



Ministry of Labour &  
Social Security

# ANNUAL REPORT

2023/2024





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# GLOSSARY OF TERMS

## CARICOM SINGLE MARKET AND ECONOMY (CSME)

This refers to the creation of a single market economic space among 12 Caribbean nations as opposed to 12 separate and distinct markets and economies; each governed by its own rules and separated by difficult barriers. The CSME allows for free movement of goods, services, people and capital in the participating Member States through the removal of monetary, legal, physical, technical and administrative barriers, to facilitate harmonisation of economic, monetary and fiscal policies and measures in the participating States.

## FREE MOVEMENT

This refers to the provisions that have been or are being put in place to allow for the movement of goods, services, capital and people across Participating States of the Caribbean Community, without restrictions. Free movement facilitates more efficient work and competitive production of goods and services for both regional and international markets.

## FREE MOVEMENT OF SKILLED PERSONS

The free movement of skill/labour entails the right of a CARICOM National to seek work or engage in gainful employment in participating CARICOM Member States either as a wage-earner or non-wage earner, without the need to obtain a work permit in the Member State in which he/she desires to work. At this time the free movement of skilled persons allows for the removal of work permits for university graduates, media workers, sports persons, musicians, artists, managers, supervisors, and other service providers. Workers in these categories can now move freely to another Member State and enjoy the same benefits, rights and conditions of work and employment as the nationals of the host country.

## CONCILIATION

### ESSENTIAL SERVICES

The Essential Services Regulations were established under the first schedule to the Labour Relations and Industrial Disputes Act (LRIDA). Under the Essential Services Regulations workers within certain services are debarred from taking industrial actions. These include hospitals, firefighting services and correctional services, as well as services connected with the loading and unloading of ships.

### INDUSTRIAL DISPUTES

An industrial dispute is a dispute between one or more employer or organisations representing employers and one or more worker or organisations representing workers, where such a dispute relates wholly or partly to:-

- a. terms and conditions of employment, or the physical conditions in which workers are required to work; or
- b. engagement or non-engagement, or termination or suspension of employment, of one or more worker; or
- c. allocation of work as between workers or groups of workers; or
- d. any matter affecting the privileges, rights and duties of any employer or organization representing employers or of any worker or organisation representing workers.

### INDUSTRIAL DISPUTES TRIBUNAL

The Industrial Disputes Tribunal (IDT) was established under Section 7 (1) of the Labour Relations and Industrial Disputes Act (LRIDA) of 1975. It is the final arbiter of disputes.

### WORK STOPPAGE

A work stoppage means a concerted stoppage of work by a group of workers in contemplation or furtherance of an industrial dispute, whether those

workers are parties to the dispute or not and whether it is carried out during or on the termination of their employment.

### WORK PERMIT

A work permit is a document which gives foreigners permission to work in Jamaica.

### WORK PERMIT EXEMPTION

This applies to certain categories of persons who are not required to obtain work permits. These categories include:

- Ministers of Religion
- Foreign spouses of Jamaicans
- Persons employed by Statutory Organisations
- Registered full-time students at UWI and any other tertiary institutions registered with the University Council of Jamaica
- Wives of registered full-time students at U.W.I.
- Employees at U.W.I.
- Employees at U.H.W.I.

## OCCUPATION, SAFETY AND HEALTH

### INSPECTION

An Inspection is the examination of a work place or establishment to determine whether its safety, health and welfare conditions are of the required standards.

### INVESTIGATIONS

This is a visit by labour inspectors to investigate accidents or other occurrences and to make recommendations or give advice on preventative measures.





## MESSAGE FROM THE MINISTER

Pearnel Charles Jr. MP, JP

Minister of Labour and Social Security

April 2025

It is with great pride that I present the Annual Report of the Ministry of Labour and Social Security for the year 2024. The report highlights the progress we have made in various sectors under our purview, including Labour Relations, Social Security, Occupational Safety and Health and Productivity. The report also provides an overview of our recent achievements, challenges faced, and our plans for future developments in fulfilling our mandate to protect workers' rights, promote social inclusion, and advance sustainable labour practices that contribute to national development.

The past year has been one of significant progress and resilience. Our Ministry has continued the implementation of policies and programmes aimed at strengthening Jamaica's labour force, expanding social security coverage, and improving workplace conditions for all citizens. The global economic landscape has presented challenges, yet we have remained steadfast in our mission as a government to safeguard the well-being of our workers and the most vulnerable in our society.

### Among our notable achievements in 2024, we have:

- Expanded job creation initiatives to empower Jamaicans with meaningful employment opportunities. The National minimum wage was increased by 44%. In addition 14,649 persons placed on overseas employment programme as well as investing \$69.4M in entrepreneurial grants.
- Facilitating workforce development initiatives to prepare Jamaicans for a competitive global economy.
- Expanding access to social protection programmes for the elderly, the launch of the I Am Able Campaign for persons

with disabilities, and low-income families and the revamping of PATH disbursing \$7.2B, to over of 246,686 beneficiaries, ensuring no one is left behind.

- Deepened our partnerships with local and international stakeholders including The United Nations International Children's Emergency Funds (UNICEF) and the Inter-American Development Bank (IDB) to align our social programmes with global best practices.
- Strengthening institutional capacity to enhance service delivery and efficiency in our Ministry.
- Leveraging technology to modernize our systems and improve stakeholder engagement including the establishment of a customer contact centre.
- Fostering an inclusive supportive and productive work environment for our staff in ensuring the well-being and professional growth through development and training, career progression and recognition, where all employees feel valued and respected ensuring a harmonious work atmosphere.

These efforts have been driven by the unwavering dedication of our Ministry's staff and the invaluable partnerships we have built with MDAs, private sector stakeholders, and international collaborators. As we look to the future, we remain committed to fostering a more equitable and dynamic labour market that provides opportunities for all Jamaicans to thrive.

I extend my sincere gratitude to all stakeholders who have contributed to our successes this year. Together as a ministry, we will continue to build a prosperous and inclusive Jamaica ensuring that no one is left behind.





## MESSAGE FROM THE PERMANENT SECRETARY

**Mrs. Dione Jennings**

Permanent Secretary (Acting)

Ministry of Labour and Social Security

April 2025

The Annual Report of the Ministry of Labour and Social Security for the fiscal year 2023/2024 highlights the Ministry's key achievements during the period, as we remain steadfast in advancing our mandate to build a more inclusive, resilient, and empowered Jamaican society.

Throughout the reporting period, we operated in a dynamic global and national environment shaped by evolving labour market demands, economic uncertainty, the effects of climate change, and an ongoing need to strengthen social protection systems. These circumstances required resilience, innovation, and strategic collaboration. I am proud to affirm that the Ministry rose to the occasion.

Among our key accomplishments was the expansion of the **Social Pension Programme**, which remains a critical safety net for our elderly population. During the fiscal year, we revised registration requirements to facilitate greater access for senior citizens. Specifically, we amended the proof of age and identification criteria to allow applicants without a birth certificate or passport—and those without formal identification documents—to access the programme. This important change will enable a wider cross-section of our elderly population to benefit from the support they rightfully deserve.

We also advanced the **Programme of Advancement Through Health and Education (PATH)**, enhancing service delivery and expanding its reach. Notably, a 23% increase in PATH benefit levels was proposed for the upcoming fiscal year 2024/2025. Additionally, we commenced a comprehensive transformation of the programme to improve responsiveness, efficiency, and data-driven targeting—ultimately strengthening our ability to serve vulnerable households in a timely and effective manner.

Under the Labour Portfolio, the Ministry made meaningful strides in modernising Employment Services and promoting adherence to occupational safety and health standards across various sectors. Youth employment and skills training remained a priority, with strengthened partnerships with HEART/NSTA Trust and other stakeholders to align training opportunities more closely with labour market demands.

The Ministry continued to champion inclusivity through improved service delivery for Persons with Disabilities (PWDs). As part of our public education efforts, the "Inclusion for All" campaign—launched in December 2023—reached over 1,674 individuals via both traditional and digital media platforms. Additionally, more than 10,000 persons participated in workshops and community

outreach activities held during Disability Awareness Week. An Accessibility Checklist was also launched to help raise awareness and promote inclusive environments for vulnerable populations.

To further strengthen Jamaica's Social Protection and Security System, the Ministry, in collaboration with the World Bank, launched the Social Protection for Increased Resilience and Opportunity (SPIRO) Project. Approved by the Ministry of Finance and the Public Service in September 2023, this US\$20 million initiative—spanning five and a half years—aims to expand coverage of social insurance and employment services, and to enhance system resilience to shocks, including climate-related events.

Internally, we continued to advance our digital transformation agenda, improving the efficiency, accessibility, and transparency of services offered to the public.

These accomplishments were made possible through the unwavering dedication of the Ministry's staff, the valuable support of our local and international partners, and the continued trust of the Jamaican people. I extend heartfelt appreciation for the resilience and commitment demonstrated during one of the most challenging periods in recent history—a testament to what we can achieve when we work together.

As we look ahead to the new fiscal year, the Ministry remains steadfast in its commitment to building a Jamaica where every citizen has access to decent work, robust social protection, and the opportunity to live with dignity and purpose.



# BRIEF HISTORY, AIMS AND RESPONSIBILITIES OF THE MINISTRY OF LABOUR AND SOCIAL SECURITY



The portfolio of the Ministry of Labour and Social Security (MLSS) concerns matters affecting individuals in their capacity as workers, employers, labour force participants and customers/ beneficiaries of contributory and non-contributory social protection programmes.

The responsibilities of the Labour Division are administered through the Industrial Relations, Manpower Services, Work Permit and Occupational Safety & Health (OSH) Departments. The work of the Social Security Division is carried out through the NIS, Public Assistance programmes, as well as programmes for PwDs and senior citizens.

The Labour Division of the Ministry commenced operations in 1938 as an Employment Bureau and was the first official response to growing unemployment, which was widespread throughout Jamaica at the time. The relationship between employer and employee then, was akin to master and servant. This gave rise to grave economic disparities as many Jamaicans received low wages and lived and worked

in substandard conditions. The prevailing labour relations resulted in the need for an agency to monitor the working conditions within the labour market.

In response to a need for social programmes which catered to all sections of the population, a planning team was established in the Ministry, to develop a social security scheme. This gave rise to the NIS, which is a compulsory contributory social security scheme. It offers financial protection to the worker and his family, against loss of income arising from injury on the job, incapacity, retirement or death of the contributor.

The Ministry obtained technical assistance from the International Labour Organization (ILO) to develop proposals for this Scheme. The National Insurance (NI) Act was passed in 1965 and became effective April 4, 1966. The Scheme was established under the liabilities of the Sugar Workers' Pension Scheme.





## MANDATE

- Promote compliance with labour standards, decent work and access to employment towards and efficient and effective labour market
- Provide social protection services and facilitate social inclusion of the vulnerable
- Provide effective social security services
- Promote increased levels of national and workplace productivity



## VISION

Transforming lives by delivering world class labour and social protection services.



## MISSION

To promote sound labour relations and deliver effective social protection services that empower individuals and their families while advancing a culture of productivity and decent work.



## Core Values (ICREATE)

**I** NTEGRITY

**C** LIENT-FOCUSED

**R** ESULTS-ORIENTED

**E** FFICIENCY

**A** CCOUNTABILITY

**T** RANSPARENCY

**E** XCELLENCE



## STRATEGIC OBJECTIVES

- To increase customer service levels to 80% by 2027 in keeping with the established standard for the public service
- Develop or upgrade the Ministry's IT system and infrastructure for social assistance programmes, Work Permit and the Labour Market Information System by 2027
- To increase by 10% the poor and vulnerable persons accessing social protection programmes by 2027
- To implement revised selection criteria for social assistance programmes by 2024
- Increase the percentage of the employed population contributing to the NIS to 61% by 2027
- To increase NIS inspections by 25% by 2027
- Reduce time to settle industrial disputes
- To increase labour inspections by 20% by 2027
- To increase monitoring of private employment agencies by 60% by 2027
- Overseas job requests filled by the Ministry by 100% by 2027
- 4,800 Jamaicans access employment opportunities locally by 2027
- By 2027 publish ten (10) labour demand updates
- Increased knowledge in high-impact areas that affect national productivity and development by 20%

## STRATEGIC OUTCOMES

### The strategic outcomes of the Ministry are:

1. Improved delivery of and satisfaction with, the Ministry's services
2. IT systems developed or enhanced for the Ministry's social assistance and labour programmes
3. Increased coverage of the poor and vulnerable by MLSS social protection programmes
4. Improve targeting for social assistance programmes
5. Increase the percentage of employed labour force contributing to NIS
6. Foster greater compliance among employers
7. Timely resolution of industrial disputes
8. Increase Compliance with Labour Laws
9. Increased access to employment opportunities
10. Jamaicans provided with labour market information to inform career decisions, education, training as well as investments.
11. Increased productivity awareness

# 1. OVERVIEW

The Ministry executes its mandate through the Executive Direction and Administration Programme and two (2) Divisions, Labour and Social Security as indicated in its moniker. The general administration, planning and overall management of the Ministry of Labour and Social Security (MLSS) is carried out by the Executive Direction and Administration Programme, which is headed by the Permanent Secretary. The areas which are administered by the Executive Direction and Administration are:

- **Policy, Planning and Development**

- Planning, Research and Monitoring Unit

- **Central Administration** which constitutes the following areas:

- Administrative Support
- Financial Management and Accounting Services
- Internal Audit
- Human Resource Management and Other Support Services
- Legislative Programme
- Management Information System
- Public Relations

## Labour Division

The main responsibilities of the Labour Division are to administer the services of the Labour and Industrial Relations Programme, which is administered through:

- **Industrial Safety**, Promotion and Supervision

- Occupational Safety and Health (OSH)
- HIV Unit

- **Labour Standards and Enforcement**

- Pay and Conditions of Employment Branch (PCEB)
- Pre-conciliation Unit
- Conciliation Department
- Child Labour

- **Employment Services**

- Local Employment/Electronic Labour Exchange (ELE)
- Overseas Employment
- Employment Agencies Unit (Licences Unit)

- **Work Permit Services**

- Caribbean Single Market Economy (CSME) Skills Certificate

The **National Productivity Programme**, promotes national awareness of the concept of productivity in order to inculcate a productivity sensitive culture in Jamaicans. This programme is administered through the Jamaica Productivity Centre (JPC).

## Social Security Division

The Social Security Division seeks to provide social security and welfare services through a social safety net. This is carried out through the efficient administration of the contributory National Insurance Scheme and non-contributory Public Assistance Programmes. The work of the Division is administered through the following Programmes:

- **Social Welfare Services**

- Public Assistance and Support to other vulnerable groups
  - Programme of Advancement through Health and Education (PATH)
  - Rehabilitation Programme/Unit
  - Social Intervention Services Unit
- **Support to persons with Disabilities (PwDs)**
  - Early Stimulation Programme (ESP)
- **Support to the Elderly**
  - National Council for Senior Citizens (NCSC)

- **Social Security Services**

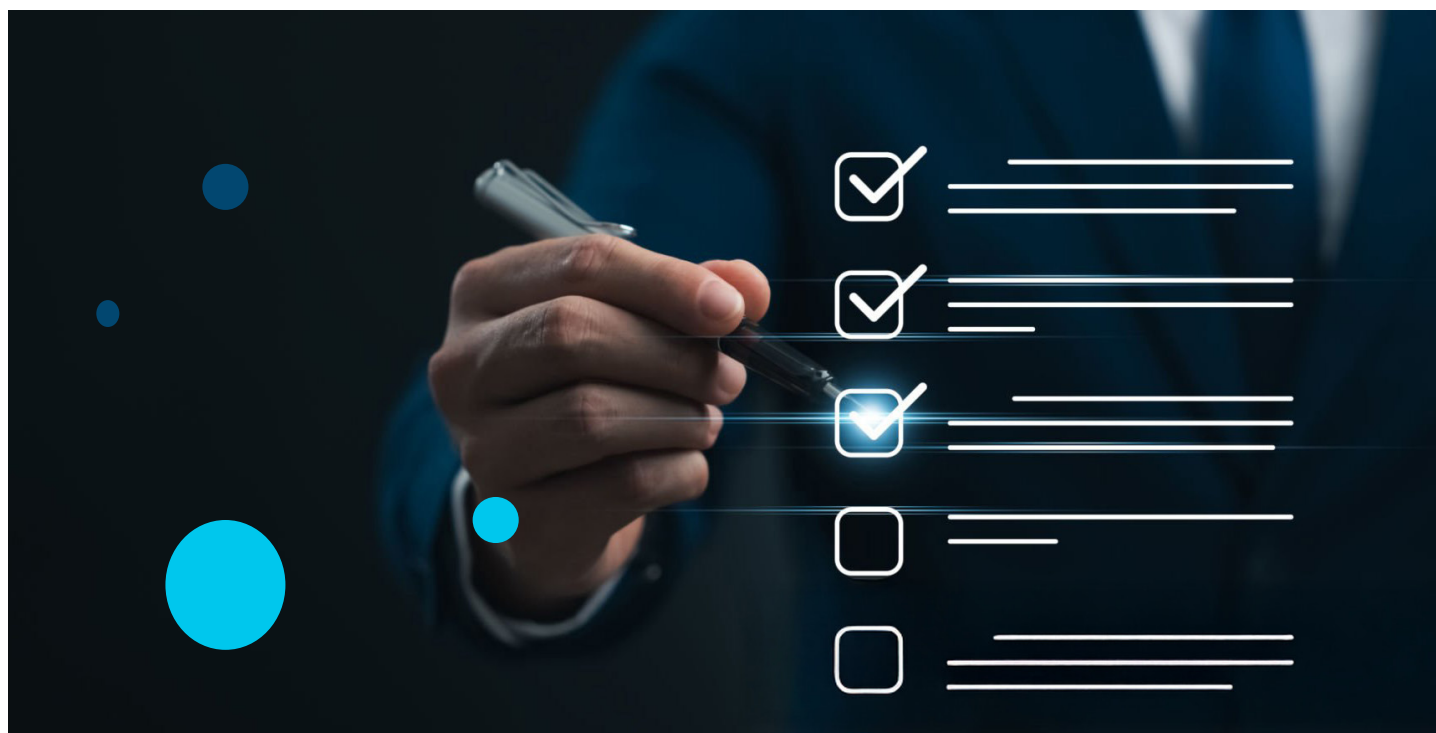
- National Insurance Scheme (NIS)

### National Insurance Fund (NIF)

The mandate of the Fund is to manage the investment portfolio in a manner that maximises returns on investments so as to provide pensions and other benefits to eligible persons registered under the NIF. The National Insurance Fund (NIF) is funded by contributions paid to the National Insurance Scheme. The contributions are invested by the National Insurance Fund (NIF).

### Jamaica Council for Persons with Disabilities (JCPD)

Established and empowered as a Body Corporate by the Disabilities Act, 2014, the JCPD seeks to promote, protect and ensure the full and equal enjoyment of privileges, interests, benefits, and treatment of persons with disabilities, on an equal basis with others. The JCPD works closely with Organisations for Persons with Disabilities, government and non-government organisations, and international development partners to promote and protect the rights of persons with disabilities through equitable opportunities, partnerships, and participation.





