



REPORT ON

# A Baseline Survey for Decent Employment for Marginalised Youth in Retail Stores



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# A Baseline Survey for Decent Employment for Marginalised Youth in Retail Stores

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## Acronym

<b>BRAC</b>	Bangladesh Rural Advancement Committee
<b>BDT</b>	Bangladesh Taka
<b>POS</b>	Point of Sale
<b>HSC</b>	Higher Secondary School Certificate
<b>PWD</b>	People with Disability
<b>NGO</b>	Non-Government Organizations
<b>ILO</b>	The International Labour Organisation
<b>CCTV</b>	Closed-circuit television
<b>COVID 19</b>	Coronavirus disease of 2019
<b>SSC</b>	Secondary School Certificate
<b>HR</b>	Human Resources
<b>MD</b>	Managing Director
<b>IDLC</b>	Industrial Development Leasing Company of Bangladesh Limited
<b>USD</b>	United States Dollar
<b>SSG</b>	Super Star Group
<b>RMG</b>	Readymade garments
<b>IDI</b>	In depth interview
<b>IT</b>	Information technology
<b>CSR</b>	Corporate Social Responsibility
<b>NSDA</b>	National Skills Development Authority
<b>ISC</b>	Industry Skills Council
<b>BSOA</b>	Bangladesh Supermarket Owners Association
<b>BWCCI</b>	Bangladesh Women Chamber of Commerce and Industry
<b>SDP</b>	Skills Development Program
<b>PPE</b>	Personal Protective Gear
<b>SOP</b>	Standard Operating Procedure
<b>GDP</b>	Gross Domestic Product

## Executive Summary

**Background and objective:** This study was undertaken for the ‘Decent Employment for Marginalised Youth in Retail’, a project to create a training model that can foster sustainable livelihoods for urban youths in Bangladesh from the lower economic strata and other disadvantaged groups in partnership with the retail sector and the Government of Bangladesh. The findings of this study will enable the project to gather the necessary data to pilot the project. Therefore, this study was undertaken to achieve the following key objectives:

- 1 Outline the landscape of the retail sector
- 2 Identify daily activities and job description in retail sector
- 3 Identify the eligibility criteria to get a job in the retail sector
- 4 Establish a baseline of the existing decent work practices employers in the retail sector currently follow
- 5 List down the name and number of employers in retail willing to recruit trained youth, and people with disability, female and
- 6 List down the name and number of employers providing in-house formal training.
- 7 List down the name and number of employers willing to share training costs, especially retail sales

**Methodology:** Four zones, Dhaka, Chattogram, Khulna and Sylhet were selected within the scope of this study for the survey. Additionally, Gazipur district was also included in the Dhaka zone. At the beginning of the data collection, the study team conducted 35 in-depth interviews (IDIs) with key retail companies, early adopters and trade associations to gather information regarding the landscape and employment practices of retail enterprises. The data from the IDIs was used to select the potential retail industries and employers, and to develop the research tools according to the study’s objectives. The findings presented in this report reflect the insights from a quantitative study of 720 employers, and a qualitative study of 48 employees, from six retail industries, which was selected purposively by the study team, in consultation with BRAC. The industries are:

1. Clothing and footwear
2. Supermarkets, hypermarkets, groceries and convenience stores
3. Electrical and electronics
4. Food products (Sweet, Confectionery, Bakery)
5. Mobile phone and mobile accessories
6. Furniture and furnishing

Retail stores with multiple outlets were purposefully selected as samples as they would require more manpower, and have more possibility of having formal HR policies such as training, decent work practices and benefits. The qualitative survey of employees purposively sampled employees only working in entry or semi-midlevel positions. Moreover, women, people with disabilities and transgender employees were also purposefully interviewed wherever possible.

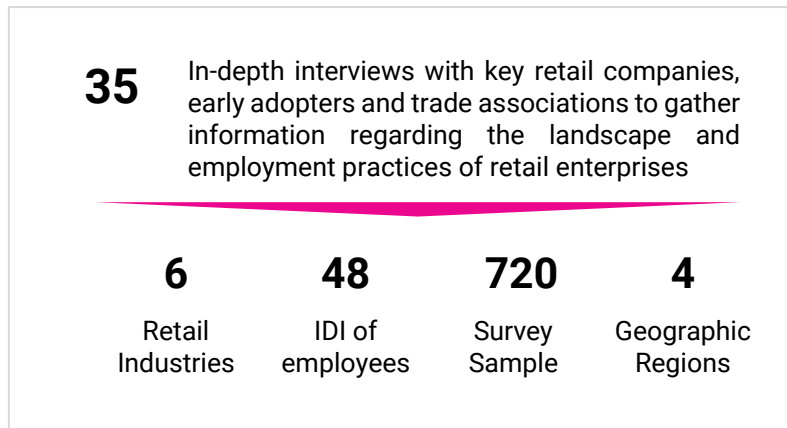


Figure 1: Sample overview for the study

### Landscape of the retail sector of Bangladesh:

- **Growth trends of the six industries:** Secondary literature review suggests that the retail sector has witnessed a significant growth in the past few years. As the economy of the country has grown, so has the purchasing power and attitude of its citizens, and local entrepreneurs have utilised that opportunity to dive into the retail market thus contributing towards its growth. A large segment of manufacturers and exporters have also acknowledged this boom, and has been venturing into the local retail market in the recent years. As a result, several retail industries, especially the clothing and footwear, electrical and electronics, food products, mobiles phones and accessories have experienced a rapid growth in the local retail market.
- **Years of operation:** It was found that 54% of the retail enterprises surveyed have been in operation for at least 10 years, while 30% of them have been operating for up to 20 years. Only 3% retail businesses were observed to be operating for over 30 years. This suggests that the industry is relatively nascent.
- **Geographical concentration of retail stores in the six industries:** Among the retail enterprises who reported having multiple outlets, 79% reported to have between 2-4 outlets. The highest percentage of those retailers reported having outlets in Dhaka, followed by Chattogram, Khulna and Sylhet.

### Overview of employment trends within the different industries of the retail sector:

- **Existing workforce:** Sixty six percent (66%) of the retailers have between 1-4 employees in a single outlet. Among the six industries, only a small percentage of supermarkets, hypermarkets, groceries and convenience stores were found to hire the highest number of employees (above 50 employees) in a single outlet.
- **Demographic profile of existing employees:** Among surveyed employees, 92% are male and the rest are female. The highest percentage of the employed women in the retail industries were found to be working in supermarkets, hypermarkets, groceries and convenience stores (38%). This is consistent with the retailers' survey findings as well where only 6% of the respondents were found to be currently employing at least one woman. In terms of age, the highest percentages of employees surveyed are between the ages of 26-30 years (52%), while the rest are between the ages of 16-25 yrs.
- **Different job positions offered:** Irrespective of the industry, the study found that the most common job position offered by retailers are jr. salespeople, followed by the manager position and sr. salesperson. The demand for jr. salesperson is slightly higher than sr. salesperson, which may be indicative of a cost minimization feature used by the retailers as they can get the same job done at a lower price. It was observed that percentage of jr. salesperson position offered is more in the

clothing and footwear, and supermarket, hypermarket, grocery and convenience store industries. It was also noted that according to IDIs, the most common entry level positions offered by retailers are jr. salesman, helper/errands person, cleaner/service worker, delivery/logistics and floor workers, while the positions of sr. salesperson, assistant manager/supervisor, POS/Cashier, and in some cases technical workers are usually considered to be semi-midlevel positions.

- **Monthly salary of entry and semi-midlevel positions:** According to the retailers, on an average the highest minimum salary is paid to POS/Cashier attendants at BDT 14,803, while BDT 5,404, the lowest average salary is usually paid to helpers. It was also observed that in most cases, most entry level positions are paid an average minimum salary below the government mandated minimum wage of BDT 8000 per month. According to the surveyed employees, the overall average salary for all the industries is just barely above the minimum wage of BDT 9061 per month.
- **Employment opportunities in the next 1-3 years:** The findings of the qualitative study show that most retailers (63.3%) believe that there will be a rise in employment opportunities across all the six industries. Secondary literature review shows that within the past decade there has been a strong growth in the retail sector, which is also consistent with the IDIs where key informants also attributed increase in urbanisation and population to the growth of the retail sector.

#### **Key skills, educational qualifications and competencies required for employment in the retail sector:**

- **Positions which young workers are usually recruited for:** The positions which retailers hire young workers most are Jr. Salesperson (88.5%), Sr. salesperson (44.2%), floor workers (21.9%), followed by helpers/errands persons, cleaners/service workers and product managers/stackers. In the small retail enterprises, the most available positions for young workers are Jr. and Sr. Salespeople. However, positions offered to young recruits tend to vary between industries. For instance, industries such as supermarkets, hypermarkets, groceries and convenience stores tend to offer delivery/logistics and POS/cashier roles to young people while the mobile phone and accessories industry offer them special skills/technical skills worker positions.
- **Required educational qualification of young employees:** The study findings revealed that 38% of the surveyed existing employees in entry and semi-midlevel position have completed at least HSC, while another 35% have between primary to pre-secondary level (Class 1-10). Findings also revealed that a higher percentage of employees, who have completed at least HSC, are working in the mobile phone and mobile accessories; supermarkets, hypermarkets, groceries and convenience stores, and furniture industries. Percentage of graduates and postgraduates are the lowest among the employee's surveyed (4% each).
- **Key skill requirements/eligibility criteria in different positions across the six industries:** It was found that retailers from different industries prized different abilities for different entry and semi-mid-level positions. For instance, most retailers from the clothing and footwear industry value previous job experience (76.2%) for product managers, and agility for sr. salesperson (74.5%), while the supermarket, hypermarket, grocery and convenience store industry consider education as an essential requirement for the POS/cashier position. Alongside endurance and education, the employers in the electrical and electronics, and mobile phone and accessories industry were found to give priority to intelligence for salesperson and technical worker positions, while the food industry retailers value friendliness among all their employees. In the furniture industry, it was found that endurance is a key requirement for all the different positions they offer to young people.
- **Skills gap among young recruits and challenges faced by the employees in the retail sector:** Among 720 respondents, a large segment (68.5%) reported that one of the skills they find most lacking in young recruits is the ability to reach daily sales targets. This is also consistent with the data provided by employees where 67% reported the same issue as their biggest challenge. Overall, 64% of the retailers from all the six industries also note lack of product knowledge as a factor. Fifty four percent (54%) retailers want to see the ability to communicate and serve customers well

among potential young recruits. Of the employees, 50% also reported difficulty in communicating with customers as a challenge, which further validates the demand for improved communication by employers. Also, a considerable portion of the respondents reported that they look for efficiency and dedication in young workers (51.5%). Only a small percentage of employers reported that technical skills or specialized skills are lacking among the young workers (6.4%).

**Willingness of employers to recruit trained youth, people with disabilities, women and transgender in the retail sector:**

- **Willingness to recruit skilled youth or graduates:** Over 90% respondents reported preference towards recruiting skilled labour. Among those retailers who preferred to recruit skilled labour and/or graduates, 83.2% said that it was because skilled workers achieve their set targets more efficiently, while 54.1% said that they prefer it as there is no need to train them further. On the other hand, out of the retailers who did not prefer to recruit skilled labour/ graduates, more than 90% of them said it is because the kind of work performed does not require skilled worker or graduates.
- **Willingness to recruit women:** Only six (6%) of the surveyed retailers were found to have at least one female employee. Among those retailers, it was found that clothing and footwear, and supermarket, hypermarket, groceries and convenience store retailers tend to hire more women on an average (about 2 and 8 women respectively) compared to the rest of the industries. Sixty-nine (69%) retailers said they are unwilling to hire women because of safety and security issues. Another significant percentage (57%) said that their unwillingness is due to their perception that women have limited capacity to endure physical strain. Fifty one percent (51%) retailers from the electrical and electronics industry, and 60% from the food industry reported that they would hire women if they possessed valuable skills needed for the job.
- **Willingness to recruit people with disability:** Only 2% of the respondents reported hiring people with disabilities, and only retailers from food products and supermarkets, hypermarkets, groceries and convenience store industry were found to employ them. The surveyed retailers who employ people with disabilities mostly placed them in sales positions. Among the retailers who did not hire people with disabilities, the highest percentage (69.3%) said they did not because the nature of their business requires varied physical abilities such as mobility and endurance. Most retailers (52%) reported that their willingness to hire people with disabilities will increase if an incentive from the government is provided for retailers who fill a disability quota.
- **Willingness to recruit transgender:** The qualitative interviews with early adopters and prominent members from the transgender community gave insight to some issues regarding the challenges of the people from the transgender community which includes lack of designated toilet space, harassment from co-workers and reluctance of employers to place transgender people in customer centric positions. Most of the respondents (78.3%) of this study said the reason for not wanting to recruit transgender is because they felt that customers will be uncomfortable or unaccepting. Findings revealed that the willingness of employers to recruit people from the transgender community seems to depend on the social acceptability of having a transgender employee as the data shows that some retailers said they would be willing to hire transgender if everyone else was doing it too.
- **Facilities provided for people with disabilities, women and transgender communities by employers in the retail sector:** Findings showed that none of the retailers who reported to have people with disabilities as employees provide accessible communication or assistive technology such as braille, screens magnifier, sign language support, etc. to their employees with disabilities, and only 4% of them provide wheelchair ramps. Of all the retailers, 94% respondents do not have separate and/accessible bathrooms for women, persons with disabilities or transgender workers. Moreover, among the 53 respondents who had recruited women and people with disabilities, 68%



of those retailers do not provide sensitization training. Those who do not provide it said that they would consider if the cost was borne by a third party, or if it was not too high.

#### **Employers who provide formal training and retail enterprises willing bear training costs:**

- **In-house training provided by employers:** Retailers who provide in-house training are higher in number in the electrical and electronics, mobile phones and accessories, and furniture and furnishing industries (between 40-45%). The type of training most given by retailers is informal (71.1%). Most retailers stated sales strategy as the type of training offered, followed by customer management (71.5%) and inventory arrangement (69%). The trend of giving sales strategy training to employees is highest among food product retailers than others (88.9%). Product knowledge training (70.2%) is prioritized more by clothing and footwear stores, while supermarkets, hypermarkets, groceries and convenience stores were observed to provide customer management training (78.3%) more than any other training.
- **Advantages and disadvantages of arranging training:** Retailers who provide in-house training to their employees reported to believe that these trainings improve product knowledge (82.6%), help their employees understand sales strategies better (62.1%) and achieve their targets better (51.9%). However, out of the retailers who do not provide any sort of training, more than half (57.1%) believe that the type of work does not require any training.
- **Financial sustainability and scalability of training programs:** All respondents who said that the training they provided incur a cost, reported that it was funded by themselves. These retailers are also considered as those who provide formal training as qualitative findings revealed that informal training did not incur any costs. Among the retailers who provide training, 82.6% said that their training programs are scalable.
- **Willingness of the employers to arrange and share the cost of training in future:** About 44.3% of employers who do not provide training for their employees, said that they would not be willing to arrange or pay for training in the future because trained workers tend to seek better opportunities or ask for raises. Thirty-three percent (33%) said that they would consider providing training but only if the cost is shared with an NGO or the government.

#### **Baseline of existing decent work practices followed by employers in the retail sector:**

- **Safeguarding policies and safe work environment:** It was found that the highest percentage of retailers (93%) providing safety training and/or safety gears to their employees is in Sylhet, followed by 82% retailers in Chattogram. Forty seven percent (47%) of the surveyed retailers said that they provide formal compensation for their employees in the event of an accident. About 27% retailers from both the furniture and mobile phone and accessories industries were found to offer no compensation in the event of an accident. In the case of policies protecting employees from sexual harassment, it was found that, more than 50% retailers from all the six industries of retail reported having such policies in place.
- **Employee and workers representation and rights at work:** The study found that 82% retailers do not issue any formal job contracts for their employees. Out of the retailers who reported that they ensure acceptable behaviour towards employees, most reported that they do so by maintaining zero tolerance policy of verbal/physical abuse towards employees. On the other hand, 71.6% of the retailers reported that they provide job etiquette training to implement acceptable behaviour, while 59.6% reported that they ensure it through constant supervision.
- **Equal opportunity and treatment in work:** Only 30% of the retailers surveyed from all six industries reported having policies that include provisions on gender equality. Of all the retailers surveyed, 97% reported that their job circular does not encourage women, transgender people, or people with disabilities. Only 3% retailers encourage the job applications from women, where the tendency was

higher among clothing and footwear, and supermarket, hypermarket, groceries and convenience retail stores, and only 3% of retailers from the supermarket, hypermarket, grocery and convenience store industry encourage job applications of people with disabilities.

- **Decent working hours and conditions, work and life balance, and social security policies:** On an average, working hours for employees working in retail was found to be around 11hrs where they mostly work in 1 shift. Most retailers reported that their employees have access to adequate light, fresh drinking water and clean air at the workplace was in Chattogram (98%) and Dhaka (89%). With regard to policies on inclusive worker's rights, it was revealed that, about 77.6% of all the surveyed retailers grant annual leave to their employees, while 55% grant public holidays.

### **Impact of COVID 19 on the employment sector of the retail industry**

- **Impact on business operations and disruption in supply chain:** Regarding the changes in their business operation during the lockdown, only 6% reported a reduction in outlets during that time. Among them, most retailers reported that they had to reduce a single outlet (61%), and the highest percentage of retail stores that reported downsizing was in Dhaka (7.8%). In terms of industry, the highest percentage of reduction in operations was found to be in the clothing and footwear sector. Majority of the respondents (60.4%) reported disruptions in the supply chain at the beginning which have since returned to normal, while 37.9% reported on-going disruptions in the supply chain.
- **Change in demand of sales due to COVID-19:** Among the retailers surveyed, a large percentage (67.2%) claimed that demand has decreased due to COVID-19, while 30.7% retailers said that demand had fallen initially but has returned to normal. Clothing and footwear, electrical and electronics, and the furniture retailers were the ones who are mostly facing decreased demand, while retailers from the rest of the industries mostly reported that they faced an initial fall in demand that has picked up since then.
- **Impact on employment:** Due to the effects of COVID 19, on an average, retailers had to let go of 6-7 employees. The electrical and electronics industry reported the highest amount of lay-offs (19). Only 1.4% retailers said that they had to recruit more workers due to Covid-19, mostly in junior salesperson positions.
- **Plan of business expansion during COVID-19:** In terms of business expansion plan, a large segment of the sample (51%) stated that they did not know whether any new outlets will be established in the next 1-3 years. Furthermore, 29% confirmed that no new outlets will be launched in the next 1-3 years due to the pandemic. However, 20% of retailers were affirmative about the possibility of launching new outlets within the next 3 years, in spite of the effects of the pandemic.

### **Recommendations and conclusions**

For the project to be sustainable, the issues of informal contracts, decent work practices, gender equality in recruitment and management of the retail space need to be addressed. This would require long term strategic endeavours, the seed for which can be laid by the pilot project. The project can take a two staged strategy to have a long-term impact on skills development for the workers and to make the workplace inclusive for women, people with disabilities and the transgender people.

In stage 1, the project should target providing specialised training to current junior and mid-level sales employees. These trainings would be male dominated but will allow the project to have an entry. This can be completed within 6 months of the pilot. Stage 1 should involve two types of trainings- (i) trainings directly offered by the programme to willing employers and (ii) trainings offered by the programme through partner associations. As such the project is advised to:

- **Target participants selectively to achieve productive results:** It is advisable that the project first targets and engages with retailers who are already providing in house training to their employees. Moreover, given that the sales work is the most demanded type of job in the retail sector, findings show that the programme will have more scalable results if it targets sales representatives at the entry and mid-level positions.
- **Focus on developing sales-specific soft skills and having a mixed training curriculum:** Being the most universal indicator for measuring performance of the retail workforce, ability to achieve sales target is recommended to be a part of any training on skills development. Soft skills training on customer relationship, communications, agility, learning aptitude would have the highest impact as this would also allow the workers to shift between different industries. The findings of the study suggest that a mix of classroom-based training over the weekend, followed up by on-the-job practical test and training will benefit the project.
- **Develop a training service delivery channel for scalable impact:** For industries that have organized associations, the project can leverage them as partners to deliver the training exclusively to the members of the association. For the other industries, the project can first organize a training on its own and then use it as an evidence to gather buy in of the associations to organize the follow-up rounds.

In stage 2, it is recommended that the project utilises their experience with the employers who participated in the first stage of the programme and plot the results to develop strong case studies on the impact of the training on retail sales, employee satisfaction and attrition rate, which can then be used to engage the second batch of employers who are currently not engaged in providing training services. It is also advisable that the project organizes a residential orientation session for the employers which will incentivize their participation in the programme activities. In this stage the project should also engage some of the early adopters and work with them to develop HR policies that can address the issues of recruitment of women, people with disabilities and the transgender people. HR policies designed should also allow for rewards for loyalty as the employers are apprehensive that the trained workers will leave after the training. The programme should also invest in a customer centric promotion campaigns as positive response from the customers for recruitment of women, people with disabilities and the transgender people will reinforce the employer's incentive to sustain recruitment of the marginalized communities in the retail workforce.

Building on the evidence from stage 2, the project should then scale the operations to involve more employers from the different industries who can then be involved into two separate programmes- light touch (stage 1) and long term (stage 2).

**Advocacy with the government for policies that enable recruitment of women, people with disabilities and the transgender people:** As findings show that the employers will react positively to a government mandate requiring retail enterprises to maintain a quota of employees from marginalised communities, government policy can also help make the project's impact more sustainable and scalable. In this regard, the findings from the project can be used to create a national programme anchored to government policies that aim for inclusive retail industry in Bangladesh.

# Table of Contents

Acknowledgement.....	1
Acronym .....	2
Executive Summary .....	3
Chapter 1: Introduction.....	14
1.1 Background .....	18
1.2 Objectives of study .....	18
Chapter 2: Methodology .....	19
2.1 Data Collection.....	19
2.1.1 Secondary literature review .....	19
2.1.2 Primary investigation.....	19
2.1.3 Study Locations and industries surveyed.....	20
2.1.4 Qualitative survey.....	20
2.1.5 Quantitative survey .....	21
2.2 Data analysis.....	23
2.3 Limitations of the study.....	23
Chapter 3: Landscape of the retail sector of Bangladesh.....	24
3.1 General overview of the six retail industries .....	24
3.1.1 Clothing and footwear .....	24
3.1.2 Supermarkets, hypermarkets, grocery & convenience stores .....	24
3.1.3 Food Products (Sweets, confectionaries and bakeries).....	25
3.1.4 Electrical and electronics .....	25
3.1.5 Mobile phone and accessories .....	26
3.1.6 Furniture and furnishing stores.....	26
3.2 Involvement of the retail enterprises with business associations .....	26
3.3 Segmentation of the different industries in retail .....	27
3.3.1 Distribution of formal and informal retailers across all six industries .....	27
3.4 Years of operation of the retail enterprises .....	27
3.5 Size and geographical concentration of retail enterprises .....	28
3.5.1 Number of outlets of the retail stores .....	28
3.5.2 Number of outlets of the retailers in terms of district wise concentration .....	29
Chapter 4. Overview of employment trends within the different industries of the retail sector .....	30
4.1 Existing workforce in the six selected retail industries .....	30
4.1.1 Number of employees in a single outlet.....	30
4.1.2 Number of employees combining all outlets .....	30
4.2 Demographic profile of the existing employees in the selected retail industries.....	31

4.2.1 Gender .....	31
4.2.2 Age.....	31
4.3 Different job positions offered in the six different industries surveyed .....	32
4.4 Monthly Salary .....	33
4.4.1 Average minimum salary of the employees as per their positions in the retail sector .....	33
4.5 Employment opportunities in the next 1-3 years in the surveyed retail industries .....	35
Chapter 5: Key skills, educational qualifications and competencies required for employment in the retail sector.....	36
5.1 Positions which young workers are usually recruited for .....	36
5.2 Required educational qualification of young employees for retail jobs .....	37
5.3 Key skill requirements/eligibility criteria in different positions across the six industries.....	38
5.3.1 Clothing and footwear industry.....	38
5.3.2 Supermarkets, hypermarkets, Groceries and convenience stores industry .....	38
5.3.3 Electrical and electronics industry.....	39
5.3.4 Food products (Sweet, Confectionery, Bakery) industry .....	40
5.3.5 Mobile phone and mobile accessories industry .....	40
5.3.6 Furniture and furnishing stores industry .....	41
5.4 Skills that employers seek but are unable to find among the recruits .....	42
5.5 Challenges faced by the employees in the retail sector.....	43
Chapter 6: Willingness of employers to recruit trained youth, people with disabilities, women and transgender in the retail sector.....	44
6.1 Willingness of employers to recruit skilled youth or graduates.....	44
6.1.1 Reason to prefer skilled /trained graduates.....	44
6.1.2 Cost associated with hiring trained labour/graduates .....	46
6.2 Willingness of employers to recruit women.....	47
6.2.1 Baseline status of recruitment of women .....	47
6.2.2 Reasons for unwillingness to hire women .....	48
6.2.3 Factors contributing to encourage future recruitment of women by the employers in the retail sector .....	49
6.3 Willingness of employers to recruit people with disabilities.....	49
6.3.1 Baseline status of recruitment of people with disabilities .....	49
6.3.2 Reasons for unwillingness of the employers to recruit people with disabilities.....	53
6.3.3 Factors contributing to encourage future recruitment of people with disabilities by the employers in the retail sector .....	53
6.4 Willingness to recruit people from the transgender community in the retail sector by the employers.....	56
6.4.1 Baseline status of recruitment of transgender employees.....	56
6.4.2 Reasons for unwillingness of the employers to recruit transgender.....	56

6.4.3 Factors that might encourage future recruitment of transgender community by the employers in the retail sector .....	58
6.5 Status of facilities provided for people with disabilities, women and transgender communities by employers in the retail sector.....	59
6.5.1 Status of available assistive technology and accessible facilities for people with disability, women and transgender.....	59
6.5.2 Sensitization and training provided by employers to employees in the retail sector .....	61
6.5.3 Specialized orientation training and support provided to the people with disabilities and transgender employees .....	61
Chapter 7: Employers who provide formal training to retail enterprises and are willing bear training costs .....	63
7.1 Baseline status of training provided by retailers .....	63
7.1.1 Type of in-house training provided to the employees .....	63
7.1.2 Type of employees for whom the employers mostly arranged training for .....	64
7.1.3 Different type of training offered by the six industries .....	64
7.1.4 Advantages of arranging/providing training for employees in retail sector .....	65
7.1.5 Unwillingness of the retailers for not arranging/providing training to employees .....	66
7.2. Financial sustainability of trainings.....	67
7.2.1 Existing sources of funding for trainings .....	67
7.2.2 Scalability of training programs.....	67
7.2.3 Willingness of the employers to share retail sales training costs .....	68
7.2.4 Factors contributing to influence employers to provide training in future.....	69
Chapter 8: Baseline of existing decent work practices followed by employers in the retail sector .....	70
8.1 Safeguarding policies and safe work environment .....	70
8.1.1 Access to safety training/gears.....	70
8.1.2 Risk of accidents in all across six retail industries .....	72
8.1.3 Compensation provided to employees for accidents.....	72
8.1.4 Roles in job position requiring extra care or ability.....	73
8.2 Employee and workers' representation and rights at work.....	74
8.2.1 Status of formal job contract of employees with the employers.....	74
8.2.2 Measures of ensuring acceptable behaviour towards employees .....	74
8.2.3 Policies protecting employees from sexual harassment.....	75
8.3 Equal opportunity and treatment in work.....	75
8.3.1 Provisions on gender equality within company policy .....	75
8.3.2 Measures of ensuring acceptable behaviour towards customers .....	76
8.4 Decent working hours and conditions, work and life balance, and social security policies .....	77
8.4.1 Status of operating hours in a day across retail sector.....	77
8.4.2 Access to adequate light, fresh drinking water and clean air .....	78

8.4.3 Policies inclusive of worker's rights, adequate pay and maintaining work-life balance of employees .....	78
Chapter 9: Impact of COVID 19 on the employment of the retail sector .....	80
9.1 Challenges since the start of the lockdown .....	80
9.1.1 Types of challenges for the retail sector due to COVID-19 .....	80
9.2 During and post COVID-19 scenario of the retail sector .....	81
9.2.1 Impact on business operations due to COVID-19 .....	81
9.2.2 Disruption in supply chain due to COVID-19 .....	81
9.2.3 Change in demand of sales due to COVID-19 .....	83
9.2.4 Change in online sales/ e-commerce due to COVID-19 .....	83
9.2.5 Impact on employment due to COVID-19 .....	84
9.3 Safety measures undertaken by the retailers for their employees during COVID-19 .....	85
9.4 Business expansion plan despite the effects of COVID-19 .....	86
Chapter 10. Recommendation and Conclusion .....	88
Annex 1 .....	92
Annex 2 .....	94
2.1 List of formal retailers who fulfilled all measures that is required to be formal .....	94
2.2 List of retailers who arrange inhouse formal training for their staff .....	96
2.3 List of retailers who provide formal training and are willing to replicate/scale the training model .....	101
2.4 List of retailers who do not provide formal training but willing to provide training/share retail training cost in future .....	107
Annex 3: Sample survey tools .....	204
3.1 Questionnaire for quantitative sample survey with retailer .....	204
3.2 Questionnaire for qualitative sample survey with employee .....	291
3.3 Question guidelines for IDIs .....	387

## List of Tables

Table 1: Sample distribution of employees for the qualitative survey .....	21
Table 2: Gender distribution of employers surveyed for quantitative survey.....	22
Table 3: Retailers involvement with business associations (Sample size n=30 for each industry in each location) .....	27
Table 4: Distribution of formal and informal retailers across all six industries (Total sample size n = 720) .....	27
Table 5: Years of operation of retailers in retail sector (sample size n= 120 for each industry).....	28
Table 6: Percentage of retail stores (Total sample size n=720).....	28
Table 7: Classification of retailers in terms of multiple outlets (Sample size n=656) .....	28
Table 8: Average number of outlets in each district (Sample size n=656) .....	29
Table 9: Number of employees in a single outlet across all six industries (Total sample size n = 720) .....	30
Table 10: Number of employees in all outlets for a retailer (Sample size n = 656).....	31
Table 11: Gender Profile of employees (Total sample size n = 48).....	31
Table 12: Age profile of employees (Total sample size n = 48) .....	31
Table 13: Different job positions offered in the six different industries surveyed (Sample size n =120 for each industry) .....	32
Table 14: Percentage of employees working in each job position out of total workforce (Sample size n =120 for each industry) .....	33
Table 15: Average Minimum salary for different positions in the six industries according to employers (BDT/month) .....	34
Table 16: Monthly average salary in six industries according to employees (BDT/month) .....	34
Table 17: Opportunities for employment in retail in the next 1-3 years (Total sample size n = 720) ....	35
Table 18: Positions which young workers are usually recruited for (Sample size n =120 for each industry) .....	36
Table 19: Level of education of employees in the six different industries (Total sample size n = 48) .	37
Table 20: Key skills/ requirements sought in young recruits in clothing and footwear retail industry .	38
Table 21: Key skills/ requirements sought in young recruits in supermarkets, hypermarkets, groceries retail industry .....	39
Table 22: Key skills/ requirements sought in young recruits in electrical and electronics retails industry .....	39
Table 23: Key skills/ requirements sought in young recruits in food products retail industry.....	40
Table 24: Key skills/ requirements sought in young recruits in mobile phone and mobile accessories retail industry .....	40
Table 25: Key skills/ requirements sought in young recruits in furniture and furnishing industry .....	41
Table 26: Skills/abilities sought by employers and found lacking among young workers (Sample size n= 120 for each industry) .....	42
Table 27: Challenges faced by the employees while fulfilling jobs in general (Total sample size n = 48) .....	43
Table 28: Willingness of employers to recruit skilled labours and young graduates .....	44
Table 29: Reasons to prefer skilled labour/trained graduates.....	45
Table 30: Reasons behind not preferring skilled labour/trained graduates.....	45
Table 31: Cost associated with hiring skilled labour/graduates .....	46
Table 32: Average cost associated with hiring skilled labour/graduates (BDT/Month) .....	47
Table 33: Cost sharing in hiring skilled labour/graduates .....	47
Table 34: Average number of women working in retail across the six industries (Total sample size n = 720).....	48



