



**THE MINISTRY OF LABOUR & SOCIAL SECURITY  
ANNUAL PERFORMANCE REPORT**

**(01<sup>ST</sup> APRIL 2024 TO 31<sup>ST</sup> DECEMBER 2024)**



Submitted by:

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## FOREWORD

It is my honour to present to this House the annual performance report for the Ministry of Labour and Social Security for the financial year 2024/25. The main function of this Ministry is to create, improve and maintain an environment of harmonious labour relations and employment protection, skills planning and development and social security for the enhancement of social justice and economic growth.

During the year under review The Long-standing Employment Bill No. 12 of 2024 was approved by Cabinet and subsequently published in the Government Gazette in November 2024. The Ministry will be tabling this Bill within the fourth Quarter of the 2024/25 financial year.

The Ministry, has in the reporting period attended the 112TH Session of the International Labour Conference (ILC) 2024 since the commencement of these annual International Labour Conferences by the ILO. On the 9<sup>th</sup> August, 2024 the Ministry appointed and commissioned a Government Task Team to address Conclusions of the Conference Committee on Application of Standards (CAS) and other ILO issues which include: Conclusions of the Conference Committee on Application of Standards (CAS), which emanated from the 112th session of the International Labour Conference (ILC) which was held from the 3<sup>rd</sup> to the 14<sup>th</sup> June 2024 in Geneva, Switzerland; observations made by the Committee of Experts on the Application of Conventions and Recommendations (CEACR) on Convention 87 and 98; Issues pending before the Committee on Freedom of Association (CFA) under Case No. 3425 and 2949; and Recommendations of the Independent Investigation Committee and outcomes of the Voluntary Conciliation Report that was signed by Government and TUCOSWA in September 2023.

Furthermore, in the reporting period, the department of Labour conducted **one thousand one hundred and ten (1110)** inspections compared to **One thousands two hundred and forty-two (1242)** inspections conducted in 2023 and to **One thousand five hundred and eighty-six (1586)** inspections conducted in the year 2022. This indicates a decrease of **One hundred and thirty-two (132) inspections**, which translates to **12%** decline. This is attributed to the lack of resources transport and personnel to conduct the inspections. With the ongoing efforts by Government to procure new motor vehicles, the Department will be positioned to do more inspections. There is need to employ more Labour Inspectors since currently the Department's General Inspectorate Unit has an extremely limited number of Labour Inspectors, actually there only thirteen (13) who have to service to whole country. The Ministry recently got a waiver from the Ministry of Public Service to employ five (5) new Labour Inspectors, which is still far less when compared to the number of work establishments that are liable for inspection in the country which exceed twenty thousand (20 000).

The Occupational Health and Safety unit received a total number of seven hundred and twenty-seven (**727**) occupational injuries in the annual period under review, within which fourteen (**14**) were fatalities. A total of sixteen (**16**) fatal and serious accidents were investigated during the period under review. Some of the cases of occupational injuries investigated were submitted to the Attorney General Office for their determination of criminal offences.

The Social security department has in the reporting year instituted the Social Security Inquiry (SSI) Tool as part of the broader efforts to expand coverage and improve the effectiveness and efficiency of the National Social Security system. The SSI provides a sustainable response system to map existing social protection schemes in Eswatini, assess adequacy of benefits, and identify policy gaps and opportunities. The Social Security Inquiry tool provides a mechanism for monitoring the implementation of the National Social Security Policy (2021).

At the close of the reporting period, Government had still not taken a decision on the housing of the Unemployment Benefit Scheme (UBS). On another note, the Bill on the Conversion of the Fund to a Pension Scheme is still being handled by Cabinet.

In this period, the Scholarship unit conducted scholarship interviews for the academic year 2024/25 for individuals who had applied to study in local tertiary institutions. The interviews for both local and SADC Region universities and colleges were held for the following institutions: Eswatini Medical Christian University (EMCU), Southern Africa Nazarene University (SANU), Limkokwing University of Creative Technology, Good Shepherd College of Health Sciences, Royal Science Technology Park- Advanced School of Information Technology (RSTP), Botho University, Emergency Medical Rescue College (EMRC), Gwamile VOCTIM, Eswatini College of Technology (ECOT), William Pitcher College, Ngwane Teacher Training College, University of Eswatini (UNESWA), Institute of Development Management (IDM) and universities in South Africa and Namibia. Scholarship interviews were conducted by the Pre-Service Tertiary Education and Training (Scholarship) Board. Interviews were scheduled according to the ALMANAC and academic calendar of each tertiary institution.

For the reporting period, interviews, selection and award, a total of **4550** study loans have been granted thus far of a total of **6,838** applicants. The cut-off point for the financial year under review was of 27 and 30 points on the Admission Point Score (APS) for diploma and degree programmes respectively (for local awards) and 33 points for study outside the country. The total number of qualifying applicants achieving and APS of 30/ 33 points and above was **4,735**. The means test tool was used to determine applicants who were then recommended and selected for scholarship award.

The Ministry continued to pay out student assistance loans (allowances) and study loans (tuitions) for all students studying locally and externally. A total expenditure of **E298,316,533.02** was made for the quarter under review. Tuition fees for local tertiary institutions will be paid in the last quarter being the period when registration for the second semester and the consolidation of the academic year is concluded.

Under the Scholarship recovery, a gross total of **E62,643,568.30** was collected in the period under review consolidated from the three (3) collection points of Government. A total amount of **E53,211,485.06** was collected through the Consortium, **E1,424,196.86** collected through the Government scholarship recovery account held with the First National Bank and **E8,007,886.38** collected from civil service salary system.

Under the National Industrial and Vocational Training (NIVT), there were a total of one thousand six hundred and seventy (**1670**) candidates trade tested during the year 2024/25. There were 66 candidates that were not trade tested due to alternative venues and those that did not make form a group good enough to be assessed. These candidates will be prioritized in the coming financial year, 2025/26. Furthermore, the Directorate, through assistance from the Technical and Vocational Enhancement Project funded by the Republic of China – Taiwan developed occupational standards and qualifications for Mechanical Fitting and Instrumentation levels two to four.

More so, the Vocational Training and Rehabilitation Services (VTRS), unit was awarded a grant amounting to E2.8 million by the Republic of China (Taiwan) for the Upgrading of furniture and procurement of training equipment for (Phase 2) for the Nhlangano VTRS. These funds were also for the procurement of a customised kombi. This procurement process for the kombi has been finalised and awaiting delivery. The process for procuring the other items is also on-going. Renovations for the Nhlangano Vocational centre has been completed while the renovations at the Malkerns centre are ongoing and will be completed before the close of the reporting year.

The Ministry through the National Human Resources Planning and Development Section has developed a National Action Plan for strengthening and improving the Labour Market Information and Skills Anticipation System. The goal of this Plan is to strengthen the labour market information (LMI) and skills anticipation system (LMIS) in Eswatini. It also seeks to position the LMIS IT system as a one-stop shop for labour market information and job-matching in Eswatini. The National Action Plan was one of the projects under the Skills Initiative for Africa (SIFA) Programme to which the International Labour Organization (ILO) provided funds and technical assistance to the Ministry as part of its commitment to develop the LMI and skills anticipation system agenda. The National Action Plan for strengthening and improving the Labour Market Information and Skills Anticipation System awaits Cabinet approval.

The Ministry, through the Measurement and Testing unit, launched the Eswatini National Career Expo (ENCE) 2024 which was held at Happy Valley Hotel, Ezulwini, on June 21, 2024, preceding regional expos. The launch highlighted ENCE's positive impact on Eswatini's youth and identified areas for improvement. Regional expos were held in six venues between June 25 and July 4, 2024, reaching 20,508 attendees (students, youth, and teachers) from 182 schools. Mavuso Trade Centre recorded the highest attendance, while Mankayane had the lowest.

The Ministry has made a total revenue collection of **E64 724 360** as at the end of the third quarter. This as a result indicates an increase of **5%** in revenue collection when compared to the same period last financial year of **E62, 156,474**. A bulk of the revenue is collected through the Scholarship Recovery Programme which accounts for more than **96%** of the total revenue collected.

**Phila W. Buthelezi (MP)**

**Minister for Labour and Social Security**

## ACRONYMS

ARLAC	African Regional Labour Administration Centre
AU	African Union
CMAC	Conciliation, Mediation and Arbitration Commission
DIVT	Directorate of Industrial and Vocational Training
ENPF	Eswatini National Provident Fund
HoD	Head of Department
HRPD	Human Resource Planning and Development
ILO	International Labour Organization
LAB	Labour Advisory Board
LMIS	Labour Market Information System
MDGs	Millennium Development Goals
MoLSS	Ministry of Labour and Social Security
NIVT	National Industrial and Vocational Training
NSSP	National Social Security Policy
OSH	Occupational Safety and Health
PTET	Pre-Tertiary Education and Training
SADC	Southern Africa Development Community
SBIA	Statutory Bodies and International Affairs
TOEFL	Test of English as a Foreign Language
VTRS	Vocational Training and Rehabilitation Services



## 1.0 MINISTRY OVERVIEW

### 1.1 Ministry Vision:

“To be a globally reputable and competitive entity that promotes labour and employment standards for robust socio-economic growth.

### 1.2 Mission Statement:

“To maximize the utilization of national human capital resources through the creation of a conducive environment for decent work, social protection, employment facilitation to foster economic growth and social justice”

### 1.3 Ministry Goal by 2022:

“To facilitate world class social and economic growth through the provision of high standard and high quality labour (decent work), employment and social protection services.”

### 1.4 Ministry objectives

1.4.1 To facilitate social and economic growth through improved Human Capital Development and Management.

1.4.2. To provide a decent working environment for the country.

1.4.3. To provide comprehensive and integrated social protection for the nation.

1.4.4. To manage the working environment to allow for the greatest possible contribution to the Ministry’s productivity and competitiveness.

### 1.5 The Operations of the Ministry

The Ministry’s mandate is to provide services to the nation at different levels of person’s growths levels. At the very formative stages of life, the Ministry has program that provide for the protection of children from child labour and thus allowing them the opportunity to go to school to get the necessary education required at the later stages for an effective labour market. At mid-development stages the child is assisted through the Ministry’s measurement and aptitude testing services to enable the child to choose the appropriate career. Upon completion of high school, the prospective worker is supported through the student study loans program to study labour market priority areas. The Ministry provides several employment services to enable the prospective workers to be absorbed in the labour market and these services include undertaking regular employment surveys and producing the required statistics, providing vocational training and rehabilitation services for persons living with disabilities as well as providing trade testing services for artisans and placing students in apprenticeship program in various industries in the economy.

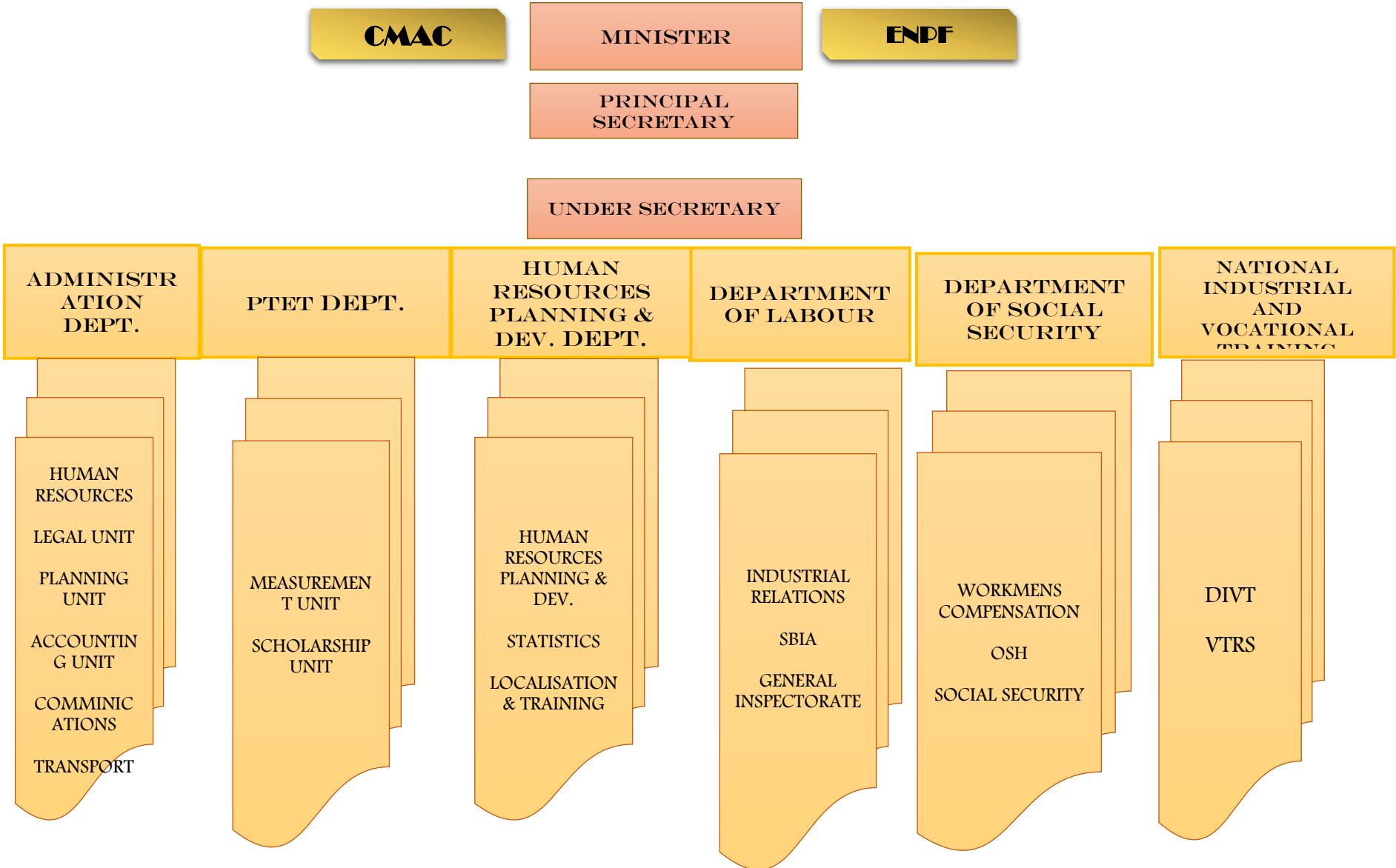
There is also the Training and Localization function which ensures placement of EmaSwati in key positions within the labour market through conducting training plan audits and teach-ins.

The Department of Labour then ensures that once workers are at the work place their rights as enshrined in labour laws and international standards are guaranteed and protected and also that the working environment is healthy and safe.

Workers need to be protected from loss of income as a result of infirmity, loss of job or old age. The Social Security Department takes care of this aspect through development of appropriate legislative and policy parameters and providing oversight of all the institutions that have been created for this purpose including amongst others the workmen's compensation and the provident fund. The primary aim of this department is to create minimum social protection floors for workers during and post active employment.

### 1.6 Organogram

To effectively execute its mandate, the Ministry established five departments for a linked comprehensive service delivery supported by the Ministry's Administration. Below is a demonstration of the organizational structure of the Ministry.



## 2.0 FINANCIAL REPORT (April-December 2024)

### 2.1 Revenue Report

REVENUE ITEM	APRIL-DEC 2023/2024	APRIL-DEC 2024/2025	VARIANCE	UNDER/ OVER COLLECTION
SVNET	48 301 731	53 211 484	4 909 753	10%
ESRIC	1 221 562	1 210 448	-11 114	0%
Trade testing (21602)	502 680	896 067	393 387	79%
Civil servants scholarship recovery revenue (22103)	12 115 731	9 400 011	-2 715 720	-22%
Sundry fees (21990)	14 770	6 350	-8 420	-57%
<b>TOTALS</b>	<b>62 156 474</b>	<b>64 724 360</b>	<b>2 557 886</b>	<b>5%</b>

#### Summary of revenue collection

The Ministry has made a total revenue collection of **E64 724 360** as at the end of the third quarter. This indicates an increase of **5%** when compared to the same reporting period last financial year. A bulk of the revenue is collected through the Scholarship Recovery Programme which accounts for more than **96%** of the total revenue collected.

#### Analysis of Revenue collection by item:

##### SVNET

SVNET is the consultant engaged by Eswatini Government to collect scholarship repayments from individuals who benefitted from Government Scholarship awards. A net revenue amounting to **E53 211 484** had been collected under this item as at the reporting period ending 31<sup>st</sup> December 2024 when compared to same period last financial year. This

reflects an increase of **10%** whereby the previous year's revenue collection amounted to **E48 301 731**. This item continues to be the main revenue collector for the Ministry.

### **ESRIC – Eswatini Royal Insurance Corporation**

This consists of **1%** of the total workmen's compensation levy paid by ESRIC to the Ministry of Labour and Social Security each financial year. Revenue amounting to **E1 210 448** has been received for this financial year compared to **E1 221 562** paid last year, same reporting period, resulting in a **0.009%** decline in revenue collection.

### **Trade testing (21602)**

The Ministry, under the DIVT department, tests skills in the following occupational trades: motor vehicle mechanic, bricklaying, plumbing, construction, auto engineering, carpentry, electrician, painting and survey. As at the time of reporting, revenue totalling **E896 067** was collected against revenue amounting **E502 680** which was collected during the same reporting period last financial year. This increase in revenue collection is mainly due to increased numbers of people coming in for trade testing.

### **Civil Servants Scholarship Recovery Revenue (22103)**

A total revenue collection amounting to **E9 400 011** has been made by the Ministry as at the end of the reporting period. This has resulted in a decline of about **22%** compared to the same period last financial year in which **E12 115 731** was collected. This is mainly due to the engagement of a consultant (SVNET) to manage all revenue related to scholarship recovery by the Government of Eswatini.

### **Sundry fees (21990)**

The Ministry collects revenue under this item from sales of the following documents: Industrial Relations Act, Occupational Safety and Health Act, Employment Act, Factories Machinery Regulations, Gazettes and Report of Injury and Medical Certificates. A decline in revenue collection is reported as at the end of the reporting period. Revenue amounting to **E6 350** was collected in the current period compared to **E14 770** received in the last financial year. This indicates a **57%** decrease in revenue collected under this item.

2.2 Summary on Recurrent Expenditure

ITEM	ANNUAL BUDGET	RELEASED BUDGET	SPENT TO DATE	COMMIT.	SPENT + COMM.	VARIANCE	PER.
00	1 648 578	3 766 555	3 488 918	222 220	3 711 138	55 417	1%
01	41 893 985	31 532 625	36 147 310	0	36 147 310	-4 614 685	-14%
02	8 600 158	7 824 601	4 116 830	1 689 198	5 806 028	2 018 573	25%
03	80 000	60 000	0	0	0	60 000	100%
04	23 137 858	19 107 135	11 651 284	835 018	12 486 302	6 620 833	34%
06	5 146 803	4 410 471	2 063 468	720 823	2 784 291	1 626 180	36%
07	947 925	732 491	51 813	268 715	320 528	411 963	56%
10	667 100 985	495 388 232	316 451 347	1 811 191	318 262 528	177 125 704	35%
11	1 091 679	905 000	631 208	0	631 208	273 792	30%
<b>TOTALS</b>	<b>749 647 971</b>	<b>563 727110</b>	<b>374 602178</b>	<b>5 617 165</b>	<b>380 149333</b>	<b>183 577 777</b>	<b>32%</b>

**Item 00 – CTA Vehicle charges**

From a released budget of **E3 766 555** a total of **E3 711 138** has been spent and committed resulting in a variance of **E55 417**. The committed amount is for the payment of rented vehicles that the Ministry has been relying on for transportation needs. This item caters for vehicle rentals, fuel and maintenance of vehicles. With the new fleet of vehicles being bought by the Government, the Ministry is hopeful that rented vehicles will be minimized and will eventually clear all outstanding debts with car renting companies.