# BUDGET SUMMARY

Total Funding Requirement	Actual Expenditure	Estimates of Expenditure
	2023/2024 J\$ 000)	2024/2025 J\$ 000)
Total Recurrent	16,170,713.67	20,015,027.00
Total Capital B	-	-
Total Appropriations In Aid	-	-
<b>Total Funding Requirement</b>	<b>16,170,713.67</b>	<b>20,015,027.00</b>



# 2023/24 YEAR IN REVIEW KEY ACHIEVEMENTS



## SOCIAL ASSISTANCE



## SOCIAL SECURITY

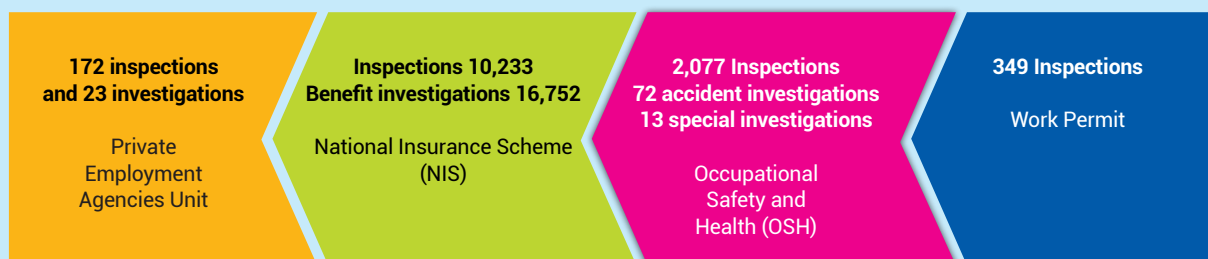


## SOCIAL PROTECTION





## INSPECTIONS AND INVESTIGATIONS



## LABOUR MARKET PROGRAMME





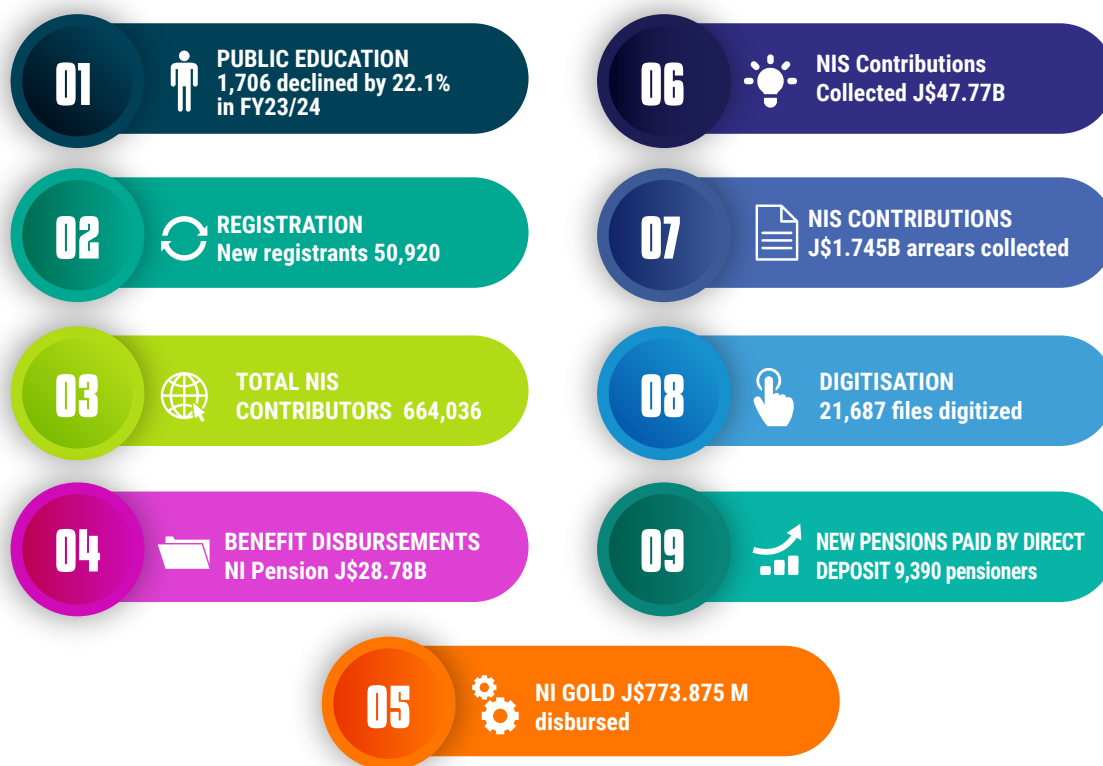
# SOCIAL SECURITY DIVISION

**Ms. Claire Reid** was all smiles and wheelchair-ready as she made her way through the National Council for Senior Citizens' (NCSC) Senior Purple 2K Run/Walk on October 8, 2023, at Island Village, Ocho Rios, St. Ann. A true champion of active ageing!



# NATIONAL INSURANCE SCHEME

The National Insurance Scheme (NIS) is a compulsory, contributory funded social security scheme, which requires contributions from persons aged 18-65 years who earn an income. The scheme was designed to meet International Labour Organization (ILO) social security standards and provides a minimum guarantee of social security coverage for all workers. It is administered under the National Insurance Act and offers some financial protection to the worker and his or her family against loss of income arising from the injury on the job, sickness, retirement and /or death of the breadwinner.



## Public Education

The Ministry conducted 1,706 public education sessions for the 2023/24 FY, a decline of 484 or 22.1 per cent, compared to the previous reporting period. These sessions are conducted to inform and educate the public on the benefits of the NIS.

## Registration

Registration of new persons to the National Insurance Scheme totalled 50,920. As at March 31, 2024, the number of persons contributing to NIS totalled 664,036.

## Benefit Disbursements

During the financial year, J\$28.78B was disbursed to NI Pensioners. Additionally, J\$773.875M was disbursed in NI Gold benefits, an increase of J\$248.996M or 47.4 per cent when compared to the 2022/23 FY.

## Electronic Benefit Payment and Digitization

The MLSS has facilitated electronic payments to 9,390 new pensioners by direct deposits to their bank accounts during the 2023/24 FY. As part of the thrust to increase efficiency through digitization, 21,687 benefit files were digitized.

## NIS Contribution

During the 2023/24 FY, the Ministry collected J\$47.77B in NIS contributions, which is a 25 per cent increase relative to 2022/23 FY. Additionally, J\$1.745B in contribution arrears were also collected.

## Inspections and investigations

The Ministry conducted 10,233 inspections and 15,383 compliance contacts during FY 2023/24. Additionally, 16,752 benefit investigations were completed for the 2023/24 FY



# NATIONAL INSURANCE FUND

## National Insurance Fund

The National Insurance Fund (NIF) Secretariat is responsible for managing the assets of the NIS, to ensure that growth is realized over time. These funds are used for periodic increases in NIS benefits.

The NIF's primary focus is to maximize returns within acceptable risk limits, whilst maintaining a level of liquidity to facilitate the timely payment of NIS benefits. Due to a series of parametric reforms related to improving NIS contribution inflows, the Scheme's operations produced a surplus of J\$ 16.66 billion for the financial year 2023/24. Notwithstanding the positive impact of the parametric reforms related to NIS contributions, the NIF continues to assess the asset allocations with a view to ensure that there is appropriate diversification and risk management given the changing dynamics of the investment environment locally, regionally and globally.

## Statement of Financial Position

The Net Asset Value (NAV) of the Fund continued to achieve sustained growth. As at March 31, 2024 the Net Asset Value achieved a year-over-year growth of J\$28.33 billion or approximately 17.45% per cent to J\$ 190.71 billion. Total investment income including unrealized gains was approximately \$11.78 billion reflecting an increase of J\$7.83 billion or 198.67% per cent when compared to the previous year which stood at \$3.94 billion. This increase was primarily due to a 44.3% year-over-year increase in income from investments and loans as well as a 98.5% year-over-year decline in unrealized losses on investments.

## Pension benefits funded

Total benefits payment for the 2023/24 FY was J\$ 29.56 billion which for a third consecutive year was fully covered by the Contribution (net of NHF) of approximately J\$ 47.77 billion. Contribution (net of NHF) saw a 25.32 per cent increase over the previous year. This increase is largely due to the impact of the latest parametric reform related to the NIS contributions which saw the increase in the insurable wage ceiling, moving from J\$3.0 million effective April 1, 2021 to J\$5.0 million effective April 1, 2022. Additionally, the public sector compensation review has also caused higher contribution inflows by virtue of higher salaries.

## Strengthening Accountability and Governance

The Ministry of Labour and Social Security and the NIF Secretariat continue to be engaged as a part of a working team with the Ministry of Finance and the Public Service to implement a new and updated Investment Policy with newly prescribed asset allocation ranges. This would represent the culmination of recommendations made by the NIF Review Commission which completed its work in June 2020. A new and updated Investment Policy is expected to strengthen the Corporate Governance Framework while providing greater flexibility of the Fund to derive higher risk adjusted returns on investments to meet future obligations.



# PUBLIC ASSISTANCE PROGRAMMES

## The Programme of Advancement Through Health and Education PATH

The Programme of Advancement through Health and Education is Jamaica's chief non-contributory social assistance programme which makes cash grant investments to improve the human capital development outcomes of the poor and vulnerable.

For the 2023/2024 financial year, PATH provided payments to an average of 246,686 persons. Children accounted for 59.20 per cent of paid beneficiaries,

while the elderly comprised 25.56 per cent as shown in SS 1. This is an increase of approximately 3 per cent compared to the last financial year. As at February 2024, J\$7.2B was disbursed to PATH beneficiaries in bimonthly cash grants. Additionally, the Ministry facilitated the annual Back to School grants to offset expenses in August 2023 at a total cost of J\$371.168M to 106,048 Student Beneficiaries. This was paid with the bimonthly cash grant in August 2023.



A branded **Ministry of Labour and Social Security (MLSS) vehicle**, on the move and fully loaded with supplies, is making its way to deliver essential support to communities across Jamaica.

### PATH BENEFICIARIES PAID BY BENEFICIARY GROUP FY 2023/24

**SS1**

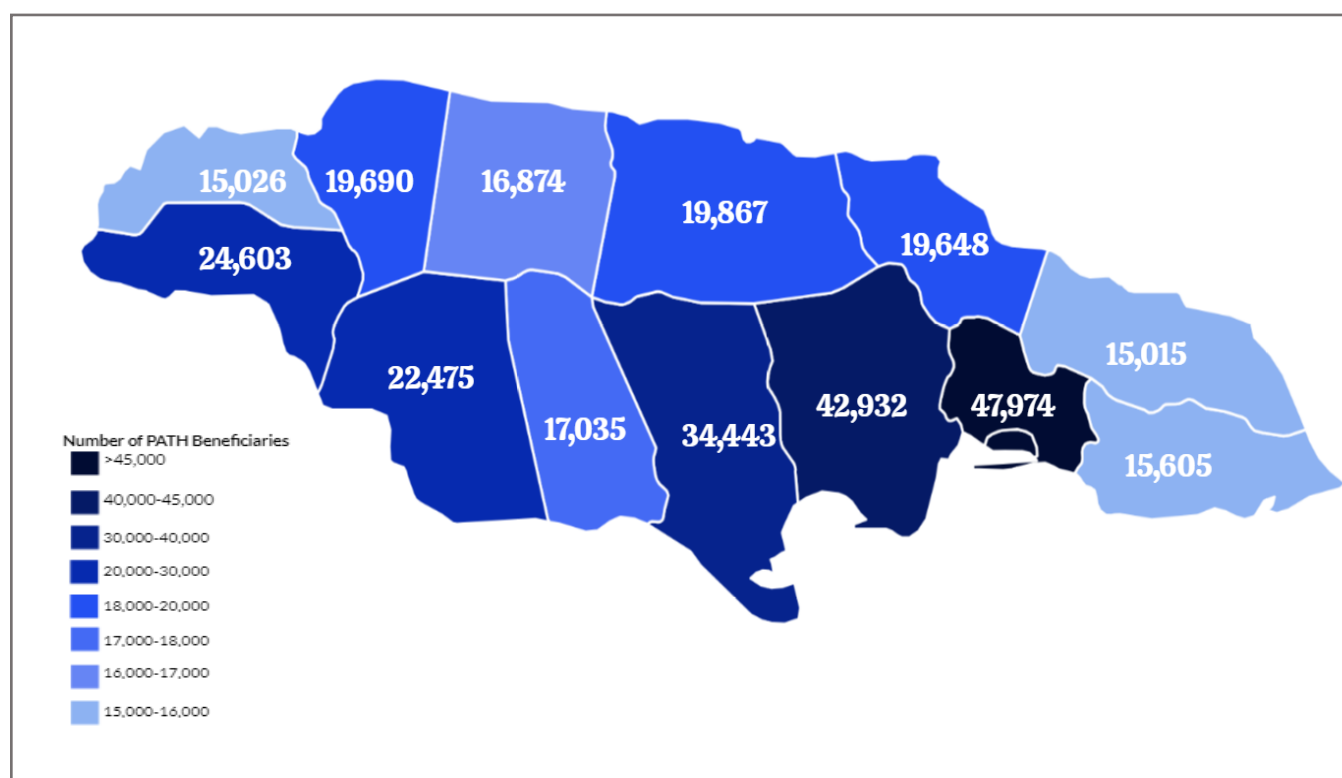
BENEFIT GROUPS	AVG. NO OF PAID BENEFICIARIES	BIMONTHLY CASH GRANTS DISBURSEMENTS (J\$)
CHILD 0-6	29,778	611,560.60
STUDENTS	116,255	3,201,007.80
ADULT POOR	11,340	299,344.80
PERSONS WITH DISABILITIES	15,882	419,267.00
ELDERLY	62,558	2,326,797.80
PREGNANT/LACTATING	837	20,631.8
PAD/ POOR RELIEF	10,036	335,871.10
<b>TOTAL</b>	<b>246,686</b>	<b>\$7,214,480.90</b>

## PATH SOCIAL ASSISTANCE

The Ministry provided additional social assistance funds to PATH families at a total cost of J\$555.86 million by the end of FY 2023/24. During the fiscal year, persons in PATH households received tertiary bursaries worth J\$440 million, while J\$23.69 million was expended to support 1,021 recipients enrolled in post-secondary courses.

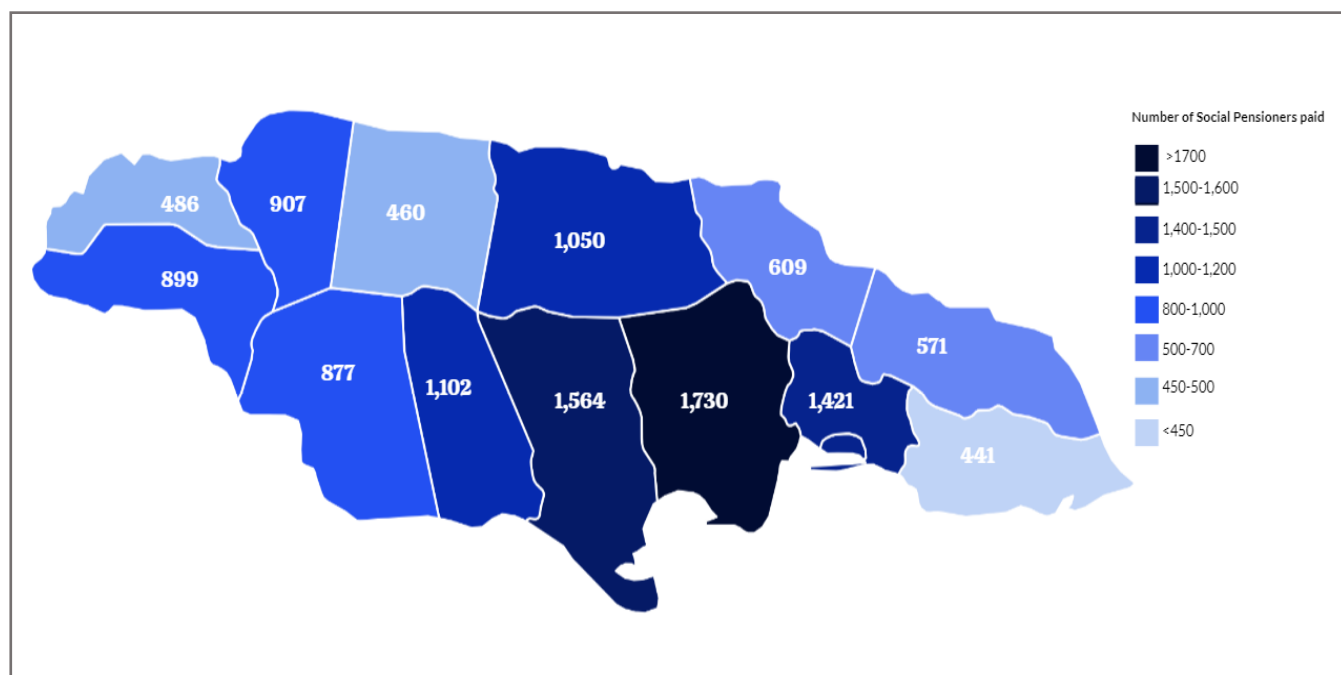
## PATH REGISTERED BENEFICIARIES

As reflected in Figure 2 there were 311,187 registered PATH recipients at the end of February 2024. The registered beneficiaries are highest in Kingston and St. Andrew with 15.42 per cent, followed by St. Catherine with 13.80 per cent and Clarendon with 11.08 per cent. In addition, 52.53 per cent of the beneficiaries are female.



## SOCIAL PENSION PROGRAMME

In 2021, the Ministry received Cabinet approval for the Social Pension Programme to be implemented for persons 75 years and older who are not in receipt of a private or public pension, other retirement income or social protection benefits and are not within a Government owned institutionalized facility. As of March 2024, there were 12,117 social pensioners paid within the Social Pension programme (See Table SS2 and Figure 3). The majority of the beneficiaries are from St. Catherine with 1,730 beneficiaries or 14.38 per cent of the total, followed by Clarendon and KSA with 12.91 per cent and 11.73 per cent respectively. In addition, over J\$468,935,200 M was disbursed within the financial year 2023/2024.



### NUMBER OF SOCIAL PENSIONERS PAID BY PARISH AND SEX FY 2023/24

**SS2**

PARISH	NUMBER OF BENEFICIARIES		TOTAL
	Male	Female	
KINGSTON AND ST. ANDREW	572	849	1,421
ST. THOMAS	275	166	441
PORTLAND	321	250	571
ST. MARY	312	297	609
ST. ANN	524	526	1,050
TRELAWNY	214	246	460
ST. JAMES	457	450	907
HANOVER	292	194	486
WESTMORELAND	435	464	899
ST. ELIZABETH	437	440	877
MANCHESTER	458	644	1,102
CLARENDON	754	810	1,564
ST. CATHERINE	756	974	1,730
<b>TOTAL</b>	<b>5,807</b>	<b>6,310</b>	<b>12,117</b>

During FY23/24 the Ministry took steps to increase access to social assistance for vulnerable seniors by revising the registration requirements for the Social Pension Programme. The revised policy on proof of age and identity for the Social Pension Programme is as follows: Where an applicant to the Social Pension Programme has no birth certificate or Passport to verify age and/or no identification document to prove identity, the following action(s) should be taken:

1. Acceptance of the government-issued Elector Registration Identification Card (ERIC) as proof of identification and age (as the date of birth is on the ID card) along with at least one of the following documents: (i) School Record (ii) Marriage Certificate, (iii) Birth Certificate (s) for Child(ren) (iv) Dedication/Christening/Confirmation/Church Register Certificate

OR

2. Acceptance of the government-issued Elector Registration Identification Card (ERIC) as proof of identification and age (as the date of birth is on the ID card) along with: (i) An Attestation of the age of someone no more than five (5) years younger than the applicant. The attestation should be signed by a Justice of the Peace and proof of identity (ID, Driver's License, Passport) and age (passport or birth certificate) of the attestor should be submitted with the application.

OR

3. Acceptance of two (2) recent passport-size photographs to prove identity. The photographs should be certified as being a true likeness of the applicant. The photographs must be certified by the same official who certified the Social Pension Application and be from the list of authorized persons to sign documents for the Programme. The photographs should be submitted along with at least one of the following documents to verify age: (i) School Record (ii) Marriage Certificate, Birth Certificate (s) for Child(ren) (iv) Dedication/Christening/Confirmation/Church Register Certificate (v) An Attestation of the age of someone no more than five (5) years younger than the applicant. The attestation should be signed by a Justice of the Peace and proof of identity (ID, Driver's License, Passport) and age (passport or birth certificate) of the attestor should be submitted with the application.
4. Where the Social Pension Application is submitted by an Agent for the Applicant (outlined in Items 1, 2 & 3): A letter should be submitted from a Justice of the Peace, Minister of Religion, or Member of Parliament (no older than 30 days at the time of application) verifying the applicant's live status. A Social Worker should verify live status where a letter is not submitted.

## SOCIAL INTERVENTION FAIRS

For the FY 2023/24, thirty-three (33) social intervention fairs were conducted in remote communities and Citizens Security Plan (CSP) communities with over 2,828 persons served. Twenty three (23) fairs were conducted in CSP communities, serving over 1,854 persons and ten (10) fairs in remote rural communities, serving over persons.

Services were offered by twelve (12) Departments & Programmes: Jamaica Council for Persons with Disabilities (JCPD), National Council for Senior Citizens (NCSC), Abilities Foundation, Social Intervention Programme (SIP), Early Stimulation Programme (ESP), National Insurance Scheme (NIS), Child Labour, Programme of Advancement Through Health and Education (PATH), Rehabilitation Programme, Social Pension, Employment Agencies Unit, and Industrial Relations Unit. Eleven (11) external partners also participated in the interventions and offered services; Registrar General's Department (RGD), HEART Trust/NSTA, Rural Agricultural Development Authority (RADA), Ministry of Health and Wellness Dental Services, Tax Administration of Jamaica (TAJ/TRN), National Council on Drug Abuse (NCDA), Jamaica Social Investment Foundation (JSIF), JN Bank, Electoral Office of Jamaica (EOJ), Consumer Affairs Commission (CAC), Ministry of Justice (MOJ).