Table 35: Reasons for unwillingness to hire women.....	48
Table 36: Factors that will make employers willing to hire women in future.....	49
Table 37: Percentage of employers who recruited people with disability (Total sample size n = 720) .....	50
Table 38: Status of current employees with disabilities .....	50
Table 39: Positions which people with disabilities were recruited in (Sample size n = 14).....	50
Table 40: Types of disability of people with disabilities who were recruited.....	51
Table 41: Causes of turnover of employees with disabilities (Sample size n = 2) .....	51
Table 42: Challenges faced in the workplace by people with disabilities .....	52
Table 43: Reasons for unwillingness of employers to hire people with disabilities (Sample size n = 706) .....	53
Table 44: Factors that will make employers willing to recruit people with disabilities in future (Total sample size n = 720) .....	54
Table 45: Percentage of employees' comfort level of working alongside people with disabilities.....	54
Table 46: Reasons why employees are uncomfortable with working alongside people with disabilities .....	55
Table 47: Factors that can be improved for people with disabilities in the workplace according to employees.....	55
Table 48: Percentage of employers who recruited transgender employees (Total sample size n = 720) .....	56
Table 49: Reasons for unwillingness of the employers to recruit transgender .....	57
Table 50: Level of comfort among employees regarding working with people from the transgender community (Total sample size n = 48).....	57
Table 51: Reasons for discomfort among employees regarding working with people from the transgender community .....	58
Table 52: Future willingness of employers to recruit transgender .....	58
Table 53: Availability of assistive technology and accessible communication for people with disability .....	59
Table 54: Availability of accessible/separate lavatory for people with disabilities and different genders at the workplace (Total sample size n = 720).....	60
Table 55: Availability of accessible/separate lodging for people with disability and different genders at the workplace (Total sample size n = 720) .....	60
Table 56: Availability of wheelchair ramps/lifts at the workplace (Total sample size n = 720) .....	60
Table 57: Retailers who provide sensitization and training .....	61
Table 58: Retailers who provide specialized orientation training and support.....	61
Table 59: Factors that would make employers willing to provide sensitization training and orientation for people with disability and different genders .....	62
Table 60: Percentage of retailers who provide in-house training (Sample size n = 30 for each industry in each location) .....	63
Table 61: Form of in-house training provided by retailers in the six industries .....	64
Table 62: Types of worker receive trainings by retailers.....	64
Table 63: Different types of training offered in the six industries of retail.....	65
Table 64: Benefits of arranging/providing trainings for workers.....	65
Table 65: Reasons why employers do not arrange/provide trainings for workers.....	66
Table 66: Existing sources of funding for trainings of retail enterprises .....	67
Table 67: Scalability of training programs provided by retailers .....	68
Table 68: Willingness of employers to bear costs for training .....	68
Table 69: Factors that could influence employers to provide training for employees in future .....	69
Table 70: Percentage of retailers who provide safety training and/or gear in the workplace (Sample size n = 30 for each industry in each location).....	70
Table 71: Types of safety training/safety gear provided to employees by retailers .....	70

Table 72: Safety gear provided by retailers according to employees.....	71
Table 73: Possibility of accidents in the workplace across all six industries (Total sample size n = 720) .....	72
Table 74: Types of accidents that is a possibility in all six industries.....	72
Table 75: Compensation provided to employees for accidents occurring in the workplace (Total sample size n = 720).....	73
Table 76: Percentage of retail enterprises where duties requires extra care or ability (Total sample size n = 720) .....	73
Table 77:P Types of activities in the workplace that involve extra care or ability across all the six industries.....	73
Table 78: Employers who issue formal job contracts across all six industries.....	74
Table 79: Measures of ensuring acceptable behaviour towards employees from customers, co-workers and employer .....	74
Table 80: Percentage of retailers which have policies protecting employees from sexual harassment (Sample size n = 120 for each industry).....	75
Table 81: Retail enterprises with provisions on gender equality within company policy (Total sample size n = 720).....	75
Table 82: Retail enterprises that encourage job applications from women, people with disabilities, and transgender workers (Total sample size n = 720) .....	76
Table 83: Measures of ensuring acceptable behaviour from employees towards customers, co-workers and employer .....	76
Table 84: Average operating hours of retailers across six industries (Total sample size n =720) .....	77
Table 85: Number of works shifts per day in different industries in different locations of the retail sector (Total sample size n =720).....	77
Table 86: Percentage of retail workplaces that have access to adequate light, fresh drinking water and clean air (Total sample size n =720) .....	78
Table 87: Percentage of retail enterprises that have policies inclusive of worker's rights, adequate pay and maintaining work-life balance of employees (Total sample size n =720) .....	78
Table 88: Percentage of retail enterprises that have policies inclusive of decent working hours and conditions, work and life balance, and social security policies according to employees (Total sample size n = 48).....	79
Table 89: Type of challenges faced due to COVID-19 (Sample size n = 120 for each industry) .....	80
Table 90: Percentage of retail enterprises that had to reduce number of outlets due to the effects of COVID-19 (Total sample size n = 720) .....	81
Table 91: Number of outlets retailers had to reduce due to the effects of COVID 19.....	81
Table 92: Percentage of retail enterprises that had to reduce the number of outlets due to the effects of COVID 19, disaggregated by six industries (Sample size n = 44).....	81
Table 93: Disruption in supply chain due to COVID 19 (Sample size n = 30 for each industry in each location) .....	82
Table 94: Change in demand of sales due to COVID-19 (Total sample size n = 720).....	83
Table 95: Change in online sales/e-commerce (Total sample size n = 720).....	83
Table 96: Average number of attrition/job cuts per industry due to COVID-19 .....	84
Table 97: Recruitment of more employees due to COVID-19 (Total sample size n = 720).....	84
Table 98: Positions in which employees were recruited due to COVID-19 .....	85
Table 99: Safety measures taken to prevent the spread of COVID-19 .....	85
Table 100: Percentage of retail enterprises with the possibility of business expansion in the next 1-3 years .....	86
Table 101: Percentage of retail enterprises with the possibility of business expansion in the next 1-3 years, disaggregated by the six industries .....	87
Table 102: Average Number of new outlets to be established within 1-3 years.....	87

## List of Figures

Figure 1: Sample overview for the study .....	4
Figure 2: Methodological framework of the study .....	19
Figure 3: Study locations in Bangladesh .....	20
Figure 4: Designation of all retailers surveyed across six industries .....	22

# Chapter 1: Introduction

## 1.1 Background

Since 1980, Bangladesh has been experiencing a demographic transition where the size of the working age population has been growing steadily while the dependent age population has decreased. Currently 65% of the population of the country is of working age which means that Bangladesh is experiencing a demographic dividend, a phenomenon that is predicted to end by 2040. There are many benefits to be gained from this one-time opportunity if it is managed properly, such as improved labour supply, growth of human capital and savings, and domestic market expansion. However, it is estimated that out of 106.1 million working age people, about 42.6 million people are unemployed (The Financial Express, 2020)<sup>1</sup>. Moreover, although around 2.2 million young people enter the workforce, the most disadvantaged communities, such as youth from low-income households, women, transgender and people with disabilities, are not able to secure decent and reliable employment (World Bank, 2016).

This study was designed to support, 'Decent Employment for Marginalised Youth in Retail', a project to create a training model intended to foster sustainable livelihoods for urban youths in Bangladesh from the lower economic strata and other disadvantaged groups in partnership with the retail sector and the Government of Bangladesh. The findings of this study will enable the project to gather the necessary data to pilot the project. IKEA Foundation and UBS Optimus Foundation intend to fund this project on a pilot basis. In partnership with the Government of Bangladesh and the retail sector, BRAC will implement the project which is expected to run for 3 years.

## 1.2 Objectives of study

Based on the objectives set in the ToR, this study was conducted to achieve the following objectives:

1. Outline the landscape of the retail sector (key players in terms of industry and location, and their classification by type, revenue, size, etc.).
2. Identify the daily activities in a retail store, complete job descriptions and work details at entry level retail jobs, salary in entry and semi - mid level jobs in retail sales.
3. Identify skill competencies, educational qualification and any other eligibility that is required to get a job in the retail sector.
4. Establish a baseline of the existing decent work practices employers follow in the retail sector.
5. List down the name and number of employers in retail willing to recruit trained youth, and people with disability, female and transgender.
6. List down the name and number of employers willing to provide in-house formal training.
7. List down the name and number of employers willing to share training costs, especially retail sales.

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<sup>1</sup> Chowdhury, P S. (2020). Demographic dividend: A roadmap to progress, *The Financial Express*, <https://thefinancialexpress.com.bd/views/reviews/demographic-dividend-a-roadmap-to-progress-1600268169>

## Chapter 2: Methodology

The study was implemented using a mixed method approach where. both qualitative and quantitative methods and tools were used to meet the study objectives and provide the strategic recommendations. Figure 2 explains the methodological framework for the study:

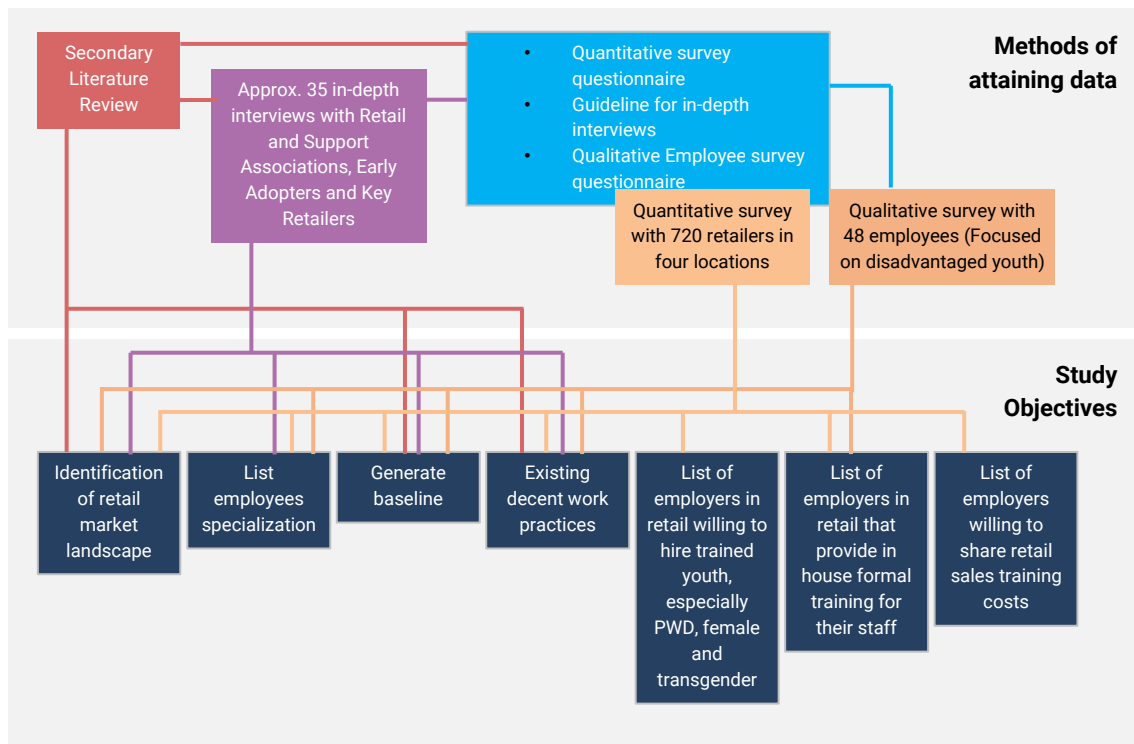


Figure 2: Methodological framework of the study

## 2.1 Data Collection

### 2.1.1 Secondary literature review

A number of literatures have been reviewed to understand the landscape of the retail market of Bangladesh. Key institutional players (key retailers) in terms of the retail industry and location, their classification by revenue and size were identified through the desk review of the relevant secondary sources. Review of the relevant literature also helped in gathering data regarding early adopters, key concepts etc. in the retail sector. The findings from the literature review were further validated by the primary findings of the study.

### 2.1.2 Primary investigation

The study employed both probability (simple random) and non-probability (purposive, snowballing) sampling methods for the primary data collection due to the characteristics of the data sources and the research design. The analysis from both quantitative and qualitative research methods helped the study team to triangulate the data obtained, and improve the reliability of the research outcome and recommendations. The data collected through quantitative surveys with employers from all four study

locations was used to establish a baseline status of recruitment practices, skill competencies, decent work practices, etc. in the retail sector. Qualitative survey with employees of the retail sector was also conducted with the objective of cross checking and validating the responses from the employers.

### 2.1.3 Study Locations and industries surveyed

The study was conducted in four zones of Bangladesh that were selected for the pilot of the project. These zones were- the metropolitan areas of Dhaka, Khulna, Sylhet and Chittagong. Gazipur district was also included within the Dhaka zone.

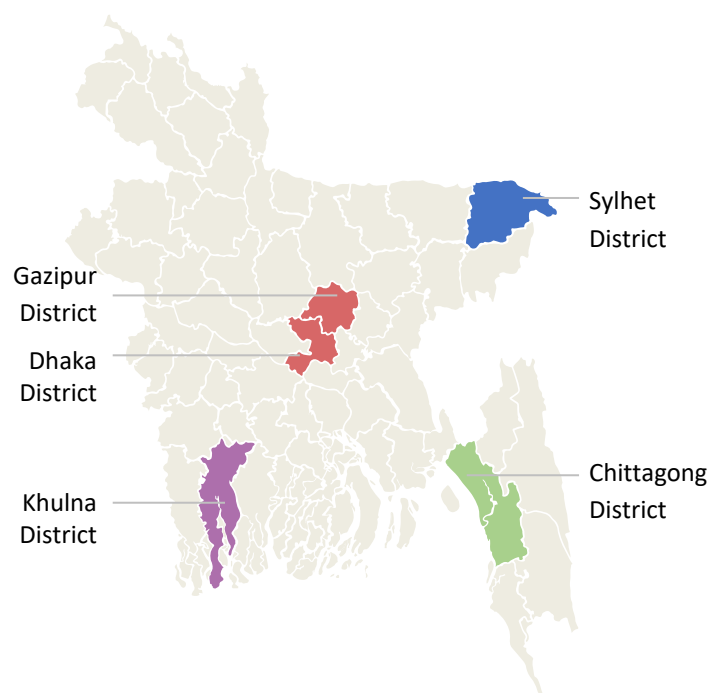


Figure 3: Study locations in Bangladesh

As this baseline study aims to gather data to support decent employment for marginalised youth, the study purposively selected those retail industries where there is more scope for employment for marginalised youth and formal recruitment process. Given this context, the study team, in consultation with BRAC Team purposively narrowed down the focus of the study to the following six industries:

7. Clothing and footwear
8. Supermarkets, hypermarkets, groceries and convenience stores
9. Electrical and electronics
10. Food products (Sweet, Confectionery, Bakery)
11. Mobile phone and mobile accessories
12. Furniture and furnishing store

### 2.1.4 Qualitative survey

The qualitative study involved in-depth interviews (IDIs) with representatives from four (04) types of organizations to understand the daily activities in retail sector, salary structure, and other key issues regarding employment practices and attitude towards hiring people with disabilities, women and transgender workers. The four (04) types of organizations included:

- Key companies from the different industries of retail;
- Early adopters i.e., retailers who have already employed people with disability and transgender;
- Organizations working on engaging the people with disability and transgender to formal economy;
- Representatives of associations of merchants/traders and disadvantaged communities.

The list of the respondents for the IDIs with the key players can be found in Annex 1.

The qualitative survey also involved IDIs with a total of 12 employees of the selected retail industries from each study location to cross analyse, validate and qualify the findings from the employers. In total 48 employees were interviewed. The qualitative survey of employees purposively sampled employees only working in entry or semi-mid level positions. Moreover, women, people with disabilities and transgender employees were also purposefully interviewed wherever possible. The qualitative survey with the employees was conducted simultaneously with the quantitative survey with the employers of the selected six retail industries. The qualitative insights from the interviews with the employees indicate the general trend and help to validate the findings from the employers.

Table 1: Sample distribution of employees for the qualitative survey

Location	Respondent
Dhaka & Gazipur	12
Chattogram	12
Khulna	12
Sylhet	12
<b>Total Sample</b>	<b>48</b>

### 2.1.5 Quantitative survey

Based on the findings from the secondary literature and IDIs, the study team developed a questionnaire inquiring about decent work practice guidelines in retail sector, information on job positions and requirements of entry and semi-mid level retail jobs, salary structure, employers providing in house formal training for their staffs and their willingness to share training costs, willingness to hire trained youth, women, people with disabilities and transgender workers.

The final questionnaire was transformed into a computer aided survey instrument using KoBoToolbox. This method of data collection allowed real time monitoring - as data were sent to the server after collection, and the concerned team viewed and observed the data online for any inconsistencies, errors and outliers and instantly provided feedback to the field team for correction and proper explanation. A team of 24 data collectors collected the data from 13 October, 2020 to 22 October, 2020. Four teams were formed with 5 data collectors per team, with each of the teams being led by a Field Supervisor.

The general rule of thumb to have at least 30 samples of each of the retailer categories from each location was used. Therefore, from each location, 30 retailers from each of the retailer categories were selected for the survey.

Firstly, the retailers were selected based on proximity to metropolitan, urban areas. Also, retailers with multiple outlets were purposively selected as they were deemed more relevant for the study objectives related to decent work practices, formal recruitment, training and skills development and the potential engagement of the people with disabilities and from marginalized communities. In total, 720 retailers were sampled for the study. The sampling distribution is provided in the table below:

Table 2: Sample distribution of employers for quantitative survey

Industries	Dhaka & Gazipur	Chattogram	Khulna	Sylhet	Total Sample
Clothing and Footwear	30	30	30	30	120
Supermarket, grocery and convenience stores	30	30	30	30	120
Sweetmeat, Bakeries and Confectionaries	30	30	30	30	120
Electrical and electronics	30	30	30	30	120
Mobile phones and accessories	30	30	30	30	120
Furniture	30	30	30	30	120
<b>Location wise total Sample</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>180</b>	<b>720</b>

The sample consisted of high-level managerial employees or employers (owners, MD, managers or HR heads) as they were most suited to answer all the relevant questions of the study. The data from the study showed that the highest percentage of the respondents are Managers (61%), while 36% are owners of the establishment.

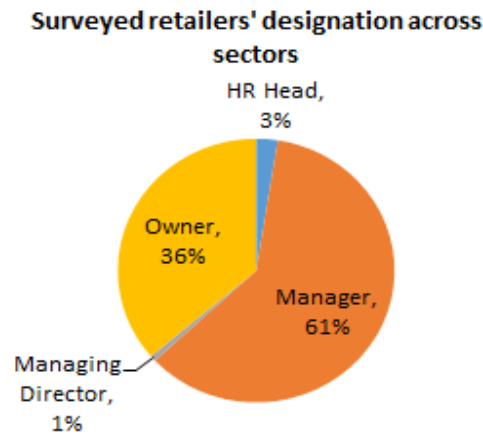


Figure 4: Designation of all retailers surveyed across six industries

Of the total respondents from the employers, only 0.7% is female. This shows that the industry is predominantly owned or operated by male. Of the six industries surveyed, Clothing and footwear and Supermarkets, groceries and convenience stores had a higher percentage of female respondents (1.7%). Three industries (Electrical and electronics, furniture and furnishing, mobile phone and accessories industries do not have any representation of female respondents).

Table 2: Gender distribution of employers surveyed for quantitative survey

Industries	Female	Male
Clothing and footwear	1.7%	98.3%
Supermarkets, hypermarkets, Groceries and convenience stores	1.7%	98.3%
Electrical and electronics	0.0%	100.0%
Food products (Sweet, Confectionery, Bakery)	0.8%	99.2%
Mobile phone and mobile accessories	0.0%	100.0%
Furniture and furnishing stores	0.0%	100.0%
<b>Overall</b>	<b>0.7</b>	<b>99.3</b>



## 2.2 Data analysis

Detailed interview notes were produced after each interview. Several discussion sessions were held among the team to draw on key messages at the beginning of the data analysis. All data was then analysed systematically by themes. The study findings were then plotted against key indicators set in the analytical framework for further analysis.

## 2.3 Limitations of the study

Some limitations of the study were noted:

- The initial phase of the study aimed to gather information regarding the landscape and employment practices of retail enterprises through trade associations. However, due to the pandemic, a lot of key informants were not in their offices and many could not be reached via the contact information available. Furthermore, various key retailers who were contacted were open to the idea of an interview, however they were unable to make time for it.
- A considerable number of key informants were only available for online interviews where some had internet issues which interfered in obtaining a substantial interview, and in other cases some were unable to provide specific information regarding the market size and therefore only cited estimates of relevant information regarding the market. In some cases, the informants were also hesitant in wanting to share too much information regarding the organisational structure of their establishment and only provided a gist.
- Almost all the key informants were very reluctant to discuss or share financial data or business size in terms of revenue, turnover, etc. As a result, certain information regarding the market size and landscape of the retail industry was obtained from secondary literature, where information regarding some industries of retail was sparse.
- In some cases, respondents were newly appointed and (or in the case of some officials of larger retailers with a huge number of outlets) did not know the exact number of outlets and were unable to share the information.
- As the quantitative survey of this study did not find any respondents from the transgender community and had very little samples of people with disabilities, qualitative research was done through several IDIs with early adopters who had hired people with disadvantages and transgender workers

## Chapter 3: Landscape of the retail sector of Bangladesh

This section discusses the overview of overall market size in terms of growth, geographical concentration, number of outlets, and years of operation, and segmentation of formal/informal of the six retail industries. It must be noted that the study team faced a challenge while identifying information regarding the revenue of the retail industries as the respondents were reluctant to disclose such information. However, insight from secondary literature has been presented here in order to illustrate the backdrop of each industry and give context to the study that was conducted.

### 3.1 General overview of the six retail industries

#### 3.1.1 Clothing and footwear

As the economy continues to grow, rapidly turning Bangladesh into a middle-income country, the fashion i.e., clothing retail industry has been steadily growing with it. With a vast number of local consumers, and availability of raw materials and skilled manufacturers in hand, entrepreneurs, local and foreign alike, are fast diving into the local fashion retail market and contributing towards that growth. As a result, more and more of the country's leading garment exporters including Beximco, Standard Group, Epyllion Group, Sonotex Group, Giant Group of Companies, Evince Group, Saasco group, East-West Industrial Park, Babylon Group and Millon Clothings have been venturing into the domestic retail clothing market with brands such as Yellow (Beximco), Sailor (Epyllion Group), Amber Lifestyle (Partex), etc. (Apparel Resources, 2020)<sup>2</sup>. Even though the industry is dominated by established brands, there is no published account of the sales and growth trends. As a result, no reliable information could be found regarding the overall market size of the clothing retail industry. This finding is also consistent with the information provided by key informants who reported that there is barely any valid data regarding this subject.

Bangladesh's domestic footwear retail market also began to expand when several renowned footwear exporters started to launch outlets locally. According to Orion, in 2016, the local footwear market was worth Tk 16,000 crore and since then it has been growing steadily at a rate of 10 to 15% a year (The Daily Star, 2017)<sup>3</sup>. Other industry insiders, however, valued the market at around Tk 7000-8000 crore. The first footwear retailer in the country was the multinational company, Bata which opened its doors in 1962. In 2017 it had 240 stores and 500 dealers all over Bangladesh (The Daily Star, 2017). Apex launched in the domestic market in 2006, and by 2017 it had about 250 stores (The Daily Star, 2017). Similarly, a number of other footwear retailers have also entered the local market such as Jenny, Bay, Leatherex, Lotto, Orion, etc., and are thriving. According to industry insiders, Bangladesh consumes 30 crore pairs of footwear annually (The Daily Star, 2017).

#### 3.1.2 Supermarkets, hypermarkets, grocery & convenience stores

The supermarket industry of our country can be roughly divided into two categories, the traditional grocery/convenience stores (*mudir dokans*) and organised retail markets, which began to take its place in the domestic retail market in 2001. While the traditional grocery stores still dominate the market, the organised or formal supermarket retailers have started to gain some traction in the field in the recent years, with the rise of affluence among the middle-class population of Bangladesh. Although such

<sup>2</sup> Apparel Resources. (2020), How the Bangladesh Industry is emerging in fashion retail, Apparel Resources, <https://bd.apparelresources.com/business-news/retail/bangladesh-industry-emerging-fashion-retail/>

<sup>3</sup> Parvez, S. (2017), Footwear market expands fast as demand rises, The Daily Star, <https://www.thedailystar.net/business/footwear-market-expands-fast-demand-rises-1394254>

formal retailers still only capture about 1.52% of the market share, in 2019 its market size was estimated to be Tk 2,300 crore (The Daily Star, 2020)<sup>4</sup>. To put things into perspective, it is worth noting that the IDLC report in 2017 valued the supermarket industry at Tk 1,500 crore and predicted that the market size would multiply 15 times by 2021 (Databd.Co, 2019)<sup>5</sup>. Currently, there are about 40 organised grocery retailers, Shwapno being the market leader with about 150 outlets all over Bangladesh, followed by Meena Bazar (Databd.Co, 2019). Other players in the field include Agora, Carrefour, Unimart, Pick N Pay, Daily Super shop, etc.

### 3.1.3 Food Products (Sweets, confectionaries and bakeries)

The retail segment of food products in Bangladesh can be broken down into three categories, bakeries, confectioneries and sweets. According to a key informant, the Bangladesh Bread Biscuit O Confectionary Prostutkarok Samitee currently has 5000 members across the country. The bakery business has expanded quite significantly where there has been a 15% growth in the market since 2008, bringing it to a current market size of BDT 6,000 crore approximately (The Financial Express, 2018)<sup>6</sup>

On the other hand, industry insiders have quoted that the market size of the sweetmeat is unofficially estimated to yield BDT 300 crore annually. Bangladesh Sweets Manufacturers Association estimates to have around 3,500 registered shops in the country among which 250 of them are in Dhaka (The Daily Star, 2019)<sup>7</sup>.

Among the oldest retailers in this industry are Shumi's Hot Cake, Banoful & Co., Muslim Sweets, Yousuf Confectionary, Coopers. Since then, countless other brands have made their way into the mainstream market such as Rosh, Premium Sweets, Bread and Beyond, Tasty Treats, Olympia Confectionary, etc.

### 3.1.4 Electrical and electronics

In 2018, the consumer electronics market was valued at approximately BDT 11,600 crore (Databd.Co, 2018)<sup>8</sup>. This growth is predicted based on the increasing affluence of the middle-class society and the rising population of youth and women in the workforce. All that combined with the effects of increased education and globalisation, the demand for consumer electronics has been observed to have drastically grown over the last few years. Due to changing lifestyles and local conglomerates, even those from low income households are opting to purchase consumer electronics as they can purchase the cheaper locally produced ones which are also available in the market (Databd.Co, 2018). According to industry insiders, the industry has grown at a pace of 15% on an average in the last 10 years (The Daily Star, 2020)<sup>9</sup>. This growth in the market and the consumer trends in this industry therefore indicate a thriving retail segment which can cater to a growing customer base of consumer electronics.

Some of the key retailers in the market for electrical and electronics retailers are Walton Group, Transcom Electronics, Rangs Electronics, Rangs Toshiba, Best Electronics, MyOne Electronics

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<sup>4</sup> Parvez, S. (2020), Supermarkets turn knights in shining armour, The Daily Star,

<https://www.thedailystar.net/business/news/supermarkets-turn-knights-shining-armour-1893385>

<sup>5</sup> LightCastle Analytics Wing. (2019), Retail industry in Bangladesh: A different shapeup story, Databd.Co,

<https://databd.co/stories/organized-retail-industry-outlook-bangladesh-2077>

<sup>6</sup> Sakib, S M N. (2018), Baking business booms, *The Financial Express*, <https://today.thefinancialexpress.com.bd/print/baking-business-booms-1523554764>

<sup>7</sup> Chakma, J. (2019), A sweeter Pohela Baishakh, The Daily Star, <https://www.thedailystar.net/business/news/sweeter-pohela-baishakh-1729756>

<sup>8</sup> Industries. (2018), Consumer Electronics, Databd.Co, <https://databd.co/profiles/industries/profile-consumer-electronics>

<sup>9</sup> Chakma, J. (2020), Consumer electronic companies predict grim outlook for 2020, The Daily Star, <https://www.thedailystar.net/business/news/consumer-electronics-companies-predict-grim-outlook-2020-1968177>

Industries, Jamuna Electronics, PRAN RFL (Vision), Esquire Electronics, Electra International, and Super Star Group (SSG), Ryan's Computers, FLORA, etc.

### 3.1.5 Mobile phone and accessories

The mobile phone market announced a 4.1% annual growth rate in 2019 (Dhaka Tribune, 2020)<sup>10</sup>, and estimated to be worth BDT10,000 crore and growing (The Daily Star, 2019)<sup>11</sup>. Meanwhile, the annual market for accessories was quoted to be BDT 3,000 crore (The Daily Star, 2019). The accessories market was also reported to have had a 50% annual growth in terms of value (The Daily Star, 2019). Just like the electrical and electronics industry, the changing consumer trends of the young and digitally savvy population are boosting the growth in this industry. The rise of mobile phone users, e-commerce businesses, MFIs along with increased purchase power of consumers, and availability of mid to low-cost products have opened the gates to a huge consumer base. With imported products dominating the market, alongside a handful of local manufacturers of mobile phones, the potential for the retail segment of this market is huge (The Independent, 2018)<sup>12</sup>. Key retailers in this industry are Samsung, Vivo, Oppo, Walton, Symphony, Xiaomi, Gadget n Gear, Executive Machines, etc.

