type 6 Structure

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice

# Enterprise Clinic Type 7

  
7500+

## Infrastructure & Utilities



Size minimum  
360+ Sqft



Located away  
from sections  
producing noise



OPD  
with waiting  
area



1 isolation  
bed



IPD with  
6 beds



Dressing  
room



Medicine  
store



Biomedical waste  
management



Generator  
connection

## Health Services



Primary  
care



Awareness creation  
(counseling/ visual/  
awareness session/ PA system  
announcement/ leaflets)



Treatment of  
common illness  
workplace  
injury at OPD



Pre and post  
delivery service  
(ANC & PNC)  
at OPD & IPD



Advise of physical  
therapy by doctors  
related to OH/ workplace  
accident at OPD



Acute workplace  
injury management  
At IPD



Any suitable  
transport  
arrangement to  
ensure secondary referral



List of hospital/ clinic/  
diagnostic center  
as secondary  
referral center



Regular  
working hour &  
overtime  
hour coverage



Eye & Hearing  
Screening  
for workers  
at risk

## Equipment, Furniture, Medicine & Consumables



Equipment & furniture  
as per BLA & BLR



Medicine & Consumables  
as per BLA & BLR



Updated list of expiring  
medicine, consumables,  
equipment & replacement



Health products  
at subsidized price

## Human Resource



3+ Doctor with  
BMDC registration  
(full time)



3+ Trained  
Nurse  
(full-time)



3+ Trained  
Paramedic/ Dresser  
(full-time)  
(Female preferable)



3+ Support  
Staff  
(full-time)



Refresher training on family planning,  
reproductive health, mental health &  
nutrition as and when needed

Red= As per BLA and BLR Black= Stakeholders' suggestions considered as good practice

# Enterprise Clinic Type 7



## Data Management & Reporting



All Records of treatment history & workplace injury preserved



Healthcare Committee



Checklist & action planning as per Handbook

## Cross-Cutting Areas



Good quality of cleanliness maintained



Proper use of PPE by general staff as preventive care



Proper use of PPE during duty by clinical staffs as preventive care



Adequate measures to protect against infectious disease



Healthcare workers satisfied with service delivery



Employees are aware with service offering

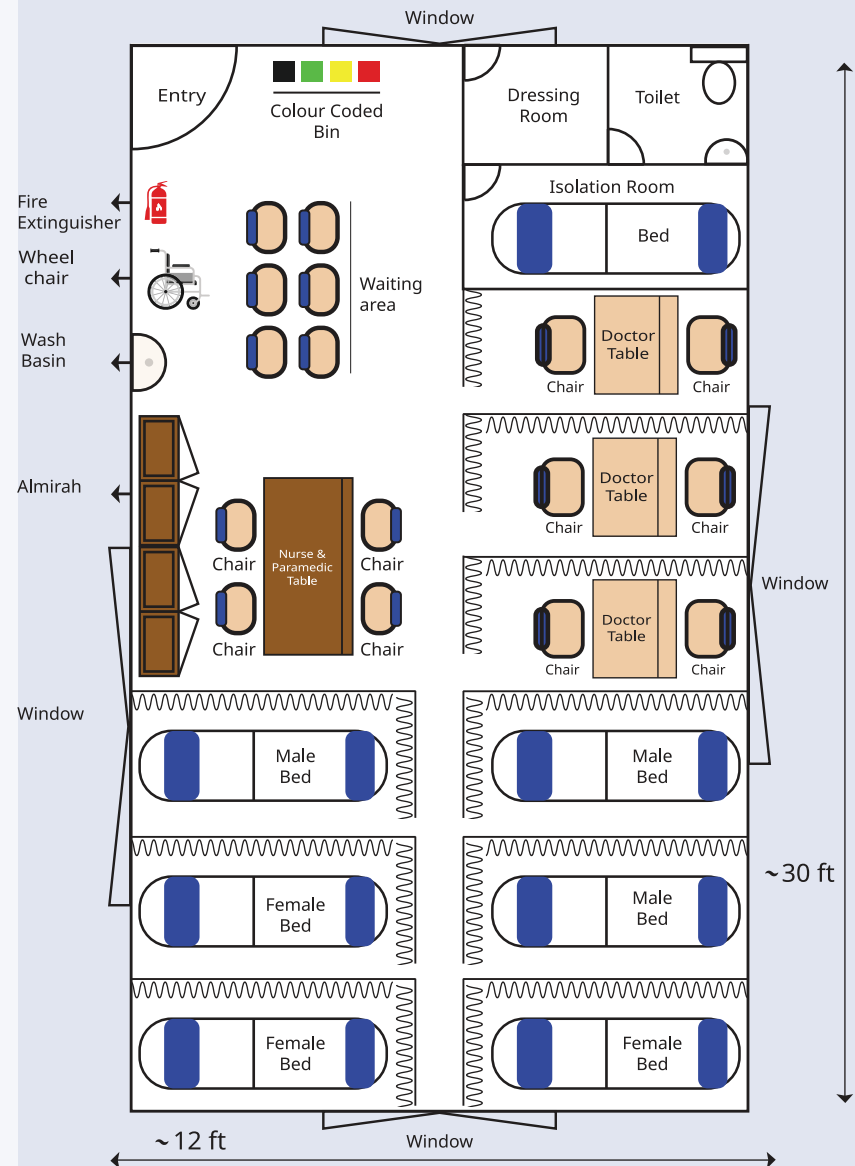


Figure 7: Sample EC type 7 Structure



International  
Labour  
Organization

International Labour Organization  
Country Office for Bangladesh  
PPD Secretariat Office Complex  
2nd Floor, Block-F, Plot-17/B&C  
Agargaon, Sher-e-Bangla Nagar  
Dhaka-1207, Bangladesh  
[ilo.org/bangladesh](http://ilo.org/bangladesh)