## THE REHABILITATION PROGRAMME

The Rehabilitation Programme offers four (4) types of grants, namely the Rehabilitation, Compassionate, Emergency Relief as well as the Education and Social Intervention Grants.

During the 2023/24 FY, 13,758 individuals benefitted from Public Assistance Grants totalling J\$503.3M. The data showed an increase in the number of beneficiaries of 4,033 or 41.5 per cent compared to the previous fiscal year. In addition, Compassionate grants accounted for 23.5 per cent of the total disbursements.

The Short Term Poverty Intervention Programme provides assistance to the needy to mitigate hard economic conditions. For FY 23/24, 8,717 persons were provided with a total of J\$227.6M in benefits under the Short Term Poverty Intervention Programme.

For FY 23/24, The Public Assistance Department disbursed J\$503.3M in grants assistance for both the Rehabilitation and Short Term Intervention Programmes.

SHORT TERM  
POVERTY  
INTERVENTION  
PROGRAMME

J\$227.6M Disbursed  
8,717 Beneficiaries

PUBLIC  
ASSISTANCE  
GRANT

J\$275.6M Disbursed  
5,041 Beneficiaries

23.5%

Public Assistance Grants  
were **Compassionate**  
Grants.

As part of a special Christmas intervention in December 2023, the Ministry partnered with members of Parliament to deliver 6,905 food packages to vulnerable families.

## MLSS/CSP COLLABORATION

While the CSP intervention originally started in the seven (7) zones of Special Operation (ZOSO), during the year, the targeted area was expanded to include the 24 communities of focus under the CSP. The MLSS saw significant improvement in access to services in CSP communities, with 2,979 families being registered for PATH, 582 seniors accepted to the Social Pension Programme, 161 youth gaining employment through ELE and SIP interventions and 252 families accessing micro-business grants.

### Displaced Haitian Migrant Intervention

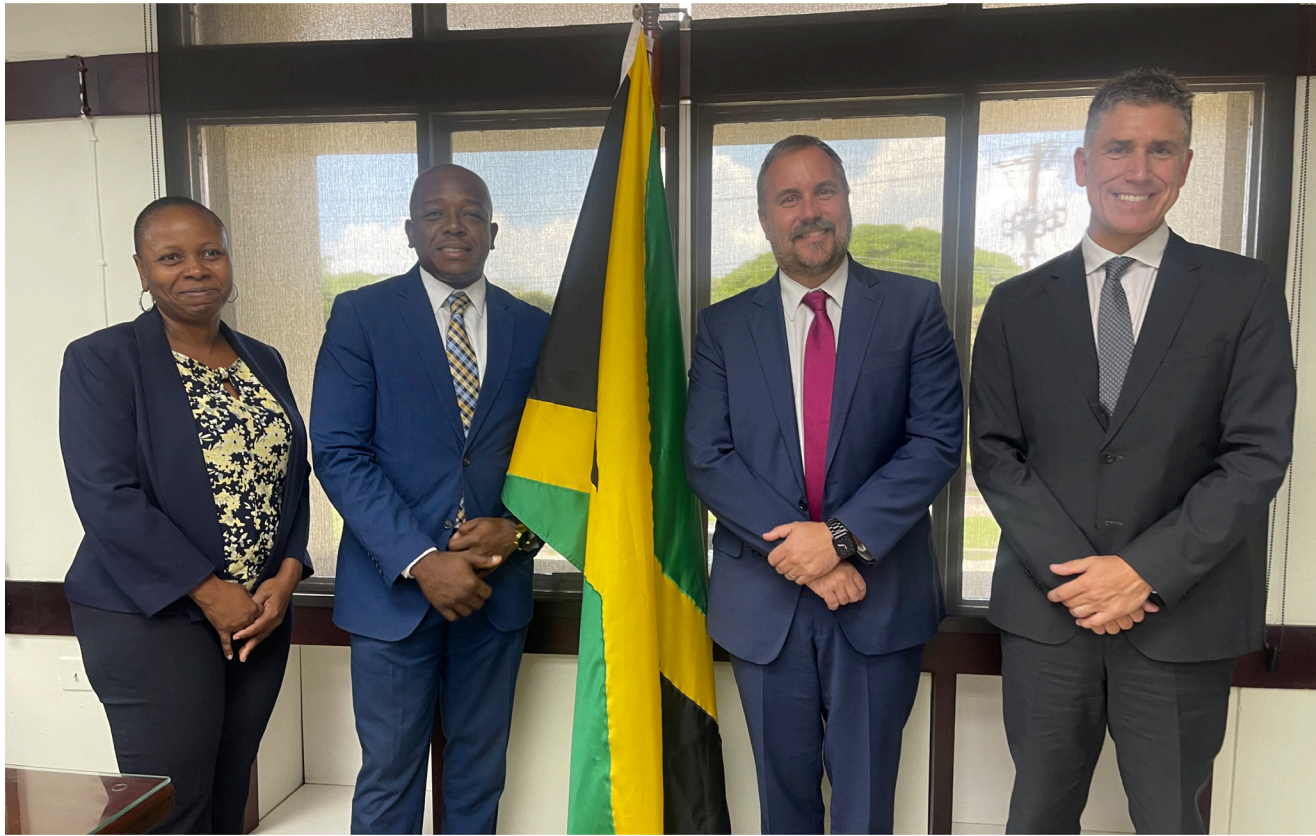
On Monday July 10, 2023, thirty-seven (37) Haitian nationals arrived by boat on the shores of Boston, East Portland. The displaced Haitian nationals (DHNs) were taken to the Port Antonio Health Centre and provided with hot meals, juices and water after screening by MLSS personnel. Clothing and hygiene kits were also provided by the MLSS Team and the Jamaica Red Cross. The DHNs were then transported by the Portland police to the Camp Don facility in Robins Bay, St. Mary. The group consisted of twenty-four (24) adult males, five (5) adult females including a pregnant mother (baby boy born October 2023), five (5) boys including an infant and three (3) girls.

The MLSS is the primary provider of in-kind support to include, food, bedding toiletries, pampers blankets, water and other relief supplies to the displaced Haitian nationals at the Camp Don facility. Lines of Credit Facilities as well as supplies from the Warehouse (CFO) are being utilized to meet their dietary needs as well as the other humanitarian relief items required (Oral Dehydration salt, Coconut Water, Gatorade etc.).

The Ministry in collaboration with the Red Cross prepared cooked meals on site as well provided site management services. Dietary provisions for the DHNs includes four meals daily: breakfast, lunch, dinner and supper with special consideration for nutritional requirements and cultural preferences. The Ministry of Health and Wellness Team also provided support for routine medical checks and response to illnesses. Donations of clothing, toiletries and food supplies were also provided by various groups to include International Organization for Migrants (IOM), churches and other civic groups. Adventist Development and Relief Agency (ADRA) provided continuous maintenance of the site as well as cooking gas and water supply. The Salvation Army aided with translation services. The provision of humanitarian assistance continued thorough the end of the financial year 23/24.

### Financial Report

SOURCE	VALUE
Caterer (Dinner Meal- 10/07/23) - Portland	\$39,000.00
Caterers (Meals for Haitians-09/09/2023)	\$101,328.28
Line of Credit to Date	\$3,483,195.27
Central Food Organization (Warehouse)	\$7,095,476.43
<b>Total</b>	<b>\$3,471,952.88</b>



The Hon. Parnell Charles Jr., MP, JP, Minister of Labour and Social Security (second left) shares in a warm photo moment following a productive courtesy call from the World Food Programme. The visit highlighted ongoing collaboration to strengthen social protection and food security in Jamaica. Also pictured are Mrs. Gennetta Smikle, Senior Assistant Attorney General (left), Mr. Regis Chapman, Representative and Country Director of the WFP (first right), and Mr. Dana Sacchetti, Head of the World Food Programme, Caribbean Multi-Country Office (right), all standing in solidarity with Jamaica's mission to leave no one behind.



Beaming with joy, Mrs. Audrey Deer-Williams, Chief Technical Director, and Ms. Suzette Morris, Director of Social Security, share a heart-warming moment as they present a special gift basket to one of Jamaica's treasured centenarians in celebration of Centenarian Day 2023, honouring a life well lived and the rich legacy of wisdom that comes with reaching this remarkable milestone



Taking each stride with purpose and a smile, this senior proudly makes her way along the route during the National Council for Senior Citizens (NCSC) Senior Purple 2K Run/Walk, showing that staying active never goes out of style.



# THE SOCIAL INTERVENTION PROGRAMME

The Ministry's Social Intervention Programme (SIP) offers assistance to beneficiaries through Short Term Employment as well as Educational and Entrepreneurship Grants to foster independence and self-reliance. SIP also targets 'at risk' youths aged 16 to 40 years to pursue further education and training or undertake entrepreneurial activities, through its Education and Entrepreneurship Grants (E&EG) Programme.

## Special Employment Programme

The Ministry partners with various private sector organizations to create decent and productive employment through its Special Employment Programme (SEP). Young, unattached persons aged 18 to 35 years are employed for a period of six (6) months, in which the Ministry and employers share the payment of salaries. The Programme's objectives are to:

- i. Offer orientation and employability skills training to individuals, in preparation for the work environment.
- ii. Introduce individuals to the world of work and equip them with marketable skills and experience, for long-term employment.
- iii. Promote economic opportunities and employment for vulnerable (unemployed and underemployed) groups.

Under the SEP programme within the Ministry, 352 individuals were placed in jobs during the 2023/24 FY. Parish analysis of the data showed that the highest number of placements were made within Clarendon which accounted for 18 per cent of the total, followed by Kingston and St. Andrew and St. Elizabeth which accounted for 16.5 per cent and 15 per cent respectively.

Females accounted for 79 per cent of individuals placed. Additionally, the number of females placed declined by 2.1 per cent, while the number of males declined by 8.6 per cent in FY 2023/2024 compared to the 2022/2023 FY.

## EDUCATION AND ENTREPRENEURSHIP GRANT (EEG)

Under the Education and Entrepreneurship Grant component of SIP, J\$50.8M was disbursed to 429 youths. This is an increase of J\$5.011M in disbursements compared to the 2022/23 fiscal year. Of this amount, 423 youths received Educational Grants amounting to J\$50.2M, while 6 individuals received Entrepreneurship Grants totalling J\$576,699.25. Tertiary students accounted for 66.2 per cent of the Education Grant beneficiaries in FY 2023/24. Additionally, 80 per cent of the Education Grant beneficiaries were females.



01



**SPECIAL EMPLOYMENT PROGRAMME**  
352 JOB PLACEMENTS

**EDUCATION GRANT**  
J\$50.24M DISBURSED TO 423 PERSONS



02

03



**ENTREPRENEURSHIP GRANT**  
J\$576,699.25 DISBURSED TO 6 PERSONS

## STEPS TO WORK PROGRAMME

**Steps to Work** was introduced in 2008 as part of the Welfare to Work Strategy which aimed to facilitate economic self-sufficiency among PATH beneficiaries. Steps to Work is offered to PATH and non-PATH clients who are desirous of receiving assistance. The Steps to Work Programme provides interventions aimed at facilitating a structured system for assisting working-age members of poor families to seek and retain employment.

**Three categories of interventions are provided:**

- Entrepreneurship Training and Micro-Finance Support – eligible beneficiaries may receive grants of up to \$200,000.00 to establish or expand small businesses.
- Job-readiness training, placement referrals and paid On-the-job training opportunities for qualified secondary and tertiary graduates
- Technical/vocational training and certification opportunities are provided in collaboration with the HEART/NSTA Trust and through private training organizations



### Achievements for FY 2023/24



**647** persons from PATH households received Skill Certification from HEART/NSTA Trust



**J\$81.9 M** in entrepreneurial grants provided to **492** persons within PATH households



**245** persons from **PATH** households were placed in internship programs

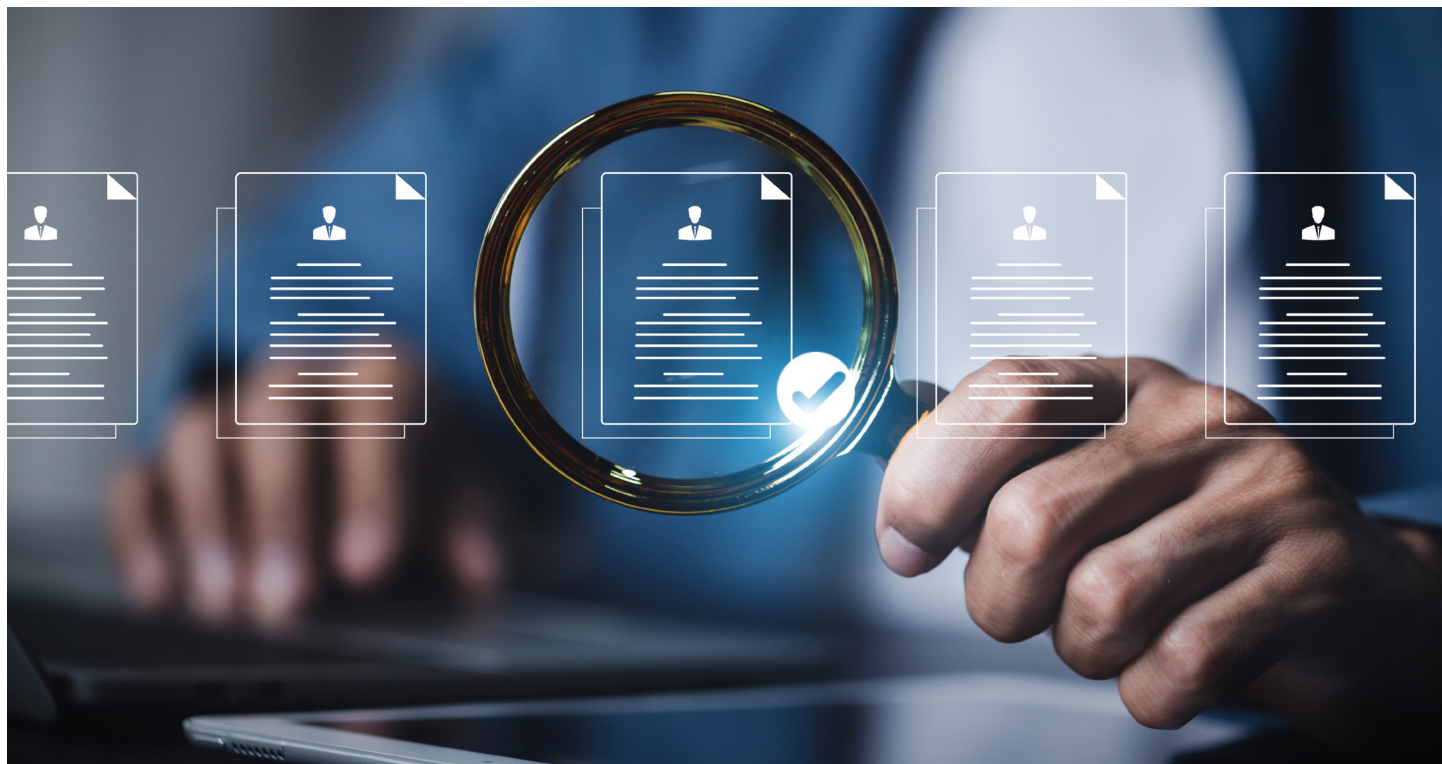


# SOCIAL PROTECTION FOR INCREASED RESILIENCE AND OPPORTUNITY PROJECT

The Social Protection for Increased Resilience and Opportunity Project (SPIRO) will be funded by the World Bank and aims to expand the coverage of social insurance and employment services in Jamaica and improve the ability of the social protection system to respond to shocks, including climate-related shocks. The Project is designed with five (5) components and is expected to cost US\$20 million over the five-and-a-half-year period. At the end of the Project, the following outputs will be achieved:

- i. **A contributory unemployment insurance scheme** with an enhanced National Insurance Information System to deliver unemployment insurance benefits; timeliness in job matching, outreach, and programme management.
- ii. **An upgraded Labour Market Information System** with the expanded geographical reach of employment services, and improved labour market information.
- iii. **A Social Protection Information System** replacing rudimentary and manual systems within the MLSS along with adaptive social protection systems for the efficient implementation of disaster management coordination and response.
- iv. **Studies** to inform policy decisions on the labour market, poverty, and social protection issues, particularly for vulnerable groups (women, children, elderly, and persons with disabilities).
- v. **Institutional capacity** within the MLSS to implement unemployment insurance schemes and enhanced labour market services.

The project was approved by the Ministry of Finance in September 2023. It is expected that negotiations and loan signing will be completed in the upcoming financial year.



# THE JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES

The Jamaica Council for Persons with Disabilities (JCPD) is responsible for the implementation of policies and programmes for PwDs. The current mandate of the Council is to promote the protection of the rights of PwDs while facilitating their educational, social and economic development.

The Council seeks to empower those with disability, by promoting independence through training and development. The Council works closely with other government and non-government agencies to ensure improved quality of life and independence for PwDs.

## Registration

As at March 2024, 1,267 new applications for registration were received. The number of registrants who have completed the registration process and are already within the JCPD database totalled 15,819.

## Benefits Provided

For FY 23/24, 477 grant application requests were made for payments through the Social and Economic Grants Empowerment programme. Of this number, 418 individuals benefitted from disbursements valued at \$36.2M.

Under the Rehabilitation Support Service to Persons with Disabilities (PwDs), assistance was provided to 700 individuals, addressing a diverse array of needs, including but not limited to wheelchair access, diapers, rolling aids and bed liners. In addition to providing direct assistance, the rehabilitation unit also offers referral services to therapy centres run by medical professionals and community support groups. This approach ensures that individuals receive comprehensive care tailored to their specific needs.

## Partnerships

The Council boasts a rich legacy of leveraging partnerships to help break discriminatory barriers to ensure Jamaica becomes more accessible for persons with disabilities. During the financial year 23/24 UNICEF Jamaica and JCPD signed a Memorandum of Understanding to improve the quality of life for PwDs through the joint Sustainable Development Goal (SDG) Fund Programme and the Canadian Government.

## Public Education and Awareness of the Disabilities Act

In December 2023, the JCPD officially launched the "Inclusion for All" campaign. This initiative successfully engaged over 1,674 individuals through social media, radio, and television advertisements, highlighting the significance of inclusion and accessibility.

The Council remained committed to educating individuals about the Disabilities Act. During Disabilities Awareness Week, various events, including workshops, webinars, and community outreach initiatives, successfully engaged over 10,000 participants. The Accessibility Checklist was also launched to encourage stakeholders to utilize this resource, ensuring that universal design principles are considered in the construction and retrofitting of buildings.

## Other awareness includes:

1. JCPD's 50th anniversary, highlighting its national developmental impact.
2. Engaged major corporations like National Commercial Bank, Digicel Foundation, and UNICEF for sponsorships, boosting resource mobilization for disability projects.
3. Revamped the JCPD website, enhancing user-friendliness and increasing online engagement by 40%.
4. Achieved a 25% growth in social media followers, with significant engagement on disability rights success stories.
5. JCPD representatives made media appearances on TV and radio to discuss disability rights.

## Operationalization of the Disabilities Rights Tribunal

- a. Complaints of discrimination framework developed and piloted.
- b. Terms of Reference for referral of matters to Disabilities Rights Tribunal finalized and implemented.



- c. Process of referring matters to the Dispute Resolution Foundation and Disabilities Rights Tribunal successfully implemented and executed.

### Provision of Support Services to Persons with Disabilities

- Twelve (12) services were requested and processed during the reporting period. These included registration, economic empowerment grants, assistive aid grants, tax exemptions, parking stickers, disability IDs, New Limb New Life, tuition assistance, diapers, wheelchairs, letters, and funeral grants.
- 1,667 clients with disabilities were served from October 2023 to March 2024.
- 89.2% of customer complaints were resolved.

### Management Information System Developed and Implemented

In the fiscal year 2023/24, a Memorandum of Understanding (MOU) was established with UNICEF Jamaica to enhance the Management Information System (MIS) platform for registration and certification. Additionally, an agreement was formalized between the Jamaica Council for Persons with Disabilities (JCPD) and an MIS Consultant concerning the management of the source code, database, and storage. The software consultant was engaged to develop the first phase of the new MIS system.



Smiles all around at the official launch of JCPD's 50th Anniversary! From left to right: **Dr. the Hon. Norman Dunn, MP, Minister of State**; **Dr. Christine Hendricks, Executive Director of JCPD**; and **the Hon. Parnell Charles Jr., MP, JP, Minister of Labour and Social Security**, proudly display the anniversary banner as the Jamaica Council for Persons with Disabilities marks 50 years of advocacy, empowerment, and inclusion.