### 3.1.6 Furniture and furnishing stores

According to resources, the furniture industry is the second largest source of employment, after the RMG sector (Databd.Co, 2019)<sup>13</sup>. In 2019 it was estimated that the industry employs about 2.5 million people, and the domestic market was valued at BDT 6,700 crore (Databd.Co, 2019). There are currently over 80,000 organisations involved in manufacturing furniture, including backward and forward chains (Databd.Co, 2019).

IDI conducted with a key informant revealed that the Bangladesh Furniture Owners Association presently has 13,000 members, of which over 3000 are official members and the rest are unofficial members. According to the expert, about 0.5% of all the furniture retailers are large enterprises such as Hatil, Partex, Navana, Akhter, Nadia, Legacy, Brothers, and these operate like franchises where the company itself owns 10-20 stores and has about 600 stores operating separately as franchisees. The medium sized enterprises which operate with approximately 5-7 employees take up about 25-30% of the market while the rest are considered to be small or micro enterprises.

## 3.2 Involvement of the retail enterprises with business associations

The study examined the number of retailers who were members of trade associations. It was found that retailers in the areas of this study in general have a low involvement with associations where only 22.1% were members of trade associations. Most of the associations are also very area-centric, meaning that they tend to operate within a specific local market or bazaar. A few formal retailers

<sup>10</sup> Tribune Desk. (2020), 4.1% growth in local mobile phone market in 2019, *Dhaka Tribune*,

<https://www.dhakatribune.com/business/2020/02/24/4-1-growth-in-local-mobile-phone-market-in-2019>

<sup>11</sup> Islam, M Z. (2019), Smart accessories making life smarter, *The Daily Star*, <https://www.thedailystar.net/business/smart-mobile-accessories-making-life-smarter-1828111>

<sup>12</sup> Ahmed, S. (2018), Mobile accessories market booms, *The Independent*, <http://www.theindependentbd.com/arcprint/details/159848/2018-07-29>

<sup>13</sup> Industries. (2019), Timbee and Furniture, *Databd.Co*, <https://databd.co/profiles/industries/profile-timber-and-furniture#:~:text=Albeit%20around%2090%25%20of%20furniture,population%20has%20high%20disposable%20income>

reported involvement with national level associations while the rest were observed to have weak linkage with trade associations.

Table 3: Retailers involvement with business associations (Sample size n=30 for each industry in each location)

Industries	Dhaka & Gazipur	Khulna	Chattogram	Sylhet	Industry wise overall
Clothing and footwear	26.7%	20.0%	10.0%	40.0%	24.2%
Supermarkets, hypermarkets, Groceries and convenience stores	33.3%	56.7%	6.7%	10.0%	26.7%
Electrical and electronics	26.7%	30.0%	13.3%	30.0%	25.0%
Food products (Sweet, Confectionery, Bakery)	16.7%	20.0%	3.3%	20.0%	15.0%
Mobile phone and mobile accessories	13.3%	26.7%	0.0%	16.7%	14.2%
Furniture and furnishing stores	20.0%	30.0%	36.7%	23.3%	27.5%
Location wise overall	22.8%	30.6%	11.7%	23.3%	22.1%

### 3.3 Segmentation of the different industries in retail

#### 3.3.1 Distribution of formal and informal retailers across all six industries

The IDIs conducted with key informants from all the six industries revealed that retailers can be roughly categorised into two types, formal and informal. Retailers which issue contracts and have organised recruitment processes and HR policies are defined as formal enterprises for the purposes of this study. The criteria to distinguish formal retailers also included factors such as issuing formal contracts, allowing public and government holidays, giving formal compensation for accidents, including maternity leave, providing formal training, safeguarding provisions and social security. All other retailers, who employ at least 2 employees were defined as informal retailers. Based on those factors, the percentage of what can be called a formal (or organised) retail enterprise was found extremely low (4%).

Table 4: Distribution of formal and informal retailers across all six industries (Total sample size n = 720)

Industries	Informal	Formal
Clothing and footwear	97%	3%
Supermarkets, hypermarkets, Groceries and convenience stores	97%	3%
Electrical and electronics	93%	7%
Food products (Sweet, Confectionery, Bakery)	98%	3%
Mobile phone and mobile accessories	98%	3%
Furniture and furnishing stores	97%	3%
Overall	96%	4%

### 3.4 Years of operation of the retail enterprises

Most of the retail enterprises surveyed were found to be operating for at least 10 years (54%), which is consistent with the growth of the retail sector that has been observed in the past decade. Among all

the retail enterprises, only 3% were found to have been in business for more than 30 years, while about 30% have been operating for between 11-20 yrs.

Table 5: Years of operation of retailers in retail sector (sample size n= 120 for each industry)

Year wise classification	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
less than 1 year	4%	4%	1%	3%	2%	-	2%
1 to 10 years	46%	48%	47%	57%	66%	63%	54%
11 to 20 years	36%	31%	34%	25%	30%	25%	30%
21 to 30 years	11%	12%	15%	11%	2%	10%	10%
31 to 40 years	3%	4%	2%	4%	1%	1%	2%
Above 40 years	1%	1%	2%	1%	-	1%	1%

## 3.5 Size and geographical concentration of retail enterprises

### 3.5.1 Number of outlets of the retail stores

As retailers with multiple outlets were purposively sampled in order to address the objectives of the study, it was not surprising that the findings showed that most of the retail stores (91%) have multiple outlets while only 9% operate from a single outlet.

Table 6: Percentage of retail stores (Total sample size n=720)

	Percentage
Retailers reported single outlet	9%
Retailers reported multiple outlet	91%

Among the retail enterprises who reported multiple outlets, ones with between 2-4 outlets are the highest in number (79%), followed by retailers with 5-10 outlets at 11%. Stores with a larger number of outlets were found to be low; 5% of retailers have 11-25 outlets, and 6% have over 26 outlets. The following table shows the classification of the surveyed retailers in terms of multiple outlets.

Table 7: Classification of retailers in terms of multiple outlets (Sample size n=656)

Outlets	Percentage
2 to 4 outlets	79%
5 to 10 outlets	11%
11 to 25 outlets	5%
26 to 50 outlets	2%
51 to 100 outlets	2%
101 to 500 outlets	2%

### 3.5.2 Number of outlets of the retailers in terms of district wise concentration

To understand the concentration of retailers throughout the 64 districts, retail enterprises were asked about the geographical distribution of their outlets. In order to establish a justifiable baseline of the geographical concentration across 64 districts, the researchers sorted industry-specific geographically concentrated districts by prioritizing the maximum response by the retailers. For instance, only those districts that have at least 5 responses from the clothing and footwear, electrical and electronics, and food products industries were taken into account for the purposes of the geographical distribution analysis. Similarly, for the supermarkets, hypermarkets, groceries and convenience stores industry the study only considered districts with at least 4 responses; for the mobile phone and accessories industry at least 2, and for the furniture and furnishing industry, at least 3.

If the highest number of retailers' response is considered, the following districts are potential for the respective industries in terms of geography. The district names are placed chronologically according to the highest number of retailers responded having branch/es.

Table 8: Average number of outlets in each district (Sample size n=656)

Districts	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores
Barishal			1.6		2.5	1.5
Chandpur					1.5	
Chittagong	3.1	2.0	4.6	8.0	2.8	2.4
Comilla	1.4		3.1		1.5	1.4
Cox's Bazar			2.6		1.0	1.0
Feni			2.1			1.3
Dhaka	7.0	5.8	9.4	17.7	4.6	4.9
Gazipur		2.5	2.8	3.8	2.3	1.9
Tangail	1.1					
Jessore	1.1		2.4			1.0
Khulna	2.2	2.1	2.8	2.8	2.9	2.3
Kushtia			1.9		1.0	
Mymensingh	1.8		2.8			
Noakhali	1.0					1.0
Bogra			2.2			1.0
Jaipurhat			1.9			
Pabna	1.5					
Rajshahi	2.8		2.8		2.0	1.1
Dinajpur						1.0
Rangpur			2.8		1.0	1.0
Sylhet	2.8	4.7	2.6	6.2	2.6	2.1

## Chapter 4. Overview of employment trends within the different industries of the retail sector

The following chapter discusses the employment trends within the six selected retail industries in terms of current size of retail workforce, demographic profile of the existing employees, and positions and salary offered at entry and semi-midlevel retail jobs.

### 4.1 Existing workforce in the six selected retail industries

#### 4.1.1 Number of employees in a single outlet

The study found that most retailers surveyed has between 1-4 employees (66%). Having up to 4 employees was most frequent among the mobile phone and accessories industry (77%), followed by the clothing and footwear industry (74%). Only 1% of the respondents reported to hiring more than 25 employees in a single outlet. Among retailers who hire between 5-10 employees, the highest number was in the furniture (41%) and food products industry (35%). Most retailers who hire between 11-25 people were from the food products (7%); supermarkets, hypermarkets, groceries and convenience stores (6%), and the clothing and footwear industry (4%).

Table 9: Number of employees in a single outlet across all six industries (Total sample size n = 720)

	Clothing and footwear	Supermarkets , hypermarkets, Groceries and convenience stores	Food products (Sweet, Confectionery, Bakery)	Electrical and electronics	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
1 to 4 employees	74%	62%	58%	67%	77%	57%	66%
5-10 employees	22%	28%	35%	29%	21%	41%	29%
11 to 25 employees	4%	6%	7%	4%	3%	3%	4%
25 to 50 employees	0%	4%	0%	0%	0%	0%	1%
Above 50	0%	1%	0%	0%	0%	0%	0%

#### 4.1.2 Number of employees combining all outlets

In terms of total workforce which accounts for the total number of employees in all of the outlets of a retail store, the survey found that more than half of the retail enterprises (56%) employ are between 1-10 people. 25% accounts for 11-30 employees, while 3% of the retailers have between 31-50 employees, 5% have between 50-2000 employees. Another 12% of the respondents do not know (or did not provide a response) for the total number of employees in their workforce.



Table 10: Number of employees in all outlets for a retailer (Sample size n = 656)

Number of employees in all outlet combined for six industries	Percentage (%)
1 to 10 employees	56%
11 to 30 employees	25%
31 to 50 Employees	3%
50 to 100 employees	2%
101 to 2000 employees	3%
No response/Do not know	12%

## 4.2 Demographic profile of the existing employees in the selected retail industries

### 4.2.1 Gender

Among 48 respondents, a staggering 92% of the respondents are male. The highest percentage of women employees are working in supermarkets, hypermarkets, groceries and convenience stores (38%), followed by the clothing and footwear industry (13%). This is consistent with the quantitative survey findings as well where only 6% of the respondents are currently employing at least one woman.

Table 11: Gender Profile of employees (Total sample size n = 48)

Industries	Female	Male	Transgender
Clothing and footwear	13%	88%	0%
Supermarkets, hypermarkets, Groceries and convenience stores	38%	63%	0%
Electrical and electronics	0%	100%	0%
Food products (Sweet, Confectionery, Bakery)	0%	100%	0%
Mobile phone and mobile accessories	0%	100%	0%
Furniture and furnishing stores	0%	100%	0%
Over all	8%	92%	0%

### 4.2.2 Age

The highest percentage of employees surveyed are between the ages of 26-30 yrs. (52%), followed by workers between 21-25 yrs. Employees between 26-30 are mostly hired in clothing and footwear retail stores (75%), supermarkets, hypermarkets, groceries and convenience stores and food products stores (50%). Workers between ages 16-20 are mostly employed in the clothing and footwear; supermarkets, hypermarkets, groceries and convenience store and electrical and electronics industries compared to the others, while workers between the ages of 21-25 yrs. are found more in the food products and mobile phones and accessories industries than others.

Table 12: Age profile of employees (Total sample size n = 48)

Industries	Under 16	16 – 20 years	21 – 25 years	26 – 30 years
Clothing and footwear	0%	25%	0%	75%
Supermarkets, hypermarkets, Groceries and convenience stores	0%	25%	25%	50%
Electrical and electronics	0%	25%	38%	38%
Food products (Sweet, Confectionery, Bakery)	0%	0%	50%	50%

Industries	Under 16	16 – 20 years	21 – 25 years	26 – 30 years
Mobile phone and mobile accessories	0%	13%	50%	38%
Furniture and furnishing stores	0%	13%	25%	63%
Overall	0%	17%	31%	52%

### 4.3 Different job positions offered in the six different industries surveyed

Irrespective of the industry the surveyed retail outlet was from, the most common positions offered by employers are Junior Salesperson (85%), Manager (80%), and Senior Salesperson (73%).

The higher number of Junior Salespersons might indicate a cost minimization feature - generally the Senior Salespersons are paid a higher salary than the Junior Salespersons while their job description might be quite similar - thus retailers can get the same job done at a lower price, which would also cut down their operating cost. This study found that the percentage of jr. salespersons positions offered in the clothing and footwear, and the supermarket, hypermarket, grocery and convenience store industries is the highest (37% and 35% respectively), while the highest percentage of sr. salespersons employed is in the food products industry. There are more employees working as jr. salesperson than sr. salesperson across all industries except the food products industry which employs a slightly higher number of sr. salespersons. Overall, 33% of the employees of the total workforce sampled in this study are working as jr. salesperson, while 28% are working as sr. salesperson.

According to IDIs with key informants and employees, the most common entry level positions offered by retailers are jr. salesperson, helper/errands person, cleaner/service worker, delivery/logistics and floor workers. The positions of sr. salesperson, assistant manager/supervisor, POS/Cashier, and in some cases technical workers are usually considered to be semi-midlevel positions by industry insiders.

Table 13: Different job positions offered in the six different industries surveyed (Sample size n =120 for each industry)

Designation/ Positions	Clothing and footwear	Supermarkets, grocery and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Manager	85%	63%	83%	87%	78%	85%	80%
Assistant Manager	10%	9%	11%	6%	5%	6%	8%
Supervisor/Sr. Officer	4%	8%	3%	3%	2%	3%	4%
POS/Cashier	10%	14%	11%	11%	3%	4%	9%
Sr. salesperson	79%	66%	77%	72%	76%	66%	73%
Jr. salesperson	91%	87%	83%	87%	86%	77%	85%
Floor Worker	13%	15%	11%	12%	7%	18%	13%
IT/Data manager	1%	5%	1%	-	2%	1%	2%
Helper/Errands person	13%	19%	16%	19%	12%	32%	18%
Special skills/ Technical skill	2%	2%	9%	6%	25%	18%	10%
Product manager/Stacker	3%	4%	2%	1%	3%	3%	3%
Cleaner/ Service	12%	19%	10%	22%	8%	11%	14%

Designation/ Positions	Clothing and footwear	Supermarkets, grocery and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Receptionist/Greeter	1%	2%	-	-	-	1%	1%
Delivery/Logistics	3%	12%	13%	8%	2%	15%	8%
Back-end/non- customer related (learn by observation entry position)	-	2%	-	-	-	-	-

Table 14: Percentage of employees working in each job position out of total workforce (Sample size n =120 for each industry)

Designation/ Positions	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Manager	17%	9%	17%	14%	17%	16%	15%
Assistant Manager	2%	2%	2%	1%	2%	1%	2%
Supervisor/Sr. Officer	1%	3%	1%	-	-	1%	1%
POS/Cashier	1%	5%	2%	3%	-	1%	2%
Sr. salesperson	30%	21%	32%	33%	30%	21%	28%
Jr. salesperson	37%	35%	33%	30%	34%	28%	33%
Floor Worker	4%	5%	2%	2%	1%	4%	3%
IT/Data manager	-	2%	-	-	-	-	-
Helper/Errands person	4%	6%	4%	4%	2%	12%	5%
Special skills/ Technical skill	-	-	3%	1%	8%	7%	3%
Product manager/Stacker	1%	2%	-	-	1%	1%	1%
Cleaner/ Service	2%	6%	2%	7%	2%	3%	4%
Receptionist/Greeter	-	-	-	-	-	-	-
Delivery/Logistics	-	4%	3%	3%	2%	6%	3%
Back-end/non- customer related	-	-	-	-	-	-	-

## 4.4 Monthly Salary

### 4.4.1 Average minimum salary of the employees as per their positions in the retail sector

According to the retailers, the highest average minimum salary is paid to POS/Cashier attendants at BDT 14,803, while BDT 5,404, the lowest average salary, is usually paid to helpers. In 2018 the minimum wage was set at BDT 8000 per month by the Government of Bangladesh (Sustainability Agents, 2019<sup>14</sup>).

<sup>14</sup> Ahonen, S. (2018), New Bangladesh minimum wage, *Sustainability Agents*, <https://sus-a.com/index.php/new-bangladesh-minimum-wage/2018/>

Based on that, it was found that the average salary of entry level positions such as jr. salesperson, cleaner, etc. is under the minimum wage limit. From the data gathered from the 48 respondents of the study, it was also found that the overall average salary for all the industries is barely above the minimum wage at BDT 9061 per month.

Table 15: Average Minimum salary for different positions in the six industries according to employers (BDT/month)

Positions/Designations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Product manager/Stacker	13,524	14,834	15,358	11,612	14,182	14,286	13,727
POS/Cashier	17,500	12,125	15,875	12,000	16,400	15,572	14,803
Sr. salesperson	10,809	9,785	10,673	9,530	11,189	12,191	10,717
Jr. salesperson	7,573	7,188	8,162	6,408	7,029	8,257	7,429
Floor Worker	7,024	5,869	5,942	6,410	15,300	7,691	7,414
Helper/Errands person	5,971	4,750	5,158	5,540	4,782	5,709	5,404
Special skills/ Technical skill	11,000	9,000	11,778	8,750	9,455	11,286	10,308
Delivery/Logistics	13,223	5,934	7,286	6,700	5,800	5,667	7,221
Cleaner/ Service	5,407	5,250	5,600	5,367	5,350	5,950	5,437
Receptionist/Greeter	8,000	7,000	15,000	-	-	-	11,250
Supervisor/Sr. Officer	7,000	12,000	-	-	15,000	12,500	11,858
Back-end/non-customer related	-	9,000	-	-	-	-	9,000
Data Entry	-	11,334	10,000	-	-	-	11,000

The wage disparity is highest in the furniture industry followed by mobile phone and accessories industry. The wage disparity is comparatively low in the clothing and footwear industry.

Table 16: Monthly average salary in six industries according to employees (BDT/month)

Industries	Mean	Minimum	Maximum
Clothing and footwear	8,750	6,000	11,000
Supermarkets, hypermarkets, Groceries and convenience stores	8,188	5,000	12,000
Electrical and electronics	10,363	8,500	13,000
Food products (Sweet, Confectionery, Bakery)	7,938	5,000	10,000
Mobile phone and mobile accessories	8,688	5,500	12,000
Furniture and furnishing stores	10,438	4,000	15,000
Overall	9,061	4,000	15,000

## 4.5 Employment opportunities in the next 1-3 years in the surveyed retail industries

According to most of the retailers (63.3%) there will be a rise in employment opportunities across all the six industries. This opinion was the most prevalent among electrical and electronics retailers (67.5%), followed by clothing and footwear and food products (65%). Secondary literature review shows that within the past decade there has been a strong growth in the retail sector. The findings of this study also noted that 20% of the surveyed retailers confirmed the possibility of business expansion despite the effects of the pandemic (see chapter 9), while the majority (51%) said they were unaware of any expansion plans. These findings indicate that most retailers think that the retail market will continue to grow as it has been for the past few years, therefore there is a possibility of rise in employment opportunities. On the other hand, about 26% retailers believed that there would be no change in demand for employees in retail in the next 1-3 years, while 10.6% predicted a decrease in employment.

Table 17: Opportunities for employment in retail in the next 1-3 years (Total sample size n = 720)

Industries	Yes, increase	No change	No, decrease
Clothing and footwear	65.8%	25.0%	9.2%
Supermarkets, hypermarkets, Groceries and convenience stores	59.2%	28.3%	12.5%
Electrical and electronics	67.5%	24.2%	8.3%
Food products (Sweet, Confectionery, Bakery)	65.0%	24.2%	10.8%
Mobile phone and mobile accessories	61.7%	28.3%	10.0%
Furniture and furnishing stores	60.8%	26.7%	12.5%
Overall	63.3%	26.1%	10.6%

## Chapter 5: Key skills, educational qualifications and competencies required for employment in the retail sector

The following section discusses the skills and competencies required for entry and semi-mid-level jobs in the retail industries in terms of the key skills that the retailers seek and/or want to develop among the young recruits, as well as the various skills and capabilities which employers in these industries seek but find lacking in among young recruits, and areas of further skills development.

### 5.1 Positions which young workers are usually recruited for

The positions in which retailers hire young workers most are jr. Salesperson (88.5%), sr. salesperson (44.2%), floor workers (21.9%), helpers (19.5%), cleaners/service workers (17.4%) and product managers/stackers (11.5%). In the previous chapters, it was shown that 66% of retailers surveyed had between 1- 4 employees. Considering that, and the data from the qualitative survey which suggest that only large retailers hire workers in multiple positions at the same time, it can be surmised that for small retail enterprises that employ only between 1- 4 employees, the most available positions for young workers are Jr. and Sr. salespeople. That would indicate that positions such as floor workers, helpers, cleaners/service workers and product managers are offered in larger enterprises which hire between 5-25 workers. The secondary tier of positions (positions which are more common among larger retailers) tend to vary among the surveyed industries; for instance, industries such as supermarkets, hypermarkets, groceries and convenience stores tend to offer delivery/logistics and POS/cashier roles to young people, while mobile phone and accessories industry offer them special skills/technical skills worker positions.

Table 18: Positions which young workers are usually recruited for (Sample size n =120 for each industry)

Positions/ Designations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Product manager/ Stacker	19.4%	5.9%	8.9%	15.9%	5.0%	9.3%	11.5%
POS/Cashier	8.9%	15.0%	8.9%	6.4%	2.3%	3.4%	7.8%
Sr. salesperson	39.4%	48.9%	42.8%	44.5%	48.8%	48.8%	44.2%
Jr. salesperson	98.3%	89.4%	87.2%	86.3%	85.9%	81.0%	88.5%
Floor Worker	22.8%	33.8%	15.0%	22.9%	12.8%	29.8%	21.9%
Helper	12.8%	15.6%	17.2%	22.8%	11.4%	35.6%	19.5%
Special skills/ Technical skill	0.6%	0.9%	8.3%	2.1%	22.4%	6.8%	6.3%
Delivery/ Logistics	7.2%	19.5%	12.2%	6.8%	6.4%	7.3%	9.5%
Cleaner/ Service	15.6%	30.2%	8.9%	30.4%	16.8%	9.8%	17.4%
Receptionist/ Greeter	1.7%	3.6%	2.2%	-	-	-	1.3%
Supervisor/ Sr.	1.7%	7.6%	-	-	0.5%	1.0%	1.5%

Positions/ Designations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Officer							
Back-end/ non- customer related (learn by observation entry position)	-	7.1%	-	-	-	-	0.8%
Data Entry	-	7.6%	0.6%	-	-	-	1.0%

## 5.2 Required educational qualification of young employees for retail jobs

The findings show that 38% of the employees have completed at least HSC while another 35% have between primary to pre-secondary level education (Class 1-10). Those employees who are working in Mobile phone and mobile accessories; supermarkets, hypermarkets, groceries and convenience stores, and furniture industries have a high percentage of employees who have completed at least HSC. This clearly indicates that those candidates who have completed their HSC/graduation have higher possibility in getting a job in the mobile phone and mobile accessories, supermarkets, hypermarkets, groceries and convenience stores and furniture stores.

It was found that the percentage of graduates and postgraduates are the lowest among the employees surveyed (4% each), where only employees from electrical and electronics industries are graduates and postgraduates. The clothing and footwear industry also have some employees with graduation, while supermarkets, hypermarkets, grocery and convenience store industry have some employees with post-graduation.

Table 19: Level of education of employees in the six different industries (Total sample size n = 48)

Industries	No Education	Primary to Pre- Secondary (Class 1-10)	Secondary (SSC to Inter 2nd year)	Higher Secondary (HSC to bachelor drop- out)	Graduation	Post- graduation
Clothing and footwear	0%	50%	25%	13%	13%	0%
Supermarkets, hypermarkets, Groceries and convenience stores	0%	38%	0%	50%	0%	13%
Electrical and electronics	0%	25%	25%	25%	13%	13%
Food products (Sweet, Confectionery, Bakery)	0%	50%	38%	13%	0%	0%
Mobile phone and mobile accessories	0%	13%	13%	75%	0%	0%

Industries	No Education	Primary to Pre-Secondary (Class 1-10)	Secondary (SSC to Inter 2nd year)	Higher Secondary (HSC to bachelor drop-out)	Graduation	Post-graduation
Furniture and furnishing stores	0%	38%	13%	50%	0%	0%
Over all	0%	35%	19%	38%	4%	4%

## 5.3 Key skill requirements/eligibility criteria in different positions across the six industries

### 5.3.1 Clothing and footwear industry

Most retailers from the clothing and footwear industry value previous job experience (76.2%) for product managers, and agility for sr. salesperson (74.5%). Both intelligence and endurance are highly prioritised by clothing and footwear retailers in most of the positions they offered, while there is also a moderately high demand for agility and learning aptitude for young recruits.

Table 20: Key skills/ requirements sought in young recruits in clothing and footwear retail industry

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Floor Worker	Helper
Education	71.4%	63.8%	57.3%	42.9%	17.6%
Intelligence	76.2%	63.8%	62.4%	52.4%	17.6%
Endurance	42.9%	70.2%	63.2%	76.2%	58.8%
Tendency to stay on boarded	19.0%	21.3%	18.8%	19.0%	11.8%
Previous job experience	76.2%	44.7%	33.3%	23.8%	23.5%
Training/Specialized training	28.6%	10.6%	13.7%	19.0%	17.6%
Friendliness	28.6%	48.9%	56.4%	28.6%	41.2%
Agility	47.6%	74.5%	53.8%	71.4%	52.9%
Low salary range	19.0%	31.9%	46.2%	66.7%	58.8%
Learning aptitude	33.3%	46.8%	46.2%	76.2%	58.8%
Ability to work well under pressure	28.6%	40.4%	40.2%	66.7%	52.9%
Willingness and dedication	14.3%	29.8%	25.6%	42.9%	23.5%
Efficiency	-	17.0%	7.7%	-	-
Base (n)	21	47	117	21	17

### 5.3.2 Supermarkets, hypermarkets, Groceries and convenience stores industry

The supermarket, hypermarket, grocery and convenience store industry favour endurance the most in recruits for both the jr. and sr. salesperson positions, floor workers, and cleaners/service workers, while agility is preferred for helpers. This industry also had more positions for young recruits such as POS/Cashier attendant and delivery/logistics person. An essential requirement for the POS/cashier position is education (91.7%) while endurance, agility, and ability to work under pressure are valued for the delivery/logistics position.



Table 21: Key skills/ requirements sought in young recruits in supermarkets, hypermarkets, groceries retail industry

Criteria	POS/ Cashier	Sr. salesperson	Jr. salesperson	Floor Worker	Helper/ Errands person	Delivery/ Logistics	Cleaner/ Service
Education	91.7%	35.3%	39.4%	78.9%	30.0%	40.0%	27.8%
Intelligence	58.3%	37.3%	42.3%	73.7%	20.0%	40.0%	33.3%
Endurance	50.0%	84.3%	72.1%	89.5%	55.0%	93.3%	77.8%
Tendency to stay on boarded	25.0%	29.4%	16.3%	21.1%	20.0%	6.7%	22.2%
Previous job experience	25.0%	64.7%	40.4%	26.3%	35.0%	33.3%	44.4%
Training/Specialized training	41.7%	21.6%	8.7%	26.3%	15.0%	13.3%	38.9%
Friendliness	41.7%	49.0%	44.2%	63.2%	40.0%	53.3%	44.4%
Agility	66.7%	62.7%	55.8%	63.2%	75.0%	60.0%	66.7%
Low salary range	50.0%	29.4%	29.8%	42.1%	40.0%	53.3%	61.1%
Learning aptitude	41.7%	37.3%	39.4%	63.2%	60.0%	46.7%	61.1%
To work well under pressure	41.7%	47.1%	39.4%	63.2%	55.0%	66.7%	50.0%
Willingness and dedication	33.3%	35.3%	36.5%	36.8%	30.0%	33.3%	44.4%
Efficiency	16.7%	25.5%	8.7%	5.3%	5.0%	13.3%	11.1%
Base (n)	12	51	104	19	20	15	18

### 5.3.3 Electrical and electronics industry

The electrical and electronics industry gives priority to endurance, education and intelligence for both of the sales positions, while possessing endurance is the most sought skill for floor workers and delivery workers, which is understandable as the workers deal with heavy items.

Table 22: Key skills/ requirements sought in young recruits in electrical and electronics retails industry

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Floor Worker	Helper/ Errands person	Delivery/ Logistics
Education	57.1%	52.7%	55.2%	41.2%	31.6%	21.4%
Intelligence	57.1%	43.6%	52.4%	41.2%	21.1%	28.6%
Endurance	50.0%	63.6%	68.6%	82.4%	63.2%	92.9%
Tendency to stay on boarded	7.1%	18.2%	14.3%	23.5%	26.3%	21.4%
Previous job experience	92.9%	45.5%	31.4%	17.6%	10.5%	42.9%
Training/Specialized training	28.6%	20.0%	10.5%	11.8%	10.5%	7.1%
Friendliness	21.4%	40.0%	46.7%	17.6%	47.4%	42.9%
Agility	35.7%	49.1%	45.7%	58.8%	57.9%	42.9%
Low salary range	7.1%	20.0%	27.6%	58.8%	57.9%	50.0%
Learning aptitude	14.3%	36.4%	41.9%	52.9%	73.7%	50.0%
Ability to work well under pressure	28.6%	34.5%	31.4%	64.7%	36.8%	21.4%
Willingness and dedication	28.6%	25.5%	28.6%	47.1%	52.6%	42.9%

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Floor Worker	Helper/Errands person	Delivery/Logistics
Efficiency	7.1%	32.7%	11.4%	5.9%	5.3%	7.1%
Base (n)	14	55	105	17	19	14

### 5.3.4 Food products (Sweet, Confectionery, Bakery) industry

Retailers from this industry also value endurance, and agility the most in jr. salespeople and sr. salespeople positions. Friendliness is also a coveted trait among jr. salespeople. Education is also a key requirement for positions of product managers and sr. salespeople in the food products industry. This industry requires more cleaners/service workers than others as indicated by the higher number of respondents. This is consistent with the IDI findings where retailers said that the norm in the industry is to eventually train cleaner/service people to work as floor workers, helpers or even junior salespeople.