**Item 01 – Personnel costs**

A budget of **E31 532 625** has been released as at the end of the reporting period. Funds amounting to **E36 147 310** have been spent and committed resulting in an over expenditure of **E4 614 685 (-14%)**. This budget also includes an amount totalling to **E10, 000,000** for workmen’s Compensation under the Social Security Department. This budget is for compensation for injury on duty and occupational diseases for Civil Servants.

## **Item 02 – Travel, Transport and Communication**

From an allocated budget of **E7 824 601** funds amounting to **E5 806 028** have been spent and committed as at the end of the reporting period. This indicates a variance of **E2 018 573 (25%)**. The budget will be exhausted by the end of the financial year since more external trips are expected. Under this item the Ministry caters for expenditure which includes car mileage allowances, official external and internal travel and communication bills..

## **Item 03 – Drugs and Medicine Supplies**

A total budget of **E80 000** is allocated to the Ministry for this item out of which **E60 000** has been released. As at the end of the reporting period no expenditure has been incurred nor committed under this item, however the budget will be utilised for its intended purposes as the financial year progresses.

## **Item 04 – Professional services**

Funds under this item cater for board member fees, namely: Scholarship board, DIVT Board panel members, training and localisation board, wages council board and Labour advisory board. Also catered for under this item is the payment for the consultant engaged to recover repayments from scholarship beneficiaries, SVNET. From a released budget of **E19 107 135** funds amounting to **E12 486 302** has been spent and committed. As a result there is a positive variance of **E6 620 833** which is **34%** of the released budget under this item. Funds will be fully utilised by the end of financial year,

## **Item 06 – Consumables**

As at the end of the reporting period, out of a released budget of **E4 410 471** funds amounting to **E2 784 291** have been spent and committed. This indicates a variance of **E1 626 180** which is **36%** of the released budget under this item. The Ministry is hopeful that the budget will be fully utilised as we approach the financial year end.

## **Item 07 - Durables and Office furniture**

From an estimated budget of **E947 925** a budget amounting to **E732 491** has been released as at the end of the reporting period. Actual expenditure and commitments as at the reporting period amounts to **E320528** which indicates a variance of **56%**. The budget will be utilised for what it was budget for upon release of authority to commit funds from the Ministry of Finance.

## **Item 10 – Internal grants**

Under this item, the Ministry pays for Tertiary Scholarship grants and a subvention to the Conciliation Mediation and Arbitration Commission (**CMAC**). CMAC receives quarterly grants from the Ministry whilst the Scholarship grants

cater for students studying both locally and abroad. As at the end of the reporting period a budget of **E495 388 322** has been released out of a total budget amounting **E667 100 985**. Funds amounting **E318 262 528** has been spent and committed, resulting in a variance of **E177 125 704 (35%)**

### **Item 11 – External grants**

The Ministry use this budget to pay subscription fees to International organisations where it is a member. These organisations are International Labour Organisation (**ILO**), African Regional Labour Administration Centre (**ARLAC**) and International Social Security Associate (**ISSA**). Payments are normally made towards the end of the financial year when invoices are received from these organisations.

The total allocated budget for this item is **E1 091 679** for the whole financial year. As at the end of the reporting period, funds amounting to **E905 000** been released out of which a budget amounting **E631 203** has been spent or committed. As a result, there is a variance of **E273 792 (30%)**. The budget will be fully utilised by the end of the financial year

### **Summary**

From an allocated budget of **E749 647 971** a budget amounting **E563 717 110** has been released out of which **E380 149 333** has been spent and committed. This has resulted in a positive variance of **E183 577 777** which is **32%** of the total budget allocated to the Ministry. However, the Ministry, with a view to fulfil its mandate, will fully utilise the allocated budget by the end of the financial year.

### **Capital Project E45799**

A total amount of **E5, 000,000** was budgeted for this item. The funds will be transferred to the Micro Project fund for the commencement of (Phase 2) refurbishment of the Malkerns Vocational Training and Rehabilitation Services Centre for People with Disabilities.



## 3.0 DEPARTMENTAL PERFORMANCE REPORT

### 3.1 The Pre-Service Tertiary Education & Training (PTET) Department

The core responsibility of this department is to facilitate an improved labour supply and absorption. This involves training of EmaSwati to be employable and productive; assist in skills development; establishing an efficient labour market information system through provision of employment statistics, establish and maintain a human resource plan, as well as ensuring the protection of citizens with sound employment policies.

#### 3.1.1 Measurement and Testing Unit

##### 3.1.1.1 Background

Measurement and Testing Unit is a section within the National Employment Services Department. It was re-established in 2009 in the Ministry of Labour and Social Security by the Assignment of Responsibilities to Ministers Legal Notice No; 25 of 2009. This unit was mandated to provide recruitment tests to prospective students for placement to tertiary institutions, to employees for job recruitment and promotion, for scholarship selection and career guidance.

Measurement and Testing Unit conducts Aptitude and Self-Directed Search (SDS) Tests annually in schools, starting from May to July (during second term). Aptitude Tests are administered to Form three (3) and Self-Directed Search (SDS) Tests to Form five and Matric learners. Prospective Mature Age Entry students receive recruitment test annually in January, whilst job recruitment tests are undertaken only on request.

##### 3.1.1.2 Mandate

To ensure availability of testing tools and provision of testing services for career guidance and counselling, further training, scholarship selection and job recruitment to enhance productivity at workplace and business sector.

##### 3.1.1.3 Objectives

To facilitate economic growth through human capital development for self-motivated and productive labour force.

### 3.1.1.4 Activities

The activities are used to assess future skills needs in the labour market and to inform and enable training providers, young people, policy-makers, employers and workers to make better educational, training, employment choices, and proper placement to improve the use of skills and human capital development.

#### First Quarter Activities (April to June 2022)

##### Provision of Aptitude and Self-Directed Search Tests

These tests assess future skills needs, informing training providers, young people, policymakers, employers, and workers to make informed educational, training, and employment choices, and facilitating proper placement for improved skills utilization and human capital development.

- **Aptitude Tests:** These tests identify learners' capacity to learn in specific areas, predict academic/vocational success, and group learners with similar aptitudes.
- **SDS Tests:** These tests aid high school learners and adults in determining occupational interests for career guidance and counseling, selection, placement, recruitment, and job classification, and exploring alternative career possibilities.

##### **Job Recruitment Aptitude Tests:**

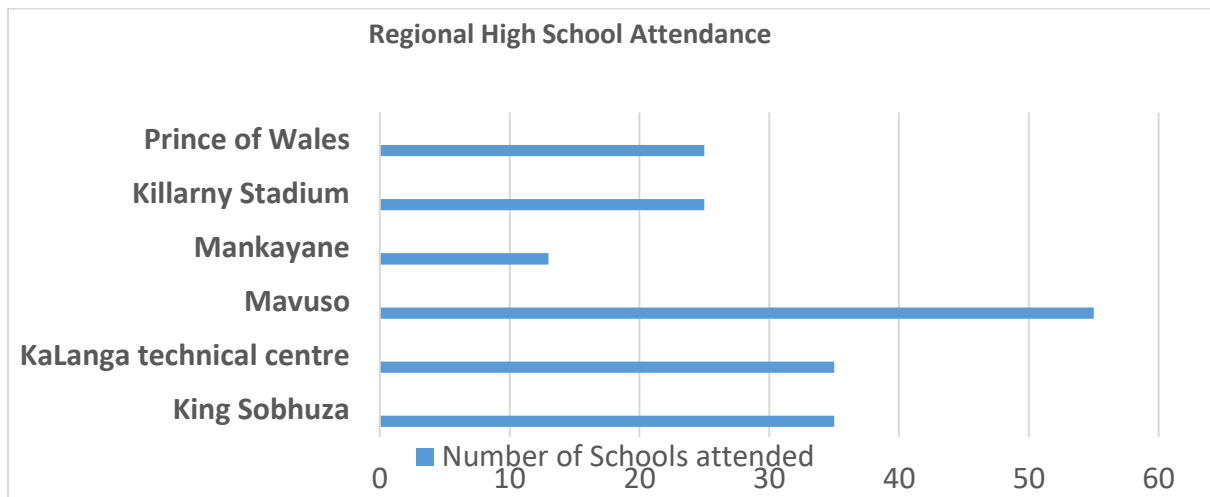
The Unit conducted job recruitment tests for Co-Creator Investments, assessing 35 applicants for Gift Shop Assistant positions and 11 for Graphic Design positions. Results indicated that 45% of Gift Assistant applicants and 63% of Graphic Design applicants demonstrated potential for these career fields (scoring above 50%).

##### **Eswatini National Career Expo (ENCE) 2024:**

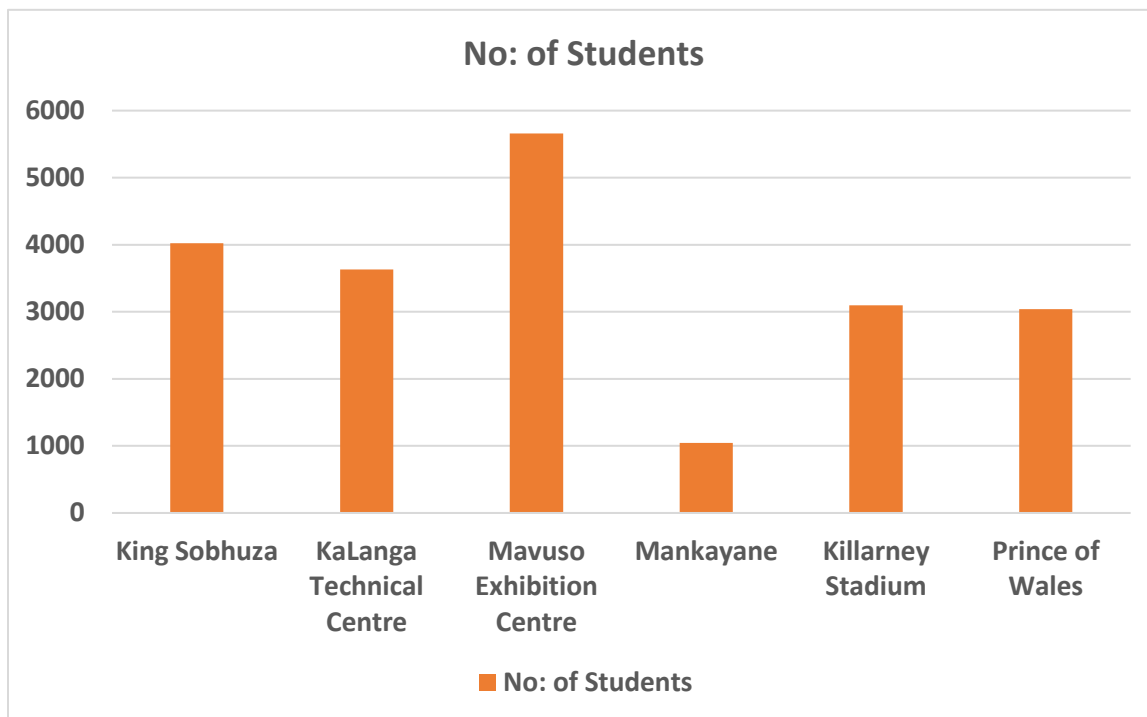
- **Overview:** ENCE, initiated in 2021, is an annual national event led by the Ministry of Labour and Social Security in collaboration with government ministries and partners. ENCE aims to reduce youth unemployment, address entrepreneurial skills and information gaps, and support in-school, out-of-school, and marginalized youth as they explore career options.
- **Launch:** The ENCE 2024 launch was held at Happy Valley Hotel, Ezulwini, on June 21, 2024, preceding regional expos. The launch highlighted ENCE's positive impact on Eswatini's youth and identified areas for improvement.
- **Theme:** "Right Career Choices and Right Timing Makes It Correct for Sustainable Employability: # Building youth Resilience through 21st-century skills and sustainable entrepreneurship for economic growth."

- **Objectives:**
  - Encourage job creation among young people.
  - Assist students and out-of-school youth in leveraging their skills for business ventures.
  - Create a platform for dialogue on entrepreneurship, TVET, and STEM careers for girls.
  - Reduce youth unemployment.
- **Regional Expos:** Regional expos were held in six venues between June 25 and July 4, 2024, reaching 20,508 attendees (students, youth, and teachers) from 182 schools. Mavuso Trade Centre recorded the highest attendance, while Mankayane had the lowest.
- **Exhibitors:** Exhibitors from academia, government ministries, funders, agencies, industries, and companies participated in the regional expos.
- **Out-of-School Youth:** 201 out-of-school youth attended the expos (1% of in-school attendees). A separate expo for out-of-school youth was recommended for the future.

Figure 1: Shows the number of schools that attended ENCE 2024



**Figure 2. Number of students who attended ENCE 2024**



**Administration of Form 3/Grade 9 Aptitude Test:**

Aptitude tests were administered to 21,483 students in 297 of the 308 secondary/high schools (96.4% coverage). 11,296 female and 9,187 male students took the test. There was a 6.5% decrease in test takers compared to 2023 (22,979 students). The Grade 9 Aptitude Test was administered to 3,944 students in 40 schools due to the introduction of the piloted 4-year program. Manzini and Hhohho regions had the highest number of test takers, while Shiselweni and Lubombo had the lowest. Analysis of test results indicated that most students performed at an average level, with fewer students above average and more below average, particularly in numerical and perceptual speed and accuracy.

**Administration of Form 5/Grade 12 Self-Directed Search (SDS) Test:**

SDS tests were administered to 17,807 students in 297 schools. There was a 10.3% increase in test takers compared to 2023 (16,150 students). Manzini and Hhohho regions had the highest number of test takers, while Shiselweni and Lubombo had the lowest.

**Administration of Tests to Students with Disabilities:** Aptitude and SDS tests were administered to 51 students with disabilities in 22 high schools across all regions.

**Capacity Building Workshops:** Capacity-building workshops were conducted for 323 guidance teachers on the importance, administration, and interpretation of Career Quest, Aptitude, and SDS tests. Follow-up monitoring and evaluation exercises were conducted to assess if teachers presented and interpreted results to students. Five guidance teachers from St. Marks High School were specifically trained on the Career Quest test.

**Career Expos and Events:** The Unit participated in career expos at U-Tech High School (17 schools in attendance), St. Marks High School (4 schools), and Waterford Ka-Mhlaba (online SDS testing for approximately 50 students and career counseling).

**Eswatini International Trade Fair (EITF) 2024:** The Unit participated in the EITF, themed “Accelerating Business Growth through Digital Transformation,” showcasing its services and providing career information. 495 visitors accessed the Unit’s services.

**Hhohho International Youth Day:** The Unit participated in the Hhohho International Youth Day, collaborating with stakeholders and providing information on AI skills, AI in education, and AI-driven career paths.

**Stakeholder Management and Engagement:** Appreciation letters were sent to partners and stakeholders. Preparations for ENCE 2025 have begun, with concept notes sent to potential partners.

**Key Achievements Summary:**

1. Successful launch of ENCE 2024 with 180 stakeholders in attendance.
2. Capacitation and recruitment of 80 extra-clerical officers.
3. 20,500 in-school youth and teachers attended ENCE 2024.
4. Aptitude tests administered to 21,483 Form 3/Grade 9 students.
5. SDS tests administered to 17,807 Form 5/Grade 12 students.
6. Testing of 51 students with disabilities.
7. Aptitude and SDS tests administered in six new high schools.
8. 495 visitors accessed services at the EITF.
9. Career expos hosted at St. Marks and U-Tech High Schools.
10. 323 guidance teachers capacitated on testing tools.
11. Participation in Waterford Ka-Mhlaba career expo (50 SDS tests administered).

12. Participation in International Youth Day 2024 (information provided to 100+ stakeholders).

#### **3.1.1.5 Challenges:**

- Paper-based aptitude testing and piloting of online SDS testing.
- Limited resources for ENCE coverage in all Tinkhundla centers.
- Unstable internet connectivity.
- Budgetary constraints.

#### **3.1.1.6 Future Plans:**

- Digitalization of all testing tools.
- Development of a Measurement and Testing Policy.
- Installation of TOEFL.
- ENCE coverage in all Tinkhundla centers.

### **3.1.2 Scholarship Unit**

#### **3.1.2.1 Introduction**

The Scholarship Unit is responsible for facilitating improved access to Pre-service Tertiary Education and Training by providing students' financial support. The support comes in the form of student study loan and student assistance loan or student study loan only in some cases which are required to be paid back by the beneficiary on completion of studies. The Scholarship management and administration of scholarship function entails the disbursement and recovery of student study loans.

#### **3.1.2.2 Achievements**

In this period, the unit conducted scholarship interviews for the academic year 2024/25 for individuals who had applied to study in local tertiary institutions. The interviews for both local and SADC Region universities and colleges were held for the following institutions: Eswatini Medical Christian University (EMCU), Southern Africa Nazarene University (SANU), Limkokwing University of Creative Technology, Good Shepherd College of Health Sciences, Royal Science Technology Park- Advanced School of Information Technology (RSTP), Botho University, Emergency Medical Rescue College (EMRC), Gwamile VOCTIM, Eswatini College of Technology (ECOT), William Pitcher College, Ngwane

Teacher Training College, University of Eswatini (UNESWA), Institute of Development Management (IDM) and universities in South Africa and Namibia. Scholarship interviews were conducted by the Pre- Service Tertiary Education and Training (Scholarship) Board. Interviews were scheduled according to the ALMANAC and academic calendar of each tertiary institution.

For the reporting period, interviews, selection and award, a total of **4, 550** study loans have been granted thus far of a total of **6,838** applicants. The cut-off point for the financial year under review was of 27 and 30 points on the Admission Point Score (APS) for diploma and degree programmes respectively (for local awards) and 33 points for study outside the country. The total number of qualifying applicants achieving and APS of 30/ 33 points and above was **4,735**. The means test tool was used to determine applicants who were then recommended and selected for scholarship award.

**Study Loans Awarded April- December 2024**

Institution Name	No. of Applicants	No, Qualifying	No. Awarded
<b>Emergency Medical Rescue College (EMRC)</b>	246	238	146
<b>Advanced School of Information Technology- RSTP</b>	72	49	49
<b>Eswatini Medical Christian University (EMCU)</b>	299	266	266
<b>Southern Africa Nazarene University (SANU)</b>	453	378	291
<b>Good Shepherd College of Health Sciences</b>	92	92	92
<b>Botho University</b>	395	136	63
<b>Gwamile VOCTIM</b>	197	192	192
<b>Limkokwing University</b>	1345	704	957
<b>University of Eswatini (UNESWA)</b>	2453	1635	1635
<b>Eswatini College of Technology (ECOT)</b>	364	364	364
<b>William Pitcher College</b>	201	197	197
<b>Ngwane Teacher Training College</b>	204	163	163
<b>Institute of Development Management (IDM)</b>	143	65	56
<b>SADC region universities</b>	374	256	79
<b>TOTAL</b>	<b>6,838</b>	<b>4,735</b>	<b>4,550</b>

Table 1: Summary of Study Loans awarded April - December 2024

**Evaluation Tool**

A means test was used for selection and recommendation for award on all applicants interviewed.