# THE EARLY STIMULATION PROGRAMME

The Early Stimulation Programme (ESP) is an early intervention programme for young children (0-6 years), with developmental disabilities. The Programme commenced in 1975 as a project but subsequently became integrated into the Ministry's social programmes. This Programme is currently the only fully publicly funded service for young children with disabilities (CwDs), as well as their families.

The ESP operates from three (3) centres located in Kingston and St. Andrew (KSA), Portland and St. James. Over the past decade, the clientele has increased significantly.

**There are three (3) main aspects to the programme:**

- i. Centre based – These services include assessment and review of therapeutic services (physical and sessional speech therapy), parent orientation and counselling as well as parent training workshops. Centre based services are provided primarily at the Head Office at 95 Hanover Street, Kingston.
- ii. Community based – These services include home, nursery and school visits to train parents and caregivers in early intervention techniques.
- iii. The Stimulation Plus Child Development Centre - The Centre provides a full day intervention programme for Children with Disabilities (CwDs) aged 3-6 years.

## Assessment Clinics For New Clients

Ninety nine (99) new client clinic sessions were held in which 1,127 new clients were seen and assessed during the 2023/24 FY. Increases were evident in both new client clinic sessions (6.4%) and new clients' assessment (48%) compared to the 2022/23 fiscal year.

## Physiotherapy Clinic Sessions

Six hundred and seventy-eight (678) physiotherapy sessions were held for the 2023/24 FY a decline of 8.3 per cent, compared to the previous reporting period. In addition, boys accounted for 71.2 per cent of the patients seen.

## Parenting Workshops/Seminars

In an effort to assist those parents of children with disabilities, 24 parenting seminars and workshops were

conducted by the ESP for FY 2023/24. Additionally, 977 parents participated.

## School Placements for CwDs

During the 2023/24 FY, 1,061 children were referred for specialized assistance, an increase of 24.4 percent compared to 2022/23 FY. Of the number of children referred for specialized assistance, 678 or 64 per cent were referred for Physiotherapy assistance, which



accounted for the highest number of referrals. (See Table SS 3). Additionally, 267 children were referred for placement in primary and special education units during the 2023/24 FY. The data shows over 100 per cent increase in the total number of referrals for placements compared to the previous FY.

## Stimulation Plus Center

The enrolment at the Stimulation Plus Centre doubled in 2022/23 (168 students) compared to 2021/22 (84 students). Over 60 children aged 6-7 transitioned from the Stimulation Plus Center into special education schools.

# THE NATIONAL COUNCIL FOR SENIOR CITIZENS

The NCSC works in collaboration with international and local organizations to promote programmes which enhance the well-being of senior citizens. Its mandate is to formulate and implement policies and programmes for the well-being of older persons (60 years and over). The Council executes its mandate in accordance with the National Policy for Senior Citizens. The Council plans programmes and activities to enhance the social, cultural, spiritual, educational, mental and physical well-being of senior citizens in order to promote meaningful living after retirement. Activities include skills training, health and educational workshops, competitions, caregiver support and training, intergenerational programmes, volunteer training and projects for senior citizens.

## The Revised National Policy for Senior Citizens, 2021

The Revised National Policy for Senior Citizens (NPSC) has commenced phased implementation of the revised National Policy. Preparatory work has been undertaken for a National public education campaign and a strategic review of the National Council for senior Citizens.

## Participation in the Regional Conference

The National Council for Senior Citizens through the Ministry of Labour and Social Security represents Jamaica as focal point on ageing to the United Nations Economic Commission of Latin America and the Caribbean (ECLAC).

### The Council participated in two events:

- 3 October, 2023. Side event held within the framework of the 5th Regional Conference on Social Development in Latin America and the Caribbean entitled "Moving Towards Care Societies: Challenges of the Region to guarantee the well-being of Older Persons and Respect Their Rights".
- 13 November, 2023. Side event held within the framework of the 5th meeting of Presiding Officers of the Regional Conference on Population and Development, entitled "Good Practices for Public Policies for Older Persons with a Human Rights approach".

## Financial/Digital Literacy Training

In support of improvements in digital and financial literacy among senior citizens, Forty-five (45) financial/digital literacy sessions were held in partnership with stakeholders to empower senior citizens to use ATMs/ABMs, kiosks and online banking platforms, as well as cybersecurity, online bill payment and utility services application. Ninety-eight (98) seniors were enrolled in HEART/NSTA training – Basic Computing; of which 49 successfully completed the programme.

## Entrepreneurial and Skills Training Workshops

During the year, fourteen (14) entrepreneurial and twelve (12) skills training workshops focusing on artisan products, marketing on social media, product design for sales, product promotion and cottage industry 101 were held in collaboration with Rural Agricultural Development Authority (RADA), JN Small Business, Golden Deigns, Jamaica Business Development Corporation, FLOW Foundation and other partners. Two Thousand one hundred and fifty two (2,152) seniors participated. Of that number, 1,537 or 71.4 per cent were female.

## Health seminars/workshops

Twenty-nine (29) health seminars were held virtually and face to face in collaboration with stakeholders. A total of 1,028 seniors participated. Three (3) health fairs were held with 190 seniors benefitting from services. Two hundred and sixty (260) seniors were served at twenty-seven (27) one-day health clinics with its main focus on screening of cholesterol, blood pressure and cancer screening. Fifty-six (56) small group discussions were



facilitated to educate seniors on relevant health issues in which 1,091 seniors participated. In addition, seventeen (17) healthy lifestyle workshops were held in which two hundred and eighty-seven (287) seniors participated.

### Senior Citizens Identification Cards

A total of five hundred and forty-nine (549) Senior Citizens' Identification Cards were processed for the year.

### Projects

Twelve (12) projects remained active for the reporting year, which included 6 backyard gardening projects, two (2) beekeeping projects, two (2) sewing projects, two (2) chicken rearing projects, and four (4) caring projects providing meals and toiletries to senior citizens. Seventy-eight (78) projects have become inactive since the COVID 19 pandemic and the lack of an officer for Income Security and Projects to coordinate the programme.

### Home visits and assistive devices

During the FY, 1,144 home visits were conducted, providing care and services to 608 senior citizens with chronic health illnesses by NCSC Social Workers and Nurse Aides in collaboration with the health departments and the Diabetes Association of Jamaica. The services provided included household chores, delivery of food packages, applications for social benefits, medical care, blood pressure tests, and blood sugar tests. In addition, 101 seniors were provided with assistive devices, including rollators, wheelchairs, and

walkers to aid their mobility, as well as reading glasses, batteries for hearing aids, bath rails, diapers, and hygiene packages.

### Elder Abuse Investigations

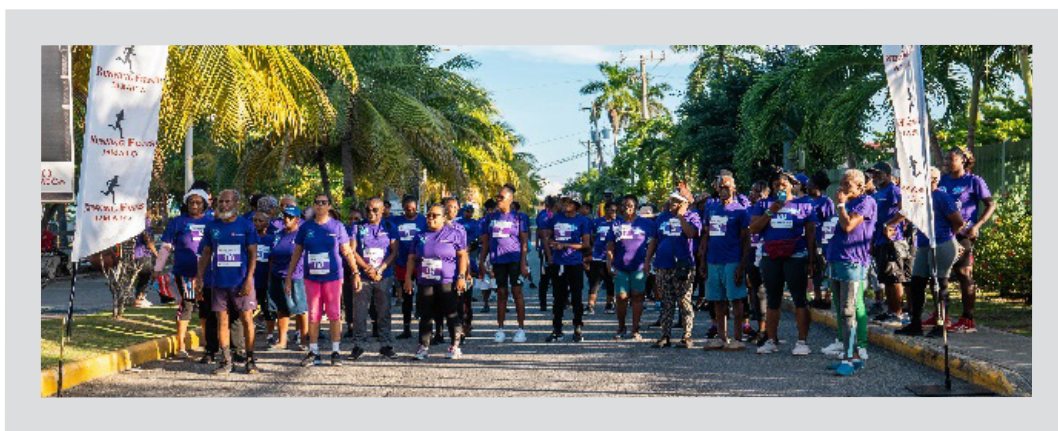
The NCSC investigated 21 cases (9 males, 12 females) of reported elder abuse.

### Senior Citizens Month

Senior Citizens month was observed September 17– October 8, 2023, under the theme: Embracing Wisdom, Uniting Generations. Major activities included the launch of Senior Citizens month with a National Thanksgiving church service. Fourteen (14) parishes were represented in the National Senior Spelling Bee Competition, which was broadcast on traditional and social media and was viewed by over 15,000 persons locally and in the diaspora. Other activities included Parish awards for senior Citizen and the Observance of the International Day of Older Persons. The inaugural aging fair was staged in collaboration with 52 partner MDAs, corporate entities, senior citizens, and civil society groups. The event, which was held in Emancipation Park, attracted over 1,600 seniors and working-age adults. At the end of the year, seniors benefited from 16,647 meal within the Meals on Wheels Programme.

### Retirement planning seminars

Seven (7) retirement seminars were held in collaboration with different stakeholders. Two hundred and seventeen (217) individuals under 55 years old participated.



Ready. Set. Go! Participants gear up at the start line for the **NCSC Senior Purple 2K Run/Walk**, held on October 8, 2023, at Island Village, Ocho Rios, St. Ann—stepping out in unity to promote active ageing and healthy living.





A senior makes the most of the services available at the National Water Commission's (NWC) booth during the NCSC Ageing Fair, held at Emancipation Park on October 8, 2023. The event, one of the key highlights of Senior Citizens' Month, featured several partner agencies offering a range of services to promote the health, dignity, and well-being of older persons, with NWC being one of the many partners showing up for our seniors.



All smiles and ready to spell as contestants pose for the camera during the National Senior Citizens Spelling Bee Competition held on September 28, 2023, showing that learning and fun never grow old.



Letting the music move her, this senior was all smiles as she danced the day away at the NCSC Ageing Fair, celebrating under the theme "Embracing Wisdom, Uniting Generations".



Hon. Parnell Charles Jr., MP, JP, Minister of Labour and Social Security (right) shares a special moment as he presents a gift basket to the oldest male senior in the congregation during the Senior Citizens' Month 2023 National Church Service held at the Power of Faith Ministries in Portmore, St. Catherine.





The MLSS Stalwarts strike a proud pose before taking on the **Sagicor Sigma Run/Walk**, ready to walk, run, and make every step count in support of a worthy cause.



The MLSS staff strike a pose before the **Forrest Trek** hike





Minister Charles Jr. converses with two (2) young job seekers during a MLSS Job Fair



Minister Pearnel Charles Jr. signs the Condolences Book for the late Anthony Irons, former Permanent Secretary, February 2024

## PLANNING, RESEARCH AND MONITORING UNIT (PRMU)

The PRMU is responsible for the strategic planning, monitoring and evaluation of the Ministry's Policies and Programmes. The Unit also manages the formulation of the Ministry's four (4) year Strategic Business Plan and annual Operational Plan to demonstrate the alignment of the Ministry's interventions with the Government of Jamaica Strategic Priorities, National Development Plan Vision 2030, Medium term Socio-economic Framework 2019-2022 (MTF) and the Sustainable Development Goals (SDGs) 1, 2 and 8.

The Ministry's Annual and Quarterly Performance Review Reports as well as performance dashboards are also produced by the Unit to monitor the Ministry's targets and achievements. The PRMU prepares quarterly updates upon request from MDAs, international partners, private sector interests and academia on the various programmes and departments within the Ministry.

Additionally, the PRMU conducts research activities on the Ministry's programmes and interventions as well as labour market and social protection issues. The Labour Market Trends Reports, Newsletters and internal programme evaluations are prepared periodically. The Customer Satisfaction Survey is a large survey conducted annually by the Unit to determine the levels of satisfaction reported by MLSS clients.

### Summary of Findings for MLSS Customer Service Satisfaction (CSS) Survey 2023/2024

A survey conducted during the financial year 2023/2024 found an average Customer Service Satisfaction (CSS) rate of 76.7 per cent for the MLSS. There has been increase in customer service satisfaction over the last three (3) years, from 74.6 per cent in 2022/2023 and 70.5 per cent in 2021/2022. Although the findings of the surveys have shown consistent improvements in customer service satisfaction, the benchmark of 80 per cent established by GOJ as the standard for the public service was not achieved.

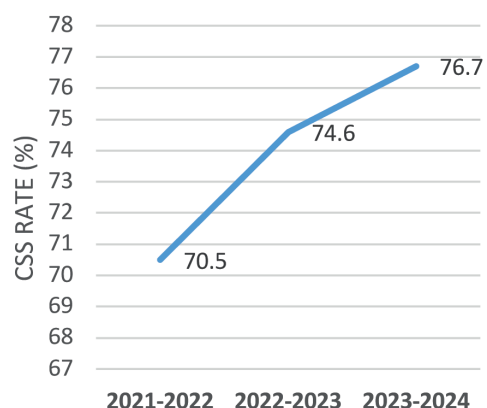
Five (5) of the 11 Departments/Programmes assessed met public sector standards in 2023/2024 as follows: NCSC 90.1 per cent, SIP 89.2 per cent, ELE

88.5 per cent, ESP 82.2 per cent and JCPD 81.2 per cent. This was an improvement from the previous year when three (3) programmes, ELE, ESP and NCSC achieved the 80% benchmark for the public service. When compared to FY 2022/2023, the CSS rate for FY 2023/2024 for the ELE increased by 10.6 per cent and by 24.3 per cent for the JCPD. Notably, the JCPD recorded the lowest CSS rate in the previous year. The high performance of the JCPD was attributed to the restructuring of the Council to become a Corporate Body. During the year, the Council was relocated to a newly renovated building, outfitted with friendly facilities and with new members of staff whose responsibilities included monitoring and delivering customer service. The survey revealed a decline by 5.8 per cent in the CSS rate for Work Permit services during 2023/2024, compared to the previous year.

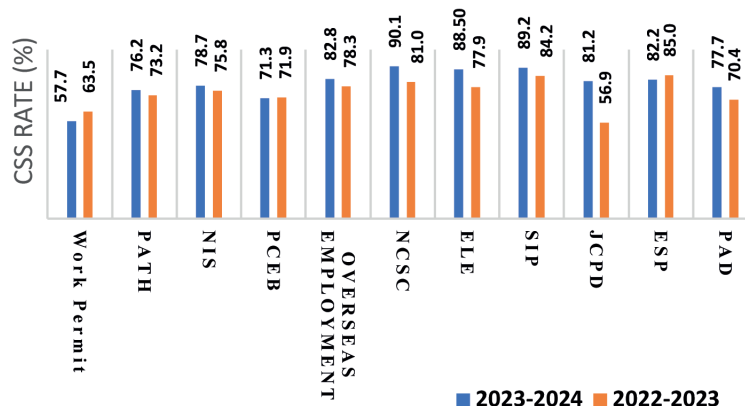


## Delivery

**Average CSS Rate (%) 2021/22-2023/24**

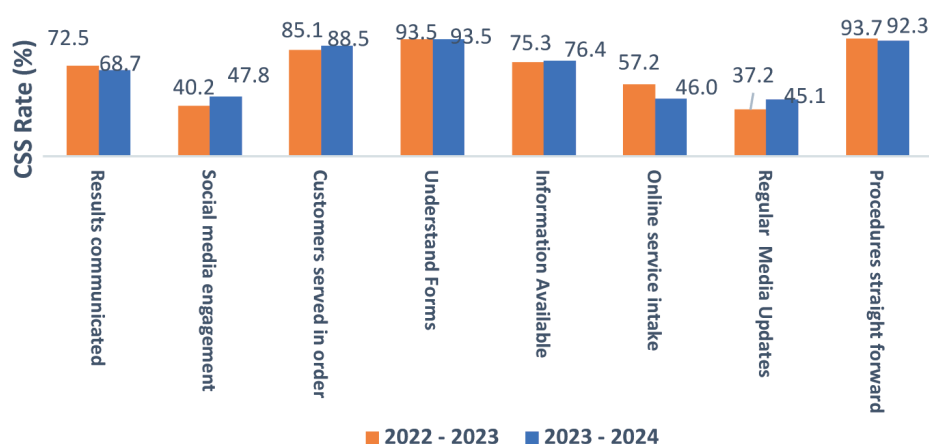


**Average CSS Rate (%) by Department /Programme  
2022/23 and 2023/24**



For services related to MLSS Procedures and Communication, the CSS ratings for 2023/2024 were similar to those received in 2023/2022. Customers were mostly satisfied that during the conduct of businesses with the MLSS, forms were easily understood and procedures were straight forward to follow. However, customers found communication to be poor for media updates, social media engagement and online services.

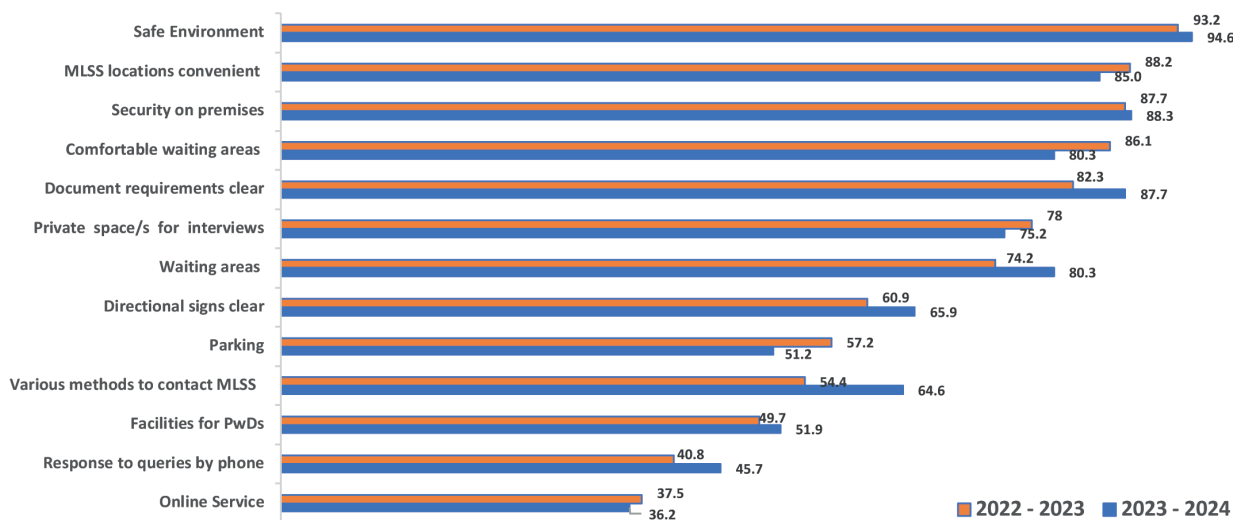
**Overall CSS (%) by Procedures and Communication  
Services 2022/2023 and 2023/2024**



## Overall CSS Rate by Access and Facilities (%)

Customers continued to be very satisfied with the convenience and safety of accessing services and using facilities at the MLSS office locations. However, online access, facilities for PwDs and responses to phone queries continued to record poor ratings in 2023/2024.

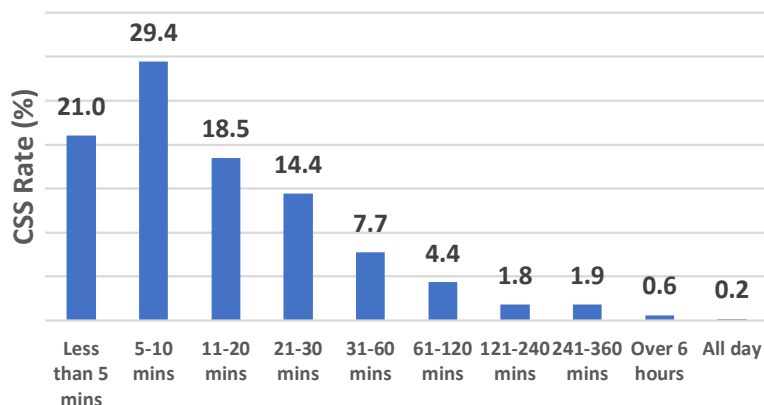
### Customer Satisfaction Survey Rate by Access and Facilities (%)



### Service Standards

Two (2) additional areas of customer service were also assessed; service standards and payment processes. Just over 50 per cent of the respondents mentioned that they received services within 10 minutes of visiting the Ministry. Services which were completed within 10 minutes included registering/replacing of NIS card, complaints/breaches reported to PCEB and application for PATH benefits. Meanwhile, medical-related services received by respondents who visited the Overseas Employment Programme accounted for the longest waiting time. The average waiting time for medical services was just over 2 ½ hours. This service has been improved due to earlier opening hours and scheduling of medical.