Table 23: Key skills/ requirements sought in young recruits in food products retail industry

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Floor Worker	Helper/Errands person	Delivery/Logistics	Cleaner/Service
Education	83.3%	51.0%	46.6%	50.0%	20.0%	10.0%	23.3%
Intelligence	55.6%	45.1%	44.7%	50.0%	32.0%	10.0%	50.0%
Endurance	72.2%	74.5%	72.8%	72.7%	68.0%	70.0%	73.3%
Tendency to stay on boarded	27.8%	25.5%	24.3%	27.3%	16.0%	20.0%	20.0%
Previous job experience	72.2%	60.8%	37.9%	40.9%	56.0%	40.0%	23.3%
Training/Specialized training	27.8%	13.7%	7.8%	27.3%	12.0%	10.0%	6.7%
Friendliness	50.0%	43.1%	49.5%	45.5%	40.0%	40.0%	30.0%
Agility	38.9%	62.7%	49.5%	63.6%	48.0%	60.0%	46.7%
Low salary range	22.2%	23.5%	37.9%	68.2%	60.0%	40.0%	76.7%
Learning aptitude	50.0%	39.2%	47.6%	86.4%	60.0%	60.0%	50.0%
To work well under pressure	38.9%	37.3%	42.7%	68.2%	48.0%	90.0%	36.7%
Willingness and dedication	27.8%	39.2%	39.8%	40.9%	44.0%	30.0%	50.0%
Efficiency	11.1%	27.5%	13.6%	4.5%	16.0%	-	16.7%
Base (n)	18	51	103	22	25	10	30

### 5.3.5 Mobile phone and mobile accessories industry

Education, intelligence, and endurance are the primary things that retailers from the mobile phones and accessories industry prioritise in salespeople, where candidates with education and previous job experience are highly sought for senior sales positions.

Table 24: Key skills/ requirements sought in young recruits in mobile phone and mobile accessories retail industry

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Helper/Errands person	Special skills/Technical skill
Education	72.7%	69.8%	61.7%	56.3%	68.2%
Intelligence	63.6%	60.4%	67.3%	43.8%	40.9%

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Helper/ Errands person	Special skills/ Technical skill
Endurance	63.6%	64.2%	56.1%	62.5%	59.1%
Tendency to stay on boarded	-	20.8%	9.3%	6.3%	9.1%
Previous job experience	81.8%	50.9%	37.4%	12.5%	31.8%
Training/Specialized training	27.3%	24.5%	12.1%	6.3%	18.2%
Friendliness	27.3%	58.5%	52.3%	50.0%	40.9%
Agility	36.4%	52.8%	48.6%	68.8%	72.7%
Low salary range	45.5%	20.8%	36.4%	81.3%	36.4%
Learning aptitude	27.3%	30.2%	48.6%	75.0%	45.5%
To work well under pressure	18.2%	24.5%	25.2%	6.3%	45.5%
Willingness and dedication	-	30.2%	21.5%	31.3%	36.4%
Efficiency	-	24.5%	7.5%	-	40.9%
Base (n)	11	53	107	16	22

### 5.3.6 Furniture and furnishing stores industry

It was found that education is only highly valued for product managers in this industry, while endurance is a key requirement for all the different positions retailers offer to young people in this industry. This is consistent with the IDI findings where retailers attributed this trend to the fact that their products are heavy and require a substantial amount of physical strength to manoeuvre. They also commented that the nature of the job does not really prioritise educational qualifications for young workers as they can learn on the job.

Table 25: Key skills/ requirements sought in young recruits in furniture and furnishing industry

Criteria	Product manager/Stacker	Sr. salesperson	Jr. salesperson	Floor Worker	Helper/ Errands person	Special skills/ Technical skill	Delivery / Logistics
Education	71.4%	40.0%	37.5%	52.4%	16.7%	21.4%	6.7%
Intelligence	42.9%	38.2%	53.1%	47.6%	22.9%	21.4%	-
Endurance	71.4%	78.2%	80.2%	81.0%	85.4%	92.9%	80.0%
Tendency to stay on boarded	21.4%	18.2%	14.6%	19.0%	18.8%	28.6%	-
Previous job experience	71.4%	56.4%	42.7%	19.0%	29.2%	71.4%	60.0%
Training/Specialized training	28.6%	14.5%	10.4%	9.5%	8.3%	21.4%	-
Friendliness	42.9%	52.7%	46.9%	28.6%	25.0%	57.1%	40.0%
Agility	50.0%	49.1%	47.9%	57.1%	50.0%	64.3%	40.0%
Low salary range	14.3%	23.6%	25.0%	57.1%	56.3%	28.6%	26.7%
Ability to learn fast	28.6%	34.5%	35.4%	57.1%	54.2%	35.7%	20.0%
To work well under pressure	28.6%	34.5%	29.2%	47.6%	22.9%	42.9%	26.7%
Willingness and dedication	14.3%	29.1%	26.0%	14.3%	35.4%	35.7%	20.0%
Efficiency	7.1%	27.3%	14.6%	4.8%	8.3%	21.4%	6.7%
Base (n)	14	55	96	21	48	14	15

## 5.4 Skills that employers seek but are unable to find among the recruits

To a large percentage of retailers (68.5%) the inability of the sales force to achieve sales target is a major weakness or skills gap. However, it is a composite indicator, and the underlying reasons or skill gaps for not achieving sales targets are manifested in the rest of the challenges identified by the respondents. Of the respondents, 64% from all the six industries noted the lack of product knowledge among the staffs as a challenge while another 54% identified weak communications skills as a challenge. Also, a considerable percentage of the respondents reported that they look for efficiency and dedication in young workers (51.5%). Depth of product knowledge is identified as a gap by the retailers in the electrical and electronics industry (69%), followed by the clothing and footwear, food products and mobile phones and accessories industries. The highest percentage of respondents who reported ability to reach sales targets to be lacking in young workers are in the clothing and footwear industry (80%), followed by the electrical and electronics industry. Small percentage of the retailers (6.4%) reported that technical skills or specialised skills are lacking among young workers.

Table 26: Skills/abilities sought by employers and found lacking among young workers (Sample size n= 120 for each industry)

Types of skills/abilities	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Ability to reach daily sales target	80.0%	64.2%	70.0%	69.2%	67.5%	60.0%	68.5%
Ability to communicate and serve customers	58.3%	52.5%	50.0%	56.7%	56.7%	51.7%	54.3%
Depth of product knowledge	65.8%	60.8%	69.2%	65.0%	65.0%	61.7%	64.6%
Good education/ experience in related field	35.8%	30.8%	37.5%	33.3%	40.8%	31.7%	35.0%
Motivated and ambition	21.7%	20.8%	22.5%	25.0%	26.7%	15.8%	22.1%
Efficiency and dedication	54.2%	45.8%	51.7%	50.8%	52.5%	54.2%	51.5%
Loyalty/ lack of turnover	21.7%	16.7%	21.7%	21.7%	25.0%	17.5%	20.7%
Technical skill/ specialized skill (butchery/ software/ etc.)	6.7%	4.2%	8.3%	5.0%	6.7%	7.5%	6.4%
Pleasant attitude and willingness	40.0%	30.8%	34.2%	41.7%	33.3%	32.5%	35.4%
Knowledge of job and social etiquette	10.8%	17.5%	19.2%	26.7%	16.7%	16.7%	17.9%
Ability to work under pressure	24.2%	30.0%	30.0%	30.0%	17.5%	26.7%	26.4%

## 5.5 Challenges faced by the employees in the retail sector

According to the employees who were surveyed, most reported that the most challenging aspect of their job is meeting the daily sales targets (67%) which is consistent with also being the skill/ability retailers found most lacking in and would like to see being developed. This strongly indicates that the ability to reach daily sales targets is a skill/ability that is highly demanded by both employers and employees alike. Another challenge that is frequently faced by the employees is difficulty in communicating with customers. Moreover, as 33% employees also reported bad behaviour/attitude from customers as another challenge, it further validates the demand for improved communication and customer management skills among employees.

Table 27: Challenges faced by the employees while fulfilling jobs in general (Total sample size n = 48)

Challenges	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Difficulty in reaching daily sales target	63%	38%	100%	50%	88%	63%	67%
Difficulty in communicating with the customer	50%	50%	63%	25%	38%	75%	50%
Lack of product knowledge	13%	13%	-	0%	25%	13%	10%
Lack of education/experience in related field	25%	13%	-	-	-	13%	8%
Bad attitude from customers/Difficult customers	38%	13%	25%	50%	50%	25%	33%
Difficulty in communicating with co-workers	50%	-	13%	-	13%	25%	17%
Transportation to and from work	13%	38%	38%	38%	13%	38%	29%
Lack of technical skill/specialized skill	38%	50%	25%	38%	38%	25%	35%

## Chapter 6: Willingness of employers to recruit trained youth, people with disabilities, women and transgender in the retail sector

This section examines the willingness of employers towards hiring trained young workers, women, people with disabilities, and transgender people in terms of attitude towards recruiting such employees, the advantages and/or disadvantages that come with it, and future willingness. Moreover, the status of assistive facilities that the surveyed retail enterprises currently have in place for women, people with disabilities and transgender employee is also discussed in this section.

### 6.1 Willingness of employers to recruit skilled youth or graduates

More than 90% of the retailers from each of the six retail industries were found to have preference for skilled labour. Sixty one percent (61%) of the mobile phone and mobile accessories retailers prefer skilled graduates. The preference for skilled graduates is lowest among the furniture and furnishing stores (33.6%). As per the objective of the study, a list of employers willing to recruit trained youth can be found in Annex 2.5.

Table 28: Willingness of employers to recruit skilled labours and young graduates

Industries	Yes, skilled labours	Yes, skilled graduates	Base (n)
Clothing and footwear	96.6%	52.1%	117
Supermarkets, hypermarkets, Groceries and convenience stores	95.7%	42.6%	115
Electrical and electronics	96.5%	51.3%	115
Food products (Sweet, Confectionery, Bakery)	92.1%	50.0%	114
Mobile phone and mobile accessories	94.9%	61.0%	118
Furniture and furnishing stores	97.4%	33.6%	116
Overall	95.5%	48.5%	695

#### 6.1.1 Reason to prefer skilled /trained graduates

Among the retailers who said that they prefer to recruit skilled labour and/or graduates, 83.2% said that their preference is because skilled workers achieve their set targets more efficiently, while 54.1% said that they prefer it since they do not have to waste time in training them. Another major reason for recruiting them, as stated by the retailers is that the position requires specific technical/ hard skills (48.1%).

Table 29: Reasons to prefer skilled labour/trained graduates

Reasons	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Skilled labour achieves their set targets more efficiently	88.0%	86.1%	85.2%	73.7%	82.2%	83.6%	83.2%
I do not have to waste time in training them	53.0%	56.5%	50.4%	51.8%	61.9%	50.9%	54.1%
The job requires specific technical/hard skills	43.6%	45.2%	50.4%	47.4%	49.2%	52.6%	48.1%
The skills/education helps the workers to communicate and serve the customer better	47.9%	47.8%	40.0%	39.5%	44.9%	61.2%	46.9%
Graduates have better soft skills	34.2%	22.6%	27.8%	29.8%	36.4%	14.7%	27.6%
Graduates have better social and job etiquette	34.2%	25.2%	27.8%	31.6%	34.7%	12.1%	27.6%
Motivates the other employees	25.6%	18.3%	14.8%	22.8%	23.7%	6.9%	18.7%
Work is more efficient with special/technical skills	27.4%	16.5%	23.5%	14.0%	25.4%	14.7%	20.3%
Graduates are more efficient	18.8%	18.3%	14.8%	16.7%	22.9%	12.9%	17.4%
Base (n)	117	115	115	114	118	116	695

On the other hand, out of the retailers who did not prefer to recruit skilled labour/ graduates, 92% said that they did not prefer it because the kind of work performed does not require any skilled labour or graduates. Twenty eight percent (28%) of the retailers also said it is due to the salary range of skilled labour/ graduates being higher, while 24% reported that it is because the benefit is not cost worthy.

Table 30: Reasons behind not preferring skilled labour/trained graduates

Industries	Salary range is too high	The benefit is not cost worthy	The kind of work performed do not require any skilled or graduates	It was found to make not much difference	I prefer to train my own employees	Trained employees tend to leave	Graduates tend to leave job	Base (n)
Clothing and footwear	66.7%	66.7	100.0%	33.3%	66.7%	66.7%	33.3%	3
Supermarkets, hypermarkets, Groceries and convenience stores	0.0%	20.0	100.0%	-	-	-	-	5

Industries	Salary range is too high	The benefit is not cost worthy	The kind of work performed do not require any skilled or graduates	It was found to make not much difference	I prefer to train my own employees	Trained employees tend to leave	Graduates tend to leave job	Base (n)
Electrical and electronics	20.0%	20.0	100.0%	20.0%	20.0%	-	-	5
Food products (Sweet, Confectionery, Bakery)	50.0%	33.3	100.0%	28.6%	28.6%	42.9%	14.3%	6
Mobile phone and mobile accessories	50.0%	-	50.0%	-	-	-	-	2
Furniture and furnishing stores	-	-	75.0%	-	25.0%	25.0%	-	4
Overall	28.0%	24.0%	92.0%	15.4%	23.1%	23.1%	7.7%	25

### 6.1.2 Cost associated with hiring trained labour/graduates

Out of the retailers who said that they preferred skilled labour or graduates, only 12.4% said that no extra cost is associated in hiring skilled labour or graduates. Among the retailers of supermarkets, hypermarkets, groceries and convenience stores, 15.7% said that no extra cost is associated with hiring skilled labour or graduates; while only 8.5% of the mobile phone and mobile accessories retailers noted the same. Among the retailers who said that there are extra costs associated, 95.9% said that it is for skilled labours, while only 42% said that it is for graduates. Among the mobile phone and mobile accessories retailers, 54.6% said that extra cost is associated with hiring graduates, while only 25.2% of the Furniture and furnishing stores said the same.

Table 31: Cost associated with hiring skilled labour/graduates

Industries	Yes, extra cost associated for skilled labour	Yes, extra cost associated for graduates	Base (n)
Clothing and footwear	95.2%	42.9%	105
Supermarkets, hypermarkets, Groceries and convenience stores	97.9%	40.2%	97
Electrical and electronics	96.9%	48.0%	98
Food products (Sweet, Confectionery, Bakery)	92.9%	40.8%	98
Mobile phone and mobile accessories	94.4%	54.6%	108
Furniture and furnishing stores	98.1%	25.2%	103
Overall	95.9%	42.0%	609

Findings revealed that the average cost retailers associated with hiring skilled workers/graduates is around BDT 3,603. The average cost reported is highest for furniture and furnishing stores at BDT 4,592, while the lowest is recorded for supermarkets, hypermarkets, groceries and convenience stores at BDT 3,072.



Table 32: Average cost associated with hiring skilled labour/graduates (BDT/Month)

Industries	Average Cost	Base (n)
Clothing and footwear	3,724	105
Supermarkets, hypermarkets, Groceries and convenience stores	3,072	97
Electrical and electronics	3,827	98
Food products (Sweet, Confectionery, Bakery)	3,209	98
Mobile phone and mobile accessories	3,176	108
Furniture and furnishing stores	4,592	103
Overall	3,603	609

### 6.1.2.1 Cost sharing in hiring skilled labour/graduates

Out of the respondents who said that there are extra costs associated with hiring skilled labour/graduates, almost all the respondents said that they managed that cost on their own, while only 1% of respondents from supermarkets, hypermarkets, groceries and convenience stores industry said that the associated costs are funded by an NGO.

Table 33: Cost sharing in hiring skilled labour/graduates

Industries	Own/ company fund	Cost- sharing with Government	Funded by the Government	Cost- sharing with NGO	NGO funded	Base (n)
Clothing and footwear	100%	-	-	-	-	105
Electrical and electronics	100%	-	-	-	-	97
Food products (Sweet, Confectionery, Bakery)	100%	-	-	-	-	98
Furniture and furnishing stores	100%	-	-	-	-	98
Mobile phone and mobile accessories	100%	-	-	-	-	108
Supermarkets, hypermarkets, Groceries and convenience stores	100%	-	-	-	1%	103
Overall	100%	-	-	-	-	609

## 6.2 Willingness of employers to recruit women

### 6.2.1 Baseline status of recruitment of women

Of all the retailers surveyed, a mere 6% of retailers, across all industries, have at least one female employee. Among those retailers, it was found that clothing and footwear, and supermarket, hypermarket, groceries and convenience store retailers tend to hire more women on an average (about 2.1 and 8.5 women respectively) compared to the rest of the industries. The electrical and electronics industry was observed to employ women the least at 1%.

Table 34: Average number of women working in retail across the six industries (Total sample size n = 720)

Industries	No Female worker	1 and above Female workers	1 and above Female workers (Average)
Clothing and footwear	88%	12%	2.1
Electrical and electronics	99%	1%	1.0
Food products (Sweet, Confectionery, Bakery)	97%	3%	1.3
Furniture and furnishing stores	96%	4%	1.2
Mobile phone and mobile accessories	98%	3%	1.7
Supermarkets, hypermarkets, Groceries and convenience stores	87%	13%	8.5
Overall	94%	6%	4.3

## 6.2.2 Reasons for unwillingness to hire women

Of the retailers who said they were unwilling to hire women 69% said that it is because of safety and security reasons. This is also consistent with findings from the IDIs where key informants said that in order to ensure proper security and respect for female employees, retailers feel that they sometimes have to compromise efficiency of operations. For instance, key informants said that female employees usually have to reach their home by a certain time to ensure safety or to avoid objections from home. As a result, they reported hesitation in hiring them as one of the key duties of the workers is to stay a little late to close for the day. Another substantial percentage (57%) said that their unwillingness comes from the fact that they believe women generally have limited physical abilities such as strength and endurance when compared to men. This too is consistent with the findings above where endurance was reported as one of the most demanded skills/abilities needed in most of the positions that retailers offered in entry to semi-mid-level workers.

Table 35: Reasons for unwillingness to hire women

Reasons	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Limitations in physical labour	53%	63%	54%	61%	51%	65%	57%
Tends to leave the job when they get married	36%	33%	37%	36%	49%	32%	37%
Limitations due to timings (working hours)	39%	36%	38%	36%	32%	34%	36%
Security reasons	64%	64%	63%	78%	70%	72%	69%
Restriction from family	35%	33%	33%	44%	47%	49%	40%
Transportation issues	26%	35%	30%	47%	39%	34%	35%
Usually cannot work till closing time/time limitations	36%	31%	38%	34%	28%	26%	32%
Others	4%	3%	4%	2%	1%	1%	2%
Base (n)	95	75	101	97	102	92	562

### 6.2.3 Factors contributing to encourage future recruitment of women by the employers in the retail sector

When retailers who had never hired women were asked what would make them willing to recruit women in future, 51% of the respondents from the electrical and electronics industry said they would hire women if they possessed valuable skills needed for the job. Sixty percent (60%) of the respondents from the food products industry said the same, while 51% of the respondents from the mobile phone and accessories industry said it would depend on their tendency to stay onboarded i.e., they will not leave the job once they get married. A substantial portion of respondents from each industry also reported that their willingness to recruit women would increase if they did not have to arrange or manage transport or lodgings. Less than 10% respondents from each of the industry said that the type of job is not suitable or compatible for women, suggesting that they would need behavioural change about the capacity of the female workers to work in their outlet.

Table 36: Factors that will make employers willing to hire women in future

Factors	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores
Tendency to stay on-boarded (will not leave job after marriage)	37%	27%	46%	42%	51%	38%
Possesses valuable skills needed for the job	48%	63%	51%	60%	54%	58%
If managing their transportation and lodging is not my problem/issue	43%	40%	45%	48%	49%	36%
If they can fulfil the responsibilities of the job	36%	40%	41%	33%	29%	33%
Others	6%	7%	6%	7%	5%	9%
Base (n)	95	75	101	97	102	92

## 6.3 Willingness of employers to recruit people with disabilities

### 6.3.1 Baseline status of recruitment of people with disabilities

Only 2% respondents reported hiring people with disabilities, mostly retailers from food products and supermarkets, hypermarkets, groceries and convenience store industries. With the exception of the clothing and footwear industry, all the retailers who did recruit persons with disability said that they were still employed.

Table 37: Percentage of employers who recruited people with disability (Total sample size n = 720)

Industries	Never recruited	Yes, recruited
Clothing and footwear	98%	2%
Electrical and electronics	100%	0%
Food products (Sweet, Confectionery, Bakery)	96%	4%
Furniture and furnishing stores	99%	1%
Mobile phone and mobile accessories	100%	0%
Supermarkets, hypermarkets, Groceries and convenience stores	95%	5%
Overall	98%	2%

Table 38: Status of current employees with disabilities

Industries	Currently not employed	Yes, currently employed	Base (n)
Clothing and footwear	100%	-	2
Food products (Sweet, Confectionery, Bakery)	-	100%	5
Furniture and furnishing stores	-	100%	1
Supermarkets, hypermarkets, Groceries and convenience stores	-	100%	6
Overall	14%	86%	14

### 6.3.1.1 Positions offered to employees with disabilities in the retail stores

It was observed that among the 14 retailers who had hired people with disabilities, those in the clothing and footwear, and the food products industries placed them in sales positions. Other positions which people with disabilities are employed in are the helpers, IT/Data manager, floor worker, and cleaner/service worker and receptionist positions.

Table 39: Positions which people with disabilities were recruited in (Sample size n = 14)

Positions/ Designations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery , Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores
Sr. salesperson	50%	-	-	33%	-	-
Jr. salesperson	50%	33%	-	50%	-	-
Floor Worker	-	17%	-	-	-	-
Helper/Errands person	-	-	-	-	-	100%
Cleaner/ Service	-	17%	-	-	-	-
Receptionist/Greeter	-	-	-	17%	-	-
IT/Data manager	-	33%	-	-	-	-

### 6.3.1.2 Types of disability of hired employees with disabilities

Most retailers have people with physical disability (50%) and speech disability (29%). Other disabilities among the workers include intellectual disability and visual disability.

Table 40: Types of disability of people with disabilities who were recruited

Types of Disability	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Food products (Sweet, Confectionery, Bakery)	Furniture and furnishing stores	Overall
Intellectual Disability	-	-	20%	-	7%
Mental illness leading to disability	-	17%	-	-	7%
Physical Disability	50%	50%	60%	-	50%
Speech Disability	-	33%	20%	100%	29%
Visual Disability	50%	-	-	-	7%
Base (n)	2	6	5	1	14

### 6.3.1.3 Causes of turnover of employees with disabilities

When the retailers were asked about the causes of turnover of their employees with disabilities from their retail store, it was revealed that, only 2 respondents no longer had employees with disabilities as one could not fulfil the work due to physical limitation, and the other left due to personal reasons.

As the percentage of employees with disabilities is so low in general, the study purposively sampled people with disabilities or transgender employees whenever the opportunity arose. As such 21 employees with disabilities were identified among the employees interviewed. According to respondents, the challenge persons with disabilities face the most in the workplace was the ability to handle or understand customers (62%). They also identified inability to communicate with co-workers as a challenge. Other problems people with disabilities reported include feeling left out or the lack of social and job etiquette. It is important to note that a high percentage of respondents (52%) also reported that they were not provided with specialised orientation or SOP guidelines despite the fact that they had no previous work experience which posed as a challenge for them. Forty three percent (43%) said that they face issues with being given duties in the workplace which was not in the job description, which may have some relation to another problem they face, that the work was too tedious for persons with disabilities.

Table 41: Causes of turnover of employees with disabilities (Sample size n = 2)

Industries	They were unable to fulfil the required work due to physical limitations	They were unable to fulfil the required work due to soft skills limitations	They were unable to fulfil the required work due to education limitations	Customers were uncomfortable/complained	They were unable to fulfil the required work due to inaccessibility in the workplace	They left due to personal reasons	Other
Clothing and footwear	100%	-	-	-	-	100%	-
Electrical and electronics	-	-	-	-	-	-	-
Food products (Sweet, Confectionery, Bakery)	-	-	-	-	-	-	-

Industries	They were unable to fulfil the required work due to physical limitations	They were unable to fulfil the required work due to soft skills limitations	They were unable to fulfil the required work due to education limitations	Customers were uncomfortable/complained	They were unable to fulfil the required work due to inaccessibility in the workplace	They left due to personal reasons	Other
Furniture and furnishing stores	-	-	-	-	-	-	-
Mobile phone and mobile accessories	-	-	-	-	-	-	-
Supermarkets, hypermarkets, Groceries and convenience stores	-	-	-	-	-	-	-

Table 42: Challenges faced in the workplace by people with disabilities

Challenges	Clothing and footwear	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Furniture and furnishing stores	Mobile phone and mobile accessories	Supermarkets, hypermarkets, Groceries and convenience stores	Overall
Difficulty handling/understanding customers	100%	67%	75%	67%	50%	40%	62%
Difficulty communicating/understanding co-workers	100%	67%	50%	100%	25%	40%	57%
The work is too tedious/exhausting	50%	67%	25%	100%	50%	-	43%
I feel left out	-	-	-	100%	50%	40%	33%
Lack of knowledge of job/social etiquette	50%	67%	25%	67%	25%	20%	38%
Lack of social/work experience but no specialized orientation/SOP given	-	67%	75%	33%	75%	40%	52%
Salary not enough to maintain basic living cost	50%	33%	-	33%	-	-	14%
Lack of accessible bathroom	50%	33%	25%	33%	-	40%	29%
Roles given are not in line with job description	50%	67%	25%	-	75%	40%	43%
No ramp/ handle	-	33%	-	33%	-	-	10%
No audio/visual aid	-	-	25%	-	-	-	5%
Lack of sick leave/medical benefits	-	-	-	-	25%	-	5%
Base (n)	2	3	4	3	4	5	21

### 6.3.2 Reasons for unwillingness of the employers to recruit people with disabilities

The reasons for not wanting to hire persons with disabilities varied from industry to industry which is consistent with the earlier findings where the study found that different industries valued different abilities and skills. Among the retailers who did not hire people with disabilities, the highest (69.3%) said the nature of their business requires varied abilities. Again, this is consistent with the finding that endurance was the most common trait employers sought in workers in entry and semi-mid-level positions across all industries. The lowest percentage of respondents said that there were no such applicants while hiring, while 31.7% of respondents who did not hire people with disabilities said the cause of their unwillingness is because their workplace was not accessible for people with disabilities.

Table 43: Reasons for unwillingness of employers to hire people with disabilities (Sample size n = 706)

Reasons	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
The nature of the business requires varied physical abilities	71.2%	67.5%	67.5%	69.6%	65.8%	74.0%	69.3%
The roles of employees need to change according to demand	51.7%	35.1%	41.7%	38.3%	45.0%	36.1%	41.4%
There were no such applicants while recruiting	23.7%	16.7%	25.0%	26.1%	20.8%	15.1%	21.3%
The workplace is not accessible for people with disabilities	28.0%	40.4%	27.5%	36.5%	27.5%	31.1%	31.7%
Others	-	-	1.7%	-	-	0.8%	0.6%

### 6.3.3 Factors contributing to encourage future recruitment of people with disabilities by the employers in the retail sector

Most retailers reported that their willingness to hire people with disabilities will increase if an incentive from the government is provided for retailers who fill a disability quota (52%). On the other hand, 46% said that they would hire people with disabilities as long as they could fulfil the job requirements. Since a sizable percentage of the responses (40%) also said that the chance of hiring people with disabilities would increase if there was an addition of disability friendly working positions, it seems that the most thing that is keeping employers from hiring more people with disabilities is the fact that roles in the retail industry tend to be very physically demanding and interchangeable and according to key informants most employers feel that it is likely that people with disabilities will not be able to fulfil the required tasks. They reported that the nature of their work requires workers to manage a variety of tasks that can range from climbing stairs to lifting/carrying heavy objects to managing a cash counter to interacting with customers. Some retailers require one employee to do several of those duties at different points of the operating hours as in many cases it is considered inefficient to have separate employees fixed to one specific role.

Table 44: Factors that will make employers willing to recruit people with disabilities in future (Total sample size n = 720)

Factors	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
They can fulfill the job responsibilities	51%	45%	45%	42%	48%	44%	46%
Addition of disable friendly working position	38%	41%	39%	38%	43%	40%	40%
Incentive from govt. if disability quota is filled	55%	50%	50%	52%	53%	53%	52%
They have a specialized skill required for the job	30%	33%	31%	36%	41%	29%	33%
As a CSR (Corporate social responsibility) activity	10%	16%	11%	14%	8%	9%	11%
Others	2%	4%	2%	1%	3%	3%	3%

Employees of retail enterprises were also asked about their level of comfort regarding working with people with disabilities, where it was found that out of the 27 employees who are found working alongside employees with disabilities, 74% employees are neutral about it. Only eleven (11%) said they are uncomfortable. Of them, two respondents reported that they believe people with disabilities are not able to fulfil the job requirements properly while the other respondent reported that they have to share the workload of the employees with disability. Most employees with disabilities (71%) reported that their work environment would be improved if they were treated with respect, while 67% said that if they received specialised training, their challenges would be reduced. Other factors which could be improved for employees with disability are better communication skills and an accessible toilet in the workplace.

Table 45: Percentage of employees' comfort level of working alongside people with disabilities

Industries	Comfortable	Neutral	Uncomfortable	Base (n)
Clothing and footwear	17%	83%	0%	6
Supermarkets, hypermarkets, Groceries and convenience stores	33%	67%	0%	3
Electrical and electronics	40%	60%	0%	5
Food products (Sweet, Confectionery, Bakery)	0%	75%	25%	4
Mobile phone and mobile accessories	0%	100%	0%	4
Furniture and furnishing stores	0%	60%	40%	5
Overall	15%	74%	11%	27



Table 46: Reasons why employees are uncomfortable with working alongside people with disabilities

Industries	I feel that they will not be able to carry out the job responsibilities	I will feel anxious/ uneasy around them	I feel that I will have to share a lot of their workload	Base (n)
Clothing and footwear	-	-	-	0
Supermarkets, hypermarkets, Groceries and convenience stores	-	-	-	0
Electrical and electronics	-	-	-	0
Food products (Sweet, Confectionery, Bakery)	-	-	100%	1
Mobile phone and mobile accessories	-	-	-	0
Furniture and furnishing stores	100%	50%		2
Overall	67%	33%	33%	3

Table 47: Factors that can be improved for people with disabilities in the workplace according to employees

Industries	If I am given a specialized training	If I am treated with respect	If I had an accessible toilet	If the workplace had ramps	If I could communicate better	If my workplace had audio/visual aid	If my salary is enough for me to afford a living near my workplace	No need	Base (n)
Clothing and footwear	50%	50%	50%	50%	50%	100%	50%	0%	2
Electrical and electronics	33%	67%	33%	67%	67%	67%	33%	0%	3
Food products (Sweet, Confectionery, Bakery)	50%	75%	25%	50%	100%	0%	25%	0%	4
Furniture and furnishing stores	100%	67%	100%	67%	67%	33%	33%	0%	3
Mobile phone and mobile accessories	75%	75%	25%	25%	50%	0%	25%	25%	4
Supermarkets, hypermarkets, Groceries and convenience stores	80%	80%	40%	0%	20%	0%	20%	0%	5
Overall	67%	71%	43%	38%	57%	24%	29%	5%	21

## 6.4 Willingness to recruit people from the transgender community in the retail sector by the employers

### 6.4.1 Baseline status of recruitment of transgender employees

Not a single respondent among the retailers had ever recruited people from the transgender community. The qualitative interviews with early adopters and prominent members from the transgender community gave insight to some issues regarding the challenges of the people from the transgender community. This includes lack of designated toilet space, harassment from co-workers and reluctance of employers to place transgender people in customer centric positions. According to key informants, transgender workers prefer to use the female toilet as they feel uncomfortable using the same bathroom as men. However, female workers are also uncomfortable with using the same toilet facilities as transgender workers. The key informants also mentioned the need for lodging facilities for people from transgender communities in proximity to the workplace. According to IDIs, people from the transgender community are still unaccepted by most people in the country and as a result they cannot arrange or rent accommodation as per their convenience. In order to realistically engage them in the workforce, retailers and development workers need to note this factor and offer solutions to these issues.