The Board made recommendations based on applicants scoring the highest means need points at which out of 10 points 10 points being the highest and 1 point being the lowest.

**Budget Expenditure**

The unit continued to pay out student assistance loans (allowances) and study loans (tuitions) for all students studying locally and externally. A total expenditure of **E298,316,533.02** was made for the quarter under review. Below is a breakdown of the expenditure items. Tuition fees for local tertiary institutions will be paid in the last quarter being the period when registration for the second semester and the consolidation of the academic year is concluded.

**Budget Expenditure for The Reporting Period –April to December 2024**

<b>SCHOLARSHIP UNIT( BUDGET) EXPENDITURE (APRIL- DEC, 2024)</b>		
	<b>Item Code</b>	<b>E</b>
Tuition	10221	81,029,452.10
Books	10222	28,797,956.00
Accommodation	10223	80,474,885.00
Meals	10224	57,225,650.00
Personal Allowance	10225	11,019,300.00
Examination fee	10226	440,420.00
Field Allowance	10227	1,668,600.00
Uniform	10228	1,941,530.00
Internship Allowance	10229	5,315,800.00
Registration fee	10230	382,647.00
Foreign Levy	10231	216,780.00
Interest Charges	10232	164,598.92
Students Air Ticket Fees	10233	23,307,120.00
Teaching/Nursing all	10235	2,345,100.00
Project Allowances	10236	3,986,694.00
<b>TOTAL</b>		<b>298,316,533.02</b>

Table 2- PTET Loans budget expenditure for April - December 2024



### 3.1.2.3 Scholarship Recovery

Scholarship Collections:

A gross total of **E62,643,568.30** was collected in the period under review consolidated from the three (3) collection points of Government. A total amount of **E53,211,485.06** was collected through the Consortium, **E1,424,196.86** collected through the Government scholarship recovery account held with the First National Bank and **E8,007,886.38** collected from civil service salary system. The table below shows the collections from each recovery point in the quarter.

Collection Point	April- June 2024	July- Sept 2024	Oct- Dec 2024	TOTAL
<b>CONSORTIUM</b>	15,607,654.24	16,906,786.16	20,697,044.66	<b>53,211,485.06</b>
<b>CIVIL SERVICE</b>	2,932,041.58	2,705,391.13	2,370,453.67	<b>8,007,886.38</b>
<b>GOVT (FNB)</b>	32,072.73	43,271.88	1,348,852.25	<b>1,424,196.86</b>
<b>GROSS TOTAL</b>	<b>18,571,768.55</b>	<b>19,655,449.17</b>	<b>24,416,350.58</b>	<b>62,643,568.30</b>

Table 3 - Total Collections: April – December 2024 collection.

### 3.1.2.4 Limitations

- The unit continues to face a high numbers of applicants for study loans support who remain unassisted due to the insufficient budget. The unit this year has seen an increase in the scholarship application population receiving over **6,800** (six thousand eight hundred) applications for scholarships against the **6,400** received last year. After the interview, selection and ward processes, the Ministry then struggle to address the thousands of appeals for scholarship it receives yet still from very vulnerable and deserving EmaSwati who cannot all be support due to the constraining budget. Nevertheless, efforts to a sustainable study loan programme for Eswatini are on-going.
- On the recovery of study loans from past beneficiaries, even though an increase in the collections has been realised in the period under review, the unit continues to struggle with sustainable and optimum recovery from scholarship past beneficiaries because of limited recovery points.

Currently, scholarship recovery is based on a beneficiary being employed yet there is sufficient evidence that beneficiaries even apart from inconsistent employment contracts, operate viable businesses and are generating income in various ways outside of the general employment structure.

Also challenging in recovery with the limited collection points is that beneficiaries operate multiple bank accounts with multiple banks. Debit orders may not be met by beneficiaries citing lack of finances to honour the scholarship loan yet receiving sufficient income in other bank accounts from that submitted for recovery.

The Ministry requests for Parliament support in efforts to increase collection points and establishing linkages within financial institutions so that debit orders are monitored wherever a client may choose to generate income or operate their finances.

## 3.2 The Department of Human Resources Planning and Development

### 3.2.1 National Employment Statistics Unit

#### 3.2.1.1 Mandate

The Unit is responsible for the collection, collation, processing, analysing, report writing and dissemination of all labour market related information in the country.

#### 3.2.1.2 Objective

- The main objective of the unit is to produce timely, accurate, valid, consistent and up to date labour market data to inform policy formulation, monitoring and evaluation for evidence based decisions.
- To conduct the Integrated Labour Force Survey and the Employment & Wages Survey for the production of Labour Market Information.
- To maintain and update the Labour Market Information System with the latest Labour Market Information needed by the users and the nation at large.

#### 3.2.1.3 Current Programmes and Achievements

**(a) Employment and Wages Survey (EWS):** This is a survey conducted at establishment level covering information that will enable the calculation of the total wage bill by establishment, type of ownership, economic sectors, industry, etc. It also shows employment and earnings by employment type, occupation, public sector, etc. Indicators are classified by activity and occupations. Indicators produced show the inventory of skills for the country.

#### Implementation

- The 2024 EWS was conducted successfully. Temporary field officers were recruited and trained in July 2024. Data collection started in August 2024 and ended in October 2024, which was through Paper and Pen Interview (PAPI) and then in November to December 2024 the data was coded on Employment status, Principal activity of Establishments, Education Status and Employment status of employees which was then captured to Computer Assisted Personal Interviews (CAPI) software. Currently data cleaning, data analyses and production of Tables and Statistics is ongoing concurrently to produce a report.

**(b) Labour Force Survey (LFS):** This is a survey conducted at household level covering information to update decent work indicators such as employment, unemployment, underemployment, participation rate, absorption rate, etc. This is the core survey where a comprehensive Data and Statistics are derived. Without the Labour Force Survey, the unit has cannot be functional. The survey is currently conducted after two (2) years and that is a challenge compared to other countries in the SADC region that conduct their Surveys Annually.

### Implementation

- The last Labour Force Survey was conducted in 2023. Three (3) reports were produced being; The Main Report, Youth report and Informality report.
- The next LFS is proposed for the next financial year 2025/26 hopefully to start in July 2025 depending on the availability of funds. Currently the unit is doing preparations which include the reviewing of data collection Modules to incorporate the ILO recommendations as agreed in the International Conferences of Labour Statisticians (ICLS) resolutions. The questionnaire will then be coded to system for uploading onto tablest that will be use during the survey,

**(c) Management of Labour Market Information System (LMIS):** This system (data dissemination tool) enhances the publication of up-to-date information about the Labour Market such as total employment, unemployment including skills available and needed. All reports and statistics produced by the unit are uploaded to the system for easy accessibility of data by the public as data users access data in any electronic gadget of their choice. The system is accessible at <https://lmis.gov.sz> or [www.lmis.gov.sz](http://www.lmis.gov.sz).

### Implementation

- Classification of educational courses by area and type of certification, level and type of institution ongoing
- 900 Excel folders created for 12 variables, (labour force, employment, labour underutilisation, skills, wages, labour supply and demand, equity in employment, industrial relations, context, etc.) exercise ongoing

#### 3.2.1.4 Challenges

- Public not sensitised on LMIS, thus this tool is underutilised (EWS questionnaires posted not retrieved and completed as well as Job seekers and establishments vacancy form)

- Staff shortage in the unit is a hindrance for the production of timely Labour statistics. Currently, there is only one permanent Statistician who is assisted by temporary staff in the unit. Ministry requested for additional posts but still unsuccessful for the past 8 years. The unit needs two permanent Assistant Statisticians to produce tabulation, report writing and coordinate the field work progress. The unit also need an IT Specialist who will be responsible for the maintenance of the LMIS and a driver for follow-ups in surveys and labour market data collection.
- There is inadequate budget provided for the unit, while the number of establishments and enumeration units increase rapidly the Labour surveys need an improved budget and increased Enumeration Sample. The frequency of the Labour force survey also need to be improved to annually to meet the International standard. The budget allocation for the EWS and LFS should under annual capital projects in order to be implanted timely.
- Uncompromising respondents in EWS due to sensitivity of data required (individual earnings). This survey faces a high non- response rate which increases the statistical errors. The time frame of the survey need to be extended to six months as compared to the four (4) months of data collection.
- Data gaps in the administrative reports required for LMIS excel folders and variable metadata. A full time officer is required to monitor all the LMIS requirements.
- Shortage of vehicles and fuel is a major challenge for the unit during the period of conducting the surveys. The Unit requires 15 vehicles to transport temporary field staff and material as they do the data collection in all sampled Enumeration Areas across the country. Outsourcing from car rentals has assisted in the past but the cost is very high and the fuel allocated to the Ministry runs out quickly, thus grounding the vehicles and disturbing the data collection exercise.

### 3.2.2 National Human Resource Planning and Development (HRPD) Unit

#### 3.2.2.1 Mandate

The Unit is responsible for coordinating the implementation of the National Human Resource Planning and Development Programme whose goal is to have a National Human Resource Development Plan and Strategy that will ensure that the country has adequate and relevant skills and competencies which are labour market driven.

The Kingdom of Eswatini's Strategic Road Map 2019-2023 and the National Development Strategy (NDS) as revised in 2016 emphasizes human capital as the foundational pillar for driving social and economic development in Eswatini. The country's development aspirations also emphasize the need for production of a relevant labour force that is aligned to the needs of the economy to fast-track social and economic development.

### **3.2.2.2 Activities undertaken**

During the year under review, the Unit has successfully achieved the following;

#### **Development of the National Skills Development Master Plan**

The Ministry through the National Human Resource Planning and Development Section is in the process of developing the National Skills Development Master Plan that will provide well-coordinated and focused mechanisms to address the imbalances of skills supply and demand in Eswatini. The Plan, together with its associated processes and structures, is expected to bring about coherence, rationalization and improved efficiency to the skills planning and delivery system in the country. It will clarify institutional arrangements that provide clear leadership and responsibility for key elements of the skills system in Eswatini.

#### **Development of the National Human Resources Development Policy Implementation Plan and Strategy and its Monitoring and Evaluation Framework.**

The Ministry through the National Human Resource Planning and Development Section has developed the National Human Resources Development Policy Implementation Plan and Strategy and its Monitoring and Evaluation tool which will assist to mobilise resources for the effective implementation of the policy and for purposes of ownership, commitment and active participation of all stakeholder organisations is required for successful implementation.

The monitoring and evaluation system will assess the progress, outcomes and impact of HRD institutions and services. Achievement targets and performance indicators shall be developed and periodic evaluation reviews shall be conducted. The National Human Resources Development Policy Implementation Plan and Strategy and its Monitoring and Evaluation has been presented to and approved by Cabinet.

#### **National Action Plan for strengthening and improving the Labour Market Information and Skills Anticipation System**

The Ministry through the National Human Resources Planning and Development Section has developed a National Action Plan for strengthening and improving the Labour Market Information and Skills Anticipation System. The goal of this Plan is to strengthen the labour market information (LMI) and skills anticipation system (LMIS) in Eswatini. It also seeks to position the LMIS IT system as a one-stop shop for labour market information and job-matching in Eswatini. The National Action Plan was one of the projects under the Skills Initiative for Africa (SIFA) Programme to which the International Labour Organization (ILO) provided funds and technical assistance to the Ministry as part of its

commitment to develop the LMI and skills anticipation system agenda. The National Action Plan for strengthening and improving the Labour Market Information and Skills Anticipation System awaits Cabinet approval.

### **The Horticulture Sector Skills Strategy**

The Ministry through the National Human Resources Planning and Development Unit embarked on the development of the Horticulture Sector Skills Strategy through the application of Skills for Trade and Economic Diversification (STED) methodology for Fruits and Vegetables Value Chain. This Skills Strategy is aimed at outlining both the current and future skills and labour requirements for the fruits and vegetables horticulture value chain. It also sets out a comprehensive action plan to ensure that the supply of skills and labour meets the requirements of the sector. Overall, the Strategy seeks to strengthen the business capabilities in the horticulture sub-sector for enhancing, mainly, the production, processing, and marketing and exports of fruits and vegetables and economic diversification. The Ministry has finalized the report of the Horticulture Sector Skills Strategy and awaits Cabinet Approval.

#### **3.2.2.3 Challenges**

- Inadequate human resources

#### **3.2.2.4 Future Plans**

- Since the National Human Resources Development Policy has been approved by Cabinet, the Ministry will Launch and facilitate the implementation of the Policy
- Ensure the implementation of the recommendations of the National Skills Audit Report 2022 through the development of the National Skills Development Master Plan to inform overall skills development priorities in Eswatini
- Develop a National Human Resources Development Masterplan and Strategy.
- Strengthened Labour Market Information and Skills Anticipation System developed
- Horticulture Sector Skills Strategy 2023-28 Skills for Trade and Economic Diversification Fruits and Vegetables Value Chain developed.

### 3.2.3 Training and Localization unit

#### 3.2.3.1. Mandate

The Training & Localisation Unit is responsible for coordinating the implementation of an Improved and Organized human capital development and Management in the Country.

#### 3.2.3.2. Objectives of the unit:

The principal objective of the unit is to ensure the maximum utilization of local manpower resources and to formulate training plans in conjunction with industries so as to maximize employment opportunities in Eswatini. In line with this objective, the unit advocates for the under listed: -

- Administration of Training and Localization Programme in Eswatini
- Establish effective machinery to execute the localization plans
- Scrutinize applications of work permits of expatriate personnel
- Provide advice to the Immigration Department on the granting and renewal of work permits for expatriate personnel
- Create and foster for a culture amongst expatriate employees of cascading their skills to the local counter parts that are designated as their understudies
- Encourage a culture that is receptive to the use of skilled expatriate manpower in those areas where there is shortage of locals
- Maintain a record of qualified personnel in various disciplines and field of employment so as to assist in placement of locals in appropriate jobs
- Encourage and monitor a process of appointment duly trained local employees commensurate to their competencies and capabilities

#### 3.2.3.3 Main Activities Undertaken

Under the reporting period, This Unit carried out the following activities: -

- The Training, Localization and Labour Migration Committee is in progress, visiting companies and industries on training plans and teach-ins.
- The Training, Localization and Labour Migration Committee also continues to have its internal meetings on Temporary Residents work Permits



- The Training, Localization and Labour Migration Committee Scrutinizes applications of work permits for expatriate personnel that are presented to it on a weekly basis and subsequently recommendations are forwarded to the Immigration Department
- Provided technical advice to line management pertaining to issues of localization and work permits
- Conducted localization and work permits inspections in industries.

### 3.2.3.4 Achievements

During the reporting period, the following activities have been successfully carried out by the Unit: -

- Scrutinized **332** applications of work permits that were carried out on a weekly basis which were finalized by the Immigration Department.
- Provided technical advice to the Immigration Department’s line managers on issues of work permits and manpower development

Category	Applied	GRANTED/EXTENDED		Deferred	Not Recommended
		Short Term	Long Term		
Managers	53	9	38	2	4
Skilled	112	47	54	2	9
Professionals	84	21	44	3	16
Teachers	37	16	10	1	10
Missionaries	25	12	13	0	0
Pastors	8	1	4	0	3
Volunteers	13	2	11	0	0
<b>TOTAL</b>	<b>332</b>	<b>108</b>	<b>174</b>	<b>8</b>	<b>42</b>

### 3.2.3.5 Challenges

Given below are the challenges that were encountered by the Unit during the reporting period: -

- The unavailability of reliable transport (no vehicle) for the unit to carry out day to day duties is causing a lot of setbacks in visiting company industries, in doing joint weekly inspections and also to deliver correspondences to clients.

### 3.2.3.6 Proposed Way Forward/Future Plans

The following are proposed remedies to the challenges highlighted above: -

- Increase the number of Training visits to industries and meetings due to the escalating number of new company industries
- Conduct more Localization inspections.
- Increase the number of Training visits to industries and meetings due to the escalating number of new company industries
- Conduct more Localization inspections

### 3.3 National Industrial Vocational Training (NIVT) Department

The department has two units which are; the Directorate of Industrial and Vocational Training (DIVT) and the Vocational Training and Rehabilitation Services (VTRS).

#### 3.3.1 Directorate of Industrial and Vocational Training (DIVT)

##### 3.3.1.1 Mandate

Administration of Industrial on the job skills training/ development and competence assessment for skilled Labour force

##### 3.3.1.2 Objective:

To promote, enhance and monitor Industrial Vocational on the job Training/ development and skills competence assessment. This includes validation of skills proficiency levels for skilled Labour force in the country.

##### 3.3.1.3 Current Programmes and Achievements

- i) **Apprenticeship (Industrial on the Job Training combined with Institutional Skills Training):**
- ii) **Trades Testing (Competence Assessment):**

- i) **Apprenticeship (Industrial Job Training combined with Institutional Skills Training):**

- Currently there are two hundred and fifteen (215) apprentices in forty-four (44) companies in training compared to two hundred and thirty-eight (238) in fifty (50) companies the previous year.
- Thirty-three (33) routine and follow-up training inspections were carried.
- Sixty-seven (67) apprentices were registered compared.
- Fifty-two (52) Apprentices completed training and qualified to be artisans compared to sixty (60) same period last year.
- The average absorption rate was ninety-two per cent (92%) compared to eighty-one per cent (81%) last year.

**ii) Trades Testing (Competence Assessment):**

There were a total of one thousand six hundred and seventy (1670) candidates trade tested during the year 2024/25 as follows.

Grade	Grade 1	Grade 2	Grade 3
<b>Carpenter/Joiner</b>	-	8	47
<b>Wood Machinist</b>	-	1	-
<b>Cabinet Maker</b>	-	1	9
<b>Plumber</b>	12	40	122
<b>Pipe Fitter</b>	-	18	26
<b>Blocklayer/Plasterer</b>	-	26	90
<b>Painter/Glazier</b>	5	10	22
<b>Electrical Wireman</b>	32	89	331
<b>Fitter</b>	16	31	41
<b>Turner/Machinist</b>	-	-	5
<b>Automotive Electrician</b>	-	8	41
<b>Motor Vehicle Mechanic</b>	9	36	122
<b>Welder Gas/Electric</b>	8	29	158
<b>Construction Plant Mechanic</b>	4	10	31
<b>HVAC Mechanic</b>	-	-	28
<b>Upholstery</b>	1	-	31
<b>Panel Beater</b>	-	-	9
<b>Spray Painter</b>	-	-	8
<b>Survey Assistant</b>	2	-	-

Grade	Grade 1	Grade 2	Grade 3
<b>Sewing</b>	3	8	61
<b>Cook</b>	-	-	40
<b>Data Processing Clerk</b>	-	-	41
<b>Total</b>	<b>92</b>	<b>315</b>	<b>1263</b>
<b>GRAND TOTAL</b>			<b>1670</b>

There are 66 candidates that were not trade tested due to alternative venues and those that did not make form a group good enough to be assessed. These candidates will be prioritised in the coming financial year and they are as follows:

Trade	Grade I	Grade II	Grade III
<b>Auto Electric</b>	1	-	-
<b>Pipe Fitter</b>	3	-	-
<b>Turner Machinist</b>	1	4	4
<b>Carpenter</b>	1	-	-
<b>Panel Beater</b>	1	1	-
<b>Blocklayer</b>	2	-	-
<b>Bindery</b>	-	-	10
<b>Shutterhand</b>	-	-	38

**iii) Development and review of competency standards and qualifications**

The Directorate, through assistance from the Technical and Vocational Enhancement Project funded by the Republic of China – Taiwan developed occupational standards and qualifications for Mechanical Fitting and Instrumentation levels two to four.