### Waiting time for Customers (%) 2023/2024



# LABOUR MARKET REFORM

## Progress of the Implementation of the Labour Market Reform Commission (LMRC) Recommendations 2023/2024

In 2015, the GOJ embarked on a Labour Market Reform programme. At this time, the labour market was characterised by issues such as high unemployment, high informality and low productivity levels. The Labour Market Reform programme was aimed at:

- Creating a labour force that is adaptable to labour market change.
- Increasing the knowledge, skills and productivity of the worker;

- Providing the worker with adequate social protection; and
- Protecting the employability and life earnings of the worker.

In order to achieve labour market reform, focus has been placed on existing policies and practices in five (5) thematic areas:

**1**

**Labour Policies and Legislation** (Review legislations to consolidate various Acts, data protection, adopt ILO code of principles and reposition the MLSS.

**2**

**Industrial Relations** (Implement system to review operating processes and procedures for the Industrial Dispute Tribunal (IDT), implement negotiation framework, improve collective bargaining in public and private sectors and

**3**

**Social Protection** (Change legislation to address redundancy liability and payment-implementation of the Unemployment Insurance). Also Increase NIS contributors and wage insurance ceiling as well as conduct NIS Actuarial

**4**

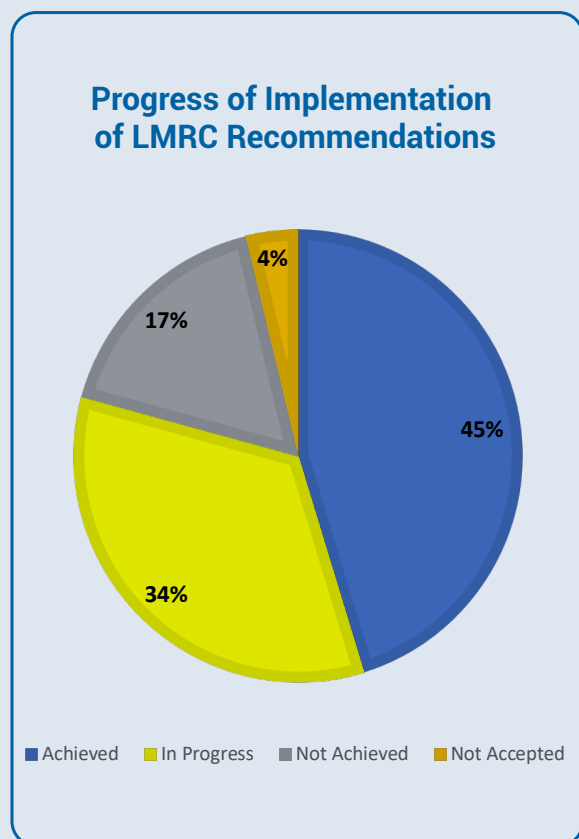
**Education and Training** (Implement National Curriculum Standards, programmes to improve critical thinking, strengthen career guidance programmes and labour Market Intelligence).

**5**

**Productivity, Innovation and Technology** (Strengthen productivity in the workplace, establish social media policy and legislation for Internet usage and electronic monitoring).

## Key Findings on Implementation Progress:

During FY 2023/24, progress was made towards labour market reform, with almost 80% of the 53 LMRC recommendations either implemented or in the process of being developed or completed. In all, 45% or 24 were implemented, 34 % or 18 were work in progress, 17% or 9 have not been achieved and two (2) recommendations were not accepted.



## Progress of Thematic areas

### Labour Policy, Legislation and Industrial Relations

In the Labour Policy thematic area, 70% of its recommendations were implemented. During Fy 2023/24, this area experienced developments concerning repositioning the MLSS to become the lead Ministry for the provision of advice to the Government of Jamaica and the private sector on labour-related issues. In March 2024, a mission was held with the ILO to determine pathways for expanding its footprint in Jamaica. At that time, support from

the ILO included policy development to address HIV and AIDS, formalization, child labour, green jobs and just transition. Additional areas for ILO technical cooperation were identified, such as the development of the National Employment Policy, strategies to increase ratification of ILO Conventions, reforming labour laws, closing the skills gaps, reducing youth unemployment and mainstreaming employment in comprehensive national and sectoral plans.

The development of a new web-based and mobile-friendly Work Permit and Skills Certificate Management System is ongoing and is intended to improve the efficiency of the work permit process.

### Social Protection

The implementation of pension-related policies under Social Protection (Pension) led to the accomplishment of 75% of the recommendations in this thematic area. Among the achievements for Social Protection was the increased number of contributors to the National Insurance Scheme (NIS), which amassed 50,920 new registrants to the National Insurance Scheme (NIS) in fiscal year 2023/24. The wage ceiling was also increased for the NIS as required by the LMRC recommendations from J\$1.5 million to J\$3 million in April 2021 and further to J\$5 million in 2022.

The Government, with support from the World Bank, will begin the implementation of the Social Protection for Increased Resilience and Opportunity (SPIRO) Project, to strengthen and expand Jamaica's social protection systems in FY 24/25. The SPIRO will further support the preparatory work for the Unemployment Insurance (UI). Work has commenced towards the implementation of UI with the completion of a Feasibility Study and the subsequent preparation of a Cabinet Submission by the Planning Institute of Jamaica (PIOJ).

### Education and Training

The Education and Training thematic area recorded the highest achievement, with the implementation of 88.9 percent or eight (8) of the nine (9) recommendations in this group.

A total of 24,000 students have been enrolled in the Sixth-Form Pathways Programme for the financial year 2023/2024. In 2020, the Programme was launched by the then Ministry of Education, Youth and Information to allow students who complete Grade 11 to continue school for two years while being provided alternative



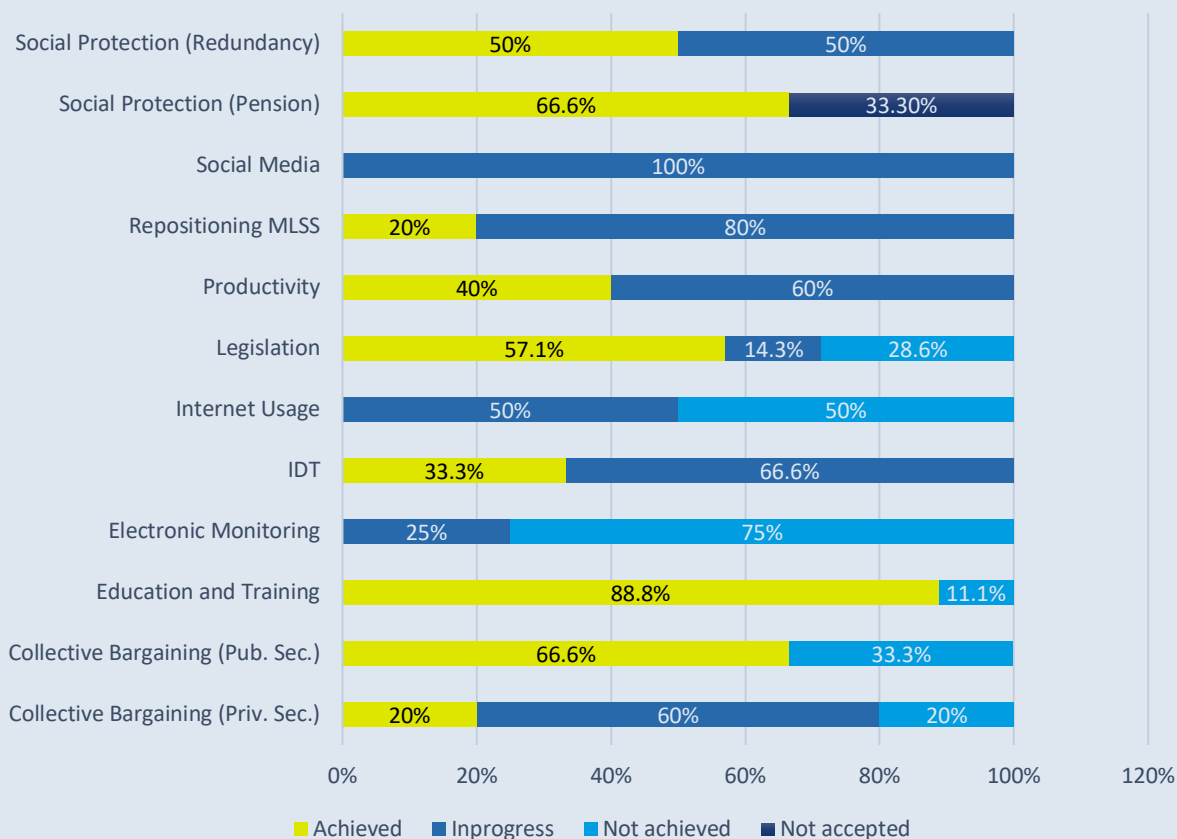
opportunities together with the traditional sixth-form curriculum.

Implementation was also notable in areas including the National School Curriculum which was developed with linkages to vocational training, as well as the integration of Information Communication Technology (ICT) education which has given students greater access to digital technologies (electronic devices with apps, e-books and e-learning platforms) that form a part of the learning experiences.

### Productivity, Innovation, and Technology

The Jamaica Productivity Centre (JPC) is preparing a National Productivity Policy. There has also been improvement in the area of Innovation and Technology with the formation of a Committee to examine the development of standards to govern several aspects of telecommunication and social media. The JPC has been collaborating with the National Contracts Commission (NCC) and JAMPRO to develop a measurement framework for the private and public sector productivity improvement. This was 90 percent completed in December 2023.

### LMRC RECOMMENDATION STATUS %



# LEGISLATIVE AGENDA

## LEGAL

### 1. Enactment of legislation governing Occupational Safety and Health.

The Ministry has made significant progress in preparing the legislation that will govern Occupational Safety and Health ("OSH"). Subsequent to receiving the first draft of the Occupational Safety and Health Bill ("OSH Bill"), the Ministry issued further drafting instructions to the Office of the Parliamentary Council ("OPC") and were provided with a Second draft of the Bill on June 26, 2023.

A detailed and coherent review of the second draft of the Bill was carried out and further drafting instructions were issued to the Office of the Parliamentary Council on December 6, 2023. The Ministry awaits receipt of the third draft of the Bill from the OPC.

### 2. Amendment of the Minimum Wage Act and consequential amendments to the National

Minimum Wage Order and Employment Agencies Regulations A Cabinet Submission was prepared and submitted to the Attorney General's Chambers ("AGC") for their comments and/or non-objections. The Ministry is awaiting the comments from the AGC.

### 3. Amendment of several legislation to increase outdated fines and penalties

A Cabinet Submission was prepared and submitted to the AGC for their comments and/or nonobjection. The Ministry is still awaiting feedback from the AGC.

### 4. Amendments to the Employment Agencies Regulation Act (EARA) And Enactment of

Regulations to Incorporate Regulation 1.4 of the Maritime Labour Convention, 2006 The Maritime Labour Convention, 2006 which was ratified on June 13, 2017, imposes obligations that requires an amendment to the **EARA** and the enactment of regulations to regulate the recruitment and placement of seafarers by employment agencies. The Ministry received comments from the relevant stakeholders

concerning the Cabinet Submission and Position Paper that were drafted seeking approval for the amendment to the Act. Further consultations and discussions were convened with the requisite stakeholders based on the comments received. A revised Position Paper and amended Cabinet Submission is being prepared to facilitate the amendment of the **EARA**.

### 5. Amendments to the Labour Officers (Powers) Act, 1943

Following meetings with the Divisional Director of Industrial Relations and Allied Services and the Director of Electronic & Labour Exchange, a Position Paper was prepared by the Legal Services Unit. In the paper, recommendations were made to amend the Labour Officers (Powers) Act based on the comparative and gap analysis outlined thereunder. The Position Paper was disbursed to the Ministry's internal team for their comments.

### 6. Amendments to the Labour Relations and Industrial Disputes Act and the Labour Relations Code

The Ministry shall perform a review of the Labour Relations and Industrial Disputes Act, Regulations, and Labour Relations Code by engaging the services of a Consultant. A draft contract was prepared and submitted to the Consultant with a view to have them commence these services.

### 7. Ratification of Violence and Harassment Convention, 2019 (C190)

A gap analysis prepared by the International Labour Organization was received by the Ministry in July of 2023. The gap analysis centred on Jamaica's Sexual Harassment (Protection and Prevention) Act, 2021 and outlined the gaps observed between the provisions of the legislation and the articles of the Violence and Harassment Convention, 2019 (No. 190).

Meetings were held between the Ministry and the Ministry of Culture, Gender, Entertainment and Sport to review and discuss the gap analysis. The comments from both Ministries are being compiled to be submitted to the ILO for its review.

## Legislations that were actioned but were not part of the Legislative Agenda

### 1. "Recommendations for an increase in Benefits provided by the National Insurance Scheme"

A draft Cabinet Submission to amend the National Insurance Act to increase particular benefits outlined thereunder was prepared and submitted to the AGC seeking their comments/feedback. The AGC provided their feedback on January 3, 2024. Subsequently, the Draft Cabinet Submission was amended and resubmitted to the AGC for their further review and comments.





# LABOUR DIVISION

With a warm handshake and words of encouragement, **Hon. Pearnel Charles Jr., MP, JP, Minister of Labour and Social Security**, engages with one of the participants at a Job Fair as he reaffirms the Ministry's commitment to connecting Jamaicans with meaningful employment opportunities and building a brighter future for all.



# INDUSTRIAL RELATIONS

## Industrial Relations

The Industrial Relations Department is the responsible arm of the Government of Jamaica legally authorized to intervene (solicited or unsolicited) in industrial disputes, particularly those that relate to the national interest.

The dispute resolution services are offered island-wide through the:

- Pre-Conciliation Unit
- Conciliation Department
- Pay and Conditions of Employment Branch (PCEB), located in Parish and Regional Labour Offices

One of the principal objectives of the Department is to limit the number of industrial actions and work stoppages that occur in the work environment. The Department also seeks to implement proactive measures in relation to industrial disputes and attempts to foster and facilitate a more co-operative industrial relations environment.

The Pre-Conciliation Unit, which is an arm of the Conciliation Section, provides advice and other assistance with the aim of fostering improved relations between management and labour, thereby facilitating a more harmonious industrial relations climate.

## Industrial Disputes Reported

During the 2023/24 FY, 179, industrial disputes were reported to the MLSS, an increase of 4 or 2.3 per cent when compared to the FY 2022/23. The analysis revealed that the largest number of disputes reported to the MLSS with 37 or 21 per cent were within the "Administrative and Support Service Activities". This was followed by the "Accommodation and Food Service Activities" and the "Public Administration and Defence; Compulsory Social Security" industries with 14.5 per cent and 11.2 per cent respectively. In addition, the number of disputes disposed during the reporting period totalled 132. The majority (73.5 per cent) of the disputes disposed were in relation to Dismissal/Termination.

## Industrial Action

During the 2023/24 FY, fifteen (15) industrial actions were reported to the Ministry, which involved 3,951 workers. Of these, nine (9) actions were associated with government-related entities, primarily stemming from dissatisfaction with the Government Compensation Review. This resulted in five (5) strikes, nine (9) "sick outs" and one (1) "work-to-rule". The largest number (7 or 47 per cent) of industrial actions reported were within the "Public Administration and Defence; Compulsory Social Security" industry. This was followed by the "Manufacturing" industry with 27 per cent. In addition, "Mining", "Transport and Storage", "Administrative and Support Service Activities" and "Financial and Insurance Activities" industries accounted for one (1) industrial action each.

## Representational Rights Poll

Three (3) representational rights polls were held, two (2) less than the previous reporting year. In addition, 79 workers and three (3) unions were involved. Of the three (3) polls held, two (2) were recorded within the "Financial and Insurance Activities" industry followed by "Public Administration and Defence; Compulsory Social Security" with one (1) poll.

## Sensitization Sessions

The primary drivers of industrial actions undertaken by workers were issues and concerns related to wages and salaries. The Ministry's commitment to engaging with our social partners to inform stakeholders and the public about important industrial relations matters was apparent during the financial year. The Industrial Relations Department conducted twenty-three (23) outreach and sensitization sessions, averaging approximately six (6) sessions per quarter, benefiting over eight hundred (800) individuals.

# PAY AND CONDITIONS OF EMPLOYMENT

The Pay and Conditions of Employment Branch (PCEB) is an arm of the Industrial Relations (IR) Department. Its core function is to ensure compliance with the minimum standards set out in the Labour Laws of Jamaica.

The objectives of the PCEB are to:

1. Ensure establishments/employers are compliant with the provisions of the Labour Laws of Jamaica.
2. Conduct investigations and inspections of establishments, in accordance with the provisions of the Labour Officers' Powers Act.
3. Disseminate information to the general public in relation to the Labour Laws of Jamaica.
4. Respond to labour relations queries from persons including the legal fraternity, Human Resource Managers, Chief Executive Officers, Associations and others.
5. Advise prospective employers (Foreign Investors) on the provisions of the Labour Laws.
6. Interview clients (employees and employers) and determine whether formal complaints should commence.
7. Document complaints in relation to pay and conditions of employment and provide timely follow ups until complaints are settled/resolved.
8. Conduct mediation sessions with complainants and employers.
9. Review and re-assess complaints/cases and determine whether a court referral should be initiated.
10. Accept monetary settlements on behalf of complainants via the Accounts Department or a Manager's Cheque drawn in the name of the Permanent Secretary.

The Pay and Conditions of Employment Branch The Pay and Conditions of Employment Branch continued to vigorously investigate complaints made by workers at the various parish offices to ensure compliance with labour laws. In particular, the Unit monitors termination benefits as well as breaches of the labour laws governing maternity leave, minimum wage and

holidays with pay.

## Breaches Labour Laws

During the FY 2023/24, Two thousand one hundred and fifty eight (2,158) breaches of the labour laws were reported to the Pay and Conditions of Employment Branch (PCEB) of the Ministry. Most of the breaches concerned the Holidays with Pay Act with 941 or 44 per cent, followed by Employment Termination and Redundancy Payment Act (ETRPA) which accounted for 41.3 per cent of the breaches. Most (932 or 99%) of the breaches under the Holidays with Pay Act were in relation to vacation leave. Additionally breaches of the labour laws declined by 101 or 4.5 per cent compared to the 2022/23 FY.

## SETTLEMENTS

### Payments made by Employers

The employers who were in breach of the Labour Laws made settlements in the amount of J\$1.46B to 1,004 individuals during the 2023/24 FY. Breaches of the ETRPA accounted for the majority of settlements made, in which 402 individuals received the sum of J\$1.43B. Of the 402 individuals who received settlements under the ETRPA, 302 were in relation to notice pay while 100 were in relation to redundancy pay.

## MINIMUM WAGE

An increase in the national minimum wage was effected on June 1, 2023. Hon. Karl Samuda, Former Minister of Labour and Social Security announced the following increases:

1. National minimum wage increased from J\$9,000 to J\$13,000 per 40 hour work week.
2. Minimum wage for industrial security guards increased from J\$10,500 to J\$14,000.
  - -Laundry allowance for security guards increased from J\$47.62 to J\$ 52.38 per hour.
  - -Firearm premium allowance increased from J\$51.95 to J\$ 57.15 per hour.
  - -Dog Handler's premium allowance increased from J\$ 35.72 to J\$ 39.29 per hour.

## THE INDUSTRIAL DISPUTES TRIBUNAL

The IDT is charged with the responsibility of determining and settling all industrial disputes referred by the Minister. If the parties fail to arrive at a settlement at the local level, the matter is then reported to the Ministry for possible settlement by the Conciliation Unit. When a settlement is not reached at this level, the dispute is then referred to the IDT for a determination. The LRIDA was amended in March 2010, allowing non-unionised workers access to the Tribunal. This led to a significant increase in the number of disputes referred to the IDT by the Minister of Labour and Social Security. Access to the IDT by non-unionised workers is one of the achievements in the restructuring of the MLSS under Labour Market Reform.

The Jury (Amendment) Act 2015 outlines the principles and procedures on how matters which fall under this Legislation can be referred directly to the IDT without reference to the Ministry or conciliation services. This represents a significant change in the Labour Laws and how parties access the IDT.

The IDT handled 113 disputes during the fiscal year 2023/24. This represents an 8 or 7.1 per cent decline over the fiscal year 2022/23. Of the total number of disputes, 79 were carried forward from the previous year. In addition, 34 disputes were referred during the fiscal year 2023/24. Two (2) of the 34 disputes referred were on behalf of unionized workers, while 32 were on behalf of non-unionized workers.

During the reporting period, 44 disputes (39 per cent) of disputes at the IDT were settled as follows: thirty three (33) Awards were handed down, six (6) were withdrawn, three (3) agreement and two (2) were quashed by the Court.