Table 48: Percentage of employers who recruited transgender employees (Total sample size n = 720)

Industries	Yes	No
Clothing and footwear	-	100%
Supermarkets, hypermarkets, Groceries and convenience stores	-	100%
Electrical and electronics	-	100%
Food products (Sweet, Confectionery, Bakery)	-	100%
Mobile phone and mobile accessories	-	100%
Furniture and furnishing stores	-	100%
Overall	-	100%

### 6.4.2 Reasons for unwillingness of the employers to recruit transgender

Most of the respondents of this study said reasons for not wanting to recruit transgender workers are because they felt that customers will be uncomfortable or unaccepting (78.3%), and/or that it would make the other employees uncomfortable (49%). Another 36% feared that transgender employees might be unaware of job etiquette. All those reasons are consistent with the findings of the IDIs conducted. Moreover, the data from the employees' survey also corroborated these findings, where 63% of respondents confirmed that they would be uncomfortable working with people from the transgender community.

Table 49: Reasons for unwillingness of the employers to recruit transgender

Industries	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Customers will be uncomfortable/unaccepting	78.3%	70.8%	71.7%	80.0%	73.3%	75.0%	74.9%
They will be unable to fulfil the required work due to soft skills limitations	21.7%	28.3%	19.2%	20.8%	27.5%	15.8%	22.2%
They will be unable to fulfil the required work due to education limitations	16.7%	12.5%	10.0%	16.7%	15.8%	10.0%	13.6%
Co-workers will be uncomfortable/unaccepting	49.2%	35.8%	40.8%	42.5%	45.8%	42.5%	42.8%
There will be limitations in placement as acceptance level of customers vary geographically	7.5%	8.3%	9.2%	8.3%	12.5%	7.5%	8.9%
Salary will be not enough to maintain basic living cost	7.5%	5.0%	4.2%	3.3%	5.8%	5.8%	5.3%
They will leave due to personal reason	7.5%	6.7%	3.3%	4.2%	5.8%	5.8%	5.6%
They might unaware of job etiquette	36.7%	38.3%	34.2%	37.5%	33.3%	38.3%	36.4%
They will be uncomfortable	12.5%	12.5%	8.3%	10.8%	10.0%	12.5%	11.1%
No separate lavatory	6.7%	10.8%	7.5%	5.8%	10.0%	12.5%	8.9%
Base (n)	120	120	120	120	120	120	720

Table 50: Level of comfort among employees regarding working with people from the transgender community (Total sample size n = 48)

Industries	Comfortable	Neutral	Uncomfortable
Clothing and footwear	-	88%	13%
Supermarkets, hypermarkets, Groceries and convenience stores	-	38%	63%
Electrical and electronics	-	38%	63%
Food products (Sweet, Confectionery, Bakery)	-	50%	50%
Mobile phone and mobile accessories	13%	50%	38%
Furniture and furnishing stores	-	38%	63%
Overall	2%	50%	48%

Table 51: Reasons for discomfort among employees regarding working with people from the transgender community

Industries	I have been harassed by/had a bad experience with the community before	I will feel anxious/ uneasy around them	I feel that customers will be unaccepting and create a fuss	I do not want to share bathroom or personal space with them	Base (n)
Clothing and footwear	100%	100%	100%	-	1
Supermarkets, hypermarkets, Groceries and convenience stores	80%	80%	40%	40%	5
Electrical and electronics	80%	100%	100%	40%	5
Food products (Sweet, Confectionery, Bakery)	50%	75%	75%	50%	4
Mobile phone and mobile accessories	100%	67%	100%	-	3
Furniture and furnishing stores	100%	80%	80%	-	5
Overall	83%	83%	78%	26%	23

### 6.4.3 Factors that might encourage future recruitment of transgender community by the employers in the retail sector

The willingness of employers to recruit people from the transgender community seems to depend on the social acceptability of having a transgender employee as the data shows that 53.8% retailers said they would be willing to hire transgender if everyone else was doing it too. The other factors that could influence willingness are- incentive from the government to fill a disadvantaged group quota (47.5%) and specialized skill (33.6%) among the transgender people.

Table 52: Future willingness of employers to recruit transgender

Industries	If everyone else is doing it	Incentive from govt. if disadvantaged group quota is filled	If they have a specialized skill required for the job	As CSR activity	The company will never recruit	Base (n)
Clothing and footwear	52.5%	51.7%	30.8%	7.5%	1.7%	120
Supermarkets, hypermarkets, Groceries and convenience stores	52.5%	45.8%	35.0%	9.2%	5.0%	120
Electrical and electronics	58.3%	42.5%	30.8%	10.0%	7.5%	120
Food products (Sweet,	51.7%	49.2%	35.0%	10.8%	4.2%	120

Industries	If everyone else is doing it	Incentive from govt. if disadvantaged group quota is filled	If they have a specialized skill required for the job	As CSR activity	The company will never recruit	Base (n)
Confectionery, Bakery)						
Mobile phone and mobile accessories	55.8%	49.2%	35.0%	10.0%	5.8%	120
Furniture and furnishing stores	51.7%	46.7%	35.0%	7.5%	4.2%	120
Overall	53.8%	47.5%	33.6%	9.2%	4.7%	720

## 6.5 Status of facilities provided for people with disabilities, women and transgender communities by employers in the retail sector

### 6.5.1 Status of available assistive technology and accessible facilities for people with disability, women and transgender

In terms of having a disability friendly work environment for employees, the study examined assistive facilities that retail enterprises currently have in place. None of the 14 retailers surveyed provide accessible communication or assistive technology such as screens magnifier/braille/large print/audio/sign language support/etc. Only 4% retailers provide wheelchair ramps, which was most prevalent among retailers from the mobile phones and accessories industry. 94% retailers do not provide separate and/accessible bathrooms for women, people with disabilities or transgender workers, and only 6% have the provisions for men and women separately. Ninety-six percent (96%) employers were found to not provide separate/accessible lodging for their employees.

Table 53: Availability of assistive technology and accessible communication for people with disability

Industries	Assistive technology		Provide accessible communication		Base (n)
	Yes	No	Yes	No	
Clothing and footwear	-	100%	-	100%	2
Food products (Sweet, Confectionery, Bakery)	-	100%	-	100%	5
Furniture and furnishing stores	-	100%	-	100%	1
Supermarkets, hypermarkets, Groceries and convenience stores	-	100%	-	100%	6
Overall	-	100%	-	100%	14

Table 54: Availability of accessible/separate lavatory for people with disabilities and different genders at the workplace (Total sample size n = 720)

Industries	No, the workplace does not have an accessible/separate lavatory for people with disabilities and different genders	Yes, for people with disability	Yes, for male and female	Yes, for transgender
Clothing and footwear	91%	-	9%	-
Supermarkets, hypermarkets, Groceries and convenience stores	96%	-	4%	-
Electrical and electronics	97%	-	3%	-
Food products (Sweet, Confectionery, Bakery)	96%	-	4%	-
Mobile phone and mobile accessories	96%	-	4%	-
Furniture and furnishing stores	88%	-	13%	-
Overall	94%	-	6%	-

Table 55: Availability of accessible/separate lodging for people with disability and different genders at the workplace (Total sample size n = 720)

Industries	No, the workplace does not have accessible/separate lodging for people with disabilities and different genders	Yes, for people with disability	Yes, for male and female	Yes, for transgender
Clothing and footwear	93%	0%	7%	0%
Electrical and electronics	98%	0%	3%	0%
Food products (Sweet, Confectionery, Bakery)	100%	0%	0%	0%
Furniture and furnishing stores	96%	0%	4%	0%
Mobile phone and mobile accessories	98%	0%	3%	0%
Supermarkets, hypermarkets, Groceries and convenience stores	93%	0%	8%	0%
Overall	96%	0%	4%	0%

Table 56: Availability of wheelchair ramps/lifts at the workplace (Total sample size n = 720)

Industries	Yes	No
Clothing and footwear	7%	93%
Electrical and electronics	3%	98%
Food products (Sweet, Confectionery, Bakery)	-	100%
Furniture and furnishing stores	3%	97%
Mobile phone and mobile accessories	8%	92%
Supermarkets, hypermarkets, Groceries and convenience stores	3%	97%
Overall	4%	96%

## 6.5.2 Sensitization and training provided by employers to employees in the retail sector

Findings show that 28% retailers provide sensitization training regarding gender etiquette, while only 9% provide disability etiquette related sensitization training. Only retailers from the furniture, and supermarket, hypermarkets, groceries and convenience store industries provide both gender and disability etiquette-based training, while food product retailers were found to only provide disability etiquette-based training.

Table 57: Retailers who provide sensitization and training

Industries	Yes, disability etiquette	Yes, gender etiquette	No	Base (n)
Clothing and footwear	-	13%	88%	16
Electrical and electronics	-	-	100%	1
Food products (Sweet, Confectionery, Bakery)	11%	-	89%	9
Furniture and furnishing stores	17%	33%	50%	6
Mobile phone and mobile accessories	-	-	100%	3
Supermarkets, hypermarkets, Groceries and convenience stores	17%	61%	39%	18
Overall	9%	28%	68%	53

## 6.5.3 Specialized orientation training and support provided to the people with disabilities and transgender employees

In terms of providing specialized orientation training, of all the retailers who responded only 36% was found to offer such training for people with disabilities. Among those who did not provide it, a number of retailers (64%) said that they would consider providing specialised orientation training if the cost was borne by a third party. An equal number of retailers also said that they would consider if it was not too high. It is worth noting that 28% of the respondents said that they would be willing if providing such training created a good image for the company.

Table 58: Retailers who provide specialized orientation training and support

Industries	Yes, for people with disabilities	Yes, for transgender	No	Base (n)
Clothing and footwear	-	-	100%	2
Electrical and electronics	-	-	-	0
Food products (Sweet, Confectionery, Bakery)	20%	-	80%	5
Furniture and furnishing stores	100%	-	-	1
Mobile phone and mobile accessories	-	-	-	0
Supermarkets, hypermarkets, Groceries and convenience stores	50%	-	50%	6
Overall	36%	-	64%	14

Table 59: Factors that would make employers willing to provide sensitization training and orientation for people with disability and different genders

Industries	If the cost is borne by a third party/govt.	If the skills offered by people with disability/transgender community are valuable for the company	If the cost is not too high	Creates a good image for the company	If becomes a labour law requirement	Base (n)
Clothing and footwear	50%	21%	50%	21%	29%	14
Electrical and electronics	100%	-	100%	-	-	1
Food products (Sweet, Confectionery, Bakery)	63%	13%	88%	13%	25%	8
Furniture and furnishing stores	67%	-	33%	67%	-	3
Mobile phone and mobile accessories	33%	-	100%	33%	-	3
Supermarkets, hypermarkets, Groceries and convenience stores	100%	-	57%	43%	14%	7
Overall	64%	11%	64%	28%	19%	36



## Chapter 7: Employers who provide formal training to retail enterprises and are willing bear training costs

This section examines the training practices and needs of employers in terms of providing formal training, existing training facilities and the advantages and disadvantages of providing such training. It also discusses the willingness to bear formal training costs, and factors that can encourage such training.

### 7.1 Baseline status of training provided by retailers

Among the respondents, the highest percentage of retailers who provide in-house training are in the electrical and electronics, mobile phones and accessories and furniture and furnishing industries (between 40-45%), where the incidence is higher in Dhaka for mobile phones and accessories. Electrical and electronics, and furniture retailers in Chattogram were found to provide in house training more than retailers from any other industry or location.

Table 60: Percentage of retailers who provide in-house training (Sample size n = 30 for each industry in each location)

Industries	Dhaka & Gazipur	Khulna	Chattogram	Sylhet	Overall
Clothing and footwear	40.0%	30.0%	36.7%	50.0%	39.2%
Supermarkets, hypermarkets, Groceries and convenience stores	43.3%	20.0%	53.3%	36.7%	38.3%
Electrical and electronics	36.7%	26.7%	76.7%	40.0%	45.0%
Food products (Sweet, Confectionery, Bakery)	40.0%	30.0%	50.0%	30.0%	37.5%
Mobile phone and mobile accessories	50.0%	30.0%	53.3%	43.3%	44.2%
Furniture and furnishing stores	30.0%	26.7%	60.0%	43.3%	40.0%

#### 7.1.1 Type of in-house training provided to the employees

Among the respondents who did provide in house training, a mere 9.4% of retailers from all the industries reported giving only formal training. The type of training most given by retailers was informal (71.1%). Highest number of retailers that were found to provide formal training is in the food products (15.6%), clothing and footwear (14.9%), and furniture (12.5%) industries respectively. Additionally, among retailers who reported providing both formal and informal training, the highest percentages are in the electrical and electronics (29.6%), clothing and footwear (25.5%), and mobile phones and accessories (20.8%) industries respectively.

Based on the objectives of this study, namely objective 6, a list of the names and numbers of employers who reported to provide formal, and both formal and informal training was generated from the data gathered from the survey. The list which contains the information of 85 retail enterprises that provide formal training to their employees can be accessed from Annex 2 (Sec 2.2)

Table 61: Form of in-house training provided by retailers in the six industries

Industries	Formal	Informal	Both formal and informal	Base (n)
Clothing and footwear	14.9%	59.6%	25.5%	47
Supermarkets, hypermarkets, Groceries and convenience stores	4.3%	78.3%	17.4%	46
Electrical and electronics	7.4%	63.0%	29.6%	54
Food products (Sweet, Confectionery, Bakery)	15.6%	71.1%	13.3%	45
Mobile phone and mobile accessories	1.9%	77.4%	20.8%	53
Furniture and furnishing stores	12.5%	77.1%	10.4%	48
Overall	9.4%	71.1%	19.5%	293

### 7.1.2 Type of employees for whom the employers mostly arranged training for

About 49.8% of retailers reported that in house training is provided for both new recruits and existing employees, while 47% only offer training to new recruits.

Table 62: Types of worker receive trainings by retailers

Industries	New Recruits	Refresher for existing retail entry/ mid-level workers	Both	Base (n)
Clothing and footwear	44.7%	2.1%	53.2%	47
Supermarkets, hypermarkets, Groceries and convenience stores	52.2%	2.2%	45.7%	46
Electrical and electronics	42.6%	1.9%	55.6%	54
Food products (Sweet, Confectionery, Bakery)	46.7%	11.1%	42.2%	45
Mobile phone and mobile accessories	39.6%	-	60.4%	53
Furniture and furnishing stores	56.3%	2.1%	41.7%	48
Overall	47.0%	3.2%	49.8%	293

### 7.1.3 Different type of training offered by the six industries

Across all six industries, 81.4% retailers stated sales strategy as the type of training offered, followed by customer management at 71.5% and inventory arrangement at 69%. Product knowledge training (70.2%) was found to be prioritized more by clothing and footwear stores than the other retailers, while supermarkets, hypermarkets, groceries and convenience stores were observed to provide customer management training (78.3%) more than any other training. The type of training least given by any retailer, regardless of industry is special skills training at 5%; retailers who provide such training are higher in the electrical and electronic and mobile phone and accessories industry. The trend of giving sales strategy training to employees is highest among food product retailers than others at 88.9%, and lowest among supermarkets, hypermarkets, grocery and convenience stores when compared to the rest of the industries.

Table 63: Different types of training offered in the six industries of retail

Types of training	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Orientation/ fresher training	48.9%	34.8%	46.3%	44.4%	45.3%	22.9%	40.4%
Inventory Arrangement	70.2%	71.7%	68.5%	71.1%	66.0%	70.8%	69.7%
Customer management	78.7%	78.3%	64.8%	62.2%	69.8%	75.0%	71.5%
Computer/ technical education	23.4%	21.7%	24.1%	6.7%	17.0%	2.1%	15.8%
Sales strategy	85.1%	73.9%	75.9%	88.9%	81.1%	83.3%	81.4%
Peer communication/ cooperation	29.8%	17.4%	27.8%	31.1%	18.9%	16.7%	23.6%
Product Knowledge	70.2%	67.4%	63.0%	68.9%	67.9%	64.6%	67.0%
Refresher training	25.5%	19.6%	14.8%	15.6%	20.8%	18.8%	19.2%
Hands on training/Learn from observation	34.0%	41.3%	53.7%	51.1%	49.1%	60.4%	48.3%
Social and job etiquette	27.7%	30.4%	14.8%	26.7%	20.8%	20.8%	23.5%
Special skill training	4.3%	4.3%	7.4%	-	7.5%	6.3%	5.0%
Base (n)	47	46	54	45	53	48	293

#### 7.1.4 Advantages of arranging/providing training for employees in retail sector

The study examined the benefits of providing such training and found that the highest percentage of retailers believe that training improves product knowledge (82.6%), helps employees understand sales strategies better (62.1%) and achieve their targets better (51.9%).

Table 64: Benefits of arranging/providing trainings for workers

Benefits of arranging training	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
It makes the workers achieve their set targets better	61.7%	47.8%	53.7%	57.8%	49.1%	41.7%	51.9%
Improves product knowledge	89.4%	84.8%	85.2%	82.2%	79.2%	75.0%	82.6%
It helps the workers understand sales strategies	74.5%	60.9%	72.2%	53.3%	62.3%	47.9%	62.1%
The training helps the workers to communicate and serve the customer better	46.8%	50.0%	53.7%	44.4%	41.5%	50.0%	47.8%
Helps build essential soft skills	36.2%	41.3%	44.4%	46.7%	37.7%	37.5%	40.6%

Benefits of arranging training	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Improves teamwork and peer communication	17.0%	15.2%	14.8%	26.7%	18.9%	18.8%	18.4%
Motivates the employees	29.8%	15.2%	13.0%	33.3%	20.8%	20.8%	21.8%
Work is more efficient with special/technical skills	10.6%	10.9%	27.8%	11.1%	24.5%	25.0%	18.8%
Base (n)	47	46	54	45	53	48	293

### 7.1.5 Unwillingness of the retailers for not arranging/providing training to employees

More than half of the retailers who did not provide any sort of training reported that the type of work carried out by their employees does not require any training. Retailers in the supermarket, hypermarket, groceries and convenience stores are the highest in terms of thinking that the work does not require any training (71.6%). About 43.3% of retailers said that they do not provide training because it is expensive, while 4.7% find training to be ineffective. Twenty-two percent (22%) of the employers also said that workers tend to have higher turnover rates or ask for raises once they've been trained; therefore, they prefer not to provide it.

Table 65: Reasons why employers do not arrange/provide trainings for workers

Industries	It is expensive	The benefit is not cost worthy	The kind of work performed does not require any training	It was found to be ineffective	This is waste of time	Trained employees tend to leave or ask for raise	Base (n)
Clothing and footwear	46.6%	26.0%	64.4%	4.1%	17.8%	15.1%	73
Supermarkets, hypermarkets, Groceries and convenience stores	31.1%	13.5%	71.6%	5.4%	23.0%	13.5%	74
Electrical and electronics	37.9%	22.7%	54.5%	6.1%	19.7%	25.8%	66
Food products (Sweet, Confectionery)	41.3%	21.3%	54.7%	2.7%	18.7%	18.7%	75
Mobile phone and mobile accessories	55.2%	26.9%	47.8%	4.5%	16.4%	31.3%	67
Furniture and furnishing stores	48.6%	20.8%	48.6%	5.6%	26.4%	29.2%	72
Overall	43.3%	21.8%	57.1%	4.7%	20.4%	22.0%	427

## 7.2. Financial sustainability of trainings

### 7.2.1 Existing sources of funding for trainings

Out of the retailers who provide training, 68.4% pay for in house employee training themselves, while the rest reported that the training, they gave do not incur any costs. None of the retailers reported any assistance in funding for training from the government or NGOs.

Table 66: Existing sources of funding for trainings of retail enterprises

Industries	Own/ Company funded	Cost- sharing with government	Government funded	Cost sharing with NGO	NGO funded	Did not incur any cost	Base (n)
Clothing and footwear	83.0%	-	-	-	-	21.3%	47
Supermarkets, hypermarkets, Groceries and convenience stores	58.7%	-	-	-	-	41.3%	46
Electrical and electronics	68.5%	-	-	-	-	33.3%	54
Food products (Sweet, Confectionery, Bakery)	73.9%	-	-	-	-	26.1%	45
Mobile phone and mobile accessories	67.9%	-	-	-	-	32.1%	53
Furniture and furnishing stores	58.3%	-	-	-	-	41.7%	48
Overall	68.4%	-	-	-	-	32.6%	293

### 7.2.2 Scalability of training programs

The 68% of 293 respondents who verified that the training they provide incur a cost which was funded by themselves can be considered as those retailers who provide formal training (including those who provide it alongside informal training). The rest reported that training does not incur any costs at all. Information from key respondents revealed that the informal training given by the retailers does not entail any costs as it mostly involves hands on training, as opposed to formal training which was associated with extra costs. This suggests that the form of training that does not incur costs are probably informal training, therefore any training incurring costs can be considered formal. Two hundred and ninety-three (293) respondents reported providing in-house training to their employees, among which only 85 retailers were found to provide formal training. Among all 293 respondents, 82.6% said that their training programs were scalable. As only formal training models will have extra costs associated, those providing formal training are already bearing those costs willingly. If those models are replicable, it further indicates the willingness of employers to bear costs for employee training. Therefore, this study only focused on the scalability/ replicability of formal training models provided by retailers. That in turn has helped generate a list of 70 employers who provide formal training that are

scalable or replicable which can be found in Annex 2.3. This list with the names and numbers of 70 retail enterprises can also be considered a list of employers who provide formal training and are willing to bear training costs, which works towards achieving objective 7 of this study.

Table 67: Scalability of training programs provided by retailers

Industries	Training programs are scalable/ replicable	Base (n)
Clothing and footwear	89.4%	47
Supermarkets, hypermarkets, Groceries and convenience stores	80.4%	46
Electrical and electronics	83.3%	54
Food products (Sweet, Confectionery, Bakery)	86.7%	45
Mobile phone and mobile accessories	84.9%	53
Furniture and furnishing stores	70.8%	48
Overall	82.6%	293

### 7.2.3 Willingness of the employers to share retail sales training costs

Of the employers who do not provide training for their employees, 44.3% said that they would not be willing to arrange or pay for training in the future because trained workers tend to seek better opportunities or ask for raises, while 33% said that they would but only if the cost was shared with an NGO or the government. A further 15% said that they would be willing to pay a trusted NGO to provide the training.

To further complete objective 7, the retailers who were currently not providing in-house training and were found to be willing to pay an NGO or share costs for training employees, were narrowed down and a third list with the names and numbers of 64 retail enterprises who are willing to bear costs for training was generated (see Annex 2.4). The 70 retailers from list (Annex 2.3) and the 64 retailers from list (Annex 2.4) combined addresses objective 7 of this study.

Table 68: Willingness of employers to bear costs for training

Industries	Yes, I am willing to pay trusted NGO to train	Yes, company funded	Yes, only if cost is shared with NGO or government	No, it is not worth the cost as trained employees tend to leave or ask for raise	Base (n)
Clothing and footwear	15.1%	9.6%	31.5%	43.8%	73
Supermarkets, hypermarkets, Groceries and convenience stores	6.8%	4.1%	33.8%	55.4%	74
Electrical and electronics	16.7%	3.0%	30.3%	50.0%	66
Food products (Sweet, Confectionery, Bakery)	17.3%	9.3%	30.7%	42.7%	75

Industries	Yes, I am willing to pay trusted NGO to train	Yes, company funded	Yes, only if cost is shared with NGO or government	No, it is not worth the cost as trained employees tend to leave or ask for raise	Base (n)
Mobile phone and mobile accessories	16.4%	9.0%	35.8%	38.8%	67
Furniture and furnishing stores	18.1%	11.1%	36.1%	34.7%	72
Overall	15.0%	7.7%	33.0%	44.3%	427

## 7.2.4 Factors contributing to influence employers to provide training in future

When asked about the conditions that would encourage the possibility of such training, a high percentage (62.4%) of employers believed that nothing would make them willing as they fear that employees will tend to leave or ask for raises. The furniture industry, in comparison to the other industries, was found to be the least willing to engage in training due to this reason. One out of four retailers (24.3%) reported that they would consider the possibility if it did not compromise with employee working hours.

Table 69: Factors that could influence employers to provide training for employees in future

Industries	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Steady source of skilled workers	9.4%	17.1%	6.1%	18.8%	7.7%	8.0%	11.6%
If training does not require active involvement on the company's part	15.6%	19.5%	18.2%	12.5%	26.9%	16.0%	18.0%
Trusted organization/NGO such as BRAC will conduct a training program	6.3%	2.4%	12.1%	9.4%	15.4%	8.0%	8.5%
Higher demand for trained/specialized workers	6.3%	-	3.0%	-	11.5%	12.0%	4.8%
If the company needs not compromise employees working hours	25.0%	34.1%	30.3%	25.0%	11.5%	12.0%	24.3%
Nothing, trained employees tend to leave or ask for raise	68.8%	56.1%	57.6%	56.3%	65.4%	76.0%	62.4%
Base (n)	32	41	33	32	26	25	189

## Chapter 8: Baseline of existing decent work practices followed by employers in the retail sector

In order to promote opportunities for women and men to obtain decent and productive work under the conditions of freedom, equity, security and human dignity, in 2008 the ILO outlined several indicators of decent work practices. These indicators are based on the four core principles of the Decent Work Agenda - employment creation, social protection, rights at work, and social dialogue and they examine employment practices such as, equal opportunity and treatment in work, social security policies, work and life balance, safeguarding policies, etc. The following section provides an analysis of the existing decent work practices, followed by retailers in the retail industries within the scope of this study.

### 8.1 Safeguarding policies and safe work environment

#### 8.1.1 Access to safety training/gears

The study found that 93% of retailers in Sylhet provide safety training and/or safety gears to their employees, along with 82% retailers in Chattogram. Dhaka was found to have 75%, and Khulna was found to have 68% retailers who provide these safety measures. This incidence is the highest among clothing and footwear, electrical and electronics and food product retailers in Sylhet.

Table 70: Percentage of retailers who provide safety training and/or gear in the workplace (Sample size n = 30 for each industry in each location)

Locations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Dhaka & Gazipur	77%	80%	83%	83%	57%	70%	75%
Khulna	60%	57%	83%	70%	67%	73%	68%
Chattogram	93%	70%	90%	83%	67%	90%	82%
Sylhet	100%	87%	97%	97%	90%	90%	93%

The type of safety gear or training most provided by retailers in all the 4 locations are face masks at 80%, followed by first aid boxes at 46%, CCTV at 38% and fire extinguishers at 21% out of all the respondents sampled. The data from the employee survey also verified that the most amount of safety gear provided are protective masks (73%), First aid box (70%) and CCTV (61%).

Table 71: Types of safety training/safety gear provided to employees by retailers

	Dhaka & Gazipur	Khulna	Chattogram	Sylhet	Overall
Fire drill/ safety	20.0%	4.1%	19.6%	1.8%	11%
Fire extinguisher	22.2%	6.5%	39.9%	14.9%	21%
Helmet	5.9%	-	3.4%	-	2%
Protective gloves	49.6%	65.0%	40.5%	48.2%	51%
Protective masks	80.7%	89.4%	56.8%	92.9%	80%
First Aid Box	64.4%	33.3%	42.6%	44.6%	46%
First Aid facilities (medical station/ ambulance)	6.7%	7.3%	2.0%	-	4%



	Dhaka & Gazipur	Khulna	Chattogram	Sylhet	Overall
Local emergency info displayed in workplace	17.8%	3.3%	12.8%	-	8%
National emergency info displayed in workplace	17.8%	1.6%	7.4%	1.2%	7%
Machinery operating orientation training	6.7%	0.8%	3.4%	-	3%
Clear emergency protocol/ procedures	4.4%	-	4.7%	0.6%	2%
Emergency exits and fire escape route	9.6%	2.4%	0.7%	-	3%
Security guards	8.1%	0.8%	31.1%	17.9%	14%
CCTV	40.7%	20.3%	56.8%	32.7%	38%
Base (n)	135	123	148	168	574

Table 72: Safety gear provided by retailers according to employees

Types of safety training/ Safety gear	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electric al and electro nics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Fire drill/safety	33%	33%	-	-	17%	-	15%
Fire extinguisher	33%	33%	20%	-	33%	17%	24%
Helmet	-	-	-	-	-	-	-
Protective gloves	67%	83%	100%	50%	17%	33%	58%
Protective masks	83%	83%	100%	100%	50%	33%	73%
First Aid Box	67%	67%	100%	100%	67%	33%	70%
First Aid facilities (medical station/ambulance / etc.)	-	-	-	-	-	-	-
Local emergency info displayed in workplace	33%	-	40%	25%	17%	17%	21%
National emergency info displayed in workplace	17%	17%	40%	25%	-	17%	18%
Machinery operating orientation training	17%	-	20%	-	17%	17%	12%
Clear emergency protocol/procedures	33%	-	20%	-	-	-	9%
Emergency exits and fire escape route	17%	-	-	-	-	17%	6%
Security guards	17%	50%	20%	25%	17%	-	21%
CCTV	50%	67%	80%	75%	67%	33%	61%
Base (n)	6	6	5	4	6	6	33

### 8.1.2 Risk of accidents in all across six retail industries

Over half of the retailers (54%) reported that there was no possibility of an accident in their line of work. The percentage of respondents who claimed that accidents were not a possibility is highest in the supermarket, hypermarket, grocery and convenience stores industry (64.2%), followed by food products (56.7%) then mobiles phones and accessories industry (55%).

Table 73: Possibility of accidents in the workplace across all six industries (Total sample size n = 720)

Industries	No chance of accident
Clothing and footwear	52.5%
Supermarkets, hypermarkets, Groceries and convenience stores	64.2%
Electrical and electronics	42.5%
Food products (Sweet, Confectionery, Bakery)	56.7%
Mobile phone and mobile accessories	55.0%
Furniture and furnishing stores	53.3%
Overall	54.0%

#### 8.1.2.1 Types of probable risks in the workplace of retail sector

According to the retailers, the types of accident that had the possibility to occur the most was reported to be electrical (75%), followed by customer related (31%) then fire related accidents (24%). Possibilities of electrical accidents are the highest in mobile phones and accessories (87%) followed by the clothing and footwear (82%) industries. Supermarkets, hypermarkets, grocery and convenience stores reported higher possibility of customers' related accidents than the other industries (42%), and furniture stores reported more accidents related to product or equipment than others.