### 3.3.1.4 Challenges

- The government payment mechanism hinders efficiency in paying assessors allowances on time. The delayed payments cause tensions between the administration of trade tests and the testing panels leading to constrained motivation to all parties.
- The growing demand for trade tests requires additional staff in the trade testing section whilst there visible reluctance from government to increase personnel. This causes delay in processing of results which hinders progress for candidates entering the labour market.

### 3.3.1.5 Future Plans

- To construct two multi-purpose workshops for trade testing at DIVT in the coming financial year and furnish with testing equipment.
- Develop at least four subjects for registration in the Eswatini Qualifications Framework in a move to increase relevance for vocational qualifications in the country.

## 3.3.2 Vocational Training and Rehabilitation Services Unit (VTRS)

### 3.3.2.1 Mandate:

The VTRS department is tasked with the duty of empowering people with disabilities with vocational skills to enable them to be socially and economically stable.

### 3.3.2.2 Objective:

The main objective is to evaluate the abilities of Persons with Disabilities and their attitude towards work and train them in suitable vocational trades so that they gain relevant skills which will benefit them socially and economically through the attainment of gainful employment in industry or self-employment.

### 3.3.2.3 Activities and Achievements:

#### i) Training:

- Training for a group of 80 trainees in both Nhlanguano and Malkerns was finalized in July, 2024.

- Recruitment process and admissions were done where a total of 90 trainees in both Nhlanguano and Malkerns were admitted for evaluation and training.
- Training is continuing smoothly.
- A Centre Manager for Nhlanguano VTRS was appointed and recruitment of three lectures is in progress.

**ii) Project 1: Microprojects:**

Nhlanguano Phase 2 Renovations.

Renovations in Nhlanguano involved the fixing of the showroom and storeroom which was also varied and partitioned to form an Agricultural workshop, a Commercial Studies workshop and a display room. This work has been successfully completed. Bathrooms and dormitories were also renovated and painted thus the second phase is completed.

Malkerns Farm Renovations

Renovations started with the old hostel which was done to completion and is currently utilized by new trainees for accommodation. The kitchen and junior staff house were then done but are not yet completed and preparations for commencement of the construction of an administration block are underway.

**iii) Project 2: Republic of China on Taiwan (ROC) Phase 2 grant:**

The Section was awarded a grant amounting to 2.8 million Emalangeneni from the Republic of China on Taiwan for the Upgrading of furniture and procurement of training equipment for (Phase 2) for the Nhlanguano VTRS. These funds were also for the procurement of a customised kombi. This procurement process for the kombi has been finalised and awaiting delivery. The process for procuring the other items is also on-going.

**3.3.2.4 Challenges.**

- Some key posts remain unfilled which greatly compromises the operations in the centre. One such critical position is that of a night-watchman who is on suspension. In his absence, security is greatly compromised at the centre.
- The procuring team for vehicles met some challenges during the procurement of one vehicle under the capital projects and this will delay the completion of the process.

### **3.3.2.5 Future Plans**

- A double graduation is to be hosted for current students and 2024 graduates.
- Fast track renovation at Malkerns VTRS.
- To actively engage in outreach programmes.
- The unit plans to review the Commercial Studies trade in favour of a more practical skill that will enable graduates to be self-employed.



### 3.4. The Department of Labour

#### Mandate

The mandate of the Department of Labour is to promote a harmonious industrial relations environment that enhances decent working conditions to improve the socio-economic development of the country and the standard of living for the citizens of Eswatini. This entails ensuring a legislative framework that effectively regulates the labour market and promote socio-economic development through decent work. To enforce compliance with labour legislation, the department conducts labour and occupational safety and health inspections in all work places liable for inspection, receives, attends and investigates reported cases of non-compliance. Where appropriate, cases are registered with the magistrate courts for prosecution or referred to the Industrial Court for determination. The units making up the Department of Labour are as follows:

#### 3.4.1 General Inspectorate Unit

This Unit is responsible for ensuring compliance with statutory basic minimum terms and conditions of employment as established through the Employment Act, No. 5 of 1980, the Wages Act, No. 16 of 1964, the Workmen's Compensation Act, No. 7 of 1983, the Industrial Relations Act, No. 1 of 2000 (as amended), the Regulations of Wages Orders set by the eighteen (18) Wages Councils for various sectors of the economy, amongst other pieces of legislation. This is done through conducting labour inspections in the various workplaces liable for inspection. The labour inspection process entails inspecting employees' personal files to verify the availability of written particulars of employment, perusing them to establish if the written particulars of employment are in line with the labour standards, inspecting employment registers, wages registers, inspecting annual leave Forms, Workmen's compensation policies, pay slips, the work environment, etc. The Inspector also conduct interviews with the employer, the workers or their representatives or shop stewards, in cases where there is a recognized Trade Union, Staff Association or Workers Committee.

#### Activities Undertaken as Part of Labour Inspection

##### A) Labour Inspections, Interventions and sessions for building workplace relations:

During the year under review, **one thousand one hundred and ten (1110) inspections** compared to **One thousands two hundred and forty-two (1242) inspections** conducted in 2023 and to **One thousand five hundred and eighty-six (1586) inspections** conducted in the year 2022. This indicates a decrease of **One hundred and thirty-two (132) inspection**, which translates to **12%** decline. This is attributed to the lack of

resources transport and personnel to conduct the inspections. With the ongoing efforts by Government to procure new motor vehicles, the Department will be positioned to do more inspections. There is need to employ more Labour Inspectors since currently the Department’s General Inspectorate Unit has an extremely limited number of Labour Inspectors, actually there only thirteen (13) who have to service to whole country. The Ministry recently got a waiver from the Ministry of Public Service to employ five (5) new Labour Inspectors, which is still far less when compared to the number of work establishments that are liable for inspection in the country which exceed twenty thousand (20 000).

On the other hand, during this year under review there were **One thousand four hundred and eighty-four (1484)** interventions and workplace building relations compared to **One thousands six hundred and seventy-eight (1678)** in 2023 and One **thousand seven hundred and twenty-eight (1728)** interventions and other sessions for building workplace relations conducted in year 2022.

**Fig 3.1: Shows the distribution of Labour inspections and Interventions conducted during the three (3) past years.**

TYPE OF LABOUR INSPECTION	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	TOTAL
TOTAL INSPECTIONS (2024)	423	346	341	<b>1110</b>
TOTAL INSPECTIONS (2023)	425	354	463	<b>1242</b>
TOTAL INSPECTIONS (2022)	538	531	517	<b>1586</b>
TOTAL INTERVENTIONS (2024)	331	590	563	<b>1484</b>
TOTAL INTERVENTIONS (2023)	502	719	457	<b>1678</b>
TOTAL INTERVENTIONS (2022)	533	558	637	<b>1728</b>

TYPE OF LABOUR INSPECTION	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	TOTAL
GRAND TOTAL INSPECTIONS AND INTERVENTIONS (2023)	754	936	904	<b>2594</b>
GRANDTOTAL INSPECTIONS AND INTERVENTIONS (2023)	927	1073	920	<b>2920</b>
GRANDTOTAL INSPECTIONS AND INTERVENTIONS (2022)	1071	1089	1154	<b>3314</b>

Common violations of labour standards that were noted during the client interaction or intervention sessions and labour inspections conducted during this period include the following:

- a) Failure to pay severance and other statutory terminal benefits in terms of Section 40 of the Employment Act on retrenchments and company closures;
- b) Non-compliance with Section 33bis of the Employment Act, No.5 of 1980 on sale of business and Company take-over requirements.
- e) None issuing of copies of Written Particulars of Employment to employees as required under Section 22 of the Employment Act No. 5 of 1980 (as amended);
- f) Underpayments;
- g) Failure to keep Employment Registers and Records under Section 151 of the Employment Act NO. 5 of 1980 (as amended);
- h) Failure to provide First Aid Equipment under Section 150 of the Employment Act No. 5 of 1980 (as amended);
- i) Failure to display Wages Charts with minimum terms and conditions of employment in terms of Section 18 of the Wages Act No. 16 of 1964;
- j) Failure to issue employees with Wages Slips (Pay Slips) as required under Section 61 of the Employment Act No. 5 of 1980 (as amended);

- k) Failure to insure against injuries and diseases which may be sustained or contracted by employees during the course of their employment in terms of Section 25 (1) of the Workmen's Compensation Act No. 7 of 1983.

### **Strategic Compliance Planning (SCP) Portal**

In an effort to promote compliance with the labour laws, the Department of Labour has developed a tool; called the **Strategic Compliance Plan (SCP)** portal - this being a tool which is being pre-tested by the Department in an effort to maximize on available resources to conduct labour inspections and promote labour compliance. This is a tool that has been developed by the ILO, aimed at assisting Member States to effectively enforce compliance with Labour laws without being hindered by the limitations brought about by lack of sufficient tools and resources.

The **Strategic Compliance Plan** is a process, which started in 2018, when the Kingdom of Eswatini availed itself to be amongst those ILO Member States in whose jurisdictions the **ILO Strategic Labour Compliance Planning** on labour inspection can be introduced. This was on noting the benefits of this Strategic Compliance Planning in that it seeks to curtail the challenges posed by the lack of resources and position labour administration systems to achieve more with less by maximizing on available resources.

The **Strategic Compliance Plan** aims at designing targeted, tailored and proactive compliance intervention along with strategies for effective implementation despite limited resources. The approach does not only provide the Inspectors with the tools to develop short-term inspection strategies and a long-term compliance plan, but also covers contingencies that falls in-between. It also enables the labour Inspectorate to effectively utilize their limited resources by working with all relevant stakeholders to promote compliance within the relevant legal provisions.

### **C) Labour Compliance Certificates:**

During the year under review a total of **One thousand one hundred and thirty-two (1132) Labour Compliance Certificates** were issued to employers who wanted to participate in the public procurement process compared to **One Thousand three hundred sixty-three (1363)** in same period in 2023 and **One thousands and ninety-seven (1097)** Provisional Labour Compliance Certificates (LCCs) issued in year 2022. This indicate a decrease of about **Two hundred and thirty-one (231)** from previous year. The majority of the Companies that applied for Labour Compliance Certificates were between the Hhohho and Manzini Regions.

**Fig 3.3: Distribution of Provisional Labour Compliance Certificate issued during the past three (3) years, 2024, 2023 and 2022.**

	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	TOTAL
No. of LCCs Issued in year 2024	768	364	162	<b>1132</b>
No. of LCCs Issued in year 2023	579	525	259	<b>1363</b>
No. of LCCs Issued in year 2022	641	334	122	<b>1097</b>

### 3.4.2 Industrial Relations Unit

This Unit is responsible for the registration and monitoring of labour market organizations, monitoring compliance with the law during retrenchments, sale and take-over of Companies, monitoring compliance with the procedures for embarking on industrial actions such as socio-economic protest actions, general supervision of all issues involving labour market organizations (such as trade unions, staff associations, Works Councils, employers’ organizations, federations and staff associations, lay-offs, short-time, etc.

#### 3.3.2.1 Activities Undertaken:

##### (i) Redundancies and Retrenchments:

During the year 2024, there were **Twenty-eight (28)** cases of redundancies reported compared to **thirty-seven (37)** redundancies reported in 2023 and **thirty-three (33)** redundancies reported in 2022. This shows a decrease by **nine (9)** cases in 2024 compared to an increase by **four (4)** redundancies. In the year, 2024 there were **nine hundred and fifty-five (955) employees** affected by the cases of redundancies reported compared to **Three thousand two hundred and eighty-six (3286) employees** in 2023 and **One thousand and sixty-four (1064) employees** in 2022. This indicate a massive decrease by **two thousand three hundred and thirty-one (2331)** in

2024 of affected employees compared to **Two thousand two hundred and twenty-two (2222)** of employees affected in 2023. This decline is attributed to the fact that many businesses are stabilising post COVID19 devastating effects.

**Fig 4.1: Table showing distribution of Redundancies, employees affected and reasons retrenchments for the year 2024.**

Month	Industry/ Sector	Number of Retrenchments/ Redundancies Reported during the year 2024	Number of Workers Affected during the year 2024	Reasons for the Retrenchments/ Redundancies
<b>April 2024</b>	1. Retail, Wholesaler and distributive trade industry	1	14	Sale of business
<b>April 2024</b>	2. Manufacturing and Processing industry	1	163	Financial constraints due to poor business performances
<b>May,2024</b>	3. Hotel and Catering Industry	1	6	Business Closure
<b>May, 2024</b>	4. Retail, Wholesaler and distributive trade industry	2	11	Sale of business
<b>May 2024</b>	5. Forest and forestry services industry	1	28	Financial constraints due to poor business performances
<b>June,2024</b>	6. Retail, Wholesaler and distributive trade industry	1	6	Business Closure

Month	Industry/ Sector	Number of Retrenchments/ Redundancies Reported during the year 2024	Number of Workers Affected during the year 2024	Reasons for the Retrenchments/ Redundancies
July, 2024	7. Retail, Wholesaler and distributive trade industry	1	20	Sale of business
July,2024	8.Other (property)	1	6	Sale of business
July, 2024	9.Retail, Wholesaler and distributive trade industry	1	20	Sale of business
August 2024	10.Retail, Wholesaler and distributive trade industry	1	10	Due to Financial constraints
August 2024	11.Other (NGO)	1	35	Business take over
September2024	12.Other (NGO)	1	36	End of contract due to and Dissolution of Estate
September2024	13. Security	1	26	End of contract
October 2024	14.Other	1	11	Sale of business

Month	Industry/ Sector	Number of Retrenchments/ Redundancies Reported during the year 2024	Number of Workers Affected during the year 2024	Reasons for the Retrenchments/ Redundancies
<b>October 2024</b>	15.Other	1	6	Business restructuring
<b>October 2024</b>	16. Mining & quarrying	1	50	Business restructuring
<b>November 2024</b>	17. Other NGO	1	5	End of Project
<b>November 2024</b>	18. Manufacturing & Processing	1	6	Business restructuring
<b>November 2024</b>	19. Other	1	5	Business restructuring
<b>November 2024</b>	20.Security	1	4	Lapse of contract
<b>November 2024</b>	21. Support staff in Schools	1	14	Business restructuring
<b>November 2024</b>	22. Manufacturing and Processing	1	41	Business restructuring
<b>November 2024</b>	23. Security	1	10	Lapse of contract
<b>November,2024</b>	24. Motor engineering	1	13	Due to Financial constraints



Month	Industry/ Sector	Number of Retrenchments/ Redundancies Reported during the year 2024	Number of Workers Affected during the year 2024	Reasons for the Retrenchments/ Redundancies
December 2024	25. School Support Staff	1	13	Due to Financial constraints
December 2024	26. Manufacturing & Processing	1	5	Business restructuring
December 2024	27. Building & Construction	1	41	End of project
December 2024	28. Textile & Apparel	1	350	Lack of raw materials as result of the Ukraine /Russia war
Total		28	955	

### Analysis of Retrenchments in 2024

- a) During the year under review, there has been an increase on the number of retrenchments under the unregulated sectors (other) as 25% of the retrenchments comes from the unregulated sector dominated by NGOs. However, this only translates to 10% of the total number of affected employees as a result of the redundancies.
- b) In 2024 the Retail, Wholesaler and Distributive trade industry recorded 21% of the total retrenchments reported with a total of 9% of the number of employees affected by the redundancies.
- c) The highest number of employees affected by redundancies was under the Textile & Apparel sector by 350 employees affected which translates to 37% of the total employees affected, even though there was only one case of retrenchment was reported. This reason is that this Sector is generally labour intensive.
- d) The manufacturing and processing sector was second highest by 215 employees, which translates to 23% of the total affected employees, despite three (3) retrenchments cases were reported during the year.

e) In the year 2024, the Hospitality sector recorded only one (1) retrenchment with only six (6) employees affected unlike the previous years where a large number of employees were affected, particularly during the COVID19 era.

**(ii) Lay-Offs and Short-Time Applications**

During the year 2024 under review, there were **five (5) temporary layoffs, one (1) short time, and two (2) night-work applications** which were approved by the Department of Labour compared to **six (6) temporary layoffs and one (1) short time**, in 2023 and **eleven (11) temporary layoffs and three (3) short time** in 2022. In the process in the year 2024 **four thousands and five (4005) employees** were affected compared to **Two thousand four hundred and thirty (2430)** in 2023 and **Six thousand one hundred and eighteen (6118) employees** were affected in 2022.

NAME OF ESTABLISHMENT	SECTOR	MONTH	PROCESS					NUMBER OF EMPLOYEES AFFECTED		
			LA Y - OFF	SHO RT TIME	NIGHT WORK APPLICATI ON	LAY - OFF	SHOR T TIME	NIGHT WORK APPLICATI ON	REASON S FOR THE PROCES S	
Zheng Yong Swaziland (Pty) LTD	Textile and Apparel	May,2024	1	0	0	2650	0	0	Lack of material	
HOs enterprise (Pty) LTD	Textile and Apparel	May,2024	1	0	0	550	0	0	Lack of orders	
Barrat Board & Timber	Manufacturing and processing	August,2024	1	0	0	30	0	0	Lack of raw materials	

<b>Great Spring</b>	Textile & Apparel	August,2024	1	0	0	600	0	0	<b>Lack of orders</b>
<b>Galp Filling Station</b>	Retail, Wholesale and distributive trade	October,2024	1	0	0	23	0	0	<b>Business renovations</b>
<b>TQM Textiles</b>	Textiles & Apparel	October 2024	0	1	0	0	80	0	<b>Decline in orders</b>
<b>Infinity Shift Investments</b>	Textile and Apparel	November,2024	0	0	1	0	0	12	<b>High demand for product</b>
<b>Spintex Eswatini</b>	Manufacturing and Processing	December 2024	0	0	1	0	0	50	<b>High demand for products</b>
<b>TOTAL</b>			<b>5</b>	<b>1</b>	<b>2</b>	<b>385</b>	<b>80</b>	<b>62</b>	

**Fig 4.3: SUMMARY OF LAYOFFS AND SHORT TIME BY INDUSTRY**

INDUSTRY	NUMBER OF APPLICATIONS		OF NUMBER OF WORKERS	REASONS FOR THE LAY-OFF/ SHORT TIME			
	LAY OFF	Night WORK		SHORT TIME	LAY OFF	SHORT TIME	NIGHT WORK
Agriculture <b>In 2024</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2023</b>	1	0	0	7	0	0	<b>Decline in sales</b>
<b>In 2022</b>	0	0	0	0	0	0	<b>No layoff granted</b>
Building and Construction <b>In 2024</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2023</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2022</b>	0	0	0	0	0	0	<b>n/a</b>
Forest & Forestry <b>In 2024</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2023</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2022</b>	0	0	0	0	0	0	<b>n/a</b>
Hotel & Catering <b>In 2024</b>	0	0	0	0	0	0	

INDUSTRY	NUMBER OF APPLICATIONS		NUMBER OF WORKERS			REASONS FOR THE LAY-OFF/ SHORT TIME		
	LAY OFF	Night WORK	SHORT TIME	LAY OFF	SHORT TIME		NIGHT WORK	
		0	0	0	0		0	0
<b>In 2023</b>								
<b>In 2022</b>	0	0	0	0	0	0	n/a	
Pre-School & Day Care centres								
<b>In 2024</b>	0	0	0	0	0	0	n/a	
<b>In 2023</b>	0	0	0	0	0	0	n/a	
<b>In 2022</b>	0	0	0	0	0	0	n/a	
Textile & Apparel								
<b>In 2024</b>	3	1	1	3800	80	12	Lack of orders and high demand of products	
<b>In 2023</b>	4	0	1	2303	1400	0	Lack of orders	
<b>In 2022</b>	8	0	2	5672	800	0	Shortages of materials	
Manufacturing & Processing								
<b>In 2024</b>	1	1	0	30	0	50	Lack of raw materials and high demand of product	
<b>In 2023</b>	0	0	0	0	0	0	n/a	