## MANPOWER SERVICES

The strategic objective of the Manpower Services Department is to alleviate unemployment through facilitating access to local and overseas employment opportunities. This is pursued through the operations of three (3) units, namely Overseas Employment, Local Employment/Electronic Labour Exchange and Employment Agencies.

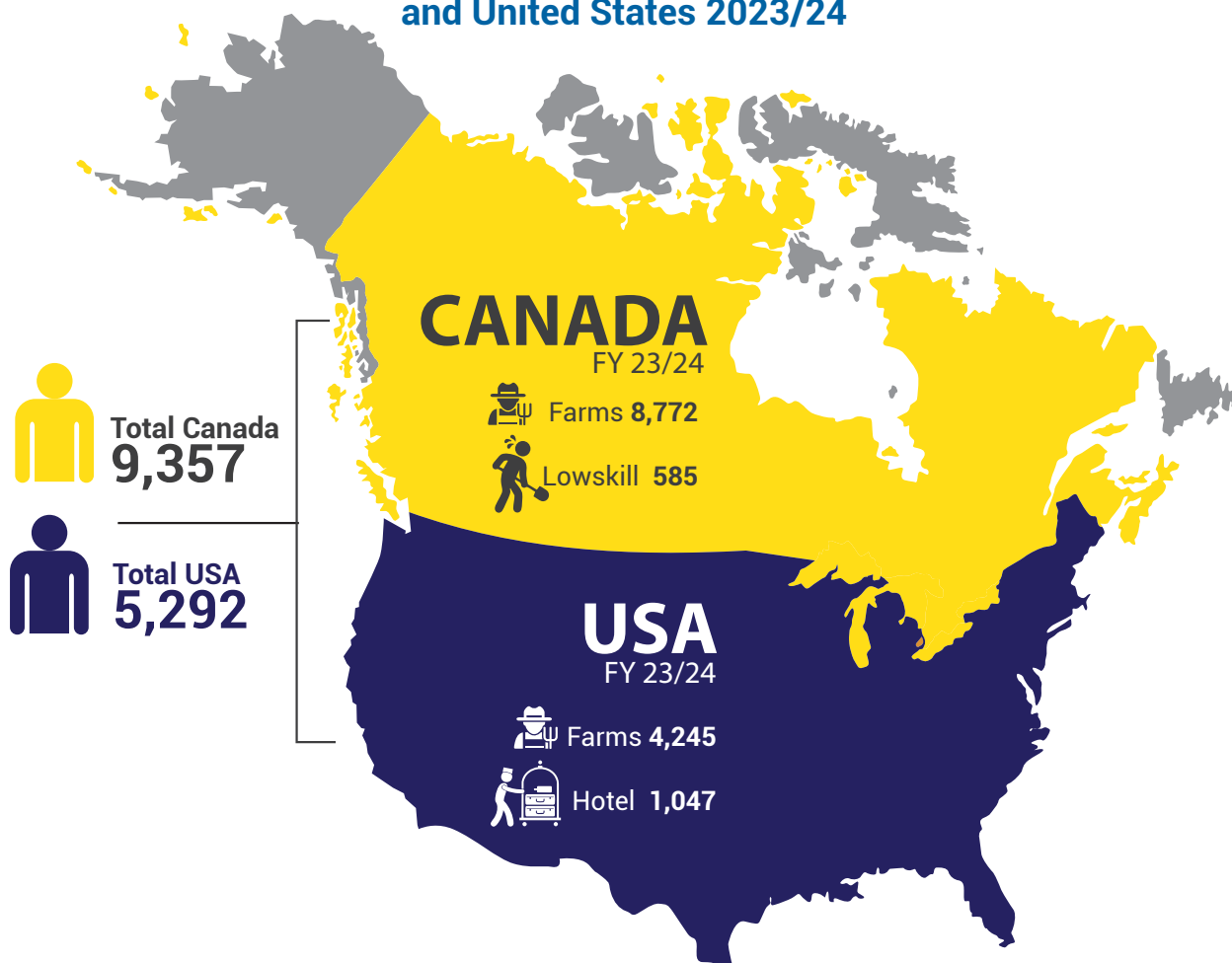
### OVERSEAS EMPLOYMENT

The Ministry of Labour and Social Security (MLSS) continues to facilitate the participation of Jamaican workers in the agricultural and hospitality sectors of the United States and Canada through the Overseas Employment Programme.

The Ministry coordinates the activities to recruit, process, dispatched and repatriate the workers who migrate for employment to perform duties such as planting, harvesting, cultivating vegetables and soft fruits and working in nurseries and greenhouses under the farm work programme. Under the hospitality programme trained and experienced Jamaican workers depart the island on a seasonal basis to work as chefs, landscapers, housekeepers, food and beverage staff, maintenance workers, massage therapists among other occupations in the sector.

There are three (3) main programmes, namely the United States Farm Work Programme, the United States Hospitality Programme and the Canadian Farm and Factory Programme.

### Workers Employed in Canada and United States 2023/24





### Placement of Jamaicans in overseas employment

During the financial year 2023/24, 14,649 persons were employed on contract in the United States and Canada, a 7.3 per cent decline compared to 2022/23 FY. Of the total number of workers recruited for the overseas programme, 9,357 were employed on the Canada Farms/ Factories and the Low skill programme, while 5,292 were employed to the US Farms and Hospitality programme. Males accounted for 92.5 per cent of the total number of workers employed on the overseas programme in the 2023/24 FY.

Of the 9,357 workers who gained employment opportunities in Canada, 8,772 participated in the Seasonal Agricultural Workers Programme, while 585 participated in the Low Skill Programme. The number of workers who travelled to Canada declined by 6.4 per cent in FY 2023/24 relative to FY 2022/23.

### Ministerial Visit to Canada

The Hon. Parnell Charles Jnr visited with 29 employers with a combined total of 1,200 workers and also met with Canadian Government Officials during a ministerial visit to Canada in 2023. The Hon Minister met with Hon. Lisa Thompson, Minister of Agriculture Food and Rural Affairs, Ontario, Hon. Randy Boissonault MP, Minister of Employment, Workforce Development and Official languages, Canada as well as Officers from the Ontario Fruit and Vegetable Growers Association (OFVAGA), Management of Foreign Agricultural Resources Management Services (FARMS) and The Canadian Senate Committee on Social Affairs, Science and Technology. During his visit, the Hon. Minister also opened the new sub-office in Atlantic Canada to Service Nova Scotia, New Brunswick, Newfoundland and Labrador and Prince Edward Island.



**Dr. the Hon. Norman Dunn, MP, State Minister in the Ministry of Labour and Social Security**, shares a handshake and a smile with one of the participants in the Seasonal Agricultural Workers' Programme (SAWP). He was among 111 farmworkers in the first batch to depart for Canada on January 3, 2023. Also sharing in the moment is the **Hon. Parnell Charles Jr., MP, JP, Minister of Labour and Social Security** (centre)

The number of workers who travelled on the US Farms and Hotel Programme during FY 2023/24 totalled 5,292. Of this total, 4,245 participated on the US Farms programme while 1,047 participated on the Hotel Programme. The number of workers who travelled on the US programme declined by 9 per cent compared to the previous reporting period. In addition, the hospitality programme declined by 25 per cent and the number of workers who travelled on the US farms fell by 3.3 per cent when compared to the 2022/23 FY.

A key discussion point was reaffirming Jamaica's commitment to the protection and strengthening of the programme and to assure Canadian interests that action will be taken to assist in:

- Introducing more rigor in the recruitment and selection process
- Implementing a more robust orientation programme to prepare workers for participation in the programme.
- Restructuring placement operations to offer the more seasoned workers the longer –term contracts.

## EMPLOYMENT AGENCY UNIT

The strategic objective of the Employment Agencies Unit (EAU) is to alleviate unemployment through the issuing of licences to Private Employment Agencies' (PEAs) Operators, to allow them to seek employment opportunities for clients, both locally and overseas. The Unit operates island wide to monitor the agencies, in order to ensure compliance with the Employment Agencies Regulation Act, 1957. The recommendations for the award, renewal or revocation of licences are among the functions of the unit.

### Private Employment Agencies Licensed and Registered with the Ministry

For the FY 2023/24, 89 licences were issued which included 21 new and 68 renewal licenses. In addition, 56 licences were issued to Operators to place persons in jobs overseas while 33 were issued to place applicants locally.

### Registration and Placements by PEAs

The number of persons registered with Private Operators for employment both locally and overseas totalled 4,292 for the FY 2023/24. The data shows a decline of 1,054 (20 per cent) when compared to the 2022/23 FY. In addition, the data shows a significant decline in the Hospitality (H2B) programme of 1,339 or 40.2 per cent, while the J1 Student Work and Travel Programme also decreased by 696 or 54 per cent when compared to the 2022/23 FY. This significant decline may be attributed to a reduction in the number of individuals enrolling for the overseas programme.

During the 2023/24 FY, 3,516 Jamaicans were placed in employment both locally and overseas through PEAs which were licensed and monitored by the MLSS. Of the total number of placements, 2,348 or 67 per cent were overseas, while 1,168 or 33.2 per cent were local. The number of Jamaicans placed overseas declined by 34.5 per cent or 1,856 compared to the 2022/23 FY. Despite a decline in overseas placements, the local placements increased by 640 or 82.5 per cent.

### Inspections and Investigations

The core functions of the EAU include inspections and investigations. For the FY 2023/24 a total of two hundred and twelve (212) inspections and thirty (30) investigations were conducted. In addition, the investigations conducted were on various issues including refunds, excessive fee structures and operating in contravention of the Act. A total of sixty four (64) illegal entities were discovered for the period (most of which were discovered between July to September 2023). As a result, four (4) illegal operators were referred to the Fraud Squad. A total of thirty one (31) complaints were received twenty seven (27) of which were settled during the reported period.

### Workshops and Sensitization sessions

Two (2) statistical workshops were conducted for the reporting period, operators were trained by the EAU staff on how to complete the Schedule E and F datasheet. In addition, the Unit engaged in fifty six (56) sensitisation sessions, fourteen (14) job fairs and twenty seven (27) Information Fairs (ZOSO).

## THE ELECTRONIC LABOUR EXCHANGE

The Electronic Labour Exchange, (ELE) facilitates the efficient matching of jobseekers with prospective employers and forms the core of the web based Labour Market Information System (LMIS). The online services for jobseekers include the provision of career guidance information, as well as useful tips on résumé writing, job search and interview techniques as well as the ability to post the résumé. The LMIS also features online services to attract employers. These include the ability to post vacancies and access a database of skilled workers to seek and select qualified candidates. Since its launch, the website has attracted more than 68,000 job seekers and over 1,500 employers. The ELE has also facilitated over 10,400 job placements since 2013, including On the Job Training (OJT) placements.

### Registration (Companies and Jobseekers)

- Eight hundred and sixty three (863) companies were visited during FY 2023/2024 to promote the services of the ELE. Of the total number of companies visited, 50 companies have registered on the LMIS website.
- During the period ending March 31, 2024, the number of persons registered with the ELE on the LMIS website, amounted to 6,708. This represents a 16.5 per cent increase in job seeker registration. Additionally, statistics have shown that jobseeker registration has been gradually increasing over the past two fiscal years.

### Vacancies, Referrals and Interviews

- As at March 2024, the ELE received 5,431 vacancies, a 52 per cent increase when compared to the 2023/24 FY. Further review of the data reveals that for the past two (2) financial years, there have been increases in the number of job vacancies. This is attributable to the rebound of several sectors including the Accommodation Food Service industry, post -COVID 19.

- For the FY 2023/2024, 4,173 referrals were made to employers. Of that number, 3,877 interview were conducted which resulted in 1,264 persons being employed. In addition, referrals increased by 10 per cent, while job placements increased by 0.5 per cent.

### Job Placements

- One thousand two hundred and sixty four (1,264) persons were placed in jobs locally through the ELE, an increase of 0.5 per cent compared to the fiscal year 2022/23. Of the number of placements made, females accounted for 76 per cent of the total placements.
- During the 2023/2024 FY, 189 persons of the 1,264 placements were placed through the On-the-Job Training Programme (OJT). The OJT placements were 35 per cent more than the 2022/23 fiscal year.

1

5,431 vacancies

↑ 52%  
for FY 23/24

2

1,264 job placements

↑ 0.5%  
for FY 23/24

3

6,708 registered  
with ELE on LMIS↑ 16.5%  
for FY 23/24

## WORK PERMIT

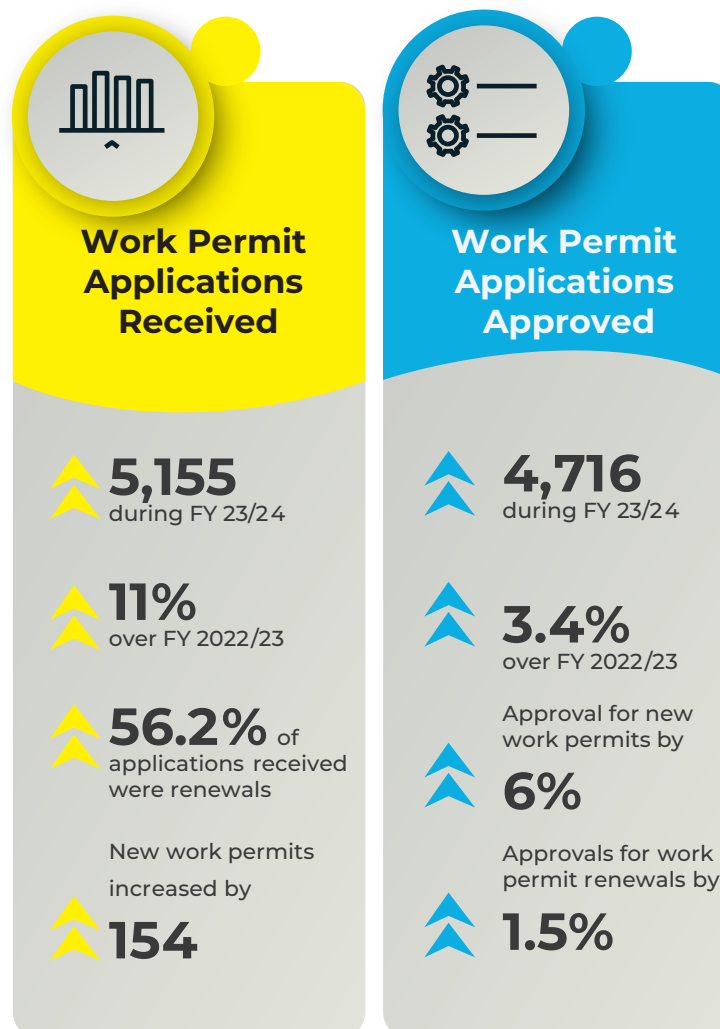
Work permits and exemptions are granted based on the requirements of the Foreign Nationals and Commonwealth Citizens (Employment) Act (1964). Provisions are made for skilled CARICOM Nationals to move freely under the Caribbean Community (Free Movement of Skilled Persons) Act (1997). This is to ensure that the Jamaican economy is supplied with the labour and skills necessary for growth and development, while taking steps to protect the jobs of Jamaicans. Foreign and Commonwealth Nationals who wish to engage in employment activities must obtain a work permit or work permit exemption before entering Jamaica. This is whether the form of employment is voluntary, commercial, business, professional, and charitable, for entertainment or sports.

### Applications Received

Five thousand one hundred and fifty five (5,155) requests were made for work permits during the 2023/24 FY, 509 more than the previous reporting period. Of the 5,155 applications received, 2,900 were renewals while 2,255 were new. At the same time 509 or 11 per cent more requests were made for work permits during the 2023/2024 FY than in the previous reporting period. Additionally, new work permit applications declined by 330 when compared to the 2022/23 FY. Similarly, the highest number of work permit applications received were from the "Managers" occupational group which registered 1,973 or 38.3 per cent during the reporting period. This was followed by the "Professionals" group with 1,393 or 27 per cent. The number of applications received for the occupational category "Managers" increased by 205 or 11.5 per cent compared to the 2022/23 FY.

A breakdown of the data by industry group, reveals that the largest number of applications received were from the "Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles" industry group with 2,191 or 42.5 per cent, an increase of 6.5 per cent over the 2022/23 FY. This was followed by the "Construction" and the "Accommodation and

Food Service Activities" industries which accounted for 981 or 19.03 per cent and 677 or 13.1 per cent respectively. In addition, work permit applications in the "Construction" industry increased by 9.01 per cent while applications in the "Accommodation and Food Service Activities" industry increased by 38 per cent.



### Applications Approved

Work permit approvals granted for the 2023/24 FY totalled 4,716 up from 4,560 in 2022/23. This reflects an increase of 156 or 3.42 per cent in FY 2023/24



relative to the previous year. Both new work permit approvals and renewal work permit applications approved increased by 117 or 6 per cent and 39 or 1.5 per cent compared to the 2022/23 FY.

Consistent with the previous reporting period, the occupational group "Managers" accounted for most of the work permits approved with 1,765 or 37.4 per cent, followed by "Professionals" and "Technicians and Associate Professionals" with 1,262 or 27 per cent and 590 or 12.5 per cent respectively. (See Table L4).

During the FY 2023/24, the distribution of work permit approvals by industry showed that the "Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles" industry accounted for the highest number (1,955

or 41.4 per cent) of work permit approvals. This was followed by the "Construction" industry and "Accommodation and Food Service activities" with 970 or 20.5 per cent and 594 or 12.5 per cent of the total approvals respectively. Further review of the data showed that work permit approvals within the "Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles" "Accommodation and Food Service activities industries both declined by 2 per cent and 18.3 per cent when compared to the 2022/23 FY.

#### **Work Permit Inspections**

The number of investigations and site visits carried out by the Work Permit Department for the FY 2023/24 totalled 349.

# CARICOM SINGLE MARKET AND ECONOMY

## THE FREE MOVEMENT OF PERSONS

The CARICOM Single Market and Economy (CSME) allows specific skilled CARICOM nationals desirous of working in participating member states, to apply for and acquire a Certificate of Recognition of CARICOM Skills Qualification. The Certificate of Recognition is granted to approved categories of skilled workers and is issued by the MLSS, which is the competent authority for the implementation of the Free Movement of Skills Policy. The Certificate was first issued in Jamaica on September 24, 1997. For the 2023/24 FY, 188 certificates were issued

to CARICOM nationals desirous of working in the participating member states (See Table L1). The data showed that 79.2 per cent of the certificates were issued to Jamaican nationals and that the number of certificates issued increased by 4 or 2.3 per cent, when compared to the 2022/23 FY. Analysis of the data by sex revealed that male recipients increased by 26 or 31 per cent, while the number of female recipients declined by 22 per cent compared to the 2022/23 FY.

**L1**

**CARICOM SINGLE MARKET CERTIFICATES ISSUED  
BY COUNTRIES AND SEX: 2022/23 AND 2023/24**

COUNTRIES	2022/23			2023/24		
	M	F	T	M	F	T
ANTIGUA & BARBUDA	1	1	2	1	0	1
BARBADOS	0	3	3	1	1	2
BELIZE	0	0	0	0	0	0
DOMINICA	1	0	1	0	3	3
GRENADA	0	0	0	0	0	0
GUYANA	0	2	2	2	2	4
JAMAICA	72	81	153	91	58	149
ST. LUCIA	0	0	0	1	0	1
ST. KITTS & NEVIS	4	0	4	1	0	1
ST. VINCENT	1	2	3	3	3	6
SURINAME	2	0	2	0	0	0
TRINIDAD & TOBAGO	3	11	14	10	11	21
<b>TOTAL</b>	<b>84</b>	<b>100</b>	<b>184</b>	<b>110</b>	<b>78</b>	<b>188</b>

# OCCUPATIONAL SAFETY AND HEALTH

The Occupational Safety and Health Department (OSHD) is responsible for promoting, monitoring and enforcing safe and healthy workplaces under the Factories Act of 1943 and its attendant Regulations. Currently, the major thrust of the Department is the enactment of the Occupational Safety and Health (OSH) Act. This Act will repeal the Factories Act and provide a comprehensive and modern safety and health legislation that provides protection for workers in all workplaces in accordance with international standards and best practices.

The objectives of the OSH Act include:

- The prevention of injury and illness caused by conditions at the workplace;
- The protection of workers from risks to their safety, health and welfare arising out of, or in connection with activities in their workplaces; and
- The promotion of safe and healthy workplaces by way of collaboration of all stakeholders in the workplace.

## Accident Investigation

For the FY 2023/24, two hundred and twenty-six (226) accidents were reported. Of this number,

121 qualified for investigation and 72 accidents were investigated. When compared to the previous reporting period, the number of reported accidents increased by 13 or 6.1 per cent. Unfortunately, four (4) deaths occurred from the accidents reported.