Table 74: Types of accidents that is a possibility in all six industries

Industries	Electrical	Product/ Equipment related	Customer related	Fire related	Chance of getting stolen	Base (n)
Clothing and footwear	82%	7%	26%	30%	-	57
Supermarkets, hypermarkets, Groceries and convenience stores	67%	21%	42%	30%	5%	43
Electrical and electronics	77%	22%	30%	28%	-	69
Food products (Sweet, Confectionery, Bakery)	73%	10%	23%	35%	2%	52
Mobile phone and mobile accessories	87%	11%	28%	15%	-	54
Furniture and furnishing stores	61%	38%	38%	11%	2%	56
Overall	75%	18%	31%	24%	1%	331

### 8.1.3 Compensation provided to employees for accidents

Of all the retailers surveyed, 47% of them said that they provide formal compensation for their employees in the event of an accident, while 30.9% said the compensation they provide is informal. Among the retailers who provide formal compensation, the highest percentage was found to be supermarket, hypermarket, grocery and convenience store retailers (55.8%), followed by Food products retailers (50.6%). The highest percentage of retailers who give informal compensation was from the electrical and electronics industry (37.2%), followed by retailers from the Clothing and footwear industry (35.6%). More retailers from both the furniture (27.3%) and mobile phone and accessories (27.9%)

industry were found to offer no compensation in the event of an accident when compared to ones in the rest of the industries.

Table 75: Compensation provided to employees for accidents occurring in the workplace (Total sample size n = 720)

Industries	No	Yes, Formal	Yes, Informal
Clothing and footwear	17.8%	46.7%	35.6%
Supermarkets, hypermarkets, Groceries and convenience stores	25.8%	55.8%	18.4%
Electrical and electronics	17.8%	45.0%	37.2%
Food products (Sweet, Confectionery, Bakery)	21.6%	50.6%	27.8%
Mobile phone and mobile accessories	27.9%	43.7%	28.4%
Furniture and furnishing stores	27.3%	40.5%	32.2%
Overall	22.1%	47.0%	30.9%

#### 8.1.4 Roles in job position requiring extra care or ability

Most retailers reported that there was no such activity that requires extra care (81%). Out of the respondents who did report activities requiring extra care, 97% furniture and 94% of supermarket, hypermarket, grocery and convenience retail enterprises reported that the job requirement involves heavy lifting. 35% of supermarkets, hypermarkets, grocery and convenience retailers also reported that the job involves automatic blades, and 90% of mobile phones and accessories retail stores said their employees are required to do work involving fire/chemical/hazardous materials.

Table 76: Percentage of retail enterprises where duties requires extra care or ability (Total sample size n = 720)

Industries	No Such activity	Roles in job position requiring extra care or ability
Clothing and footwear	98%	2%
Supermarkets, hypermarkets, Groceries and convenience stores	77%	23%
Electrical and electronics	75%	25%
Food products (Sweet, Confectionery, Bakery)	90%	10%
Mobile phone and mobile accessories	91%	9%
Furniture and furnishing stores	55%	45%
Overall	81%	19%

Table 77: P Types of activities in the workplace that involve extra care or ability across all the six industries

Industries	Involves automatic blades	Involves heavy lifting	Involves fire/chemicals/hazardous materials	Base (n)
Clothing and footwear	-	100%	-	1
Supermarkets, hypermarkets, Groceries and convenience stores	35%	94%	19%	28
Electrical and electronics	9%	91%	11%	29
Food products (Sweet, Confectionery, Bakery)	3%	60%	43%	16
Mobile phone and mobile accessories	20%	-	90%	11
Furniture and furnishing stores	6%	97%	6%	63
Overall	13%	84%	20%	148

## 8.2 Employee and workers' representation and rights at work

### 8.2.1 Status of formal job contract of employees with the employers

As there are barely any unions or associations for workers in retail in Bangladesh, this indicator was partially measured by seeing if formal job contracts are issued. Among the respondents sampled, 82% retailers do not issue any formal job contract, while only 17.4% provide job contracts.

Table 78: Employers who issue formal job contracts across all six industries

Industries	Informal	Formal
Clothing and footwear	75.0%	25.0%
Supermarkets, hypermarkets, Groceries and convenience stores	88.3%	11.7%
Electrical and electronics	75.0%	25.0%
Food products (Sweet, Confectionery, Bakery)	80.8%	19.2%
Mobile phone and mobile accessories	90.8%	9.2%
Furniture and furnishing stores	85.8%	14.2%
Overall	82.6%	17.4%

### 8.2.2 Measures of ensuring acceptable behaviour towards employees

The study also further examined employee contentment and how acceptable behaviour is ensured both from and towards employees, in order to understand whether the basic human rights of workers and employers were maintained.

Out of the retailers who reported that they ensure acceptable behaviour towards employees, the measures taken to ensure such behaviour was reported to be maintaining zero tolerance policy of verbal/physical abuse (76.5%), and having discreet and clear complaint/reporting procedures (59.8%). The smallest percentage of retailers (29.9%) reported maintaining labour laws to ensure acceptable behaviour, an occurrence that was more frequent for clothing and footwear stores. Clothing and footwear retailers who do not tolerate verbal/physical abuse in order to protect their employees are also higher in number, along with supermarkets, hypermarkets, groceries and convenience stores and furniture retailers. The highest percentage of retailers who maintain discreet and clear complaint/reporting procedures to ensure acceptable behaviour, were mobile phones and accessories retailers (70.2%).

Table 79: Measures of ensuring acceptable behaviour towards employees from customers, co-workers and employer

Industries	No tolerance of verbal/ physical abuse towards employees	Discreet and clear complaint/ reporting procedures	Maintain labour laws	Base (n)
Clothing and footwear	86.2%	58.0%	40.8%	116
Supermarkets, hypermarkets, Groceries and convenience stores	80.9%	65.7%	31.0%	114
Electrical and electronics	71.0%	54.8%	28.8%	115
Food products (Sweet, Confectionery, Bakery)	71.2%	63.6%	19.6%	115

Industries	No tolerance of verbal/ physical abuse towards employees	Discreet and clear complaint/ reporting procedures	Maintain labour laws	Base (n)
Mobile phone and mobile accessories	69.8%	70.2%	31.9%	115
Furniture and furnishing stores	78.0%	55.3%	26.7%	115
Overall	76.5%	59.8%	29.9%	690

### 8.2.3 Policies protecting employees from sexual harassment

Among the six retail industries, the highest percentage of the anti-harassment policies, compared to the rest is food products at 66.7% followed by clothing and footwear and supermarkets, hypermarkets, grocery and convenience store industries both at 61.7%. Overall, more than 50% retailers from all the six industries of retail reported having policies in place that protects their employees from sexual harassment.

Table 80: Percentage of retailers which have policies protecting employees from sexual harassment (Sample size n = 120 for each industry)

Industries	No	Yes
Clothing and footwear	39.2%	60.8%
Supermarkets, hypermarkets, Groceries and convenience stores	38.3%	61.7%
Electrical and electronics	38.3%	61.7%
Food products (Sweet, Confectionery, Bakery)	33.3%	66.7%
Mobile phone and mobile accessories	43.3%	56.7%
Furniture and furnishing stores	40.8%	59.2%

## 8.3 Equal opportunity and treatment in work

### 8.3.1 Provisions on gender equality within company policy

Only 30% of the retailers surveyed from all the six industries reported having policies that include provisions on gender equality. Among them, the highest percentage of retailers who include such provisions in their company policy were from the electrical and electronics industry (34.2%).

Table 81: Retail enterprises with provisions on gender equality within company policy (Total sample size n = 720)

Industries	Yes	No
Clothing and footwear	13%	87%
Supermarkets, hypermarkets, Groceries and convenience stores	17%	83%
Electrical and electronics	8%	93%
Food products (Sweet, Confectionery, Bakery)	8%	92%
Mobile phone and mobile accessories	9%	91%
Furniture and furnishing stores	13%	88%
Overall	11%	89%

Among all the respondents surveyed for the study, a staggering 97% of retailers reported that their job circulars do not encourage women, transgender, or people with disabilities. Only 3% retailers encourage job applications from women, where the tendency was higher among clothing and footwear, and

supermarket, hypermarket, groceries and convenience store retailers at 6%. Absolutely no retail outlets encourage the application of transgender, while only 3% of retailers from the supermarket, hypermarket, grocery and convenience store industries encourage job applications of people with disabilities.

Table 82: Retail enterprises that encourage job applications from women, people with disabilities, and transgender workers (Total sample size n = 720)

Industries	Yes, women	Yes, people with disabilities	Yes, transgender	None
Clothing and footwear	6%	-	-	94%
Electrical and electronics	1%	-	-	99%
Food products (Sweet, Confectionery, Bakery)	2%	-	-	98%
Furniture and furnishing stores	3%	-	-	98%
Mobile phone and mobile accessories	1%	-	-	99%
Supermarkets, hypermarkets, Groceries and convenience stores	6%	3%	-	93%
Overall	3%	0%	-	97%

### 8.3.2 Measures of ensuring acceptable behaviour towards customers

The study also enquired on how retailers ensure acceptable behaviour from their employees. Among the respondents who said they ensure such behaviour, 71.6% employers said they provide job etiquette training to implement acceptable behaviour, while 59.6% reported that they ensure it through constant supervision. Another way most retailers manage their employees' behaviour is by providing social etiquette training (55%). The tendency to only hire educated workers to ensure acceptable behaviour from employees was observed to be the lowest across all industries and among them, however it is a bit higher among mobile phones and accessories retailers compared to the others.

Table 83: Measures of ensuring acceptable behaviour from employees towards customers, co-workers and employer

Industries	Provide job etiquette training	Provide social etiquette training	Only hire educated candidates	Through selective recruitment	By constant supervision	No tolerance policy on verbal/ physical abuse	No tolerance policy on stealing/ using stock/etc.	Base (n)
Clothing and footwear	69.2%	52.1%	12.8%	19.7%	64.1%	29.9%	28.2%	117
Supermarkets, hypermarkets, Groceries and convenience stores	69.3%	56.1%	12.3%	28.9%	59.6%	25.4%	25.4%	114
Electrical and electronics	79.7%	52.5%	10.2%	32.2%	58.5%	22.0%	26.3%	118
Food products (Sweet, Confectionery, Bakery)	69.5%	52.5%	13.6%	28.0%	59.3%	24.6%	22.0%	118
Mobile phone and mobile accessories	67.5%	59.0%	19.7%	25.6%	62.4%	34.2%	39.3%	117
Furniture and furnishing stores	74.1%	59.5%	4.3%	13.8%	53.4%	23.3%	23.3%	116
Overall	71.6%	55.3%	12.1%	24.7%	59.6%	26.6%	27.4%	700

## 8.4 Decent working hours and conditions, work and life balance, and social security policies

### 8.4.1 Status of operating hours in a day across retail sector

The average working hours for retailers across most of the six industries are quite similar (around 11hrs), with slightly higher operating hours for supermarket, hypermarket, grocery and convenience stores and food product retailers (around 12hrs).

Table 84: Average operating hours of retailers across six industries (Total sample size n =720)

Locations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Location wise average operating hours
Dhaka & Gazipur	11.4	11.9	11.5	13.3	11.6	11.9	11.9
Khulna	11.4	11.5	11.0	11.7	11.3	11.0	11.3
Chattogram	11.3	12.5	11.1	12.0	11.1	11.1	11.5
Sylhet	11.5	12.8	11.6	13.9	11.5	11.7	12.2
Industry wise average operating hours	11.4	12.2	11.3	12.7	11.4	11.5	11.8

It was also found that most retailers across all the six industries reported to operate in one shift. Only 2-8% retailers have two shifts in a day.

Table 85: Number of works shifts per day in different industries in different locations of the retail sector (Total sample size n =720)

Industries	Dhaka & Gazipur		Khulna		Chattogram		Sylhet		Industry wise Overall	
	1 shift	2 shifts	1 shift	2 shifts	1 shift	2 shifts	1 shift	2 shifts	1 shift	2 shifts
Clothing and footwear	97%	3%	100%	-	100%	-	100%	-	99%	1%
Supermarkets, hypermarkets, Groceries and convenience stores	93%	7%	97%	3%	83%	17%	87%	13%	90%	10%
Electrical and electronics	93%	7%	100%	-	100%	-	97%	3%	97.5%	2.5%
Food products (Sweet, Confectionery, Bakery)	70%	30%	100%	-	80%	20%	70%	30%	80%	20%
Mobile phone and mobile accessories	100%	-	97%	3%	100%	-	100%	-	99%	1%
Furniture and furnishing stores	97%	3%	97%	3%	100%	-	100%	-	98%	2%
Location wise Overall	92%	8%	98%	2%	94%	6%	92%	8%	94%	6%

#### 8.4.2 Access to adequate light, fresh drinking water and clean air

Among the respondents surveyed in Chattogram, 98% retailers reported that their employees have access to adequate light, fresh drinking water and clean air at the workplace. Similarly, 92% retailers in Dhaka, 89% retailers in Khulna and 56% retailers in Sylhet reported that their employees have access to adequate light, fresh drinking water and clean air. It was observed that all the clothing and footwear, food products and the furniture retailers in Chattogram, food products retailers in Dhaka and furniture retailers in Khulna reported that their workplaces facilities have access to adequate light, fresh drinking water and clean air. The lowest percentage of retailers who offer these facilities are in Sylhet, in the Mobile and mobile accessories industry (37%), followed by clothing and footwear and electrical and electronics (40%). According to the employees surveyed, with the exception of the clothing and footwear industry, most retailers of the other industries provide access to adequate light, fresh drinking water and clean air.

Table 86: Percentage of retail workplaces that have access to adequate light, fresh drinking water and clean air (Total sample size n =720)

Locations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Dhaka & Gazipur	83%	87%	90%	100%	93%	97%	92%
Khulna	77%	93%	90%	90%	83%	100v	89%
Chattogram	100%	93%	97%	100%	97%	100%	98%
Sylhet	40%	80%	40%	63%	37%	73%	56%

#### 8.4.3 Policies inclusive of worker's rights, adequate pay and maintaining work-life balance of employees

About 77.6% of all the retailers surveyed said that they grant annual leave to their employees, while 55% grant public holidays. This is consistent with the data provided by the employees where 75% reported that they receive annual/sick leave from their employers. Out of the retailers that provide maternity/paternity leave, the supermarket, hypermarket, grocery and convenience store retailers are the highest compared to the other industries (40.2%), while providing overtime pay was reported to be the highest percentage in the furniture industry (30.8%), followed by the clothing and footwear, and food products industries. However, according to the employees, only 13% employers provide maternity/paternity leave, although the industry providing this policy the most is also supermarkets, hypermarkets, grocery and convenience stores. The data from the employees is also consistent with the finding that the furniture industry was observed to pay their employees for overtime more than any other industry.

Table 87: Percentage of retail enterprises that have policies inclusive of worker's rights, adequate pay and maintaining work-life balance of employees (Total sample size n =720)

Industries	Pay overtime	Grant public holidays	Grant annual leave	Company policy include maternity/ Paternity leave
Clothing and footwear	25.0%	52.8%	77.8%	32.2%
Supermarkets, hypermarkets, Groceries and convenience stores	12.3%	53.0%	81.1%	40.2%
Electrical and electronics	16.1%	60.0%	78.3%	30.0%



Industries	Pay overtime	Grant public holidays	Grant annual leave	Company policy include maternity/ Paternity leave
Food products (Sweet, Confectionery, Bakery)	25.9%	49.1%	82.3%	16.0%
Mobile phone and mobile accessories	14.6%	57.5%	74.8%	37.8%
Furniture and furnishing stores	30.8%	59.6%	77.1%	30.3%
Overall	21.3%	55.0%	77.6%	29.6%

Table 88: Percentage of retail enterprises that have policies inclusive of decent working hours and conditions, work and life balance, and social security policies according to employees (Total sample size n = 48)

Facilities/Provisions		Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Provision of child care	Yes	-	-	-	-	-	-	-
	No	100%	100%	100%	100%	100%	100%	100%
Formal Appointment letter/Contract	Yes	-	50%	38%	25%	13%	13%	23%
	No	100%	50%	63%	75%	88%	88%	77%
Provision of maternity or paternity leave	Yes	-	25%	25%	13%	13%	-	13%
	No	100%	75%	75%	88%	88%	100%	88%
Provision of Annual leave or sick leave	Yes	-	88%	88%	88%	100%	88%	75%
	No	100%	13%	13%	13%	-	13%	25%
Payment for Overtime	Yes	-	38%	25%	13%	13%	50%	23%
	No	100%	63%	75%	88%	88%	50%	77%
Access to adequate light, air flow/ventilation and fresh drinking water	Yes	-	88%	75%	88%	63%	100%	69%
	No	100%	13%	25%	13%	38%	-	31%

## Chapter 9: Impact of COVID 19 on the employment of the retail sector

COVID 19 has added new layers of challenges in almost all the industries of the country. To understand the effects of COVID 19 on the retail sector, the study examined the coping mechanisms of the retailers (whether the retailers had to reduce their business operations) and their future plan of business during this pandemic. This chapter is divided into two sections- (i) impact of COVID-19 in the retail sector since the start of the lockdown and (ii) during and post COVID-19 scenario of the retail sector.

### 9.1 Challenges since the start of the lockdown

#### 9.1.1 Types of challenges for the retail sector due to COVID-19

While the respondents were asked about the challenges that they had faced since the start of the lockdown, most of them reported that maintaining social distancing measures was among the biggest challenges they faced due to COVID 19 (74.3%), while 68% said it was the extra duties added to their workload to maintain hygiene and 63.3% claimed it was out of fear of getting ill. Only 13.8 percent of the retailers reported that they faced attrition or job cuts due to Covid-19, where the percentage of the incidence was highest in the clothing and footwear industry (21.7%), followed by the food products industry (20.8%).

Table 89: Type of challenges faced due to COVID-19 (Sample size n = 120 for each industry)

Industries	Extra duties to maintain hygiene	Maintaining social distancing	Attrition/ Job cuts	Extra costs (masks/ sanitizers)	Fear of getting ill	Lack of business
Clothing and footwear	75.0%	77.5%	21.7%	58.3%	62.5%	44.2%
Supermarkets, hypermarkets, Groceries and convenience stores	63.3%	76.7%	10.0%	56.7%	63.3%	35.0%
Electrical and electronics	69.2%	74.2%	9.2%	52.5%	63.3%	45.8%
Food products (Sweet, Confectionery, Bakery)	68.3%	72.5%	20.8%	58.3%	65.8%	45.0%
Mobile phone and mobile accessories	70.8%	80.0%	8.3%	51.7%	66.7%	48.3%
Furniture and furnishing stores	65.8%	65.0%	12.5%	50.0%	58.3%	45.0%
Overall	68.8%	74.3%	13.8%	54.6%	63.3%	43.9%

## 9.2 During and post COVID-19 scenario of the retail sector

### 9.2.1 Impact on business operations due to COVID-19

When questioned on whether the number of shops had decreased due to the closure of economic activities only 6% of the retailers surveyed reported a reduction in outlets due to the effects of COVID 19. Among them the highest number of retailers (61%) reported that they had to reduce a single outlet, while 27% reported that they had to reduce between 2-4 outlets. The highest number of outlets any retailer had to reduce due to the effect of COVID 19 was found to be 10.

Table 90: Percentage of retail enterprises that had to reduce number of outlets due to the effects of COVID-19  
(Total sample size n = 720)

Responses	Percentage
Responded to outlet reduction	6%
Not responded to outlet reduction	94%

Table 91: Number of outlets retailers had to reduce due to the effects of COVID 19

	Percentage
Single outlet reduced	61%
2 to 4 outlets reduced	27%
5 to 10 outlets reduced	11%

Among the retailers who reported that they had to reduce operations due to the pandemic, downsizing was reported in Dhaka the most at 7.8%, while the lowest percentage was in Chattogram at 4.4%. In terms of industry, the highest percentage of reduction in operations was found to be in the clothing and footwear industry. In Dhaka it was found that 16.7% retailers from the Clothing and footwear industry reported reduction in outlets, while in Khulna 10% of retailers from both the Food products and furniture industries also reported the same.

Table 92: Percentage of retail enterprises that had to reduce the number of outlets due to the effects of COVID 19, disaggregated by six industries (Sample size n = 44)

Industries	Dhaka & Gazipur (%)	Khulna (%)	Chattogram (%)	Sylhet (%)	Industry wise Overall (%)
Clothing and footwear	16.7	6.7	6.7	3.3	8.3
Supermarkets, hypermarkets, Groceries and convenience stores	-	3.3	3.3	-	1.7
Electrical and electronics	3.3	6.7	10.0	3.3	5.8
Food products (Sweet, Confectionery, Bakery)	13.3	10.0	-	10.0	8.3
Mobile phone and mobile accessories	6.7	6.7	6.7	3.3	5.8
Furniture and furnishing stores	6.7	10.0	-	10.0	6.7
Location wise overall	7.8	7.2	4.4	5.0	6.1

### 9.2.2 Disruption in supply chain due to COVID-19

To assess the effect of COVID 19 on the supply chain of the retail stores in all the six industries, the study inquired about the disruption in the supply chain due to the pandemic and how those disruptions

have fared since the lockdown was lifted. Majority of the respondents (60.4%) reported experiencing disruptions at the beginning which have since then gone down, while 37.9% reported ongoing disruptions in the supply chain. Only 1.7% retailers from all six industries reported no significant disruption.

Most of the disruptions in the supply chain were observed in Chattogram in the clothing and footwear and supermarkets, hypermarkets, groceries and convenience stores at 80%, and the food products industry in Khulna at 76%. However, those issues have subsided now. A moderately high percentage of supermarkets, hypermarkets, groceries and convenience stores in Dhaka, and retail stores from all the six industries in Khulna also faced disruptions which have now returned to normal. The industries which are still facing some difficulties in their supply chain due to the pandemic are the furniture industry in Sylhet (73.3%), Dhaka (56.7%) and Chattogram (46.7 %) and the clothing and footwear industry in Dhaka (46.7%) and Sylhet (40%).

Table 93: Disruption in supply chain due to COVID 19 (Sample size n = 30 for each industry in each location)

Locations	Observations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Location wise overall
Dhaka & Gazipur	No disruption at all		6.7%	-	3.3%	3.3%	3.3%	2.8%
	Yes, but it is back to normal now	53.3%	70.0%	56.7%	56.7%	66.7%	40.0%	57.2%
	Yes, we are still experiencing it	46.7%	23.3%	43.3%	40.0%	30.0%	56.7%	40.0%
Khulna	No disruption at all	-	-	-	-	6.7%	3.3%	1.7%
	Yes, but it is back to normal now	70.0%	70.0%	70.0%	76.7%	66.7%	66.7%	70.0%
	Yes, we are still experiencing it	30.0%	30.0%	30.0%	23.3%	26.7%	30.0%	28.3%
Chattogram	No disruption at all	-	-	6.7%	6.7%	-	-	2.2%
	Yes, but it is back to normal now	80.0%	80.0%	50.0%	70.0%	56.7%	53.3%	65.0%
	Yes, we are still experiencing it	20.0%	20.0%	43.3%	23.3%	43.3%	46.7%	32.8%
Sylhet	No disruption at all	-	-	-	-	-	-	0.0
	Yes, but it is back to normal now	60.0%	46.7%	36.7%	70.0%	56.7%	26.7%	49.4%
	Yes, we are still experiencing it	40.0%	53.3%	63.3%	30.0%	43.3%	73.3%	50.6%
Industry wise overall	No disruption at all	-	1.7%	1.7%	2.5%	2.5%	1.7%	1.7%
	Yes, but it is back to normal now	65.8%	66.7%	53.3%	68.3%	61.7%	46.7%	60.4%
	Yes, we are still experiencing it	34.2%	31.7%	45.0%	29.2%	35.8%	51.7%	37.9%

### 9.2.3 Change in demand of sales due to COVID-19

Among the retailers surveyed, a large percentage claimed that demand had decreased due to COVID 19 (67.2%) while 30.7% retailers said that demand had fallen initially but was back to normal. Only 1.1% respondents faced an increase in demand due to the pandemic. Clothing and footwear, electrical and electronics, and the furniture retailers were the ones who faced the highest level of decreased demand, while retailers from the supermarket, hypermarket, grocery and convenience stores and food products industries were the highest percentage of retailers who faced an initial fall in demand that has picked up since then. A small percentage of electrical and electronics retailers reported an increase in sales demand (3.3%) when compared to the retailers of the other industries.

Table 94: Change in demand of sales due to COVID-19 (Total sample size n = 720)

Industries	No change	Yes, it decreased	Yes, it decreased but back to normal	Yes, it increased	Yes, increased but back to normal now
Clothing and footwear	-	70.8%	29.2%	-	-
Supermarkets, hypermarkets, Groceries and convenience stores	0.8%	55.8%	41.7%	0.8%	0.8%
Electrical and electronics	-	70.0%	25.8%	3.3%	0.8%
Food products (Sweet, Confectionery, Bakery)	0.8%	60.8%	35.8%	1.7%	0.8%
Mobile phone and mobile accessories	-	65.0%	33.3%	-	1.7%
Furniture and furnishing stores	-	80.8%	18.3%	0.8%	-
Overall	0.3%	67.2%	30.7%	1.1%	0.7%

### 9.2.4 Change in online sales/ e-commerce due to COVID-19

For most of the respondents, online sales were not applicable (79.4%). Among the retailers who did have the option available, most retail enterprises from all six industries reported that they observed no change. Retailers from the electrical and electronics industry faced decreased demand in online sales which is back to normal now (6.7%).

Table 95: Change in online sales/e-commerce (Total sample size n = 720)

Industries	No change	Yes, it decreased	Yes, it decreased but back to normal	Yes, it increased	Yes, increased but back to normal now	Not applicable
Clothing and footwear	8.3%	0.8%	4.2%	3.3%	4.2%	79.2%
Supermarkets, hypermarkets, Groceries and convenience stores	5.8%	0.8%	4.2%	0.8%	1.7%	86.7%
Electrical and electronics	10.0%	5.0%	6.7%	1.7%	1.7%	75.0%
Food products (Sweet, Confectionery, Bakery)	11.7%	5.8%	3.3%	1.7%	2.5%	75.0%

Mobile phone and mobile accessories	12.5%	0.8%	4.2%	2.5%	2.5%	77.5%
Furniture and furnishing stores	10.8%	1.7%	1.7%	0.8%	1.7%	83.3%
Overall	9.9%	2.5%	4.0%	1.8%	2.4%	79.4%

## 9.2.5 Impact on employment due to COVID-19

### 9.2.5.1 Employee attrition in the retail sector due to COVID-19

The average number of attritions for retailers due to the effects of the pandemic was 7.3, where the electrical and electronics industry reported the highest number of lay-offs (19), followed by the supermarket, hypermarket, grocery and convenience stores (13.8). The lowest number of job cuts was observed in the mobile phone and accessories industry (2.7).

Table 96: Average number of attrition/job cuts per industry due to COVID-19

Industries	Average attrition/ job cuts	Base (n)
Clothing and footwear	6.3	24
Supermarkets, hypermarkets, Groceries and convenience stores	13.8	11
Electrical and electronics	19.0	10
Food products (Sweet, Confectionery, Bakery)	4.8	25
Mobile phone and mobile accessories	2.7	10
Furniture and furnishing stores	3.8	15
Overall	7.3	95

### 9.2.5.2 Recruitment of new employees due to COVID-19

Out of all the retailers surveyed, only 10 said that they had to recruit more workers due to Covid-19. The highest number of workers recruited were in the Jr. Salesman position (80%) and this incidence was the highest in the food products and mobile phones and accessories industries (100%). Other positions that retailers recruited workers in during the pandemic were mostly product managers/stackers, Sr. salesman, floor worker and cleaner/service workers.

Table 97: Recruitment of more employees due to COVID-19 (Total sample size n = 720)

Industries	No	Yes
Clothing and footwear	97.5%	2.5%
Supermarkets, hypermarkets, Groceries and convenience stores	96.7%	3.3%
Electrical and electronics	100.0%	-
Food products (Sweet, Confectionery, Bakery)	98.3%	1.7%
Mobile phone and mobile accessories	99.2%	0.8%
Furniture and furnishing stores	100.0%	-
Overall	98.6%	1.4%

Table 98: Positions in which employees were recruited due to COVID-19

Positions/ Designations	Clothing and footwear	Supermarkets, hypermarkets, Groceries and convenience stores	Electrical and electronics	Food products (Sweet, Confectionery, Bakery)	Mobile phone and mobile accessories	Furniture and furnishing stores	Overall
Product manager/Stacker	67%	-	.	50	-	.	30
POS/Cashier	-	-	.	50	-	.	10
Sr. salesperson	33%	-	.	50	-	.	20
Jr. salesperson	67%	75%	.	100	100	.	80
Floor Worker	33%	-	.	50	-	.	20
Helper/Errands person	33%	-	.	-	-	.	10
Special skills/ Technical skill	33%	-	.	-	-	.	10
Delivery/Logistics	33%	-	.	-	-	.	10
Cleaner/ Service	33%	25%	.	-	-	.	20
Receptionist/Greeter	-	-	.	-	-	.	-
Supervisor/Sr. Officer	-	-	.	-	-	.	-
Back-end/non-customer related (learn by observation entry position)	-	25%	.	-	-	.	10
IT/Data entry	-	-	.	-	-	.	-
Base (n)	3	4	0	2	1	0	10

### 9.3 Safety measures undertaken by the retailers for their employees during COVID-19

Among the retailers surveyed it was found that only 3 retailers had not taken any measures to prevent the spread of COVID 19. It was observed that providing facial masks and gloves (92.5% and 62.3%), and cleaning and disinfecting the workplace regularly (81.5%) were the measures taken by most retail enterprises. It is also worthy to note that only a very small percentage of employers provided transportation for their employees to prevent the spread of COVID 19.

Table 99: Safety measures taken to prevent the spread of COVID-19

Industries	Social distancing in queues, staff, number of customers	Cleaning and disinfecting regularly	Hand soap/ Sanitizer/disinfectant for customers and employees	Gloves for employees	Mask for employees	Face shields/ goggles	Checking temperature of customers and employees	Staff rotation	Transport arrangement for employees	Base (n)
Clothing and footwear	50.0%	90.0%	60.8%	62.5%	95.8%	14.2%	10.8%	1.7%	0.8%	120
Supermarkets,	42.5%	78.3%	60.0%	57.5%	94.2%	5.8%	9.2%	1.7%	-	120

hypermarkets, Groceries and convenience stores										
Electrical and electronics	52.9%	76.5%	63.9%	63.9%	91.6%	15.1%	5.0%	3.4%	1.7%	119
Food products (Sweet, Confectionery, Bakery)	48.7%	84.9%	53.8%	77.3%	93.3%	14.3%	7.6%	2.5%	4.2%	119
Mobile phone and mobile accessories	54.2%	82.5%	56.7%	58.3%	87.5%	19.2%	7.5%	4.2%	0.8%	120
Furniture and furnishing stores	49.6%	76.5%	52.1%	54.6%	92.4%	12.6%	5.0%	3.4%	1.7%	119
Overall	49.7%	81.5%	57.9%	62.3%	92.5%	13.5%	7.5%	2.8%	1.5%	717

## 9.4 Business expansion plan despite the effects of COVID-19

In terms of business expansion plan in spite of the pandemic, 51% stated that they did not know whether any new outlets will be established in the next 1-3 years. Furthermore, 210 respondents (29%) reported that no new outlets will be launched in the next 1-3 years due to the pandemic while 20% of retailers reported the possibility of setting up new outlets within the next 3 years.