INDUSTRY	NUMBER OF APPLICATIONS		NUMBER OF WORKERS			REASONS FOR THE LAY-OFF/ SHORT TIME	
	LAY - OFF	Night WORK	SHORT TIME	LAY - OFF	SHORT TIME		NIGHT WORK
	<b>In 2022</b>	3		1	446		750
Manufacturing & Sale of handcraft <b>In 2024</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2023</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2022</b>	0	0	0	0	0	0	<b>n/a</b>
Retail, Wholesale & Distributive Trades <b>In 2024</b>	1	0	0	23	0	0	<b>Business renovations</b>
<b>In 2023</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2022</b>	0	0	0	0	0	0	<b>n/a</b>
Road Transportation <b>In 2024</b>	0	0	0	0	0	0	<b>n/a</b>
<b>In 2023</b>	0	0	0	0	0		<b>n/a</b>
<b>In 2022</b>	0	0	0	0	0	0	<b>n/a</b>

INDUSTRY	NUMBER OF APPLICATIONS		NUMBER OF WORKERS			REASONS FOR THE LAY-OFF/ SHORT TIME	
	LAY - OFF	Night WORK	SHORT TIME	LAY - OFF	SHORT TIME		NIGHT WORK
	School Support Staff	0	0	0	0		0
<b>In 2024</b>	0	0	0	0	0	0	n/a
<b>In 2023</b>	0	0	0	0	0	0	n/a
<b>In 2022</b>	0	0	0	0	0	0	n/a
Labour Broker	0	0	0	0	0	0	n/a
<b>In 2023</b>	0	0	0	0	0	0	n/a
<b>In 2022</b>	0	0	0	0	0	0	No layoff granted
Other	1	0	0	120	0	0	Financial constraints
<b>In 2024</b>	1	0	0	120	0	0	Financial constraints
<b>In 2023</b>	0	0	0	0	0	0	n/a
<b>In 2022</b>	0	0	0	0	0	0	n/a
<b>TOTAL</b>							

INDUSTRY	NUMBER OF APPLICATIONS		NUMBER OF WORKERS			REASONS FOR THE LAY-OFF/ SHORT TIME	
	LAY - OFF	Night WORK	SHORT TIME	LAY - OFF	SHORT TIME		NIGHT WORK
	<b>In 2024</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>3853</b>		<b>80</b>
TOTAL							
<b>In 2023</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2430</b>	<b>1400</b>	<b>76</b>	
TOTAL							
<i>In 2022</i>	11	1	3	6118	1550	89	

**(iii) Strikes and Lockouts:**

During the year 2024 there were **four (4) strike actions** recorded compared to **five (5) strikes** in 2023 and **twelve (12) strikes** recorded in 2022. This shows that the number of strikes are declining since 2022. The decline can be attributed to the stabilisation in many companies post COVID-19; social partners are managing to resolve and prevent wage /salary negotiation disputes amicably.

In the year 2024, there were **77 days** lost as a result of strike actions compared to **36 days** in 2023 and **186 days** lost in 2022. In 2024 there were **845 employees affected** compared to **1683 employees** in 2023 and **18110 employees** in 2022. The total man-hours lost during the year 2024 were **85293 hours** compared to **239,722 hours** in 2023 and **1 587 104 hours** in 2022.



Fig. 4.4: Strikes reported during the year 2024 under review.

MONTH	INDUSTRY	NUMBER OF DAYS /DURATION	ESTIMATED NUMBER OF WORKERS INVOLVED	ESTIMATED OF MAN HOURS LOST	REASONS FOR STRIKE/LOCKOUT
May,2024	Building & Construction	7 days	459	28917	Salary increment
May,2024	Others (Higher Education Training)	53 days	37	17,760	<ol style="list-style-type: none"> <li>1. Contract</li> <li>2. COLA adjustment</li> <li>3. Salary Review</li> <li>4. Notching Corporate wear</li> </ol>
July 2024	Banking sector	15 days	317	38040	Cost of living Adjustment
November,2024	Manufacturing and Processing sector	2 days	32	576	Cost of living adjustment
	<b>TOTAL</b>	<b>77</b>	<b>845</b>	<b>85293</b>	

**(iv) Registration of Labour Market Organisations:**

DATE OF REGISTRATION	NAME OF THE REGISTERED WORKPLACE ORGANISATION	TYPE OF ORGANISATION
5 <sup>th</sup> July,2024	Eswatini society of medical imaging and radiation Therapy	Workers’ association
23 <sup>rd</sup> July,2024	Business Federation of Eswatini (BUFE)	Employers Federation
25 <sup>th</sup> September,2024	Eswatini Forestry and Forest Contractors Association	Employers Association (formed by Contractors under Forestry & Forest Sector)

During the year 2024 under review there were three (3) Labour Market organisations registered compared to one (1) that was registered in 2023 and zero registered in 2022. There were two (2) employers’ organisation and Association and a Federation respectively. This implies that there are now three (3) employers Federation and two (2) workers Federation that brings to five (5) federations duly registered in Eswatini.

**3.3.3 Statutory Bodies and International Affairs (SBIA)**

This Unit is responsible for coordinating and providing Secretariat Services to all the Statutory Bodies which include: The National Steering Committee on Social Dialogue (NSCSD); the Labour Advisory Board (LAB); the Essential Services Committee and eighteen (18) Wages Councils covering various sectors of the economy. The Unit is also responsible for International Affairs issues that include preparation and submission of ILO Reports and Comments from ILO supervisory bodies; SADC and African Union Meetings and Conferences, queries and co-ordination of responses to comments from these Organisations. This Unit is also responsible for coordinating all activities pertaining to Child Labour programmes, policies and action plans.

**Activities Undertaken:**

**Table showing activities undertaken by the Statutory Bodies and International Affairs Unit (SBIA)**

MONTH	ACTIVITY	COMMENT
<p><b>April,2024</b></p>	<ol style="list-style-type: none"> <li>1. Road towards a National Minimum Wage System for Eswatini.</li> <li>2. Textile and Apparel Wages Council meeting.</li> <li>3. Notice to publish by Eswatini Observer.</li> <li>4. Sensitization of Social Partners on the ILO Employment Intensive Investment Programme (EIIP).</li> </ol>	<p><b>1.1 A cleared version was shared to Social Partners for comments.</b></p> <p><b>2.1 The meeting was very successful. The Council approved the resolution that was made in 2023. That the council would sit to validate the resolution that was taken</b></p> <ul style="list-style-type: none"> <li>a) 1-20 employees they accept 7.39%,</li> <li>b) CMTs take the suggested 10%</li> <li>c) F.O. B they request 12%</li> </ul> <p><b>3.1 Notice was published on the 12<sup>th</sup> April,2024</b></p> <p><b>4.1 With the assistance of our office within the framework of the Eswatini Decent Work Country Programme, the ILO seeks to engage the Social Partners to promote sensitization on the ILO's Employment Intensive</b></p>

MONTH	ACTIVITY	COMMENT
	<p>5. Invitation to Comesa awareness workshop on Gender equality and available career opportunity for women in the Air transport Sector held on the 10-12 April 2024</p>	<p>Investment Programme that promotes the use of employment-intensive investment policies and approaches for the planning, implementation and maintenance of infrastructure and environmental works. Mainstreaming employment-intensive investment approaches in infrastructure and environmental programmes in several countries has been a viable solution to create additional jobs and reduce income poverty, complement social protection initiatives while stimulating the economy. The approaches make optimal use of labour while ensuring cost-effectiveness and quality. The EIIP also links infrastructure development with employment creation, poverty reduction and local economic and social development. Within the strategy outlined under DWCP Outcome 1: Promoting sustainable and</p>

MONTH	ACTIVITY	COMMENT
	<p>6. Invitation to meeting in preparation of the Celebration of the 2024, Day of the African Child theme “Education for All Children in Africa, The Time is Now”</p>	<p><b>inclusive economic growth, one of the measures outlined in the document to address the high levels of poverty and inequality in the country is to develop and implement targeted gender responsive interventions that promote employment-intensive infrastructure investment programmes in the rural economy. The sessions that the ILO seeks to have with the Social Partners are aimed at promoting sensitization of the ILO’s EIIP with a view towards the possible application of EIIP methodologies and principles in infrastructure and environmental programmes in Eswatini. The ILO mission was postponed.</b></p> <p>a. <b>The Ministry of Commerce, Industry and Trade in collaboration with the Common Market for the Eastern and Southern Africa (COMESA) invited the office</b></p>

MONTH	ACTIVITY	COMMENT
		<p>to the COMESA Awareness Workshop on gender equality and available career opportunities for women in the air transport sector at Sibane Sami Hotel.</p> <p>6.1 The African Committee of Experts on the Rights and Welfare of the Child has once again called on State parties to commemorate the 2024 Day of the African Child. A stakeholder organizing committee for the commemoration was selected and meetings were held in preparations for the day and still on going.</p>
<p><b>May,2024</b></p>	<p>7. Child Labour Day. The theme in 2024 is “Lets act no our commitments, end Child Labour”</p>	<p>7.1 In a collaborative meeting held on 17<sup>th</sup> may, 2024, with the Deputy Prime Ministers Office, it was agreed that there was a need for raising awareness together using the Eswatini Broadcasting Services (EBIS) time slot of Molss and visiting schools.</p>

MONTH	ACTIVITY	COMMENT
<p>June,2024</p>	<p>8. 19 – 21 in June 2024 at Mountain View</p> <p>9. Wages Councils Negotiations commenced</p> <p>10. On 24<sup>th</sup> June, 2024 – Meeting with MOLSS Heads of Departments at ECOT for ILO Director Pretoria Office introduction meetings.</p> <p>11. 25 June, Meeting at Inyatsi House</p> <p>12. 26<sup>th</sup> June 2024 Meeting at Cabinet Offices.</p>	<p>7.2. Promoting education was viewed as very crucial in breaking the vicious cycle of Poverty that’s causes child labour.</p> <p>7.3 The emphasis on the impact of lack of education on children to be holistically, affecting the children is right to development, excluding them from future work opportunities, resulting in an intergenerational cycle of poverty, and exposes them to further violence, abuse and exploitation.</p> <p>7.4 Meeting was held at DPM’s office in preparation for the Celebration of the 2024 Day of the African Child on the 16<sup>th</sup> of June ,2024 themed “EDUCATION FOR ALL CHILDREN IN ESWATINI: THE TIME IS NOW”</p> <p><i>LOCALIZED THEME:</i> Inclusive quality and transformative education for all children in Eswatini: the time is now.</p> <p>7.5 Stakeholders were encouraged to undertake measures to ensure the realization of equitable and inclusive education for all children in Eswatini.</p>

MONTH	ACTIVITY	COMMENT
	<p>13. On the 26 – 27 June 2024 -Workshop on the Validation of a Technical Memorandum on the Functional Assessment and Review of the Ministry of Labour and Social Security of Eswatini, execution of its functions, held at The George Hotel in Manzini</p>	<p><b>7.6 Commemoration of the Day of the African Child was held Matsetsa and Ngwenya Town Board.</b></p> <p><b>8.1 The Labour Advisory Board had occasioned to review the ILO Memorandum of Technical Comments on the Industrial Relations Act. The meeting was for 3 days residential, and the Board was able to complete the discussions.</b></p> <p><b>9.1 Building and Construction Industry and Manufacturing Industry</b></p> <p><b>10.1 ILO Directors Mission to Eswatini to introduce himself and catch up with on-going programmes in the implementation of the DWCP whereby an overview of the DWCP; key priorities; Results achieved to-date; ongoing work.</b></p> <p><b>11.1 ILO Director met with the Workers Organizations (TUCOSWA and FESWATU)</b></p>



MONTH	ACTIVITY	COMMENT
		<p>12.1 ILO Director had a meeting with the His Excellency the Right Honourable Prime Minister</p> <p>13.1 An internal Government session of about 20 participants with representatives from the Office of the Prime Minister (Public Policy Coordinating Unit), different Departments in the MoLSS, Ministry of Finance, Ministry Public Service, and the Civil Service Commission.</p> <p>13.2 The purpose of the session is for the ILO technical mission to present the findings and recommendation on the Ministerial needs assessment draft Report, and to get the views / inputs from the different Government Ministries and Agencies, as well as for the MoLSS to coordinate, consult</p>

MONTH	ACTIVITY	COMMENT
		<p>and get final views / inputs on the Draft report.</p> <p>13.3 A tripartite workshop of about 20 participants who were drawn from the management and technical units of the MoLSS, two each from the two trade union federations, and 2 each from the two employers' federations.</p> <p>13.3.1 The purpose of the workshop was for the ILO technical mission to present the Draft Report Findings and Recommendation to the Social Partners primarily to representatives of the federations of employers' associations and of trade union organizations, and to get their inputs and views.</p> <p>13.3.2 Secondly, the workshop facilitated a tripartite discussion on the recommendations in the Draft Report on MOLSS needs assessment, and the development of a draft Roadmap</p>

MONTH	ACTIVITY	COMMENT
		<p><b>on the implementation of the said Report of the Ministerial needs assessment. For the consideration by the Minister.</b></p>

JULY,2024	“Operation Liberaterra” and MASA preparatory/ planning meeting.	A Joint operation initiative against trafficking and smuggling of migrants (christened “operation Liberaterra” and MASA preparatory/ planning) meeting was held at the police headquarters. Projection of activities to be done in September 2024.
AUGUST,2024	Task team meeting on ILO issues	<p>Cabinet mandated the appointment of a Government Task Team composed of Principal Secretaries and/or their designates, chaired by the Ministry of Labour and Social Security. The purpose of the Task Team was to address the conclusions of the Conference Committee on Application of Standards (CAS) which emanated from the 112th session of the International Labour Conference (ILC) which was held from the 3<sup>rd</sup> to the 14<sup>th</sup> June 2024 in Geneva, Switzerland, the observations made by the Committee of Experts on the Application of Conventions and Recommendations (CEACR) on Convention 87 and 98, issues pending before the Committee on Freedom of Association (CFA) under Case No. 3425 and 2949, recommendations of the Independent Investigation Committee and outcomes of the Voluntary Conciliation Report that was signed by Government and TUCOSWA in September 2023.</p> <p>Appointment and commissioning of the Task Team by the Honourable Minister of Labour and Social Security happened on the 9<sup>th</sup> August 2024 for a tenure of not more than 2 years.</p> <p>The Committee on Application of Standards (CAS) urged the Government to take effective measures on the issues outlined below:</p> <p>Refrain from violent treatment, intimidation or harassment, including judicial harassment, of leaders and members of the trade union in the education sector conducting lawful trade union activities, including the Swaziland National Association of Teachers(SNAT) President and Secretary General Messrs Mbongwa Dlamini and Lot Mduduzi Vilakati;</p> <p>Release, quash convictions and drop all charges brought against individuals for having exercised lawful trade union activities and ensure the safe return home of all trade unionists living in exile, including the General Secretary of the Swaziland Transport, Communication and Allied Workers’ Union (SWATCAWU), Sticks Nkambule;</p>

Conduct without delay independent investigations into (i) alleged instances of intimidation, harassment or violence, including the murder of Mr. Thulani Maseko and the persecution of Mr. Mbongwa Dlamini, with a view to determining culpability and punishing the perpetrators and instigators of these crimes; and (ii) investigate violence and interferences by the police in lawful, peaceful and legitimate trade union activities and hold accountable those responsible;

Ensure that employers' and workers' organizations including the Trade Union Congress of Swaziland (TUCOSWA), the SNAT and the SWATCAWU, are given the autonomy and independence they need to fulfil their mandate and represent their members;

Repeal any administrative orders or legislative provisions that have the effect of prohibiting or restricting the right to freedom of assembly of trade unions and ensure in practice that trade unions fully enjoy the right to hold public meetings as enshrined in the Convention, including by training to police and security forces, municipal councils and the judiciary;

Address the findings of the Investigation Committee and the National Voluntary Conciliation and implement the planned sensitization campaign on the Codes of Practice in full consultation with the social partners and with the technical assistance of the ILO.

Capacity building workshop of the Labour Advisory Board (LAB) and Task Team Members on ILO Issues was held on the 26<sup>th</sup> to 27<sup>th</sup> August, 2024 at the George Hotel in Manzini on international labour standard by and ILO reporting. The Workshop was facilitated by an ILO expert sent by the Pretoria-based Office of the ILO. The overall objective of the workshop was to assist the Government of Eswatini in complying with its ILO constitutional obligations, namely, to apply the provisions of ratified Conventions and to report on the measures taken to do so on the following Conventions:

Freedom of association, collective bargaining, and industrial relations

The Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87);

Forced Labour

The Forced Labour Convention, 1930 (No. 29);

The Abolition of Forced Labour Convention, 1957 (No. 105);

Elimination of child labour and protection of children and young persons

<p>SEPTEMBER,2024</p>	<p>Labour advisory Board and Task Team on ILS reporting me</p>	<p>The Night Work of Young Persons (Industry) Convention (Revised), 1948 (No. 90)                  The Minimum Age Convention, 1973 (No. 138);                  The Worst Forms of Child Labour Convention, 1999 (No. 182);                  The Wages Councils for the following sectors completed their negotiations of reviewed minimum wages and other basic conditions of service and submitted their draft Regulations of Wages Orders:                  1.The Regulations of Wages (Agriculture Industry) Order, 2024 , 7.75% across the board;                  2. The Regulations of Wages (Building and Construction Industry) Order, 2024 , 10% across the board;                  3. The Regulations of Wages (Domestic Employees Industry) Order, 2024, 7% across the board;                  4. The Regulations of Wages (Forestry and Forest Industry) Order, 2024, negotiations ongoing                  5. The Regulations of Wages (Funeral Undertakers Industry) Order, 2024, 20% across the board;                  6. The Regulation of Wages (Hotel and Catering Industry) Order, 2024, negotiations ongoing                  7. The Regulation of Wages (Manufacture and Sale of Handicraft Industry ) Order, 2024,Category 1- 10.25%                  Category 2 -9.37 %                  Category 3- 9.37 %                  Category 4 – 8.45 %</p>
	<p>Wages council Negotiations outcome</p>	<p>8. The Regulation of Wages (Manufacturing and Processing Industry) Order, 2024,Category 1- E565.13                  Category 2- E622.94                  Category 3- E666.17                  Category 4- 3 %                  9. The Regulation of Wages (Media Industry) Order, 2024, negotiations ongoing                  10. The Regulation of Wages (Mining and Quarrying Industry) Order, 2024                  A – 17.9%                  A2 -16.9%                  B1 – 16.9%                  B2 – 16.9%                  B3 – 15.3%                  C1 – 13.4%                  C2 – 11%                  11. The Regulation of Wages (Micro-Money Lenders Industry) Order, 2024 , 6.5% across the board;                  12. The Regulation of Wages (Pre-School and Day-Care Centres Industry) Order, 2024,6% across the board;                  13. The Regulation of Wages (Motor Engineering Industry) Order, 2024, 6.6% across the board. Compassionate leave shall</p>

for widows shall be twenty days on pay instead of 14 days  
.Introduction of subsistence allowance was made for any  
employee expected to work outside the country and Payment of  
lunch out allowance for any employee to work outside his duty  
station for longer than 7 hours in a day;

14. The Regulation of Wages (Retail, Hairdressing, Wholesale  
and Distributive Trades Industry) Order, 2024 , 8.25% across the  
board;

15. The Regulation of Wages (Support employees in Schools  
and Other Educational Institutions Support Staff Industry) Order,  
2024, 8.1% across the board and Compassionate leave for  
biological children, in laws and parents shall now be 8 days  
instead of 7 days;

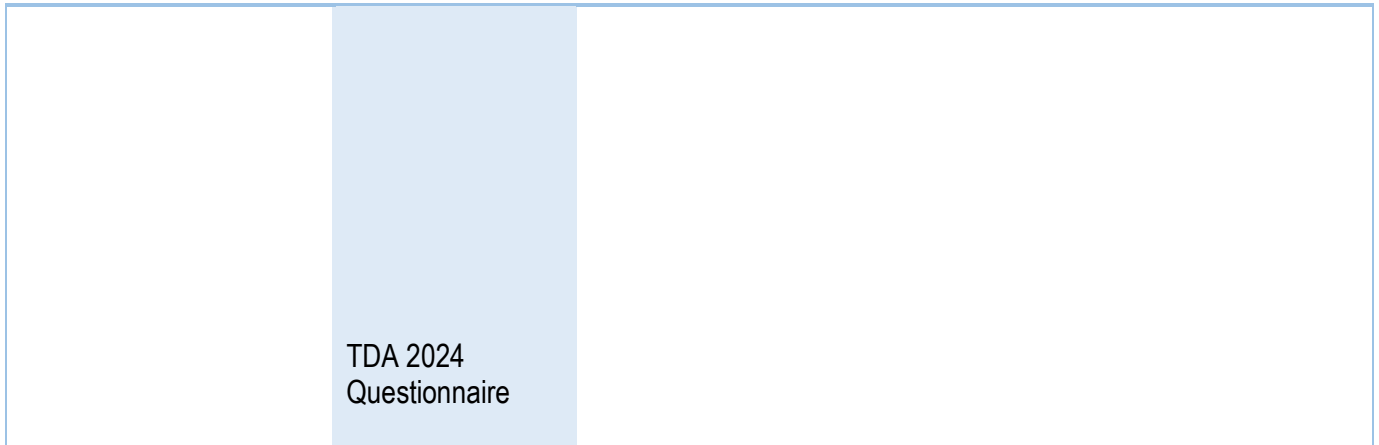
16. The Regulation of Wages (Watching and Protective (Security)  
Industry) Order, 2024 - 5.5% across the board.