Thirteen (13) special investigations were done in FY 2023/24. These special investigations were based on requests made to the OSH Department from employees and employers. Compared to the 2022/23 FY, special investigations increased by over 200 per cent.

## Inspections of workplaces under the ambit of the Factories Act

Inspections carried out by the OSH inspectors totalled 2,077 for FY 2023/24, a decline of 15.3 per cent when compared to FY 2022/23. Factory inspections accounted for 1,286 or 62 per cent of the total. Additionally, 693 Inspections of Building Operation Works of Engineering Construction (BOWEC) sites were done, a decline of 160 or 19 per cent. Further review of the data shows that the number of inspections carried out on docks declined by 13.3, while inspections carried out on ships increased by 13.3 per cent, when compared to the 2022/23 FY.





## CHILD LABOUR UNIT

In October 2003, Jamaica ratified ILO Conventions 138 (Minimum Age of Employment) and 182 (Worst Forms of Child Labour). The primary tenets of these Conventions were included in the Child Care and Protection Act of 2004, Sections 33-45. This Legislation makes it illegal to employ children who are less than 13 years old. However, children aged 15 – 17 years are permitted to engage in light work. As part of the continued support from the ILO, a Youth Activity Survey was conducted in 2016: it indicated that there were 657,697 children aged 5-17 in Jamaica, and 53,274 were working children, of which 37,965 (5.8%) were engaged in child labour. The Child Labour Risk Identification Model (CLRISK) shows an estimated 54,348 (8.1%), the average probability of children at risk of child labour. The MLSS has since been given the responsibility to implement the National Plan of Action on Child Labour with the following objectives:

- Create a comprehensive information system that incorporates quantitative and qualitative information on child labour in Jamaica to be used for policy and programme development.
- Legal reform including the enactment of the Harardous and Light work lists, to be undertaken and the enforcement capabilities and capacities of the relevant institutions addressing child labour to be strengthened.
- Withdraw, rehabilitate and reintegrate children from hazardous work and prevent others from engaging in child labour.
- Enhance awareness of the complex problems associated with child labour that will affect social attitudes towards children and their educational rights.
- Strengthen the relevant institutions of the Government of Jamaica and Civil Society, to enforce Child Labour Laws as well as develop and implement policies and programmes toward the prevention of Child Labour.
- Social protection mechanism to be strengthened through increased access to social assistance, basic amenities, and education and alternative forms of income to prevent and combat child labour.

### 5th Global conference for the Elimination of Child Labour

In May 2022, the 5th Global Conference on the Elimination of Child Labour took place in Durban South Africa, the conference discussed and agreed on global action to address the 1.5 billion children that have been exposed to child labour. Of this number, 160 million girls and boys remain in child labour, half of whom are in hazardous work. Delegates to the conference unanimously agreed that immediate intensified gender responses, well-coordinated multi-sectoral, multi-stakeholder and rights-based action are needed to scale up efforts to eliminate child labour and forced labour.

The Jamaican delegation recommended the following actions to further the country's commitment to eliminate child labour:

1. Community level engagements – through continued multi stakeholder sensitization and mobilization including Ministries, Departments and agencies, NGOs, Educators and Civil Society organizations to identify perpetrators and victims of child labour.
2. Tripartite social dialogue towards the revision of the National Policy for the elimination of child labour and the implementation of the National Action Plan.
3. Legislative revision to incorporate the list of light and hazardous work to guide the engagement of children ages 15 – 17 years that undertake internship and temporary employment including summer work.
4. Continued collaboration with the International Labour Organization (ILO) Regional Initiative to eliminate child labour, South-South Cooperation programme and bilateral/technical

cooperation with Brazil and other counter-parts in Latin America and the Caribbean.

5. Funding assistance in the sum of USD20,000.00 from the ILO for advancing the CLRISK Model of mapping the child labour risk in the constituency and community level in each parish.

### South–South Cooperation 2023

Following upon its recommended plan of action and commitment at the 5th Global Conference for the Elimination of Child Labour in Durban South Africa in 2022, Jamaica hosted the Brazil-Jamaica Knowledge Exchange, under the theme "Strategic Labor Inspections and Social Protection Integration for Proactive Responses in the Prevention and Elimination of Child Labor ", in Kingston, between 27 November and December 1, 2023, with the participation of ABC, ILO, MDS and MTE.



**International Labor Organization (ILO) Funded Child Labour Workshops & Community Level Engagement 2023**

Jamaica with funding assistance from the ILO conducted a total of Six (6) Workshops for the period April to December 2023. The Six (6) Community Level Engagement Workshops included participation from educators, guidance counsellors, students, parents, members of the micro and small business sector and community

members in the parishes that the CLRISK Model identified as high risk. A total of 241 persons participated. . The final Evaluation workshop was held in the parish of Trelawny at Troy High School where members of the Brazilian South–South Cooperation and ILO delegations were in attendance.



**World Day against Child Labour (WDACL) Theme: Justice For All: End Child Labour**

The WDACL is observed annually on June 12, which focuses on the global extent of child labour, and the action and efforts needed to eliminate it. This day was established by the International Labour Organization (ILO) in 2002 and is celebrated worldwide. The annual celebration of WDACL brings together governments, employers and workers' organizations, civil society, as well as millions of people from around the world, to highlight the plight of child labourers and what can be done to help them.

World Day against Child Labour 2023 activity under the theme " Social Justice for All, #End Child Labour" was held in the Halfway Tree Transport Centre where a wide cross-section of the general public was sensitized in face-to-face interaction and through an Outside Broadcast on Kool 94 FM. This event was in partnership with the Child Protection and Family Services Agency (CPFSA) and the National Task Force against Trafficking in Persons (NAFATIP)



## Sensitization

During the financial year the Child Labour Unit sensitized a total of 736 persons during information fairs at Kingston Freeport Terminal Limited, Methodist Women's League Conference and virtually at the Burnt Savannah New Testament Church of God, Burnt Savannah Frome Westmoreland. The Unit also undertook three (3) Community level Engagement Information Fairs in collaboration with the Public Assistance Department, held in Zones of Special Operations (ZOSO).





# INTERNATIONAL LABOUR AGENCIES AND INFORMATION (ILA&I)

In 2023/2024, the Ministry of Labour and Social Security (MLSS) continued to strengthen Jamaica's engagement with international labour agencies, ensuring alignment with global standards and advancing the Decent Work Agenda, through ongoing collaboration with the United Nations, International Labour Organization (ILO), Organization of American States (OAS), Caribbean Community (CARICOM) and other international and regional bodies.

In accordance with Article 19 of the ILO Constitution a response to a Direct Request on the Violence and Harassment Convention (No. 190) and Recommendation (No. 206), 2019 was submitted to ILO in October 2023 with inputs from Social Partners: Jamaica Employers' Federation, the Jamaica Confederation of Trade Unions and other relevant Ministries and Agencies.

In keeping with the same approach of tripartite inclusion, reports were also completed and submitted to the ILO in the same period for the below unratified conventions:

- **Workmen's Compensation (Agriculture) Convention, 1921 (No. 12)**
- **Equality of Treatment (Accident Compensation) Recommendation, 1925 (No. 25)**
- **Social Security (Minimum Standards) Convention, 1952 (No. 102) (Part VI)**
- **Employment Injury Benefits Convention, 1964 [Schedule I amended in 1980] (No. 121)**
- **Employment Injury Benefits Recommendation, 1964 (No. 121)**

# JAMAICA PRODUCTIVITY CENTER (JPC)

The Jamaica Productivity Centre (JPC) is the national organization responsible for promoting and facilitating productivity enhancement at the national, sectoral, industry and enterprise levels. The JPC's work is essential to improving the country's economic growth and competitiveness. During the 2023/2024 fiscal year, the JPC undertook several initiatives to drive public awareness, promote a productivity-conscious culture and support productivity improvement in line with its strategic thrust.

## 1. Increased Research and Knowledge in High-Impact Areas

The Centre continued to be actively engaged in research and promoting research on productivity issues and drivers. The Jamaica Productivity Centre facilitated a research project funded by through the Foundations for Competitiveness and Growth Project to Develop a Framework and Roadmap to drive Productivity in the Public and Private Sectors in Jamaica. The project resulted in a proposed framework to boost productivity utilizing a whole of government approach and sensitization training for the JPC and other MDAs.

In FY 2023/24 the JPC made significant strides in advancing research that directly impacts national productivity and development. In collaboration with the Inter-American Development Bank (IDB) and Compete Caribbean Partnership Facility, the JPC issued a Call for Research Proposals aimed at Enabling Sustainable Productivity Improvement and Innovation in Jamaica/the Caribbean. The recommendations resulting from the selected research project will facilitate evidence-based policy. Work continues on the selected project: "Climate Change, Conservation & Fisheries Productivity."

The Centre continued to estimate, track and analyse national and industry productivity statistics. Quarterly sectoral and industry output per work estimates were reported. Statistics from STATIN's new Labour Force Survey were used to estimate output per worker for the final quarter of the fiscal year 2023/2024. The data for January – March 2024 places the average output per worker at JMD 142,885. Given the implementation

of the new LFS methodology, this figure forms a new baseline for tracking productivity. These research outputs shared are essential for informing future policy decisions and improving sectoral efficiency.

To promote a better understanding of the issues affecting productivity in current and future workplaces, the Jamaica Productivity Centre has prepared a Future of Work Questionnaire. The questionnaire will be used to collect data on specific issues such as job-skill alignment, worker engagement, compensation and rewards, career satisfaction, turnover/retention and work-life balance.

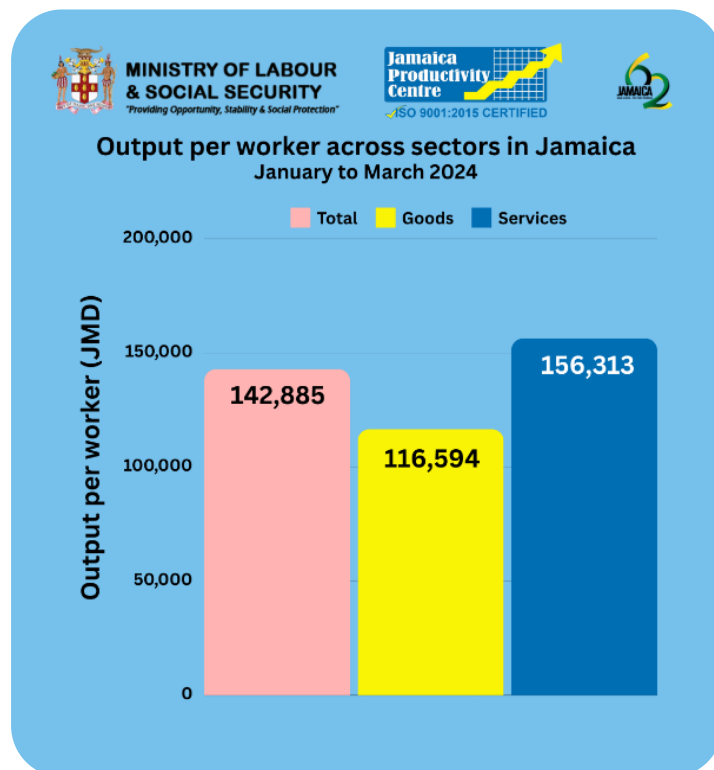
## 2. Improved Productivity Consciousness at the National, Enterprise and Individual Levels

In 2023/2024 the Centre sensitised over 9,000 individuals representing more than 800 entities, including educational institutions, on productivity concepts, issues and best practices.

As the Centre celebrated its 20th anniversary, The Jamaica Productivity Centre held its flagship event in June under the theme "Paving Productivity Pathways for a Prosperous Nation". The session included presentations from industry experts on topics such as 'Revitalizing Productivity: Unleashing the Powers of AI, Innovation, and Investment'; 'Transformation and Productivity: A Service Sector Perspective'; and 'Fostering Inclusive Work Environments for Enhanced Productivity'.

The Centre held its third iteration of the Productivity Innovation Competition. The Productivity Innovation Competition 2023 was a key activity leading up to the World Productivity Day 2023 celebrations. The competition promoted, encouraged and rewarded the development of transformative ideas that can boost sustainable productivity improvement. Six (6) companies and individuals/groups were awarded for their innovative contributions to boosting productivity at the national, firm and/or personal level.

To extend its reach across the nation to promote a culture of productivity-mindedness, the Centre



trained and pinned 13 Productivity Ambassadors from various sectors and institutions, including, but not limited to, telecommunications, manufacturing, retail, MDAs, academia and unions.

### 3. Enhanced Public and Private Sector Productivity Awareness

The JPC has actively engaged with stakeholders across sectors, promoting productivity consciousness at both the national and organizational levels. Key initiatives included:

**Workshops and Training:** A series of workshops, including those on SOP Compliance, helped raise awareness of best practices and operational strategies that lead to improved efficiency.

**Stakeholder Engagement:** The JPC has strengthened its partnerships with organizations like the Ministry of Labour and Social Security (MLSS) and the Jamaica Manufacturers and Exporters Association (JMEA), as well as with private sector firms. These efforts resulted in more focused initiatives to improve productivity, especially through tailored consultations and audits.

In 2023/2024, the Centre formed seven (7) new partnerships with entities in the public and private sectors, as well as international development partners. These partnerships have facilitated internal and external capacity development, research and productivity sensitization and knowledge sharing. Such partners include UNCTAD, ILO, IDB and local universities.

### 4. Strengthened Technical Capacity and Improved Service Delivery

The Centre's ongoing work with public and private sector entities, such as the Bureau of Standards Jamaica (BSJ) and the Grace Kennedy Financial Group has contributed to strengthening technical capacity and operational improvements. These projects, which include comprehensive productivity audits and process improvements, have yielded tangible results in organizational efficiency.

Through these engagements, the Centre has helped its partners streamline processes, enhance resource utilization, and implement actionable strategies to address inefficiencies. This directly impacts their overall productivity and service delivery, which is critical for both the public sector and private enterprises.

### 5. Ongoing Policy Development and National Strategy Contributions

The Centre has continued to support the National Productivity Policy, incorporating feedback from key stakeholders such as the Ministry of Industry, Investment, and Commerce (MIIC). The revised Cabinet Submission for the National Productivity Policy is expected to shape the future of Jamaica's productivity agenda, reinforcing the importance of coordinated efforts across government ministries, agencies, and the private sector.

**ISO 9001:2015 Recertification** In 2023/24, the Jamaica Productivity Centre (JPC) successfully achieved recertification for ISO 9001:2015, reaffirming its commitment to maintaining internationally recognized standards for quality management. This recertification underscores the Centre's dedication to continuous improvement and operational excellence. Leveraging the principles of ISO 9001:2015, JPC has streamlined its processes, enhanced internal efficiencies, and im-



proved service delivery to better support stakeholders in both the public and private sectors. By adhering to these rigorous quality standards, JPC ensures that its services are consistently aligned with client needs, ultimately driving productivity growth.

Additionally, JPC's involvement in the **Work Permit Modernization Project and Procurement Evaluation for the MLSS** has contributed to improving national frameworks that support business operations and service delivery.

## JPC Achieves Strategic Objectives



Increased research and knowledge in high-impact areas that affect national productivity and development by 20%

**833%**  
since  
2022/2023



Improved productivity consciousness at the national, enterprise and individual levels by 30% over the medium term

**30%**  
since  
2022/2023



To increase awareness and use of productivity best practices, methodologies, methods and techniques in public and private sectors by 20% in 2024

**28%**  
since  
2022/2023



Strengthened technical capacity of individuals and enterprises in productivity enhancement and management

**300%**  
relative to  
2019/2020









# APPENDIX





# APPENDIX 1

## NATIONAL INSURANCE FUND FINANCIAL STATEMENT

### National Insurance Fund

Statement of Comprehensive Income  
For Financial Year Ended March 31, 2023

	Unaudited 2023 \$'000	Unaudited 2022 \$'000	Unaudited 2021 \$'000
<b>SECRETARIAT</b>			
Income from investments and loans	7,362,526	5,396,546	5,011,791
Dividends	778,402	935,174	728,294
Property Rental	400,939	378,428	357,584
Property maintenance expense (net)	56,886	27,428	-12,424
Unrealized Gains/(Losses) on Investments	-4,626,971	3,371,214	5,114,702
Other	4,123	7,555	1,777
<b>Total Investment Income</b>	<b>3,975,905</b>	<b>10,116,345</b>	<b>11,201,724</b>
Administrative Expenses	-144,836	-103,572	80,252
Impairment Provision / Expected Credit Loss		-36,672	147,570
<b>Surplus from Secretariat Operations</b>	<b>3,831,069</b>	<b>9,976,101</b>	<b>10,973,902</b>
<b>SCHEME</b>			
Contributions	45,873,008	35,750,160	25,188,537
Less NHF Allocation	-7,645,501	-5,937,620	-4,135,253
<b>Contributions net of NHF Allocation</b>	<b>38,227,507</b>	<b>29,812,540</b>	<b>21,053,284</b>
Less Pension Benefits	-20,199,343	-20,442,747	-20,013,569
NI Health Benefits (NI Gold)	-524,878	-518,345	-494,187
Administrative Expenses	-1,363,154	-1,098,899	-1,050,442
<b>Surplus/(Deficit) from Scheme Operations</b>	<b>16,140,132</b>	<b>7,752,549</b>	<b>-504,914</b>
<b>Net Increase / (decrease) in assets resulting from operations</b>	<b>19,971,201</b>	<b>17,728,650</b>	<b>10,468,988</b>
Net Assets Resulting from Operations Opening of FY	141,670,473	123,941,831	113,472,842
<b>Net Assets Available for Benefits</b>	<b>161,641,674</b>	<b>141,670,481</b>	<b>123,941,830</b>

## NATIONAL INSURANCE FUND FINANCIAL STATEMENT

### National Insurance Fund Statement of Financial Position As At March 2023

	Unaudited 2023 \$'000	Unaudited 2022 \$'000	Unaudited 2021 \$'000
<b>Current Assets</b>			
Cash & Short term Investments	47,921,524	29,180,163	16,644,471
Account Receivables	2,662,984	1,986,299	1,835,216
	<b>50,584,508</b>	<b>31,166,462</b>	<b>18,479,687</b>
<b>Current Liabilities</b>			
Accounts Payables & Accruals	-2,672,373	-1,909,942	-1,874,290
Net Current Assets	<b>47,912,135</b>	<b>29,256,520</b>	<b>16,605,397</b>
Fixed Assets	41,726	58,570	60,357
Investments- Money Market & Other	57,701,252	53,954,648	52,487,482
Investment- Listed Shares & Unit Trusts	31,993,540	36,298,452	34,010,647
Investment- Unlisted Ordinary Shares	869	869	869
Investments in Subsidiaries	1,651,678	1,412,006	1,012,374
Investments in Associate Companies	257,250	257,250	257,250
Investment Properties	18,928,014	18,756,280	18,690,495
Mortgage Receivables	8	8	8
Loan Receivables	3,155,202	1,675,878	816,951
<b>Net Assets Available for Benefits</b>	<b>161,641,674</b>	<b>141,670,481</b>	<b>123,941,830</b>

## APPENDIX 2

### SOCIAL SECURITY DIVISION

SS3

NUMBER OF YOUTHS PLACED IN SPECIAL EMPLOYMENT  
BY PARISH AND SEX 2022/23 AND 2023/24

	2022/23		2023/24		TOTAL	
PARISH	MALE	FEMALE	MALE	FEMALE	2022/23	2023/24
KSA	22	48	18	40	70	58
ST. CATHERINE	7	25	8	21	32	29
HANOVER	0	3	0	1	3	1
TRELAWNY	4	14	0	1	18	1
ST. ANN	9	51	6	38	60	44
WESTMORELAND	2	7	3	14	9	17
ST.MARY	8	14	1	9	22	10
ST. JAMES	1	1	0	1	2	1
ST. THOMAS	5	13	3	14	18	17
MANCHESTER	5	16	7	10	21	17
PORTLAND	4	19	8	34	23	42
CLARENDON	10	37	14	48	47	62
ST. ELIZABETH	4	36	6	47	40	53
TOTAL	81	284	74	278	365	352

SS4

NUMBER OF BENEFICIARIES AND DISBURSEMENTS FOR  
EDUCATIONAL AND ENTREPRENEURIAL GRANT:  
2022/23 AND 2023/24

EDUCATIONAL GRANT	MALE		FEMALE		TOTAL		DISBURSEMENTS (\$)	
	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24	2022/23	2023/24
TERTIARY	36	43	228	237	264	280	39,697,129.28	42,346,229.72
SECONDARY	12	33	69	110	81	143	4,194,015.50	7,896,960.00
SKILLS	2	0	2	0	4	0	225,900.00	0
SUBTOTAL	50	76	299	347	349	423	44,117,044.78	50,243,189.72
TYPES OF ENTREPRENEURIAL GRANT	MALE		FEMALE		TOTAL		DISBURSEMENTS (\$)	
TRADING	0	0	9	4	9	4	930,000.00	376,699.25
MANUFACTURING	0	1	0	0	0	1	0	100,000.00
AGRICULTURE	2	0	6	1	8	1	761,750.00	100,000.00
SUB-TOTAL	2	1	15	5	17	6	1,691,750.00	576,699.25
GRAND TOTAL	54	78	314	352	383	429	45,808,794.78	50,819,888.97