Table 100: Percentage of retail enterprises with the possibility of business expansion in the next 1-3 years

Observation	Percentage
There is a possibility of opening a new outlet	20%
There is no possibility of opening a new outlet	29%
Unable to predict	51%

Out of those retailers who reported the possibility of business expansion despite the pandemic, percentage of retailers in Dhaka were the highest (33%), followed by Chattogram (24%), Sylhet (22%) and Khulna (21%). It was observed that retailers from the Clothing and footwear industry in Dhaka reported the highest possibility of business expansion (45%), followed by Sylhet (35%); while retailers of the Furniture industry in Dhaka and Khulna expected the highest possibility of launching new outlets (32%). Chattogram was found to have a higher possibility of launching new outlets in the Supermarket, grocery and convenience store industry (37%), followed by the electrical and electronics industry (33%). On the other hand, it was observed that Dhaka has a higher possibility of business expansion in the Food product industry (31%), followed by Mobile phones and accessories industry (45%), compared to the other zones.



Table 101: Percentage of retail enterprises with the possibility of business expansion in the next 1-3 years, disaggregated by the six industries

Industries	Dhaka & Gazipur	Khulna	Chattogram	Sylhet
Clothing and footwear	45%	15%	5%	35%
Supermarkets, hypermarkets, Groceries and convenience stores	26%	22%	37%	15%
Electrical and electronics	24%	19%	33%	24%
Food products (Sweet, Confectionery, Bakery)	31%	19%	25%	25%
Mobile phone and mobile accessories	45%	20%	20%	15%
Furniture and furnishing stores	32%	32%	21%	16%
Overall	33%	21%	24%	22%

Among the retailers who confirmed the possibility of establishing new outlets in the next few years, despite the effects of Covid 19, the highest number of outlets to be launched was found to be the highest for the electrical and electronics industry with an average of 4.8 outlets, followed by the clothing and footwear industry (3.7), the food products industry (3.5 outlets), the supermarkets, grocery and convenience store industry (2.5), the furniture industry (1.7) and mobile phone and accessories industry (1.6) respectively.

Table 102: Average Number of new outlets to be established within 1-3 years

Industries	Average number of outlets	Base (n)
Clothing and footwear	3.7	20
Supermarkets, hypermarkets, Groceries and convenience stores	2.5	27
Electrical and electronics	4.8	21
Food products (Sweet, Confectionery, Bakery)	3.5	36
Mobile phone and mobile accessories	1.6	20
Furniture and furnishing stores	1.7	19
Overall	3.0	143

## Chapter 10. Recommendation and Conclusion

### Recommendations

The findings show that the trends related to skills gaps, engagement of women, transgender people and people with disabilities, decent work practices are mostly similar across the different retail industries that were studied. However, the opportunity for successful pilot of an inclusive skills development programme in the retail sector varies as the industries are in different stages of growth and structure (formal vs informal recruitment processes), have varying degrees of exposure to such interventions and have varying needs for skilled work force. Based on the analysis, we recommend the following strategic pillars for the pilot:

**Targeting the early adopters first to create an evidence base:** It will be more efficient for the project to first target retailers who are already engaged in providing informal and formal training to the workers and who have in general positive attitude towards training. A list of such employers is provided as an outcome of this study. It is advisable that the project uses the experience with these retailers to develop case studies on the impact of the training on retail sales, employee satisfaction and attrition rate which can be used to engage the second batch of employers who are currently not engaged in training services provision.

**Targeting the sales representatives at the entry and mid-level:** Even though there are different types of jobs in the retail outlets across all industries that were surveyed, the highest proportion of jobs are for the sales work force. The findings show that the programme will have more scalable results if it focuses on the sales workforce who are tasked to handle customers. Also, this will reduce the need to tailor the curriculum for the different industries and will allow for participation of employees from multiple industries at the same time.

**Focus on sales-oriented soft skills training curriculum and programme to attract both the employers and the employees:** The findings show that to both the employers and the employees across all surveyed industries, sales target is the most universal indicator for measuring performance of the retail workforce. As such, trainings on skills development should have direct contribution to the workforce's ability to achieve sales target. Soft skills training on customer relationship, communications, agility, learning aptitude would have the highest impact as this would also allow the workers to shift between different industries.

**Mix of on the job training and classroom-based training over the weekend:** The employers are apprehensive about losing work hours because of training. However, they do not account for the loss in work hours and sales that happen because of informal on the job training. The project will have more traction if the training involves classroom-based training over the weekend which is followed up by on-the-job practical test and a follow up training.

**Developing a training service delivery channel for scalable impact:** The industries that were surveyed do not have organized associations or associations that are actively engaged in delivering training services to the members. The Furniture Industries Owner's Association is more capable to be a training service delivery partner for the project for its members while the other associations are not. For industries that have organized associations, the project can leverage them as partners to deliver the training exclusively to the members of the association. For the other industries, the project can first organize a training on its own and then use it as an evidence to gather buy in of the associations to organize the follow-up rounds.

**Employer's orientation and change in HR policies for recruitment of women, people with disabilities and transgender people and to ensure decent work practices:** The employers are predominantly male and the work force comprises small percentage of women. Only a very small percentage have experience in employing people with disabilities and there is almost no precedence in employing transgender people. Given that the workforce works long hours, the employers do not perceive the work to be suitable for female workers. They are apprehensive about the security of the female work force. Also, they perceive that the female work force lacks the strength and endurance to undertake the works. Besides, there is a perception that the female workers will leave the job after marriage. These social norms and perceptions continue to obstruct the employers from recruiting women as work force. Besides, the work place does not have amenities like separate toilets for women workers. There is no provision for maternity and paternity leaves. A strong percentage of employers do not provide leave on public holidays.

Engagement of people with disabilities is seen as a cost as this will come with investments to make the work space more accessible for people with disabilities. Also, it is perceived that the people with disability will not be able to undertake the tedious tasks. Strength and endurance are perceived as necessary qualifications across all the industries that were surveyed. Attitude towards transgender people is largely negative. The co-workers are also not comfortable using the space with the transgender people. The transgender people want to use female toilets while female co-workers are not comfortable in sharing toilet. The employers perceive that the transgender people will have a negative effect on customers and sales. Transgender people reported that they are often not given the orientation required to perform as a sales work force.

The contracts are mostly informal across all the industries. The employers are not aware of fire safety needs for both workers and customers; in general, there is apathy towards standard safeguarding measures among the employers. Large number of workers are paid below the minimum wage fixed by the government. The informal nature of recruitment allows for unregulated payment practices.

For the project to have sustained impact, the issues of informal contracts, decent work practices, gender equality in recruitment and management of the retail space need to be addressed. This would require long term strategic endeavours, the seed for which can be laid by the pilot project. Most of the employers reported that they are willing to partner with NGOs to train the workers. They are willing to share cost of training. The project can take a three staged strategy to have a long-term impact on skills development for the workers and to make the workplace inclusive to women, people with disabilities and the transgender people.

In stage 1, as explained earlier, the project should target the early adopters for soft skills training of the current employees working as junior and mid-level sales representatives. These trainings would be male dominated but will allow the project to have an entry. This can be completed within 6 months of the pilot. The stage 1 should involve two types of trainings - (i) trainings directly offered by the programme to willing employers and (ii) trainings offered by the programme through partner associations.

In stage 2, the project should start documenting results achieved by employers who participated in the first stage of the programme. In this stage the project should also engage some of the early adapters and work with them to develop HR policies that can address the issues of recruitment of women, people with disabilities and the transgender people. The policies should also allow for rewards for loyalty as the employers are apprehensive that the trained workers will leave after the training. It is advisable that the project organizes a residential orientation session for the employers which will incentivize their

participation in the programme activities. In this stage, the project should focus on developing strong cases of employers from the different industries and from the different geographic areas to allow for recruitment of women, people with disabilities and the transgender people. The recruitment should then be followed up by training to the staffs as well as the store managers so that the new recruits are able to perform and the work place is more conducive for them to perform.

Building on the evidence from stage 2, the project should scale the operations to involve more employers from the different industries who can then be involved into two separate programmes- light touch (stage 1) and long term (stage 2). The programme should also invest in a customer centric promotion campaign as positive response from the customers for recruitment of women, people with disabilities and the transgender people will reinforce the employer's incentive to sustain recruitment of the marginalized communities in the retail workforce.

**Advocacy with the government for policies that enable recruitment of women, people with disabilities and the transgender people:** The findings show that the employers will react positively to a quota-based system whereby the government requires a minimum percentage of employees to represent women, people with disabilities and the transgender people. The findings also show that the employers may not voluntarily invest in making their work place accessible. As such, while at one spectrum the project can work to create evidence that employment of women, people with disabilities and the transgender people can have positive impact on sales and growth, government policy can help make the impact more sustainable and scalable. In this regard, the findings from the project can be used to create a national programme anchored to government policies that aim for inclusive retail industry in Bangladesh.

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## Annex 1

Table 99: list of respondents for the IDIs with key players

	RESPONDENT NAME	COMPANY/DESIGNATION	MOBILE	RELEVANCE
1	Mr. Selim H. Rahman	Hatil/Chairman of Bangladesh Furniture Owners Association	1711526090	Furniture and furnishing stores
2	Nawshin Khair	Aranya, Creative Director	nkhair@aranya.com.bd	Clothing
3	Mr. Mubeen Imran Shaikh	Shumi's Hot Cake	1974682253	Food products (Confectionery, Bakery)
4	Mr. Avi Roy	Jarwa House	<a href="tel:1919217777">1919217777</a>	Jewellery
5	Mr. Nahid Akhter	Meena Bazar, Head of HR	<a href="mailto:nahid.aktar@meenabazar.com.bd">nahid.aktar@meenabazar.com.bd</a>	Supermarkets
6	Mr. Rijvi	Shwapno, Head of HR	1729061722	Supermarkets
7	Joya Sikdar		1718512512	Key person for transgender community
8	Mr. Jalaluddin	President, Bangladesh Bangladesh Bread Biscuit O Confectionary Prostutkarok Samitee	1819466257	Food products (Confectionery, Bakery)
9	MD.SHAJAHAN	SECRETARY, BANGLADESH PADUKA PROSTUTKAROK SOMITY	1712028572	Footwear
10	DEWAN ABDUL ALIM	SECRETARY, PLASTIC & RABER MERCHANTS ASSOCIATION OF BANGLADESH	1819074794	Footwear
11	MD.HAFIJUR RAHMAN	SECRETARY, BANGLADESH ELECTRONICS & MERCHANTS ASSOCIATION	1919480380	Electrical and electronics
12	MD.MOIN UDDIN	PRESIDENT, BANGLADESH CELLULAR PHONE ACCERSSORIES IMPORTERS & MERCHANTS ASSOCIATION	1712879688	Mobile phone and mobile accessories
13	Sree shamol ghosh	SECRETARY, khulna zela misty ghosh dairy malik somity	1711320102	Food products (Sweets)
14	Shekh jahangir	PRESIDENT, khulna zela paduka malik somity	1715212583	Footwear
15	S M Amdadul Haque	General Secretary, khulna Electrical Merchant Association	1711964858	Electrical and electronics
16	Mossadeq Hanif	SECRETARY, Khulna board furniture manufacture owner organisation	1711807674	Furniture and furnishing stores
17	Kamrul islam	General Secretary, khulna mohanogor mobile phone babsayee malik somity	1711274667	Mobile phone and mobile accessories
18	Md.Golam akhter Faruk	SECRETARY, The Sylhet Chamber of Commerce & Industry	1712249480	All industries

19	Uttom K Das	Assistant Secretary, The Chittagong Chamber of Commerce & Industry	1755553106	All industries
20	S M A Samim sarker	Statistics officer, Chittagong Division-Bangladesh Bureau of Statistics	1304153300	All industries
21	Jasim Uddin Talukder	Fulkoli Food Products Ltd.	0312855061	Early Adopter
22	Sarwar Alam	Modhubon Sweets Ltd	1849666809	Early Adopter
23	Abu Yunus	Tongi Maitre Shilpo	1687276214	Early Adopter
24	Md. Rafique	Square Fashions Ltd.	028963795	Early Adopter
25	Sharmeen Nipa	Elite Garments Ind. Ltd.	1713426556	Early Adopter
26	Nazrul Islam	Manager, Bengal Agencies	1975601001	Sanitary and tiles
27	Md. Asaduzzaman	Manager, Tilottoma Ceramic	1865032211	Sanitary and tiles
28	Nuruzzaman	Manager, Ceramic gallery	1926996155	Sanitary and tiles
29	Mijanur rahman	Manager, Pabna Benarashee	1718385279	Clothing
30	Shamim Akram	Manager, Benarashee Asia Bazar	1675452129	Clothing
31	Alhaz Jakir Hossain	General Secretary, Bangladesh tiles, Sanitary and Marvel Marchant association	1711545053	Sanitary and tiles
32	Mohammad Ali	Director, Ayesha Crystal Emporium	1785678909	Crockeries and Tableware
33	Mijanur rahman Mijan	Admin Manager, Gram Sico	1720383330	Crockeries and Tableware
34	Mainuddin	HR head	1701202203	Food products
35	Md. Nurunnabi Mamun	Executive Sales and Marketing, Protik Ceramic Ltd. D	1791300170	Crockeries and Tableware
36	Anowar Hossain Mirdha (Belu)	Director, Bangladesh Chemist and Drugist Shamitee	1819226091	Pharmacy
37	Nurul Kader Shohan	Manager, Monerekho	1781523000	Clothing
38	Rahman Mohammad Lutfor	Chairman, Lazz pharma	1817595066	Pharmacy

## Annex 2

### 2.1 List of formal retailers who fulfilled all measures that is required to be formal

Sl	Organization	Industries	Respondent	Designation	Contact number	District	Upazila	Union	Village
1	Athena's Furniture & Home Decor	Furniture and furnishing stores	Sukanta Datta	Manager	1972843624	Chattogram	PANCHLAISH	Ward no 15	1st & 2nd floor, Impulse City Center, Golpahar Moor, O, R Nizam Road
2	Khulshi Mart	Supermarkets, hypermarkets, Groceries and convenience stores	Tanjima Haque Tinnee	HR Head	1730340277	Chattogram	KHULSHI	Ward no 14	Arcadia Shopping Complex, 4 Zakir Hossain Road
3	Walton Plaza	Electrical and electronics	Md. Sohel Ferdous	Manager	1686691943	Dhaka	MIRPUR	Mirpur-6	Poshikha Mor
4	Akhtar Furnishers	Furniture and furnishing stores	Md. Mizanur Rahman	Manager	1844079119	Dhaka	KAFRUL	13	Kazipara
5	TN Telecom	Mobile phone and mobile accessories	Tarek Hasan	Manager	1715985725	Gazipur	GAZIPUR SADAR	Cheragali	Tokyo Tower
6	SaRa LifeStyle Ltd	Clothing and footwear	Md Sakib Ahmed	Manager	1992887826	Dhaka	BHATAR A	18	Baridhara
7	BREAD & Beyond	Food products (Sweet, Confectionery, Bakery)	Donald Baroi	Manager	1841321040	Dhaka	BHATAR A	17	Bashundhara Road
8	Esquire Electronics Ltd.	Electrical and electronics	Md. Ashadul Haque	Manager	1713367517	Chattogram	KHULSHI	Ward no 8	CDA Avenue, GEC
9	Regal Emporium	Furniture and furnishing stores	Hussain Md. Afzal	Manager	1844601526	Chattogram	CHANDGAON	Ward no 4	Southern CNG Station opposite, Chandgaon, Bohoddarhat



Sl	Organization	Industries	Respondent	Designation	Contact number	District	Upazila	Union	Village
10	Pride Limited	Clothing and footwear	Milton Dey	Manager	1819075258	Chattogram	PANCHLAISH	Ward no 15	20 - 21, Afmi Plaza , Probartak More
11	Shodesh Polli	Clothing and footwear	Md. Rakibul Hasan	Manager	1922216707	Chattogram	PANCHLAISH	Ward no 15	30,31,32 Afmi Plaza ( Ground Floor ) Baizid Bostami Road
12	Sony and Rangs	Electrical and electronics	Mahmud	Manager	1711995772	Sylhet	SYLHET SADAR	Zinda Bazar	Zinda Bazar
13	realme	Mobile phone and mobile accessories	Ripon miah	Manager	1750143963	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
14	AB ELECTRONICS	Mobile phone and mobile accessories	Sajjad Hossain	Manager	1703314382	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
15	Dorji Bari	Clothing and footwear	Ashraful Islam	Manager	1840644646	Sylhet	SYLHET SADAR	Dorga gate	Dorga gate
16	Genarel Electronics	Electrical and electronics	Md Emran Hosen	Manager	1709995817	Sylhet	SYLHET SADAR	Sylhet Sadar	Zinda bazar 16
17	Ryans	Electrical and electronics	Md. Saiful Islam	Manager	1755554911	Chattogram	KHULSHI	Ward no 15	Yunsco City Center , 4th floor, GEC , Chittagong
18	DULCE cake, Sweets & More	Food products (Sweet, Confectionery, Bakery)	Md. Farhan Faruk Rana	Manager	1839299461	Chattogram	KHULSHI	Ward no 14	Taj Nur Point, 139/ A, CDA Avenue, Wasa Circle, Dampara , Chittagong
19	Singer Mega	Electrical and electronics	Md. Jamal Uddin Fazlu	Manager	1713092116	Chattogram	KHULSHI	Ward no 14	Wasa More, Dampara Branch

Sl	Organization	Industries	Respondent	Designation	Contact number	District	Upazila	Union	Village
20	Agora supershop	Supermarkets, hypermarkets, Groceries and convenience stores	Jasan uddin	Manager	1714929394	Sylhet	SYLHET SADAR	7 no word	Ambor khana Subid bazar road
21	FLORA Ltd	Electrical and electronics	ERSHADUL	Manager	1819930528	Chattogram	KHULSHI	Lalkhan Bazar	28, M.A Malik Road
22	Cooper's Bakery	Food products (Sweet, Confectionery, Bakery)	Alif	Manager	1787654389	Chattogram	KHULSHI	C.D.A. Avenue	Lalkhan Bazar
23	Nails & Wood	Furniture and furnishing stores	MD. Shamim	Manager	1976603010	Chattogram	DOUBLE MOORING	Metropolitan Chamber	Nur Ahmed Road
24	SQ Cable com ltd	Electrical and electronics	Md Sultan arefin joarder	HR Head	1613292122	Sylhet	SYLHET SADAR	Sylhet Sadar ward 16	Barut khana
25	Safe and save	Supermarkets, hypermarkets, Groceries and convenience stores	Md.tarek	Manager	1719605825	Khulna	DAULAT PUR	Word no6	Daylotpur
26	Princh Bazar	Supermarkets, hypermarkets, Groceries and convenience stores	Md Shuvo Islam	Manager	1778412784	Dhaka	MOHAM MADPUR	Ring Road	Shamoly Ring Road

## 2.2 List of retailers who arrange inhouse formal training for their staff.

Sl	Industries	Organization name	Respondent Name	Mobile	Designation	Gender	District	Upazila	Union	Village
1	Furniture and furnishing stores	Euro Decor	Md. Ranbir Hossain	1410155080	Manager	Male	Chattogram	KOTWALI	Ward no 15, Bagmoniram	24/25, H.N. Center, M. M. Ali Road, Dampara
2	Furniture and furnishing stores	Athena's Furniture & Home Decor	Sukanta Datta	1972843624	Manager	Male	Chattogram	PANCHLAISH	Ward no 15	1st & 2nd floor, Impulse City Center, Golpahar Moor, O, R Nizam Road
3	Food products (Sweet, Confectionery, Bake	Mithai Sweets & Bake	Md. Mubin Uddin Sayed	1760666644	Manager	Male	Chattogram	PANCHLAISH	Ward no 15	Saiful Aman Market, 943 GEC Circle,

Sl	Industries	Organization name	Respondent Name	Mobile	Designation	Gender	District	Upazila	Union	Village
	Bakery)									Nasirabad
4	Supermarkets, hypermarkets, Groceries and convenience stores	Khulshi Mart	Tanjima Haque Tinnee	1730340277	HR Head	Female	Chattogram	KHULSHI	Ward no 14	Arcadia Shopping Complex, 4 Zakir Hossain Road
5	Electrical and electronics	Walton Plaza	Md. Sohel Ferdous	1686691943	Manager	Male	Dhaka	MIRPUR	Mirpur-6	Poshikha Mor
6	Furniture and furnishing stores	Akhtar Furnishers	Md. Mizanur Rahman	1844079119	Manager	Male	Dhaka	KAFRUL	13	Kazipara
7	Supermarkets, hypermarkets, Groceries and convenience stores	Apex	Emdat Hossain	1733249073	Manager	Male	Dhaka	MOHAMMADPUR	Samoli	Shamoli main road
8	Electrical and electronics	Bismilla Electrtic	RezaUl karim	1760572132	Owner	Male	Dhaka	KAFRUL	15 no ward	Pulpar
9	Mobile phone and mobile accessories	TN Telecom	Tarek Hasan	1715985725	Manager	Male	Gazipur	GAZIPUR SADAR	Cheragali	Tokyo Tower
10	Electrical and electronics	Bengal lighting	Rubel	1833618044	Manager	Male	Gazipur	GAZIPUR SADAR	Tongi bazar	Hazing Furniture Market
11	Clothing and footwear	SaRa LifeStyle Ltd	Md Sakib Ahmed	1992887826	Manager	Male	Dhaka	BHATARA	18	Baridhara
12	Mobile phone and mobile accessories	Zara International -2	Md. Jafor Mizi	1999994553	Owner	Male	Dhaka	BHATARA	17	Jamuna Futur Park, Bashudhara
13	Food products (Sweet, Confectionery, Bakery)	BREAD & Beyond	Donald Baroi	1841321040	Manager	Male	Dhaka	BHATARA	17	Bashundhara Road
14	Clothing and footwear	Top Ten Fabrics & Tailor Ltd	Md. Tanbir Alam	1687841143	Manager	Male	Dhaka	GULSHAN	41	Kuril Branch, Ka 23/1 Progoti Sarani Road, Kuril
15	Electrical and electronics	Esquire Electronics Ltd.	Md. Ashadul Haque	1713367517	Manager	Male	Chattogram	KHULSHI	Ward no 8	CDA Avenue, GEC
16	Mobile phone and mobile accessories	TRR Four	Babul Hossain	1723388320	Manager	Male	Dhaka	SAVAR	Savar bus stop	City Center
17	Furniture and furnishing stores	Brothers Furniture	Nayon Mia	1874562041	Manager	Male	Dhaka	KAFRUL	16 no ward	Kochukhet
18	Mobile phone and mobile accessories	Asian Telicom	Mahadi Hasan	1841241367	Manager	Male	Dhaka	KAFRUL	14	Shah Ali Plaza, Mirpur-10, Golchokkhor
19	Food products (Sweet, Confectionery, Bakery)	Flaburs premium Sweets & Bakers	Md. Mizanur Rahman	1815163537	Manager	Male	Chattogram	KOTWALI	Chalk bazar	Mukti Bhaban
20	Mobile phone and mobile accessories	Edison Smart Plug IN	Md. Ashekur Rahman	1718762050	Manager	Male	Chattogram	PANCHLAISH	Word No 8	Muradpur moor, Bellal Mosjid, Hathajari Road
21	Furniture and furnishing stores	Regal Emporium	Hussain Md. Afzal	1844601526	Manager	Male	Chattogram	CHANDGAON	Ward no 4	Southern CNG Station opposite, Chandgaon, Bohoddarhat
22	Clothing and	Pride	Milton Dey	18190752	Manager	Male	Chattogram	PANCHLA	Ward no	20 - 21, Afmi

Sl	Industries	Organization name	Respondent Name	Mobile	Designation	Gender	District	Upazila	Union	Village
	footwear	Limited		58	r		am	ISH	15	Plaza Probartak More
23	Clothing and footwear	Shodesh Polli	Md. Rakibul Hasan	1922216707	Manager	Male	Chattogram	PANCHLAISH	Ward no 15	30,31,32 Afmi Plaza (Ground Floor ) Baizid Bostami Road
24	Electrical and electronics	TOSHIBA	Md sourov	1787672051	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Chowhata ward 17
25	Electrical and electronics	Sony and Rangs	Mahmud	1711995772	Manager	Male	Sylhet	SYLHET SADAR	Zinda Bazar	Zinda Bazar
26	Mobile phone and mobile accessories	Symphony	Dalwar Hossain	1724403448	Manager	Male	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
27	Mobile phone and mobile accessories	Samsung Galaxy	Md Jubayer Elahi	1761039454	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Chouhatta Zinda Bazar ward 13
28	Mobile phone and mobile accessories	realme	Ripon miah	1750143963	Manager	Male	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
29	Electrical and electronics	Electro mart Limited	Md Shahjalal Choudhuri	1755696170	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar Ward 16
30	Mobile phone and mobile accessories	AB ELECTRONICS	Sajjad Hossain	1703314382	Manager	Male	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
31	Clothing and footwear	Dorji Bari	Ashraful Islam	1840644646	Manager	Male	Sylhet	SYLHET SADAR	Dorga gate	Dorga gate
32	Mobile phone and mobile accessories	Xiaomi Mobail	Md Masum Ahmed	1911747858	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Chouhatta Zindabazar
33	Mobile phone and mobile accessories	Vivo Mobail	Md Javed Mahmud	1680571208	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Chouhatta Zindabar
34	Electrical and electronics	Genarel Electronic es	Md Emran Hosen	1709995817	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Zinda bazar 16
35	Clothing and footwear	WALKAR FOOTWEAR	Md Ariful Hasan	1715655267	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Amborkhanna
36	Clothing and footwear	SIGNAL MENS WEAR	Md Zahid Ahmed	1710144053	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Amborkhanna ward no 8
37	Food products (Sweet, Confectionery, Bakery)	Tasty Treat Food	Sohanur rahman	1718699869	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Dorga get,sylhet
38	Clothing and footwear	Richman lubnan	SK Jaber	1678214743	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Dargaget,sylhet
39	Clothing and footwear	Bindu exclusive means wear	Hasan shikdar	1620105033	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Purbo dargaget
40	Electrical and electronics	N.B. Electronics	Forkan	1858339033	Manager	Male	Chattogram	KOTWALI	25	Niumarket
41	Food products (Sweet, Confectionery, Bakery)	Flavors Premium Sweets & Bakers	Md. Shahid	1976717721	Manager	Male	Chattogram	KOTWALI	Ward no 32	Dewan Bazar
42	Food products (Sweet, Confectionery, Bakery)	Sumi's Hot Cake	Md. Billal	1701202243	Manager	Male	Chattogram	KOTWALI	Ward no 32	Dewan Bazar
43	Clothing and footwear	BANG	Md Lablu	1775103000	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Barutkhana Zindabazar

Sl	Industries	Organization name	Respondent Name	Mobile	Designation	Gender	District	Upazila	Union	Village
44	Clothing and footwear	Step Footwaer	Md Salauddin Choudhury	1617020505	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Barut khana Zindabazar Ward 16
45	Supermarkets, hypermarkets, Groceries and convenience stores	Kings Cakes Sweet & Bekari	Md Shoagmia	1960469019	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Barutkhana
46	Clothing and footwear	BLUE Moon	Md Aftab	1784205183	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar 16
47	Electrical and electronics	VISION EMPORIUM	MD: Kabir Islam	1844664653	Manager	Male	Khulna	KHULNA SADAR	Nirala	Nirala moar
48	Furniture and furnishing stores	Partex Furnitur	Md sathu Alam	1711973080	Manager	Male	Khulna	SONADAN GA	20	KDA Avenue
49	Clothing and footwear	LOTTO	Md. Shaiful Islam	1647477766	Manager	Male	Chattogram	PANCHLAISH	Ward no 8	96, Chowdhury Plaza East Nasirabad, Sholoshahar
50	Food products (Sweet, Confectionery, Bakery)	Flavours Premium Sweets and Bakers	Md. Rayhan Hossain Ovi	1854467143	Manager	Male	Chattogram	KHULSHI	Ward no 14	1702, CDA Avenue, GES Cricle
51	Electrical and electronics	Best Electronics	Md. Mamunur Rashid	1735887419	Manager	Male	Chattogram	KHULSHI	Ward no 15	Blossom Garden Market, CDA Avenue, GEC More
52	Electrical and electronics	Janani Computers	Md. Robiul Alam	1925137272	Manager	Male	Chattogram	KHULSHI	Ward no 14	448, Yunsco City Center , Level - 4 , CDA Avenue, GEC Circle
53	Electrical and electronics	Ryans	Md. Saiful Islam	1755554911	Manager	Male	Chattogram	KHULSHI	Ward no 15	Yunsco City Center , 4th floor, GEC
54	Food products (Sweet, Confectionery, Bakery)	DULCE cake, Sweets & More	Md. Farhan Faruk Rana	1839299461	Manager	Male	Chattogram	KHULSHI	Ward no 14	Taj Nur Point, 139/ A, CDA Avenue, Wasa Circle, Dampara
55	Electrical and electronics	Singer Mega	Md. Jamal Uddin Fazlu	1713092116	Manager	Male	Chattogram	KHULSHI	Ward no 14	Wasa More, Dampara Branch
56	Electrical and electronics	Transcom Digital	Md. Fakhrul Islam	1713061479	Manager	Male	Chattogram	KHULSHI	Gec more (CDA Avenue)	805, C.D.A. Avenue, Dampara
57	Supermarkets, hypermarkets, Groceries and convenience stores	Agora supershop	Jasan uddin	1714929394	Manager	Male	Sylhet	SYLHET SADAR	7 no word	Ambor khana Subid bazar road
58	Furniture and furnishing stores	NAVANA FURNITURE	Kaisar	1738208942	Manager	Male	Sylhet	SYLHET SADAR	Mira Bazar	Mira Bazar
59	Furniture and furnishing stores	Godry Locker & Furniture	Ali Hossain	1767581402	Manager	Male	Sylhet	SYLHET SADAR	Mira Bazar	Mira Bazar 19
60	Electrical and electronics	FLORA Ltd	ERSHADU L	1819930528	Manager	Male	Chattogram	KHULSHI	Lalkhan Bazar	28, M.A Malik Road
61	Food products (Sweet, Confectionery, Bakery)	Drips Sweets & Bakers	Md. Forhad	1818700548	Manager	Male	Chattogram	KOTWALI	Ward no 32	Andorkilla
62	Mobile phone	Huawei	Md.	18292477	Manager	Male	Chattogram	KHULSHI	Ward no 8	Sanmar