N.B. Notice of intention to publish the above completed reviewed  
Regulations of Wages Orders were published in local newspapers  
inviting stakeholder input as per the requirement of the Wages  
Act, Section 11 thereof.

	<p>Notice of intention to publish the above completed reviewed Regulations of Wages Orders were published inviting stakeholder input as per the requirement of the Wages Act, Section 11 thereof.</p> <p>Presentation to Cabinet by the Task Team on the ILO issues 1st Africa Social Security Institutions Coordination and Cooperation forum (ASSCCF) Meeting</p>	
<p>OCTOBER,2024</p>	<p>LAB Special meeting with the Honourable Minister at the Ministry's Conference room.).</p>	<p>To discuss the revocation of Business Eswatini (BE ) from the LAB sitting and the allegations in the manner in which the LAB conducts its business. The Minister stated that BE has raised concerns in the manner in which the Board conducts its business and some of these concerns are:</p> <p>Compliance and representation-The Minister stated that the Federation has raised concern in terms of compliance and mandates of the constitution organization represented.</p> <p>Decision-Making process of the Board-BE made false allegations that decisions are taken through a vote not pursuant to engagements and consultations and further alleged that even the voting exercise is not conducted in a transparent manner in that every time it is made the government and the workers' organization always cast votes in favour of one another.</p> <p>The Minister noted all the concerns raised by BE and questioned if these were raised in any of the Board meetings, which was not</p>



		<p>the case. The Minister then instructed the Board to meet and resolve these issues within its structures.</p>
<p>NOVEMBER, 2024</p>	<p>A sensitization workshop on the code of good practice on managing industrial and protest actions, December, 2024</p>	<p>The ILO facilitated sensitization workshop on the Code of Good Practice on Managing Industrial and Protest Actions as well as the Code of Good Practice on Gatherings, targeting all key players during industrial and protest actions as per the recommendations of the Independent Investigation Committee. The workshop held at Piggs Peak Hotel provided an opportunity for stakeholders to come together to discuss the legal and practical considerations for managing industrial and protest actions. The objectives of the workshop are to:</p> <ul style="list-style-type: none"> <li>i. Sensitize participants on international and regional instruments on freedom of association and collective bargaining;</li> <li>ii. Sensitize participants on ILO standards on freedom of association and the right to collective bargaining;</li> <li>iii. Sensitize participants on the respective powers, rights, roles and responsibilities of the police, marshals and municipal officials under the Codes;</li> <li>iv. Identify impediments militating against effective execution of the respective roles and responsibilities of the parties under the Codes; and</li> <li>v. Discuss ways of improving dialogue and collaboration amongst stakeholders in the implementation of the Codes.</li> </ul> <p>The workshop had 42 participants from Ministry of Housing and Urban Development;</p> <ul style="list-style-type: none"> <li>b) Municipalities -Mbabane and Piggs' Peak</li> <li>c) The Royal Swazi Police Service;</li> <li>d) Representatives of federations of trade union organizations - TUCOSWA - FESWATU</li> <li>e) Representatives of federations of employers' organizations. - BE FESBC - BUFE</li> </ul>
<p>DECEMBER, 2024</p>	<p>The Employment Bill, No. 12 of 2024  Wages Regulations Orders for 2024</p>	<p>The long-standing Employment Bill No. 12 of 2024 was approved by Cabinet and subsequently published in the Government Gazette in November 2024. The Ministry will be tabling this Bill within the fourth Quarter of the 2024/25 financial year.</p>



(i) **112<sup>TH</sup> SESSION OF THE INTERNATIONAL LABOUR CONFERENCE (ILC)**

**The Task Team Appointed by Government to address Conclusions of the Conference Committee on Application of Standards (CAS) and other ILO issues:**

On the 9<sup>th</sup> August, 2024 the Ministry appointed and commissioned a Government Task Team to address the following issues:

- a) Conclusions of the **Conference Committee on Application of Standards (CAS)**, which emanated from the 112th session of the International Labour Conference (ILC) which was held from the 3<sup>rd</sup> to the 14<sup>th</sup> June 2024 in Geneva, Switzerland and observations made by the Committee of Experts on the Application of Conventions and Recommendations (CEACR) on Convention 87 and 98;
- b) Issues pending before the Committee on Freedom of Association (CFA) under Case No. 3425 and 2949;
- c) Recommendations of the Independent Investigation Committee and outcomes of the Voluntary Conciliation Report that was signed by Government and TUCOSWA in September 2023.

The Task team was appointed to respond to the Conclusions of the **Committee on Application of Standards (CAS)** where Government was urged to take effective measures on the issues outlined below:

- a) Refrain from violent treatment, intimidation or harassment, including judicial harassment, of leaders and members of the trade union in the education sector conducting lawful trade union activities, including the Swaziland National Association of Teachers (SNAT) President and Secretary General Messrs Mbongwa Dlamini and Lot Mduduzi Vilakati;
- b) Release, quash convictions and drop all charges brought against individuals for having exercised lawful trade union activities and ensure the safe return home of all trade unionists living in exile,

including the General Secretary of the Swaziland Transport, Communication and Allied Workers' Union (SWATCAWU), Sticks Nkambule;

- c) Conduct without delay independent investigations into (i) alleged instances of intimidation, harassment or violence, including the murder of Mr. Thulani Maseko and the persecution of Mr. Mbongwa Dlamini, with a view to determining culpability and punishing the perpetrators and instigators of these crimes; and (ii) investigate violence and interferences by the police in lawful, peaceful and legitimate trade union activities and hold accountable those responsible;
- d) Ensure that employers' and workers' organizations including the Trade Union Congress of Swaziland (TUCOSWA), the SNAT and the SWATCAWU, are given the autonomy and independence they need to fulfil their mandate and represent their members;
- e) Repeal any administrative orders or legislative provisions that have the effect of prohibiting or restricting the right to freedom of assembly of trade unions and ensure in practice that trade unions fully enjoy the right to hold public meetings as enshrined in the Convention, including by training to police and security forces, municipal councils and the judiciary;
- f) Address the findings of the Investigation Committee and the National Voluntary Conciliation and implement the planned sensitization campaign on the Codes of Practice in full consultation with the social partners and with the technical assistance of the ILO.

## **(ii) Meetings of the Labour Advisory Board**

During the First Quarter of 2024, the Labour Advisory Board (LAB) had a meeting on 19<sup>th</sup> to 21<sup>st</sup> June 2024 to discuss the following issues;

- a) The Labour Advisory Board had occasion to review the **ILO Memorandum of Technical Comments** on the Industrial Relations Bill. The meeting was for 3 days residential, aimed at discussing and incorporating the comments made by the ILO technical experts and the Board was able to complete the discussions.
- On 26<sup>th</sup> to 29<sup>th</sup> August, 2024 the Deputy Commissioner of Labour attended a Dialogue on the COMESA Free Movement of Persons Programme and a Stakeholders Validation Workshop, in Kigali, Rwanda, The

Purpose of the dialogue was to discuss the bottlenecks which prevent member states from ratifying the free movement protocol.

- On 13<sup>th</sup> to 14<sup>th</sup> November 2024 the Deputy Commissioner of Labour attended a Capacity Building Workshop towards combatting irregular migration, especially Trafficking in Persons and Smuggling of Migrants, in Dar es Salaam, Tanzania.

### **External Meetings:**

The Ministry attended the following external meetings during the Second Quarter of 2024:

1. The 5<sup>th</sup> African Union Meeting on Social Development Labour and Employment held in Addis Ababa, Ethiopia which was attended by a tripartite delegation led by the Hon. Minister.
2. The Meeting of the Working Party on Legal and Policy Matters which is reviewing the Constitution and Policy instruments of the African Regional Labour Administration Centre (ARLAC). This Working Party that is composed of six (6) Member States is chaired by ESWATINI. Other member countries are Zimbabwe, Namibia, Botswana, Malawi and Kenya.

### **Future Plans:**

- a. To complete the legislative reform processes, particularly of the Employment Bill and the Industrial Relations Act;
- b. To complete the process of reforming the national social dialogue structures and re-launch an effective national social dialogue institution;
- c. To finalise and put in place an electronic Labour Inspection Management System in order to improve the general operations and effectiveness of the Inspectorate and Industrial Relations Units;
- d. To accessorise all Labour offices with Computers (Laptops) and printers in order to facilitate tele working;
- e. To engage social partners with a view and prospects of extending the Second Generation Decent Work Country Programme 2022-2025.
- f. To drive the implementation of the National Labour Migration Policy through a Steering Committee which has since been appointed by the Hon. Minister of Labour and Social Security.
- g. To look work towards the establishment of the Labour Migration Unit and establishing Bilateral Agreements with other Members States within SADC bloc and beyond.
- h. To capacitate and operationalise the Multi Sectoral Task team appointed for combating the Worst forms of Child Labour In Eswatini.

i. To cooperate with the ILO on the finalisation of the exercise aimed at establishing the number of establishment liable for inspection in the four regions of Eswatini. An exercise which will assist in positioning the Country well in full complying with Convention 81 of 1947 (Labour Inspection)

## 1.5 The Department of Social Security

### Mandate

The mandate of the Department entails policy formulation, administration, and regulatory oversight of the contributory social security systems. The Department plays a pivotal role in the consultation process, coordination with stakeholders, locally and internationally to ensure that deliberate measures are being taken to strengthen the institutional capacity, regulatory and oversight functions of government for an enhanced coverage of social protection in the Kingdom of Eswatini.

**Departmental Objective:** To develop national social security policies, strategies and programs to ensure implementation of nationally appropriate social protection systems and measures for all, including floors

### 3.5.1 National Social Security Framework

#### 3.5.1 Achievements

##### Social Security Inquiry

The Department has instituted the Social Security Inquiry (SSI) Tool as part of the broader efforts to expand coverage and improve the effectiveness and efficiency of the national social security system. The SSI provides a sustainable response system to map existing social protection schemes in Eswatini, assess adequacy of benefits, and identify policy gaps and opportunities. A highlight of the Functions covered by Schemes and the Schemes Financing and Management is reflected below in Figures 1 and 2. The Social Security Inquiry tool provides a mechanism for monitoring the implementation of the National Social Security Policy (2021).

### Developing A Framework for Including Informal Workers in Social Security

Worth noting is that the country has not yet formally established social security benefits to the non-formal economy where more than 50% of the employed population participates (refer to table 1). Although some employees in the informal economy have independently insured against such risks, this is not mandatory. The exclusion of a large share of working age population means that these workers have no protection against job loss, old age, disability and injury on duty and many other labour market contingencies. By inference, workers in the informal economy depend on the social assistance program for addressing their vulnerabilities.

Table 1: Distribution of labour force by employed populations, 2023

	Male		Female	Both Sexes
Working age population	363 451		430 163	793 614
Labour Force aged	196 624		206 286	402 909
Total employed population	131 586		128 770	260 356
Informally Employed population	70 487		75 806	146 293
Persons in informal economy as percentage of employed population (%)	53.6		58.9	56.2

Source: Labour Force Survey (2023)

In a nutshell, the informal economy workers and their families often find themselves in the “missing middle” of social protection coverage, whereby they are ineligible for poverty-targeted social assistance and also excluded from employment-based contributory Programmes. In line with Policy Objective 7 of the National Social Security Policy (2021), a snapshot survey of the Informal sector has since been undertaken towards developing a framework for including informal workers in social security. Findings of the Survey are useful for the Ministry's intention to identify appropriate innovative measures for social security arrangements for diverse groups of workers in the informal economy. By including the informal sector, the Government aims to improve the lives and well-being of a significant portion of the population.

### 1.2.1 Key Findings Snapshot Survey of the Informal Sector:

- **Informal Economy Vulnerability:** Most informal business owners (82%) are family breadwinners, with limited access to formal financial institutions (less than 5% accessed credit). Their businesses generate modest monthly incomes, with limited capacity to save (35%).
- **Low Social Security Coverage:** Funeral cover is the most common social security benefit (89.7%), while pension is low (less than 3%).
- **High Interest in Social Security:** Nearly all respondents (98.9%) expressed willingness to participate in a government-introduced social security scheme for the informal sector

#### 1. Establishing an Unemployment Benefit Scheme (UBS)

Recognizing the need for robust social protection and labor market development, the Government has prioritized the establishment of an Unemployment Benefit Scheme (UBS). A highlight of milestone of activities and the mitigation Strategies by the Unemployment Benefit Scheme Bill is herewith presented.

Key Challenges / Gaps	Mitigation Strategies
<p><b>1. Need to build a more resilient and inclusive Labor Market</b></p>	<p>Unemployment Benefit Scheme is a crucial step towards strengthening social protection, promoting labor market development, and improving the lives of Emaswati wherein income support is provided during job loss.</p> <p>Through the Public Employment Services, an ancillary component of the UBS, the savings generated can play an essential role towards invigorating efficient labor market policies and efforts including promoting TVET centers, implementing public works programs, providing cash transfers to the most vulnerable.</p>
<p><b>2. Skills Gaps</b></p>	<p>The UBS will also facilitate return to work by relying on employment promotion programs, including</p>



Key Challenges / Gaps	Mitigation Strategies
	employment-intensive programs, skills development, and entrepreneurship-support measures. The Active Labour Market mechanism will ease labor market frictions such stemming from skill mismatches, job search, barriers to migration and job productivity.
<b>3. Informality</b>	The Fund will explore strategies towards gradual expansion of coverage, incentives for formalization.
<b>4. Unexpected events or structural reforms</b>	From workers (and employer’s) perspective the UBS is crucial at the times of shock. As such discussions on UBS ensured during COVID as the Government realised that in the case of ‘crisis’ it is ‘cheaper’ to have UBS than to identify sources in the general budget to mitigate the impact.

	<i>Results</i>
<b>Result : Gender inclusive unemployment benefit scheme (UBS) established</b>	<b>At the earliest in 2024</b>
Government provided with technical advice on the implementation of the COVID-19 Unemployment Relief Fund.	□
Feasibility studies for an Unemployment Benefit Fund completed (informed by technical analysis, international good practice and social dialogue)	□
Draft Legal, institutional and start-up /implementation frameworks for UBS in place.	□
Draft national policy framework for linking unemployment protection with employment, macroeconomic and active labour market policies completed.	□

<p><b>Tripartite constituents and Labour Advisory Board engaged jointly on institutional governance mechanisms and overall policy oversight of the UBS.</b></p>	<p>□</p>
<p>Key Design Features of the Unemployment Benefit Scheme</p> <ul style="list-style-type: none"> <li>o <b>Coverage: Salaried public and private sector employees.</b></li> <li>o <b>Contribution Requirements: 12 out of 18 months prior to unemployment.</b></li> <li>o <b>Benefit Level: 50% of monthly salary for six months.</b></li> <li>o <b>Minimum Benefit: 50% of the sector's minimum wage</b></li> </ul>	<p>□</p>
<p>Unemployment Benefit Scheme Design and Implementation</p> <ul style="list-style-type: none"> <li>o <b>Universal coverage of the formal labor market (public and private).</b></li> <li>o <b>Self-sustainability through contributions and reserves.</b></li> <li>o <b>Need for a detailed business case and robust governance.</b></li> <li>o <b>Importance of effective registration, collection, compliance, and case handling</b></li> </ul>	<p>□</p>
<p>Financial Sustainability and Impact-Ensuring Long-Term Viability and Positive Outcomes</p> <ul style="list-style-type: none"> <li>o <b>Emphasis on actuarial evaluations and reserve fund management.</b></li> <li>o <b>Likely net contributors: Older workers, public sector workers.</b></li> <li>o <b>Likely net beneficiaries: Younger workers, women, rural workers, lower-skilled workers, private sector workers.</b></li> <li>o <b>Positive impacts on poverty reduction and labor market efficiency.</b></li> </ul>	<p>□</p>
<p>Moving Towards Implementation</p> <ul style="list-style-type: none"> <li>• <b>Key Activities:</b></li> </ul> <p><b>Finalizing the institutional models:</b></p> <p>a) <b>Independent Institution: A new, dedicated UBS institution with its own board and governance.</b></p> <p>b) <b>Hybrid Model: A standalone UBS State Owned Entities that can outsource specific functions (e.g., to ENPF).</b></p> <ul style="list-style-type: none"> <li>• <b>Developing a detailed business plan and legal framework.</b></li> <li>• <b>Piloting and stakeholder consultations.</b></li> <li>• <b>Target implementation timeline.</b></li> </ul>	<p>□</p>

## 2. Establishing a Competitive Model of Workers Compensation Industry.

Following the transitioning from monopolized workers' compensation system to a competitive model aims towards promotion of efficiency, improved service delivery and enhance the overall experience for employers, employees, and service providers. The reporting period has seen significant developments in Eswatini's workers' compensation landscape, driven by the demonopolization of the market. This shift necessitates a robust regulatory framework to ensure market stability, efficiency, and fairness as multiple insurers now provide Workmen's Compensation coverage. This report outlines the progress made in reforming the regulatory framework and highlights addressing of key gaps through the review of the Workmen's Compensation (Insurance) Regulations, 1983, under sections 25 and 44 of the Act.