REFERRALS OF CHILDREN FOR SPECIALIZED ASSISTANCE BY SEX:  
2022/23 AND 2023/24

**SS5**

REFERRALS	2022/23		2023/24		2022/23	2023/24
	MALE	FEMALE	MALE	FEMALE	TOTAL	
PHYSIOTHERAPY	407	219	483	195	626	678
ORTHOPAEDIC	0	3	0	0	3	0
SPECIAL EDUCATION	71	32	181	86	103	267
OTHER AGENCIES	76	45	48	68	121	116
TOTAL	554	299	712	349	853	1,061

# APPENDIX 3

## LABOUR DIVISION

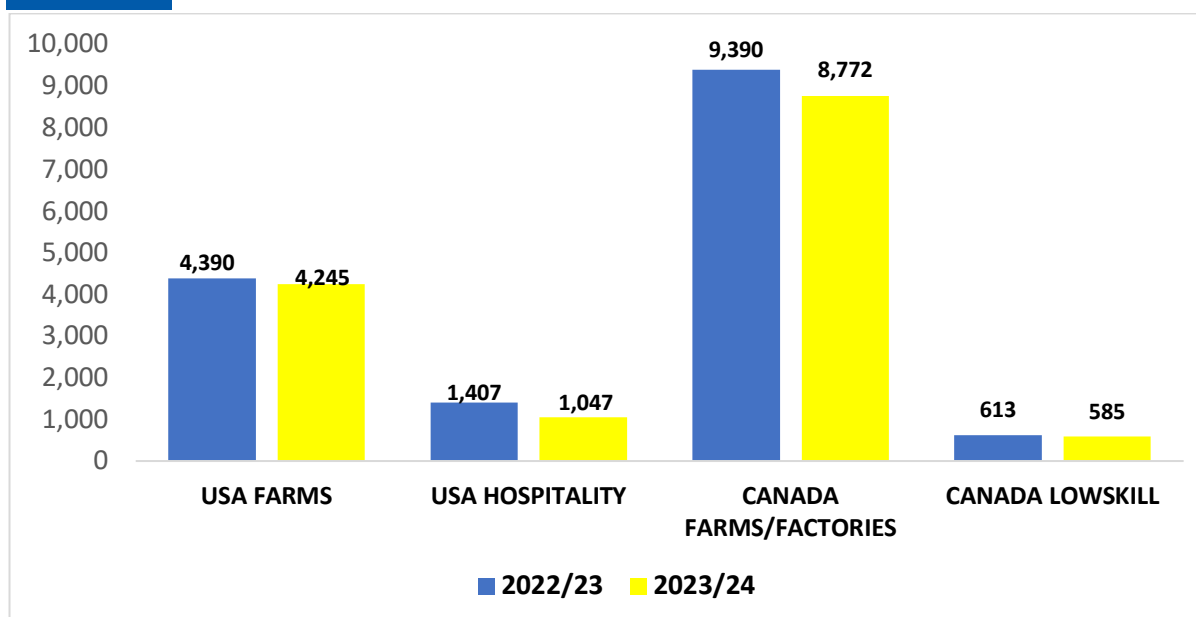
REGISTRATIONS, NOTIFIED VACANCIES AND PLACEMENTS BY  
QUARTER AND SEX: 2022/23 AND 2023/24

**L2**

	REGISTRATION (WALK IN'S)						NOTIFIED VACANCIES		PLACEMENT					
	2022/23			2023/24			2022/23	2023/24	2022/23			2023/24		
	M	F	T	M	F	T	T	T	M	F	T	M	F	T
APR-JUN	58	9	67	12	24	36	1,893	878	40	160	200	47	189	236
JUL-SEPT	0	0	0	12	34	46	761	1,856	109	294	403	136	503	639
OCT-DEC	6	14	20	10	27	37	655	251	127	204	331	56	185	241
JAN-MAR	13	28	41	29	76	105	266	2,446	105	219	324	65	83	148
TOTAL	77	51	128	63	161	224	3,575	5,431	381	877	1,258	304	960	1,264

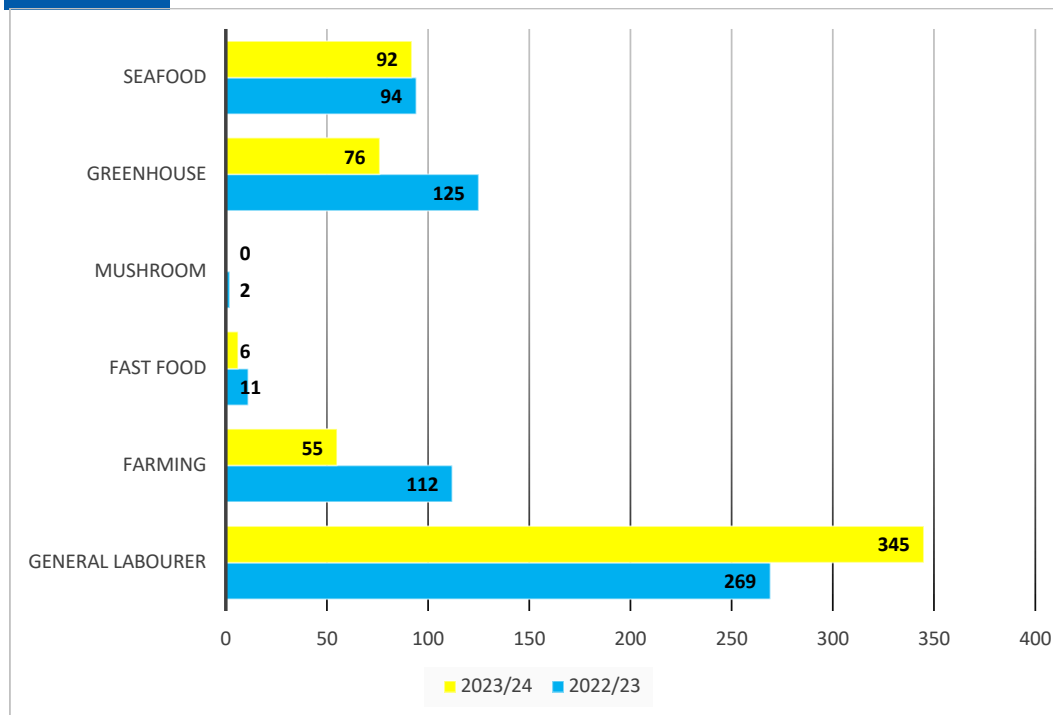
**FIG 1**

NUMBER OF WORKERS EMPLOYED OVERSEAS FOR FINANCIAL YEAR  
2022/23 AND 2023/24



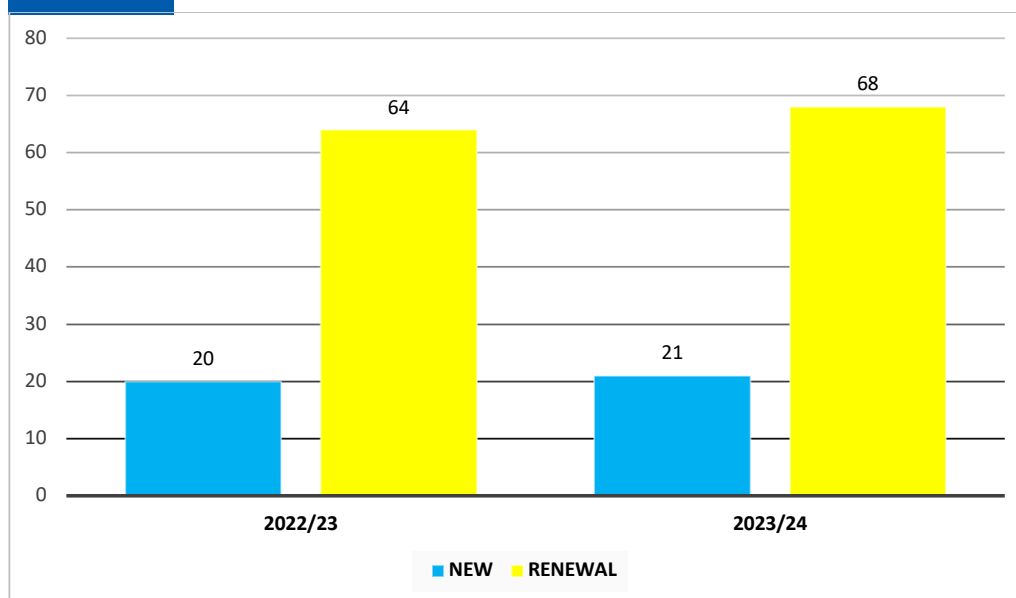
NUMBER OF WORKERS EMPLOYED ON THE CANADIAN LOW SKILLED PROGRAMME BY SKILL CATEGORY FY 2022/23 AND 2023/24

FIG 2



NUMBER OF LICENSES (NEW AND RENEWAL) ISSUED TO PRIVATE OPERATORS FOR FY 2022/23 AND 2023/24

FIG 3





NUMBER OF WORK PERMIT APPLICATIONS RECEIVED AND APPROVED  
BY OCCUPATION: 2022/23 AND 2023/24

**L3**

OCCUPATIONAL CATEGORY	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
MANAGERS	2022/23	692	1,076	1,768	636	1,081	1,717
	<b>2023/24</b>	<b>694</b>	<b>1,279</b>	<b>1,973</b>	<b>633</b>	<b>1,132</b>	<b>1,765</b>
PROFESSIONALS	2022/23	459	440	899	439	449	888
	<b>2023/24</b>	<b>709</b>	<b>684</b>	<b>1,393</b>	<b>648</b>	614	1,262
TECHNICIANS AND ASSOCIATE PROFESSIONALS	2022/23	558	605	1,163	524	612	1,136
	<b>2023/24</b>	<b>266</b>	<b>354</b>	<b>620</b>	<b>274</b>	<b>316</b>	<b>590</b>
CLERICAL SUPPORT WORKERS	2022/23	1	6	7	1	7	8
	<b>2023/24</b>	<b>12</b>	<b>3</b>	<b>15</b>	<b>4</b>	<b>4</b>	<b>8</b>
SERVICE AND SALES WORKERS	2022/23	188	207	395	174	212	386
	<b>2023/24</b>	<b>185</b>	<b>222</b>	<b>407</b>	<b>161</b>	<b>197</b>	<b>358</b>
SKILLED AGRICULTURE, FORESTRY AND FISHERY WORKERS	2022/23	82	83	165	86	96	182
	<b>2023/24</b>	<b>93</b>	<b>91</b>	<b>184</b>	<b>92</b>	<b>88</b>	<b>180</b>
CRAFT AND RELATED TRADE WORKERS	2022/23	96	105	201	95	99	194
	<b>2023/24</b>	<b>243</b>	<b>256</b>	<b>499</b>	<b>239</b>	<b>263</b>	<b>502</b>
PLANT AND MACHINE OPERATORS AND ASSEMBLERS	2022/23	5	6	11	7	13	20
	<b>2023/24</b>	<b>22</b>	<b>7</b>	<b>29</b>	<b>21</b>	<b>7</b>	<b>28</b>
ELEMENTARY OCCUPATIONS	2022/23	18	14	32	11	16	27
	<b>2023/24</b>	<b>31</b>	<b>4</b>	<b>35</b>	<b>20</b>	<b>3</b>	<b>23</b>
NOT CLASSIFIED	2022/23	5	0	5	2	0	2
	<b>2023/24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	2022/23	<b>2,104</b>	<b>2,542</b>	<b>4,646</b>	<b>1,975</b>	<b>2,585</b>	<b>4,560</b>
	<b>2023/24</b>	<b>2,255</b>	<b>2,900</b>	<b>5,155</b>	<b>2,092</b>	<b>2,624</b>	<b>4,716</b>

**L4**

**NUMBER OF WORK PERMIT APPLICATIONS RECEIVED AND APPROVED  
BY INDUSTRY 2022/23 AND 2023/24**

INDUSTRY	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
AGRICULTURE, FORESTRY & FISHING	2022/23	109	127	236	128	142	270
	2023/24	135	133	268	133	128	261
MINING AND QUARRYING	2022/23	7	7	14	6	2	8
	2023/24	6	17	23	5	28	33
MANUFACTURING	2022/23	61	77	138	58	78	136
	2023/24	51	58	109	53	54	107
ELECTICITY, GAS, STEAM AND AIR CONDITIONING SUPPLY	2022/23	26	40	66	24	41	65
	2023/24	42	38	80	39	34	73
WATER SUPPLY; SEWAGE, WASTE MANAGEMENT AND REMEDIATION ACTIVITIES	2022/23	2	4	6	1	3	4
	2023/24	5	3	8	3	4	7
CONSTRUCTION	2022/23	328	293	621	311	301	612
	2023/24	508	473	981	500	470	970
WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND MOTORCYCLES	2022/23	832	1,224	2056	755	1,232	1987
	2023/24	782	1,409	2191	709	1,246	1955
TRANSPORT STORAGE	2022/23	20	12	32	16	13	29
	2023/24	37	11	48	35	7	42
ACCOMMODATION AND FOOD SERVICE ACTIVITIES	2022/23	342	370	712	337	390	727
	2023/24	317	360	677	284	310	594
INFORMATION AND COMMUNICATION	2022/23	54	89	143	54	82	136
	2023/24	35	55	90	34	57	91
FINANCIAL AND INSURANCE ACTIVITIES	2022/23	15	10	25	15	8	23
	2023/24	12	6	18	9	8	17
REAL ESTATES ACTIVITIES	2022/23	6	1	7	5	1	6
	2023/24	3	1	4	3	1	4
PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES	2022/23	0	2	2	0	2	2
	2023/24	5	3	8	1	3	4

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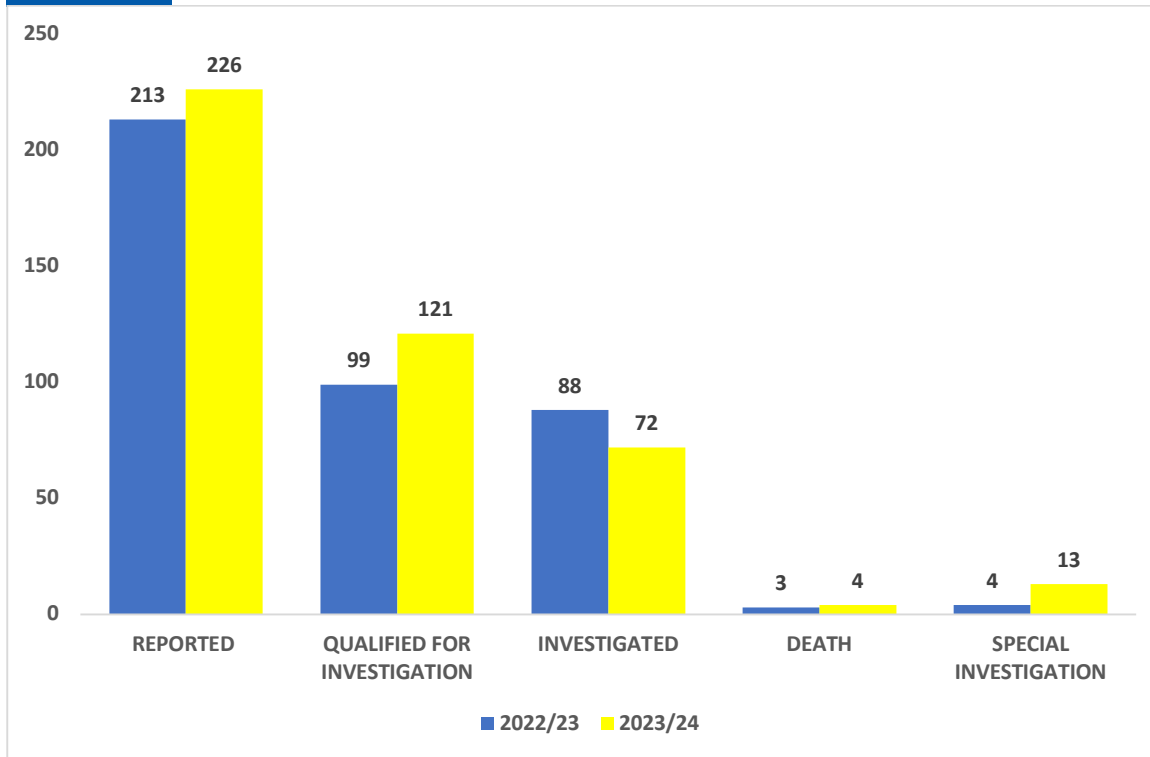
INDUSTRY	YEAR	RECEIVED			APPROVED		
		NEW	RENEWAL	TOTAL	NEW	RENEWAL	TOTAL
ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES	2022/23	8	2	10	8	3	11
	2023/24	4	2	6	4	2	6
PUBLIC ADMINISTRATION AND DEFENCE; COMPULSORY SOCIAL SECURITY	2022/23	0	1	1	0	5	5
	2023/24	0	1	1			0
EDUCATION	2022/23	36	37	73	31	39	70
	2023/24	40	27	67	36	26	62
HUMAN HEALTH AND SOCIAL WORK ACTIVITIES	2022/23	53	54	107	45	50	95
	2023/24	75	76	151	64	55	119
ARTS, ENTERTAINMENT AND RECREATION	2022/23	57	53	110	59	54	113
	2023/24	86	114	200	67	86	153
OTHER SERVICE ACTIVITIES	2022/23	136	137	273	114	133	247
	2023/24	108	104	212	108	99	207
ACTIVITIES OF HOUSEHOLDS AS EMPLOYERS; UNDIFFERENTIATED GOODS AND SERVICES - PRODUCING ACTIVITIES OF HOUSEHOLDS FOR OWN USE	2022/23	8	5	13	7	6	13
	2023/24	3	7	10	4	6	10
ACTIVITIES OF EXTRATERRITORIAL ORGANIZATIONS AND BODIES	2022/23	1	0	1	1	0	1
	2023/24	1	0	1	1	0	1
NOT CLASSIFIED	2022/23	0	0	0	0	0	0
	2023/24	0	2	2	0	0	0
TOTAL	2022/23	2,101	2,545	4,646	1,975	2,585	4,560
	2023/24	2,255	2,900	5,155	2,092	2,624	4,716



WORK PERMIT RECIPIENTS (NEW AND RENEWAL) BY REGION OF  
ORIGIN: 2022/2023 AND 2023/24

L5

REGION OF ORIGIN		NEW			RENEWAL			TOTAL		
		M	F	T	M	F	T	M	F	T
NORTH AMERICA	2022/23	39	23	62	39	24	63	78	47	125
	2023/24	30	15	45	31	23	54	61	38	99
LATIN AMERICA	2022/23	251	32	283	241	36	277	492	68	560
	2023/24	368	33	401	301	32	333	669	65	734
CARIBBEAN	2022/23	182	85	267	280	67	347	462	152	614
	2023/24	223	91	314	285	85	370	508	176	684
EUROPE	2022/23	125	57	182	153	64	217	278	121	399
	2023/24	132	48	180	141	59	200	273	107	380
AFRICA	2022/23	46	16	62	45	8	53	91	24	115
	2023/24	59	11	70	37	7	44	96	18	114
ASIA	2022/23	875	241	1,116	1,303	320	1,623	2,178	561	2,739
	2023/24	869	209	1,078	1,308	312	1,620	2,177	521	2,698
OCEANIA	2022/23	3	0	3	3	2	5	6	2	8
	2023/24	2	2	4	3	0	3	5	2	7
TOTAL	2022/23	1,521	454	1,975	2,064	521	2,585	3,585	975	4,560
	2023/24	1,683	409	2,092	2,106	518	2,624	3,789	927	4,716

NUMBER OF ACCIDENTS REPORTED AND SPECIAL  
INVESTIGATIONS CONDUCTED: 2022/23 AND 2023/24**FIG 4**

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The background of the page is a solid dark blue. Overlaid on this are several large, stylized triangles that form a larger, irregular geometric shape. These triangles are outlined in white and filled with either a bright yellow or a deep purple color. The arrangement of these triangles is asymmetrical, with some pointing upwards and others downwards. The overall effect is a modern, geometric design.

# ANNUAL REPORT

2023/2024