



**ethical  
supply chain  
program**  
FOUNDED BY ICTI



# Worker Helpline

# 0800-1-012-099

*Domestic long-distance calls within Indonesia are free of charge*

## We're here to listen and help

Our trained staff offer support and guidance with any personal or work-related problems you are encountering. We can also answer your questions on your legal rights and responsibilities.

We're here to talk through whatever is troubling you, find the answers that are right for you, and offer support.

You can call the helpline between 9 am and 9 pm every day, except during the Eid al-Fitr and Christmas holidays. If you call outside these hours, you can leave a voicemail or email [helpline\\_id@ethicalsupplychain.org](mailto:helpline_id@ethicalsupplychain.org), and we'll get back to you.

All calls to the helpline are free and confidential.



## Your basic rights include (but are not limited to):

1. Wages for regular working hours and overtime must comply with local legal requirements.
2. You should not work excessive hours. All overtime must be voluntary, and you have the right to refuse overtime.
3. The factory must not demand a deposit from you, retain your identity card, or withhold your wages.
4. You are entitled to a copy of your employment contract, social insurance coverage, and all paid leave required by law.
5. Everyone's rights must be respected without discrimination based on gender, place of origin, or other personal circumstances, including having experienced a workplace accident or occupational disease.
6. You must not be subjected to any form of harassment (e.g. invasive body searches or sexual harassment) or discrimination. Psychological or physical punishment is prohibited.
7. Your working environment must be safe, hygienic, and compliant with local laws.
8. You should receive appropriate personal protective equipment free of charge, along with health and safety training.
9. If you are over 15 but under 18, you are considered a young worker. The following protections apply:
  - a. Your work must not interfere with your physical, mental, or social development.
  - b. Any employment agreement must be signed with the consent of your parent or guardian, and you must not work more than 3 hours per day.
  - c. You may work only during the daytime, and your work must not interfere with your schooling.
  - d. You must not operate dangerous machinery or equipment or engage in heavy lifting.
  - e. You must not be exposed to harmful chemicals, electrical hazards, high levels of dust or noise, or extreme temperatures. You must also not work at heights.
10. You have the right to elect employee representatives in accordance with the law.

If you have any questions about your rights, please call our Worker Helpline or contact Indonesia's Ministry of Manpower at 1500630.