### Progress and Key Achievements:

- **Market Demonopolization:** The successful opening of the workers' compensation market has introduced competition, which is expected to improve service delivery and potentially reduce costs for employers.
- **Regulatory Review Initiation:** A comprehensive review of the Workmen's Compensation (Insurance) Regulations, 1983, is underway to align with the amended Workmen's Compensation Act and address emerging market needs.

### 3.5.2 Workers Compensation Scheme

This Unit deals primarily with compensation for injuries on duty and occupational diseases. The main functions of the Unit are as follows:

- a) To compute/process Workmen's Compensation claims for all employees in Eswatini and make follow-ups on non-responses;
- b) To attend to complaints arising from the compensation awards and other related issues;
- c) To provide information on all matters related to Workmen's Compensation;
- d) To conduct Workers' and Employers' education on the application of the Workmen's Compensation Act and its accompanying Regulations;
- e) To identify dependents of deceased workmen in all fatal cases;
- f) To serve as a Secretariat to both the Workmen's Compensation and Pneumoconiosis Medical Boards; and
- g) To collaborate with stake holders, locally and internationally.

**Activities Undertaken:**

The table below shows a list of the number of injury on duty cases by sector that were reported for year 2024. These numbers include injury on duty cases that happened in previous years but were reported during the year 2024. The total number of reported cases for this period is 1 261 which shows a decrease from the number of cases that were reported in 2023 which was 1 776.

Type of Sector	No. of reported injuries
Agriculture	121
Construction	79
Forestry	95
Manufacturing	118
Mining and Quarry	49
Motor & Electrical Engineering	21
Public sector	127
Retail	60
Security	95
Service Sector	116
Textile	110
Transport	42
Other	125
Parastatals	103
Total	<b>1261</b>

**TYPES OF INJURIES:**

Arm (including shoulders, elbow, hand, wrist)	583
Leg (including hip, thigh, knee, sheen, and foot)	366
Head and neck:	162
Face (Including eyes, face, mouth, tongue, ears):	120
Spine:	13
Back:	79
Waist:	14
Whole body:	10
<b><u>TOTAL</u></b>	<b><u>1365</u></b>

**FATAL ACCIDENTS:** There were **13 fatal cases** reported during this period.

**CASES WITH NO DISABILITY:** 261

**CASES WAITING FOR MEDICAL CERTIFICATE:** 885

**CASES YET TO BE ROCESSED:** 298

**Note:**

- 1. Cases with no disability includes those cases whereby the injury was not very serious and workman was treated same day.*
- 2. Cases waiting for medical certificate indicates those cases whereby the workman is still under doctor's treatment.*
- 3. Cases to be processed are those whereby the doctor has issued the final medical certificate and disablement report.*

## PAYMENTS:

**Private Sector:** The Department has recorded **E3, 960, 059.90** with proof of payment which is amount paid to different cases during the period under review **versus E3, 286, 159.51 for 2023**.

**Government:** The overall number of claims processed amounted to **E8, 632, 234.81** in the year 2024 whereas in in 2023 the total amount was **E10, 899, 809.70**. We are anticipating an increase in the coming year (2025) as we have been receiving more injury on duty documents from the newly incorporated Umbutfo Eswatini Defense Force

## Workmen Compensation Medical Board:

There were six medical board sittings for the year. Two were for the period of January to March, the other two for the period of July to September and finally two for the period of October to December.

The cases that were referred to the Workmen's Compensation Medical Board included those whereby the workmen were not content about the outcome of the medical doctor and appealed for reassessment. Others were occupational cases whereby it is mandatory that they are assessed by the medical board and finally those which were awarded percentages which are far above the regulated awards.

**Challenges:** Inadequate resources persistently remain a challenge for this Unit as it operates with a staff compliment of 2 officers who are employed on permanent basis. Therefore, the unit relies on temporary clerical staff. We urge the ministry to consider facilitating employment of the clerical officers on permanent basis to facilitate speedy processing of claims.

**Transport:** It remains a challenge as we normally rely on the companies for transport in order for us to visit them.

## Future Plans:

- The review of the Workmen's Compensation (Insurance) Regulations, 1983, is a priority. The revised regulations will address the identified gaps, creating a more robust, efficient, and fair workers' compensation system in Eswatini. Regular progress updates will be provided, and stakeholder consultation will be a key component of the regulatory development process.
- The Unit endeavors to continue with awareness and sensitization campaigns within companies. Our observation is that there is lack of information on the interpretation and application of the Workmen's Compensation Act from both the employers and employees. Some employees do not even have the workmen's insurance policy and some only insure a section of their employees.

## 3.5.2 Occupational Health and Safety

### 3.5.2.1 Mandate

Workers in all sectors are exposed to unsafe and unhealthy working environments on a daily basis. They lose their lives as a result of occupational accidents and diseases, with a number suffering from work-related injuries or chronic illnesses. As new advances affect the labour landscape, workers must now deal with a range of emerging hazards, in addition to those that already existed. Besides the devastating impacts on individuals, their families and communities, the impact on the enterprises' efficiency, productivity and the economy are also of importance. Occupational safety and health (OSH) anticipates, recognizes, evaluates and controls hazards that may arise in or from the workplace that could impair the health and well-being of workers, considering the possible impact on the surrounding communities and the general environment. OSH is concerned with preserving and protecting human and facility resources in the workplace. A safe and healthy working environment is a fundamental principle and right at work and calls for the country to create momentum for increasing occupational safety and health efforts.

The OSH Division therefore has a mandate to facilitate the protection of the nation against risks to health and safety that may be arising out of employment activities. The main objectives include to promote decent work by improving the safety, health and well-being of everyone in the world of work and in turn improve and enhance productivity, the economy and development of the country as a whole. The Division has a responsibility to instigate research to identify occupational hazards and to find ways of mitigating the risks associated with them; provide information and advice to employers and workers; and take specific measures to prevent catastrophic events where potential risks are high.

The establishment of Occupational Safety and Health Committees in workplaces is promoted to ensure that both the employer and the workers take joint responsibility in creating a safe and healthy work environment. The Division supervise and advise on the implementation of a workers' health surveillance system, which should be linked with programmes aimed to prevent accidents and diseases, and to also protect and promote workers' health at both enterprise and national levels. This is done through the enforcement of OSH legislation which includes; the Occupational Safety and Health Act 2001, the Factories, Machinery and Construction Works Act 1972 and its regulations, Buildings Regulations 1969 and other relevant Acts. Workplace visits are conducted to ensure compliance and also to give advice to workplaces on how to improve their safety and health performance.

Inspections are conducted for dangerous machinery/equipment such as boilers, lifting equipment and pressure vessel to ensure that their use does not pose risks to safety and health of persons at work. OSH promotion activities are also

conducted through national campaigns and sectoral workshops for the different types of industry. OSH advisory services and information dissemination is also provided to employers and workers.

A healthy workforce is a productive workforce, boosting a country’s overall economic output. An effective national OSH system reduces employment injury compensation claims, thus, making financial savings to the social security system. Safe and healthy work environments positively impact the country’s decent work agenda in promoting best production systems and adoption of innovative safety practices, enhancing national competitiveness.

### 3.5.2.2 Occupational Safety and Health Inspections

The table below shows the number of inspections conducted during the period April to December 2024.

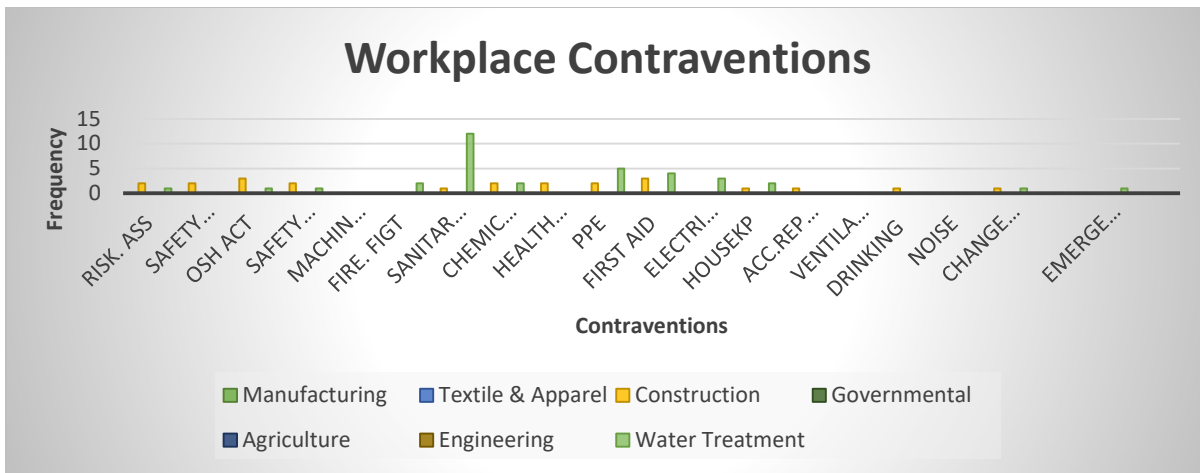
ACTIVITIES	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Workplace Inspections	12	8	2	1	5	1	1	1	1
Follow Up					1			1	1
Accidents Investigated			3	6	2		2	1	2
Steam Boilers Inspected			21	8		2	1		2
Elevators Inspected	2			1	25	40	12	24	5
Improvement Notices Issued	12					1			1
Prohibition Notices Issued		1			1			1	
<b>Total</b>	<b>26</b>	<b>9</b>	<b>26</b>	<b>16</b>	<b>34</b>	<b>44</b>	<b>16</b>	<b>28</b>	<b>12</b>

A total of **51** establishments and **141** machineries were inspected during the period under review.

➤ **A summary of the contraventions is presented in the diagram below**

Workplace Inspection Contraventions





The figure above summarizes the contraventions that were observed among the different industries during the period under review.

**Risk Assessment** – the construction industries visited did not conduct a risk assessment (either baseline or activity based). They recorded the highest frequency of non-compliance.

**Safety Committee** – construction industries were without a safety committee which is an integral part of the Safety and Health Management System that assist industries to come up with strategies to improve safety and health at work.

**Safety Policy** – most construction industries either did not have a safety policy or did not display it to ensure compliance to safety procedures.

**Machinery Safety** – the mining industry visited did not follow procedures of machinery safety, specifically they did not have service records for some of their machinery, which is crucial to verify their safety while in use.

**Firefighting** – only one construction industry visited was without fire extinguishers and where provided they were long overdue for service which renders them not to be ready for use in case of an emergency.

**Sanitary facilities** (toilets) – the construction and mining industries had poor sanitation and hygiene. Some of their sanitary facilities were without water, hand washing soap and sanitary bins.

**Chemical Safety** – the manufacturing and construction industries did not follow procedures of ensuring chemical safety in the workplace during delivery, usage and disposal.

**Personal Protective Equipment** – the construction and manufacturing industries had insufficient PPE for their employees, which puts the employees at risk of injuries which the PPE might have prevented.

**First Aid** – most construction industries had insufficient contents in the first aid boxes, some were found with empty boxes and with few or no first aiders.

**Housekeeping** – all visited industries had poor housekeeping such as obstructed walkways which may cause slips, trips and injuries.

**Change rooms** – all the construction industries visited had no change rooms, where employees keep their personal clothing and change into their PPE. The change rooms are important to keep the employees' valuables safe and to keep their PPE on site.

**Scaffolding** – the construction industries were without properly erected scaffolds and some were not erected by competent people, these pose a danger to the employees as they are at risk of falling and sustaining life threatening injuries.

**Emergency exit** – the manufacturing industry had blocked emergency exit doors hindering safe passages, during emergencies, thereby placing employees at risk on emergency situations.

➤ **Action taken in response to non-compliances**

Reports of non-compliances were prepared and sent to companies and follow-up visits were made where possible. The operations of one company were halted after a follow-up inspection due to non-compliance with the requirements of the Act and frequent injuries.

➤ **Number of Employees per industry**

The table below shows the number of workers reached out to in the different industries inspected in the period.

**Number of employees in the industries inspected from January to December**

	Men	Women	Total
<b>Manufacturing</b>	376	766	1142
<b>Textile &amp; Apparel</b>	643	4342	4985
<b>Construction</b>	507	106	613
<b>Government</b>	209	267	476

<b>Agriculture</b>	647	346	993
<b>Engineering</b>	135	27	162
<b>Water Services</b>	60	8	68
<b>Mining</b>	746	150	896
<b>Total</b>	2993	5975	8968

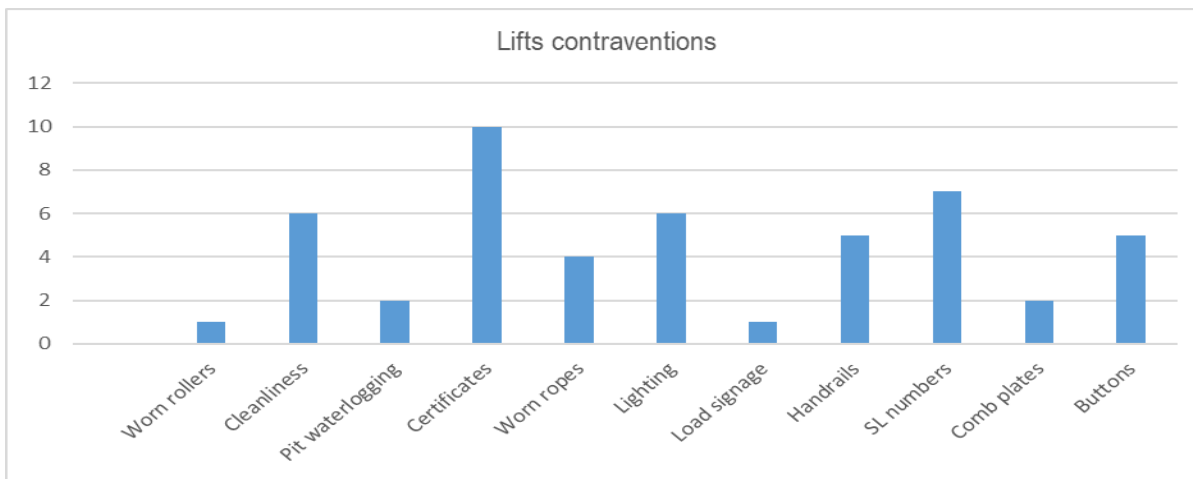
The graph above summarizes the total number of workers within the different industries visited in the period.

➤ **Machinery Inspections**

**Findings of the Lifting Equipment (Elevators/escalators) and Boilers Inspections**

**Elevators & Escalators**

A summary of the contraventions on lifts and escalators is presented below:



**Worn rollers** – some elevators had worn out door rollers, making the lift door not to close properly posing a danger to users.

**Cleanliness** – some elevators were not hygienic which is hazardous to users.

**Pit waterlogging** – some elevators had their pits waterlogged, stagnant water can be breeding grounds for parasitic disease vectors.

**Worn ropes** – Some elevators had ropes showing signs of rust and wear. Elevator ropes are changed periodically to avoid snapping of worn ropes resulting in accidents.

**Lighting** – some lifts were had their lights not working either inside the car or in the shaft. Adequate lighting is essential for lift users to be comfortable inside the lift and for servicemen in the shaft to avoid falling when doing maintenance work.

**Load signage** – lifts have maximum permitted loads that they can carry, it is therefore important for a sign to be displayed on the lift to show the maximum load.

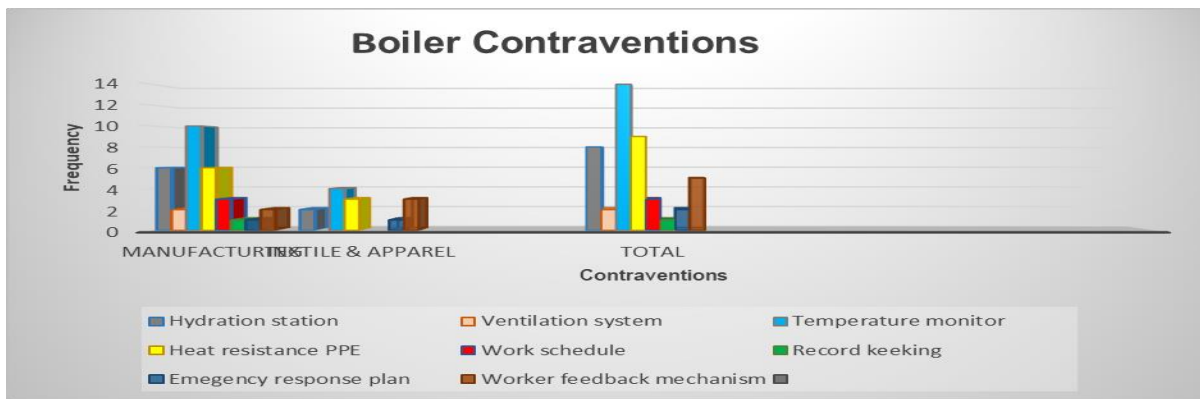
**Handrails** – There were worn out handrails which can be dangerous as they can hook on to clothing causing injuries.

**SL numbers** – some elevators were found without their official numbers, which is a way of identifying each unit uniquely.

**Comb plates** – There were broken comb plates which is hazardous for users as toes and other loose shoe laces may be caught up as one climbs the escalators leading to injuries.

**Buttons** – There were broken buttons, this impedes users from accessing certain floors in the buildings.

**Boilers**



34 steam boilers were inspected in the period under review. There were cases of poor treatment of boiler water which would lead to corrosion and scale formation on boiler surfaces if not monitored. These will be thoroughly checked in the next inspection program.

➤ **Workplace Accidents/Injuries**

The Department received a total number of **727 occupational** injuries in the annual period under review, within which 14 were fatalities. A total of **16** fatal and serious accidents were investigated during the period under review. Some of

the cases of occupational injuries investigated were submitted to the Attorney General Office for their determination of criminal offences.

Below is summary of the type of injury.

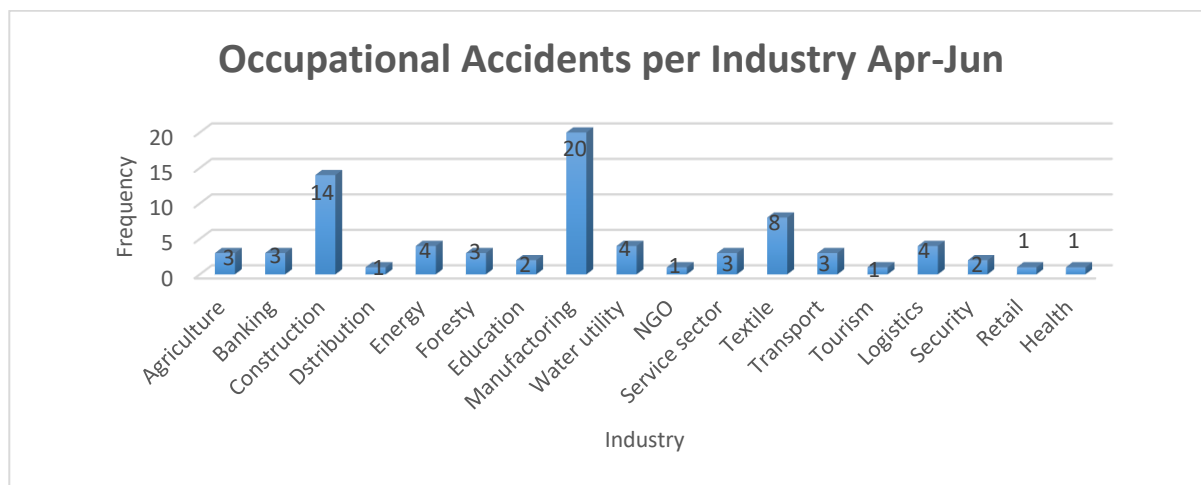
Type of Injury	Apr-June	Jul-Sep	Oct-Dec	Total
minor	51	283	252	586
serious	27	47	53	127
fatal	2	8	4	14
<b>Total</b>	<b>80</b>	<b>338</b>	<b>309</b>	<b>727</b>

The figure above indicate that minor injuries are the most frequent. These statistics are in line with the accident theory which states that one serious injury accident is as a result of 10 minor injuries (first aid only) accidents, that emanates from 30 damage causing accidents, which are the likely caused by 600 near misses.

### Occupational Accidents per Industry

The diagram below is a summary of accidents incurred in the different sectors of industry during the different quarters.

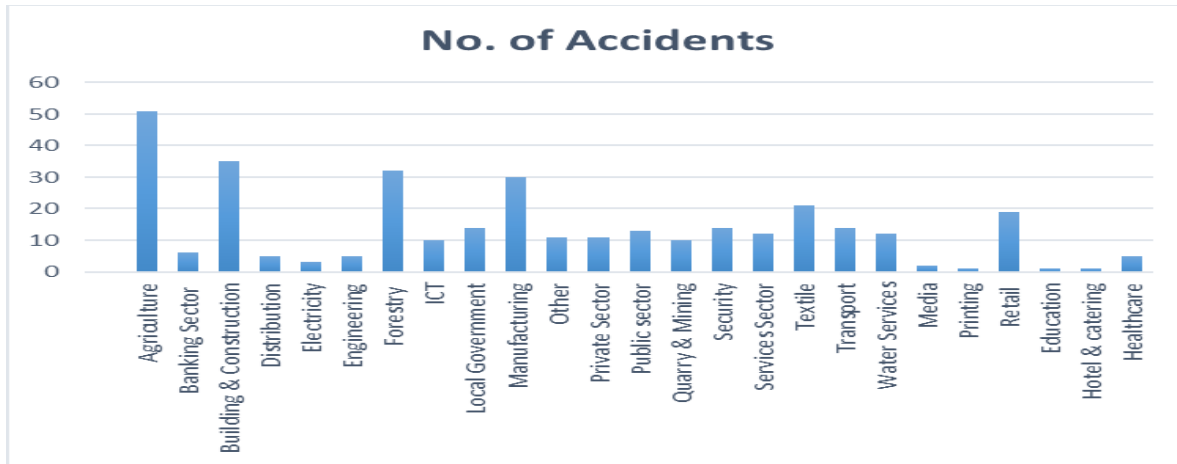
#### 1<sup>st</sup> Quarter (April to June)



The above graph indicates the different industries in the country that incurred occupational injuries between April and June 2024. The manufacturing industry had the highest number of injuries reported, with 20 occupational accidents (25% of the total occupational accidents reported). Other industries with high accident frequencies are the construction

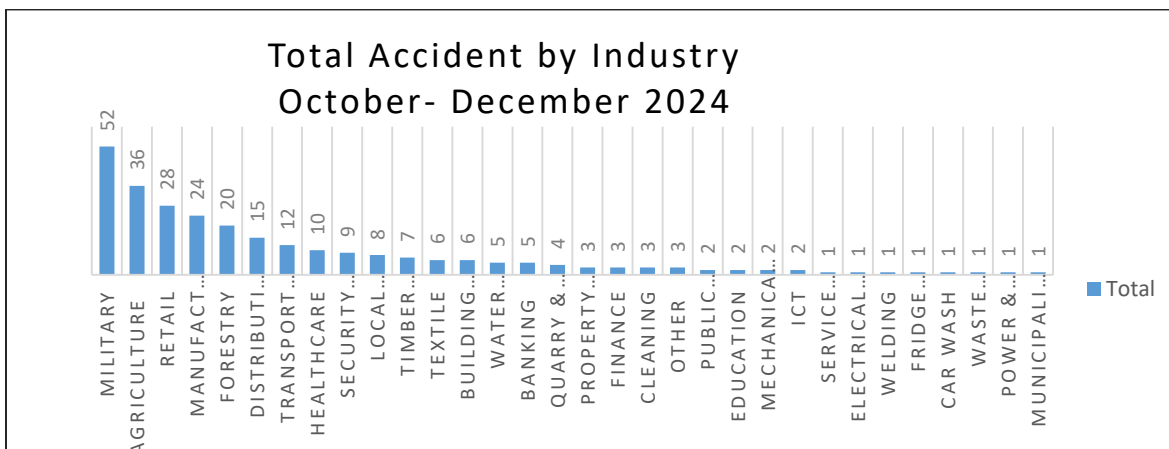
(17.5%), textile (10%), water utility, energy and logistics’ (5%). Agriculture, banking, distribution, energy, forestry, education, NGO, service sector, transport, tourism and security industries had the least number of occupational accidents being reported within the three months (April to June).

**2nd Quarter (July to September)**



The above graph indicate the different industries in the country that incurred occupational injuries between July and September 2024. The agriculture sector had the highest number of injuries reported, with 51 occupational accidents (15% of the total occupational accidents reported). Other industries with high accident frequencies are the construction (10.4%), forestry (9.5%) and manufacturing (8.9%).

**3rd Quarter (October – December)**



The above graph indicated that more injuries were recorded in military (54), agriculture (36), retail (28), manufacturing and processing (24), Forestry (20), distribution (15), Transportation (12), health care (10) and security services (9). The rise in Occupational Accidents reported in military can be attributed to the nature of their activities and the fact the this sector was not reporting injuries before the amendment of the Act.

**Parts of the body injured:**

The upper extremities of the body are the mostly injured. These injuries are incurred by workers engaged in tasks involving repetitive motion such assembly line work, or operating machinery. A repetitive strain injury can affect the hands, wrists, shoulders and also neck, leading to chronic pain and reduced function. Poor posture, especially in office settings, further exacerbates the risk of neck and shoulder injuries that can contribute to musculoskeletal pain and discomfort.

Construction sites are inherently hazardous environments that present a particularly high risk of occupational injuries. Falls from height are the leading cause of fatal injuries in this sector, and non-fatal injuries are often caused by being struck by moving objects, handling heavy objects, or accidents involving machinery.

**Occupational Accidents by body region injured:**

Most of the accidents reported in the observed period affected the upper appendages (arms, hands and fingers) recording 160 cases which is 22% of total cases recorded, lower appendages (legs and feet) recording 185 cases (25%), head, face and neck injuries (185 cases – 25%), 56 cases involving the vertebral column and 45 cases of multiple injuries.

Number of accidents reported by body region injured			
Body region injured	Number of Accidents	BODY REGION INJURED	Number of Accidents
Upper Extremities	160	Cranial and Thoracic	3
Lower Extremities	185	Cranial, Vertebral and Lower Extremities	4
Cranial	185	Cranial, Thoracic and Upper Extremities	4
Multiple Injuries	45	Upper Extremities and Vertebral	4
Vertebral	56	Cranial And Vertebral	4
Cranial and Upper Extremities	13	Thoracic And Lower Extremities	4
Thoracic	15	Vertebral And Lower Extremities	1

<b>Cranial and Lower Extremities</b>	15	Thoracic And Upper Extremities	1
<b>Fatal</b>	14	Vertebral And Upper Extremities	1
<b>Upper And Lower Extremities</b>	6	Whole Body	7
		<b>Total accidents</b>	<b>727</b>

**Cases Submitted for Prosecution**

<b>Name of Case</b>	<b>Industry/Sector</b>
<p><b>Fatal accident.</b></p> <p>A worker was caught between a moving conveyor belt and pulley. His right hand and head was found trapped between the pulley and conveyor belt.</p>	Forestry
<p><b>Fatal accident.</b></p> <p>A worker was electrocuted by 11kv of electricity while doing maintenance work on an electric pole.</p>	Electricity
<p><b>Fatal accident.</b></p> <p>A worker was injured when an explosive exploded during the preparations for rock blasting.</p>	Mining
<p><b>Serious accident.</b></p> <p>A worker fell from an 11.5m electric pole while doing maintenance work.</p>	Agriculture
<p><b>Fatal accident.</b></p> <p>A worker fell on a drain box and was hit by the drain cover weighing about 170kg on the chest and arm.</p>	Agriculture



### 3.5.2.3 Achievements:

- i. A National Workplace Wellness Policy that will provide the foundation for developing activities and modifying the work environment to support health and wellbeing of employees and their families as well as guiding decision-making in health matters has been developed. The Policy with its implementation plan has been approved by Cabinet in October. A wellness-focused lifestyle includes a balance of a range of constructive health habits, positive attitudes and emotions, productive behaviors and supportive relationships.
- ii. For the period of October – December 2024, the section was involved in quite a number of activities, including the review the Eswatini Occupational Safety and Health Act of 2001, which emphasizes that workplace inspections be conducted to ensure compliance and offer advice for improvement of worker safety and health.
- iii. Transport: The Division has been allocated one vehicle which will now enable the assessment of OSH compliance in the work establishments and the investigation of occupational accidents. With the availability of fuel, Inspectors will now be able to visit the workplace in order to ascertain compliance with the legislation and require transport.
- iv. An authority to fill two positions for OSH Inspectors was granted to the Ministry and the process is in progress. This will enhance the carrying out of inspections.

### 3.5.2.4 Challenges

**Inadequate human and financial resources persistently remains a challenge for this Division.** The Division still operates with a staff complement of two (2) officers as one is in training, that have a responsibility to ensure the safety and health of workers in all workplaces in the country. This is a challenge when it comes to effectiveness and efficiency. The prevailing conditions contribute to the deteriorating safety and health standards in the world of work and are detrimental to the economy of the country as the frequency of occupational injuries is escalating and carry significant economic costs. The process of filling two positions for OSH Inspectors is in progress. We hope to have added two inspectors by the next quarter.

**Health surveillance:** It is difficult to collect data for detecting or evaluating health hazards as the Ministry does not have occupational health personnel to conduct medical surveillance on workers. This would assist to early detect any health anomalies related to work and systematically watch out for work related ill-health in workers exposed to certain health risk and in turn put control measures.

**Lack of OSH Laboratory:** We currently do not have OSH laboratories nor research facilities to assist in providing OSH information that is scientifically proven. This makes it difficult to set standards such as occupational exposure levels and appropriately enforce compliance.

### 3.5.2.5 Future Plans

- i. The plan is to continue conducting sensitization workshops on the Importance of Company Safety Health Policy; Risk Assessment and Occupational Health surveillance in maintaining a preventive safety culture in the working environment. Inspections conducted and occupational accidents investigations show that companies do not identify hazards in their workplaces, and therefore do not put in place mitigation measures against hazards in the workplace. This is one of the reasons companies have an increase in the number of occupational injuries incurred.
- ii. In implementing the National OSH Policy, the department has started the OSH Act review process and is currently finalising the draft document for stakeholders' consultations. The International Labour Organisation is supporting this activity with funds and technical expertise.
- iii. Procurement of environment monitoring equipment to assess stressors in the workplace (such as noise, chemical exposure levels) and promote compliance with the national law and international best practice requirements.
- iv. The implementation plan of the National OSH Policy approved by Cabinet and the National OSH Profile puts emphasis on the decentralisation of OSH services and the review of the OSH Division to determine the minimum staffing and competency requirements towards meeting our obligations under the fundamental ILO conventions on safety and health.

## 4.0 PARASTATAL REPORT

### 4.1 Conciliation Mediation and Arbitration Commission (CMAC)

#### 4.1.1 Executive Summary

This Report covers the performance of the Commission for the period April to December 2024.

The Commission continues to play a pivotal role in promoting sound labour relations in the country through Dispute Prevention and Dispute Resolution. The recognition of the Commission as the preferred alternative dispute resolution agency was reflected on its appointment to the Panel of Commissioners and given responsibility for the Secretariat of the National Voluntary Conciliation [NVC] Case No. 3425 pending before the ILO Committee on Freedom of Association. The process was completed in July 2023.

In the reporting period the Commission's continued to attend to enquiries with a total of three thousand three hundred and eighteen [3318] over the nine [9] months.

The improvement in Conciliation benchmarked trends is a core focus area which translates to the provision of speedy dispute resolution. In the period under reporting the Commission achieved a Processing Rate which averaged eighty-eight percent [88%] against a benchmarked target of ninety-five [95%] as well as a Settlement Rate which averaged forty-five percent [45%] against a target of sixty percent [60%]. The Commission continues to improve operational efficiencies, staff development and customer experience as means to increase the attainment of the benchmarked targets.

#### 4.1.2 Operational Review

**Prevention Statistics:** The Commission's primary mandate is to provide speedy, cost effective, efficient and accessible dispute *prevention* and resolution in the labour market. CMAC Dispute prevention function is an important contributor to industrial harmony. The Commission offers training, consultancy, materials and other interventions at a fee in line with Section 67 of the Industrial Relations Act [as amended] to assure increased skills, knowledge and awareness of the Eswatini industrial relations environment.

#### Dispute Resolution

In the period under review, the Commission provided services to a total of three thousand three hundred and eighteen [3318] over the nine [9] months. The service is including walk-in clients, telephonic consultations, Facebook enquiries, Cell phone enquires, WhatsApp enquiries and e-mails.

Speedy dispute resolution continues to be assured. However, in the Quarter Three [Q3] period the number of cases processed within the benchmarked targets standards slightly decreased by 10% compared to the previous quarter, recording a processing rate of 80% against a target of 95%. The settlement rate also declined by a further 7% recording 40% when compared to the 47% recorded in the previous quarter and against a target of 60%.

**Arbitration Statistics**

Key Performance Areas	April-June 2024	July–Sept 2024	Oct-Dec 2024
Arbitrations brought forward	-	-	22
Active Arbitration	54	37	48
Automatic Arbitration	10	6	8
Arbitration by consent of the parties Percentage Arbitration by consent	24	21	25
Arbitration by referral from the Industrial Court	4	3	1
Awards Issued	22	16	20
Number of overdue Arbitration Awards	44	16	15
Arbitration duration beyond 45 days	68	61	48
Awards under review	4	11	10

*Table 4 - Arbitration Statistics [April – December 2023]*

**Mediation**

In the period under review, the Commission did not receive requests for mediation.

**Challenges**

Loss of business days due to civil unrest in the country has resulted in delayed resolution of cases.

**Future Plans**

- Launch of CMAC’s Strategic Plan 2020-2025.
- Approval of CMAC’s Organisational Structure
- Development of a Change Management Strategy
- Full Usage of the CMAC Case Management System
- Articles in the local print media to increase knowledge & awareness of dispute resolution and the CMAC mandate.
- Development of Work Plan that Aligns to Income Generation & Strategic Execution

## 4.2 Eswatini National Provident Fund (ENPF)

### **Mandate**

The Fund was established for the purpose of providing benefits for employed persons when they retire from their regular employment in old age or in the event of becoming incapacitated.

The employer is responsible for paying statutory contributions for every employee who is eligible to become a member of the Fund. The employer is, however, given authority to take what is termed as employee's share of this contribution from wages currently one-half of the statutory contribution payable.

### 4.2.1 Operational Review

#### **Statutory contribution:**

The Fund received E150.6 million in contributions during the quarter under review. During the prior quarter, it received E140.9 million.

#### **Member benefits:**

Member benefits paid during the quarter under review amounted to E53.3 million compared to E60.5 million paid in the prior quarter.

#### **Average number of days for processing a claim:**

Member claims were processed in an average turnaround time of 1.60 days per claim compared to 1.46 days recorded during the prior quarter. This performance was against a target of 2 days.

#### **Employer Compliance:**

During the period under review, the employer compliance rate averaged 84.20%, in contrast to the 81.70% achieved in the prior quarter. Increased effort is being applied to improve the employer compliance rate to at least 92%, being the minimum corporate strategy target. Part of the activities outlined to improve the compliance rate include continuous employer educational seminars and door-to-door inspections. During the quarter under review, the Fund in collaboration with various industry leaders such as the Construction Industry Council and the Conciliation, Mediation and Arbitration Commission (CMAC) engaged in employer education in the construction industry and private security sector.

## Economic Overview

The Fund recorded investment income of E33 million for the quarter ended 31 December 2024. This reflects a decline of E163 million compared to the E196 million reported in the previous quarter. The decrease in income was primarily due to unrealized losses, attributed to underperformance in some of the balanced domestic portfolios which were overweight on several multinational companies that underperformed during the quarter. A cautious investment approach was adopted in anticipation of the uncertainties surrounding the U.S and South African national elections.

On a positive note, rental income increased by E696 793 during the quarter. This was due to improved occupancy rates and the application of a 5% rental escalation, contributing positively to the Fund's overall income. Despite the quarterly decline, the Fund remains on track to achieve its budgeted operating surplus for the year. Year to date, the Fund has realized an operating surplus of E193 million, compared to the annual budgeted target of E362 million. This reflects steady progress toward meeting financial objectives, underscoring the Fund's resilience amid challenging market conditions.

The Fund's expenses increased by E3.9 million during the quarter. Notable contributors being:

- Costs related to the Imbube Marathon in October
- The audit fee incurred during the quarter
- A slight increase in investment management fees, attributed to portfolio growth in the previous quarter, exceeding the decline in the current quarter.

The Fund continues to monitor expenses closely to ensure alignment with its financial objectives while supporting key initiatives and operations.

## Investments

In the quarter under review, following activities were undertaken;

During the quarter under review, the Fund conducted due diligence on two property investment opportunities approved by the Board:

- Shopping center development-checkers plot Mbabane: The project was at the tendering stage at the close of the reporting period.
- Residential Development (Farm 319 Manzini); This project was undergoing environmental scoping and stakeholder engagement.
- E8.83 million dividends were received from the Happy Valley Hotel.

### Corporate Governance

In the period under review and in accordance with the Fund's corporate social responsibility (CSR) objective, as outlined in the SNPF Order to support the elderly and disabled, after the Board approved the budget, Management started to action the activities. In the period under review the following approved CSR projects were undertaken:

- a) A total of 10 medical electric beds to the Hope House, valued at E350,000, food packages to cater for their nutritional needs and E58,000 in renovating and adopting a house within the facility,
- b) There were also personal hygiene necessities including disposable incontinent products to patients admitted to the Hope House, with the hope that these contributions will aid in their palliative care treatment.

### Conversion of the Fund to a Pension Scheme

At the close of the reporting period, this matter was still with Cabinet.

### Housing of the Unemployment Benefit Scheme

At the close of the reporting period Government had still not taken a decision on this matter.

### Industrial Relations

The cost-of-living salary adjustment negotiations for financial year 2024/2025 were successfully held with the with its social partners, LISA and the SUFIAW. These negotiations were concluded in September 2024, resulting in a mutually agreed-upon 5% salary increase for all employees. The salary review report could not be implemented following the suspension of salary reviews across all parastatals in the country, hence the salary negotiations.

### PEU circular number 3 reporting

During the quarter under review, the Board meetings were held as follows:

MEETING DATE	COST	MEETING TYPE
31 OCTOBER 2024	E74 746	Audit committee, benefits committee and remuneration committee
29 NOVEMBER 2024	E76 372	Audit committee, projects committee and remuneration committee
15 DECEMBER 2024	E71 956	Special Board meetings
24 DECEMBER 2024	E42 167	Special Board meetings