Sl	Industries	Organization name	Respondent Name	Mobile	Designation	Gender	District	Upazila	Union	Village
	and mobile accessories	Experience Shop	Forhadul Islam	85	r		am			Ocean City
63	Clothing and footwear	Anjan's	Tania Jaman	1678644187	Manager	Female	Chattogram	KHULSHI	Ward no 8	GEC Circle
64	Clothing and footwear	Data bazar	Anikur rohoman rabbi	1856333628	Manager	Male	Chattogram	KOTWALI	25	Niumarket
65	Food products (Sweet, Confectionery, Bakery)	Cooper's Bakery	Alif	1787654389	Manager	Male	Chattogram	KHULSHI	C.D.A. Avenue	Lalkhan Bazar
66	Clothing and footwear	EASY	MD: Shamin	1713429310	Manager	Male	Khulna	KHULNA SADAR	Woard 17	Shib bari moar
67	Supermarkets, hypermarkets, Groceries and convenience stores	Shopping Bag Super Shop	Md. Didarul Islam	1819527909	Manager	Male	Chattogram	PANCHLAISH	6	Chattaswari Road, Kajir Dewri
68	Furniture and furnishing stores	Nails & Wood	MD. Shamim	1976603010	Manager	Male	Chattogram	DOUBLE MOORING	Metropolitan Chamber	Nur Ahmed Road
69	Electrical and electronics	LG Butterfly	Jewel	1737521073	Manager	Male	Sylhet	SYLHET SADAR	Lama Bazar	Lama Bazer
70	Clothing and footwear	PLUS POINT	Md Abdul Ahad	1999702207	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Purba Zinda bazar
71	Electrical and electronics	SQ Cable com ltd	Md Sultan arefin joarder	1613292122	HR Head	Male	Sylhet	SYLHET SADAR	Sylhet Sadar ward 16	Barut khana
72	Clothing and footwear	Bishho rong	Md Habibur Rahman	1730068018	Manager	Male	Sylhet	SYLHET SADAR	Zylhet Sadar	Barut Khana
73	Clothing and footwear	Artisan	Probal Biswash	1709371660	Manager	Male	Chattogram	KHULSHI	Ward no 18	JEC, Chittagong
74	Electrical and electronics	Forever Technology	Md. Kamuzza man Liton	1855429243	Manager	Male	Chattogram	HALISHA HAR	Ward no 24	E1, Dew Dubai Market , Badamtoli Mor, Agrabad
75	Electrical and electronics	Integra Technology Ltd	Md. Mamunur Rashid	1904440307	Manager	Male	Chattogram	DOUBLE MOORING	Ward no 24	C/2, 2nd Floor, Dew Dubai Market, Badamtoli More, Agrabad
76	Food products (Sweet, Confectionery, Bakery)	Mr.sweet	Mahabub ahammed	1787504047	Manager	Male	Sylhet	SYLHET SADAR	Word:5	Jalajabad,sylhet
77	Furniture and furnishing stores	N .Mohammad Furniture	Sumon sajjad	1713206757	Manager	Male	Sylhet	SYLHET SADAR	Sibgonj Bazar	Sibgonj Bazar
78	Furniture and furnishing stores	Home Touch	Abuse Saleh	1713478151	Manager	Male	Sylhet	SYLHET SADAR	East Mira Bazar	East Mira Bazar
79	Supermarkets, hypermarkets, Groceries and convenience stores	Google Mart Super Shop	Rubel	1785666124	Owner	Male	Chattogram	CHANDGAON	Bahaddeh at	Kachabazar
80	Food products (Sweet, Confectionery, Bakery)	Well Food	Md Jasim Ahmed	1919794630	Manager	Male	Sylhet	SYLHET SADAR	Ward no 9	Subid bazar point
81	Supermarkets, hypermarkets, Groceries and	Dali shopping	Md.almamun	1753673941	Manager	Male	Dhaka	MOHAMMADPUR	Woard 34	Sankor

Sl	Industries	Organization name	Respondent Name	Mobile	Designation	Gender	District	Upazila	Union	Village
	convenience stores									
82	Supermarkets, hypermarkets, Groceries and convenience stores	Safe and save	Md.tarek	1719605825	Manager	Male	Khulna	DAULATPUR	Word no6	Daylotpur
83	Food products (Sweet, Confectionery, Bakery)	Mithai sweet	Md.Mahmud	1734100917	Manager	Male	Sylhet	SYLHET SADAR	Sylhet Sadar	Ambor khana
84	Supermarkets, hypermarkets, Groceries and convenience stores	Onurag Supar shop	Md Sajedul Islam	1739972464	Manager	Male	Dhaka	MOHAMMADPUR	Ring Road	Mohammad pur
85	Supermarkets, hypermarkets, Groceries and convenience stores	Princh Bazar	Md Shuvo Islam	1778412784	Manager	Male	Dhaka	MOHAMMADPUR	Ring Road	Shamoly Ring Road

## 2.3 List of retailers who provide formal training and are willing to replicate/scale the training model

Sl	Organization Name	Industries	Respondent name	Gender	Designation	Contact number	District	Upazila	Union	Village
1	Euro Decor	Furniture and furnishing stores	Md. Ranbir Hossain	Male	Manager	1410155080	Chatto gram	KOTWALI	Ward no 15 , Bagmoniram	24/25, H.N. Center, M. M. Ali Road, Dampara
2	Athena's Furniture & Home Decor	Furniture and furnishing stores	Sukanta Datta	Male	Manager	1972843624	Chatto gram	PANCHLAISH	Ward no 15	1st & 2nd floor, Impulse City Center, Golpahar Moor, O, R Nizam Road
3	Mithai Sweets & Bake	Food products (Sweet, Confectionery, Bakery)	Md. Mubin Uddin Sayed	Male	Manager	1760666644	Chatto gram	PANCHLAISH	Ward no 15	Saiful Aman Market, 943 GEC Circle, Nasirabad
4	Walton Plaza	Electrical and electronics	Md. Sohel Ferdous	Male	Manager	1686691943	Dhaka	MIRPUR	Mirpur-6	Poshikha More
5	Akhtar Furnishers	Furniture and furnishing stores	Md. Mizanur Rahman	Male	Manager	1844079119	Dhaka	KAFRUL	13	Kazipara
6	Apex	Supermarkets, hypermarkets, Groceries and convenience stores	Emdat Hossain	Male	Manager	1733249073	Dhaka	MOHAMMADPUR	Samoli	Shamoli main road

Sl	Organizati on Name	Industries	Respo ndent name	Gende r	Desig nation	Conta ct numb er	District	Upazil a	Union	Village
7	Bismilla Electrtic	Electrical and electronics	RezaUl karim	Male	Owner	17605 72132	Dhka	KAFR UL	15 no ward	Pulpar
8	SaRa LifeStyle Ltd	Clothing and footwear	Md Sakib Ahmed	Male	Mana ger	19928 87826	Dhka	BHAT ARA	18	Baridhara
9	BREAD & Beyond	Food products (Sweet, Confectionery, Bakery)	Donald Baroi	Male	Mana ger	18413 21040	Dhka	BHAT ARA	17	Bashundhar a Road
10	Top Ten Fabrics & Tailor Ltd	Clothing and footwear	Md. Tanbir Alam	Male	Mana ger	16878 41143	Dhka	GULS HAN	41	Kuril Branch, Ka 23/1 Progoti Sarani Road, Kuril
11	TRR Four	Mobile phone and mobile accessories	Babul Hossai n	Male	Mana ger	17233 88320	Dhka	SAVA R	Savar bus stop	City Center
12	Brothers Furniture	Furniture and furnishing stores	Nayon Mia	Male	Mana ger	18745 62041	Dhka	KAFR UL	16 no ward	Kochukhet
13	Asian Telicom	Mobile phone and mobile accessories	Mahad i Hasan	Male	Mana ger	18412 41367	Dhka	KAFR UL	14	Shah Ali Plaza, Mirpur-10, Golchokkhor
14	Flaburs premium Sweets & Bakers	Food products (Sweet, Confectionery, Bakery)	Md. Mizan ur Rahma n	Male	Mana ger	18151 63537	Chatto gram	KOTW ALI	Chalk bazar	Mukti Bhaban
15	Edison Smart Plug IN	Mobile phone and mobile accessories	Md. Ashek ur Rahma n	Male	Mana ger	17187 62050	Chatto gram	PANC HLAIS H	Word No 8	Muradpur moor, Bellal Mosjid, Hathajari Road
16	Regal Emporium	Furniture and furnishing stores	Hussai n Md. Afzal	Male	Mana ger	18446 01526	Chatto gram	CHAN DGAO N	Ward no 4	Southern CNG Station opposite, Chandgaon, Bohoddarhat
17	Pride Limited	Clothing and footwear	Milton Dey	Male	Mana ger	18190 75258	Chatto gram	PANC HLAIS H	Ward no 15	20 - 21, Afmi Plaza , Probartak More
18	Shodesh Polli	Clothing and footwear	Md. Rakibu l Hasan	Male	Mana ger	19222 16707	Chatto gram	PANC HLAIS H	Ward no 15	30,31,32 Afmi Plaza ( Ground Floor ) Baizid Bostami Road
19	TOSHIBA	Electrical and electronics	Md sourov	Male	Mana ger	17876 72051	Sylhet	SYLH ET SADA R	Sylhet Sadar	Chowhata ward 17



Sl	Organizati on Name	Industries	Respo ndent name	Gende r	Desig nation	Conta ct numb er	District	Upazil a	Union	Village
20	Sony and Rangs	Electrical and electronics	Mahmud	Male	Manager	17119 95772	Sylhet	SYLH ET SADA R	Zinda Bazar	Zinda Bazar
21	Symphony	Mobile phone and mobile accessories	Dalwar Hossain	Male	Manager	17244 03448	Sylhet	SYLH ET SADA R	Chowh atta point	Chowhatta point
22	Samsung Galaxy	Mobile phone and mobile accessories	Md Jubayer Elahi	Male	Manager	17610 39454	Sylhet	SYLH ET SADA R	Sylhet Sadar	Chouhatta Zinda Bazar ward 13
23	realme	Mobile phone and mobile accessories	Ripon miah	Male	Manager	17501 43963	Sylhet	SYLH ET SADA R	Chowh atta point	Chowhatta point
24	Electro mart Limited	Electrical and electronics	Md Shahjalal Choudhuri	Male	Manager	17556 96170	Sylhet	SYLH ET SADA R	Sylhet Sadar	Zindabazar Ward 16
25	AB ELECTRONICS	Mobile phone and mobile accessories	Sajjad Hossain	Male	Manager	17033 14382	Sylhet	SYLH ET SADA R	Chowh atta point	Chowhatta point
26	Dorji Bari	Clothing and footwear	Ashraf ul Islam	Male	Manager	18406 44646	Sylhet	SYLH ET SADA R	Dorga gate	Dorga gate
27	Xiaomi Mobail	Mobile phone and mobile accessories	Md Masum Ahmed	Male	Manager	19117 47858	Sylhet	SYLH ET SADA R	Sylhet Sadar	Chouhatta Zindabazar
28	Vivo Mobail	Mobile phone and mobile accessories	Md Javed Mahmud	Male	Manager	16805 71208	Sylhet	SYLH ET SADA R	Sylhet Sadar	Chouhatta Zindabar
29	Genarel Electronics	Electrical and electronics	Md Emran Hosen	Male	Manager	17099 95817	Sylhet	SYLH ET SADA R	Sylhet Sadar	Zinda bazar 16
30	WALKAR FOOTWEAR	Clothing and footwear	Md Ariful Hasan	Male	Manager	17156 55267	Sylhet	SYLH ET SADA R	Sylhet Sadar	Amborkhana
31	SIGNAL MENS WEAR	Clothing and footwear	Md Zahid Ahmed	Male	Manager	17101 44053	Sylhet	SYLH ET SADA R	Sylhet Sadar	Amborkhana ward no 8
32	Richman lubnan	Clothing and footwear	SK Jaber	Male	Manager	16782 14743	Sylhet	SYLH ET SADA R	Sylhet Sadar	Dargaget
33	Bindu exclusive means wear	Clothing and footwear	Hasan shikdar	Male	Manager	16201 05033	Sylhet	SYLH ET SADA R	Sylhet Sadar	Purbo dargaget

Sl	Organizati on Name	Industries	Respo ndent name	Gende r	Desig nation	Conta ct numb er	District	Upazil a	Union	Village
34	N.B. Electronic s	Electrical and electronics	Forkan	Male	Mana ger	18583 39033	Chatto gram	KOTW ALI	25	Niumarket
35	BANG	Clothing and footwear	Md Lablu	Male	Mana ger	17751 03000	Sylhet	SYLH ET SADA R	Zylhet Sadar	Barutkhana Zindabazar
36	Step Footwaer	Clothing and footwear	Md Salaud din Choud hury	Male	Mana ger	16170 20505	Sylhet	SYLH ET SADA R	Sylhet Sadar	Barut khana Zindabazar Ward 16
37	Kings Cakes Sweet & Bekari	Supermarkets, hypermarkets, Groceries and convenience stores	Md Shoag mia	Male	Mana ger	19604 69019	Sylhet	SYLH ET SADA R	Sylhet Sadar	Barutkhana
38	BLUE Moon	Clothing and footwear	Md Aftab	Male	Mana ger	17842 05183	Sylhet	SYLH ET SADA R	Sylhet Sadar	Zindabazar 16
39	VISION EMPORIU M	Electrical and electronics	MD: Kabir Islam	Male	Mana ger	18446 64653	Khulna	KHUL NA SADA R	Nirala	Nirala moar
40	Partex Furnitur	Furniture and furnishing stores	Md sathu Alam	Male	Mana ger	17119 73080	Khulna	SONA DANG A	20	KDA Avenue
41	LOTTO	Clothing and footwear	Md. Shaiful Islam	Male	Mana ger	16474 77766	Chatto gram	PANC HLAIS H	Ward no 8	96, Chowdhury Plaza East Nasirabad, Sholoshahar
42	Flavours Premium Sweets and Bakers	Food products (Sweet, Confectionery, Bakery)	Md. Rayha n Hossai n Ovi	Male	Mana ger	18544 67143	Chatto gram	KHUL SHI	Ward no 14	1702, CDA Avenue, GES Cricle
43	Best Electronic s	Electrical and electronics	Md. Mamu nur Rashid	Male	Mana ger	17358 87419	Chatto gram	KHUL SHI	Ward no 15	Blossom Garden Market, CDA Avenue, GEC More
44	Janani Computer s	Electrical and electronics	Md. Robiul Alam	Male	Mana ger	19251 37272	Chatto gram	KHUL SHI	Ward no 14	448, Yunsco City Center , Level - 4 , CDA Avenue, GEC Circle
45	Ryans	Electrical and electronics	Md. Saiful Islam	Male	Mana ger	17555 54911	Chatto gram	KHUL SHI	Ward no 15	Yunsco City Center , 4th floor, GEC
46	DULCE cake, Sweets & More	Food products (Sweet, Confectionery, Bakery)	Md. Farhan Faruk Rana	Male	Mana ger	18392 99461	Chatto gram	KHUL SHI	Ward no 14	Taj Nur Point, 139/ A, CDA Avenue, Wasa Circle, Dampara

Sl	Organizational Name	Industries	Respondent name	Gender	Designation	Contact number	District	Upazila	Union	Village
47	Singer Mega	Electrical and electronics	Md. Jamal Uddin Fazlu	Male	Manager	17130 92116	Chatto gram	KHUL SHI	Ward no 14	Wasa More, Dampara Branch
48	Transcom Digital	Electrical and electronics	Md. Fakhru l Islam	Male	Manager	17130 61479	Chatto gram	KHUL SHI	Gec more (CDA Avenue )	805, C.D.A. Avenue, Dampara
49	Agora supershop	Supermarkets, hypermarkets, Groceries and convenience stores	Jasan uddin	Male	Manager	17149 29394	Sylhet	SYLH ET SADA R	7 no word	Ambor khana Subid bazar road
50	NAVANA FURNITURE	Furniture and furnishing stores	Kaisar	Male	Manager	17382 08942	Sylhet	SYLH ET SADA R	Mira Bazar	Mira Bazar
51	Godry Locker & Furniture	Furniture and furnishing stores	Ali Hossain	Male	Manager	17675 81402	Sylhet	SYLH ET SADA R	Mira Bazar	Mira Bazar 19
52	FLORA Ltd	Electrical and electronics	ERSHA DUL	Male	Manager	18199 30528	Chatto gram	KHUL SHI	Lalkhan Bazar	28, M.A Malik Road
53	Data bazar	Clothing and footwear	Anikur rohom an rabbi	Male	Manager	18563 33628	Chatto gram	KOTW ALI	25	Niumarket
54	Cooper's Bakery	Food products (Sweet, Confectionery, Bakery)	Alif	Male	Manager	17876 54389	Chatto gram	KHUL SHI	C.D.A. Avenue	Lalkhan Bazar
55	EASY	Clothing and footwear	MD: Shamin	Male	Manager	17134 29310	Khulna	KHUL NA SADA R	Woard 17	Shib bari moar
56	Nails & Wood	Furniture and furnishing stores	MD. Shamin	Male	Manager	19766 03010	Chatto gram	DOUB LE MOOR ING	Metropolitan Chamber	Nur Ahmed Road
57	LG Butterfly	Electrical and electronics	Jewel	Male	Manager	17375 21073	Sylhet	SYLH ET SADA R	Lama Bazar	Lama Bazer
58	PLUS POINT	Clothing and footwear	Md Abdul Ahad	Male	Manager	19997 02207	Sylhet	SYLH ET SADA R	Sylhet Sadar	Purba Zinda bazar
59	SQ Cable com ltd	Electrical and electronics	Md Sultan arefin joarder	Male	HR Head	16132 92122	Sylhet	SYLH ET SADA R	Sylhet Sadar ward 16	Barut khana

Sl	Organizati on Name	Industries	Respo ndent name	Gende r	Desig nation	Conta ct numb er	District	Upazil a	Union	Village
60	Bishho rong	Clothing and footwear	Md Habibu r Rahma n	Male	Mana ger	17300 68018	Sylhet	SYLH ET SADA R	Zylhet Sadar	Barut Khana
61	Mr.sweet	Food products (Sweet, Confectionery, Bakery)	Mahab ub aham med	Male	Mana ger	17875 04047	Sylhet	SYLH ET SADA R	Word:5	Jalajabad,syl het
62	N .Mohamm ad Furniture	Furniture and furnishing stores	Sumon sajjad	Male	Mana ger	17132 06757	Sylhet	SYLH ET SADA R	Sibgonj Bazar	Sibgonj Bazar
63	Home Touch	Furniture and furnishing stores	Abuse Saleh	Male	Mana ger	17134 78151	Sylhet	SYLH ET SADA R	East Mira Bazar	East Mira Bazar
64	Google Mart Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Rubel	Male	Owner	17856 66124	Chatto gram	CHAN DGAO N	Bahad dehat	Kachabazar
65	Well Food	Food products (Sweet, Confectionery, Bakery)	Md Jasim Ahmed	Male	Mana ger	19197 94630	Sylhet	SYLH ET SADA R	Ward no 9	Subid bazar point
66	Dali shopping	Supermarkets, hypermarkets, Groceries and convenience stores	Md.al mamu n	Male	Mana ger	17536 73941	Dhaka	MOHA MMA DPUR	Woard 34	Sankor
67	Safe and save	Supermarkets, hypermarkets, Groceries and convenience stores	Md.tar ek	Male	Mana ger	17196 05825	Khulna	DAUL ATPU R	Word no6	Daylotpur
68	Mithai sweet	Food products (Sweet, Confectionery, Bakery)	Md.Ma hmud	Male	Mana ger	17341 00917	Sylhet	SYLH ET SADA R	Sylhet Sadar	Ambor khana
69	Onurag Supar shop	Supermarkets, hypermarkets, Groceries and convenience stores	Md Sajedu l Islam	Male	Mana ger	17399 72464	Dhaka	MOHA MMA DPUR	Ring Road	Mohammad pur

Sl	Organization Name	Industries	Respondent name	Gender	Designation	Contact number	District	Upazila	Union	Village
70	Princh Bazar	Supermarkets, hypermarkets, Groceries and convenience stores	Md Shuvo Islam	Male	Manager	1778412784	Dhaka	MOHAMMADPUR	Ring Road	Shamoly Ring Road

## 2.4 List of retailers who do not provide formal training but willing to provide training/share retail training cost in future

Sl	Organization Name	Industries	Respondent Name	Gender	Designation	Contact number	District	Upazila	Union	Village
1	Hote Cake	Food products (Sweet, Confectionery, Bakery)	Md. Shamim	Male	Manager	1517056400	Dhaka	MIRPUR	Mirpur 12	Pallabi
2	Roksana Shoes	Clothing and footwear	MD: Soleman	Male	Owner	1820619233	Dhaka	MIRPUR	Mirpur 11, pallabi	Mirpur ward 5
3	Mayer Doya Grments	Clothing and footwear	Jahangir alom	Male	Owner	1764962472	Dhaka	MIRPUR	Mirpur Pollobi Ward No 5	Mirpur Pollobi
4	Mastar Electronics	Electrical and electronics	Md Mamunur Rashid	Male	Owner	1819075828	Dhaka	MIRPUR	Mirpur Pollobi Ward 5	Mirpur Pollobi
5	Ali baba sweet	Food products (Sweet, Confectionery, Bakery)	Md.Azad	Male	Manager	1774110588	Gazipur	GAZIPUR SADAR	Tongi	Station road
6	Bikrampur Hotel & Sweets	Food products (Sweet, Confectionery, Bakery)	Md. Laisur Rahman	Male	Manager	1728462424	Dhaka	BHATARA	18	Nardda Bus Stand
7	Bikrampur sweet & bakery	Food products (Sweet, Confectionery, Bakery)	Md.Nazrul islam	Male	Manager	1720530676	Dhaka	TEJGAON	26	109/green road orked plaza framget
8	Mariya Furniture	Furniture and furnishing stores	Hemel miya	Male	Manager	1971814301	Dhaka	KALABAGAN	16	23/panthop oth kakon market

Sl	Organization Name	Industries	Respondent Name	Gender	Designation	Contact number	District	Upazila	Union	Village
9	Ittadi general store	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Nazrul islam	Male	Manager	1872817577	Dhaka	TEJGAON	26	112/ kitchen market Karon bazar
10	Asger Electric	Electrical and electronics	Md. hafizul	Male	Manager	1764261584	Dhaka	TEJGAON	26	75/ green road farmget
11	Brand Inside Limited	Electrical and electronics	Md. Saiful Islam Royal	Male	Owner	1704170350	Dhaka	MIRPUR	13	Sewrapara
12	KRISHIBID BZAR	Supermarkets, hypermarkets, Groceries and convenience stores	Shouvo Sarkar	Male	Manager	1700729368	Dhaka	MIRPUR	13	Kazipara
13	Rahman tedars & Elictronics	Electrical and electronics	Md Jewel Ahmed	Male	Manager	1742818386	Sylhet	SYLHET SADAR	Sylhet sadar	Bondor Bazar Ward No 14
14	Maisha metal & Furniture	Furniture and furnishing stores	Md Dhirendhra kumar	Male	Manager	1625025909	Sylhet	SYLHET SADAR	SYLHET SADAR	NAYER PUL Ward No 15
15	Ashok metal & Furniture	Furniture and furnishing stores	Md al amin	Male	Manager	1704905666	Sylhet	SYLHET SADAR	Sylhet Sadar	Neyer pul Ward 18
16	Muslim Misty Ghar	Food products (Sweet, Confectionery, Bakery)	Md Billal Hossen	Male	Owner	1946587806	Khulna	SONADA NGA	Word 25	Gollahmari Sher Bangla milk road(alkatra Mile er samny)
17	Nasim Enterprise	Clothing footwear and	Mothiur Rahaman Bappy	Male	Manager	1774929385	Khulna	DAULATPUR	5	Trafic Mor Daulatpur
18	Jakir Electronic	Electrical and electronics	Abdullah Al noman	Male	Manager	1911436068	Khulna	DAULATPUR	5	Daulatpur Bazar
19	Family Enterprises	Clothing footwear and	Md Sawhon	Male	Owner	1938677607	Khulna	DAULATPUR	5	Daulatpur Bazar
20	Achol Fashion	Clothing footwear and	Jahid Hossen	Male	Owner	1714950856	Khulna	DAULATPUR	5	Daulatpur Bazar Market
21	Adi Samrat Shoes	Clothing footwear and	Md Hanifa Hussain Bappy	Male	Manager	1846486854	Khulna	DAULATPUR	5	Daulatpur Bazar

Sl	Organization Name	Industries	Respondent Name	Gender	Designation	Contact number	District	Upazila	Union	Village
22	Export Museum	Clothing and footwear	Md Delwar Hossen Talukdar	Male	Owner	1732394911	Khulna	DAULATPUR	5	BL College Road Daulatpur Bazar
23	Misti Mohal	Food products (Sweet, Confectionery, Bakery)	Md Salman	Male	Manager	1818319558	Khulna	DAULATPUR	6	Daulatpur Bus stand
24	Star Chaines&Biryani House	Food products (Sweet, Confectionery, Bakery)	Md Asaduzzaman	Male	Owner	1794432104	Khulna	DAULATPUR	6	Jeshore road Daulatpur Bussyand
25	Smart Furnitur	Furniture and furnishing stores	Md Roni	Male	Manager	1916526364	Khulna	DAULATPUR	6	Daulatpur Bus stand jeshore road
26	Ferdousy's cakes & Bekari	Food products (Sweet, Confectionery, Bakery)	Md Syed shajahan	Male	Owner	1786490754	Sylhet	SYLHET SADAR	Sylhet Sadar	Dhopa dhigir par
27	HATIM GROUP	Furniture and furnishing stores	Md Badsha Alamghir	Male	Manager	1754434321	Khulna	SONADANGA	20	KDA avinew
28	Elite furniture	Furniture and furnishing stores	Md. Arif	Male	Owner	1711348778	Sylhet	SYLHET SADAR	19 no word	Mira bazra
29	Futru Electronics	Electrical and electronics	Sebaje Ray	Male	Manager	1608308482	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar ,Lotif centre,sylhet
30	Mohona and Dairy sweets	Food products (Sweet, Confectionery, Bakery)	Bishwajit Gope	Male	Owner	1712553056	Sylhet	SYLHET SADAR	Monipuri rajbari	Mirrajangol, sylhet
31	b2 win Jeans fashion	Clothing and footwear	Md.sojib	Male	Manager	1911587796	Sylhet	SYLHET SADAR	Sylhet Sadar	Lamabazar Aisha General Hospital, on the west, sylhet
32	M/S Ahmad Brothers	Electrical and electronics	Md Khafi	Male	Manager	1907120105	Khulna	SONADANGA	17	KDA avenue shibbari more

Sl	Organization Name	Industries	Respondent Name	Gender	Designation	Contact number	District	Upazila	Union	Village
33	Khan Departmental store	Supermarkets, hypermarkets, Groceries and convenience stores	Md masud reza	Male	Owner	1776495828	Khulna	SONADANGA	18	Majid sarani sonadanga
34	Al Jamee Agripure center	Supermarkets, hypermarkets, Groceries and convenience stores	Shafikul Alam Munshi	Male	Owner	1718871790	Khulna	KHAN JAHAN ALI	2	Fulbari market
35	Abdur Rahim store	Supermarkets, hypermarkets, Groceries and convenience stores	Md Zahid hossen	Male	Manager	1554307995	Khulna	KHAN JAHAN ALI	2	Fulbari Bazar
36	Insaf telecom	Mobile phone and mobile accessories	Md Rajib Hassan	Male	Owner	1939782873	Khulna	DAULATPUR	5	Daulatpur rallget
37	Ayman Telecom	Mobile phone and mobile accessories	Ashraful islam	Male	Manager	1701076046	Khulna	DAULATPUR	6	Daulatpur century plaza
38	Tahfeen telecom	Mobile phone and mobile accessories	Sk morshed sujon	Male	Owner	1968343332	Khulna	DAULATPUR	6	Daulatpur century plaza
39	Joy store	Supermarkets, hypermarkets, Groceries and convenience stores	Diponkor	Male	Owner	1711398725	Khulna	DAULATPUR	5	Daulatpur bazar
40	M/s Salim Enterprise	Supermarkets, hypermarkets, Groceries and convenience stores	Md Salim	Male	Owner	1715434347	Khulna	DAULATPUR	6	Daulatpur Bazar
41	S k eliktrik	Electrical and electronics	Asraful jaman Azad	Male	Owner	1640738245	Sylhet	SYLHET SADAR	11 word	Modhu solid word
42	Hazi sona miya stor	Supermarkets, hypermarkets, Groceries and convenience stores	Sultan Ahamad	Male	Owner	1787936349	Sylhet	SYLHET SADAR	14 word	Bormoi bazar



Sl	Organization Name	Industries	Respondent Name	Gender	Designation	Contact number	District	Upazila	Union	Village
43	Azadi telecom	Mobile phone and mobile accessories	Raju Ahamad	Male	Manager	1630601523	Sylhet	SYLHET SADAR	4 no word	Shaporan bazar
44	Lima furniture	Furniture and furnishing stores	Jahed Ahamad	Male	Manager	1774681706	Sylhet	SYLHET SADAR	6 no word	Shajalal bazar daspara
45	Mursalin furniture	Furniture and furnishing stores	Ripon khan	Male	Owner	1728441874	Sylhet	SYLHET SADAR	7 no word	Shajalal daspara
46	M/s Sumi Noksaghor and furniture	Furniture and furnishing stores	Akram Alam	Male	Owner	1759721970	Sylhet	SYLHET SADAR	9999	Forhat Khatun shibgonj
47	M/S Jorin banijjanaloy	Supermarkets, hypermarkets, Groceries and convenience stores	md. Rakib	Male	Manager	1999100641	Dhaka	MOHAM MADPUR	Word no-34	Rayerbazar very bad sadakkhan krishe market
48	Afifa mobial galory	Mobile phone and mobile accessories	Md.Sakil	Male	Manager	1627999750	Dhaka	MOHAM MADPUR	Word no-34	Rayerbazar
49	Islimia misti ghar	Food products (Sweet, Confectionery, Bakery)	Md.shadiul islam	Male	Owner	1670670814	Khulna	KHALISH PUR	Ward no10	Khalishpur
50	Bandon garmis	Clothing and footwear	Md.taripul islam( tara)	Male	Owner	1922134113	Khulna	KHALISH PUR	Ward no10	Khalishpur
51	Riya furniture	Furniture and furnishing stores	Somir bishas	Male	Owner	1717862180	Khulna	KHALISH PUR	Word no10	Khalaspur
52	Smart telecom	Mobile phone and mobile accessories	Yasin	Male	Manager	1777628378	Khulna	KHULNA SADAR	word no 23	Duckbangla
53	Zaman enterprise	Mobile phone and mobile accessories	Sayed farupuzza man	Male	Owner	1974336000	Khulna	DAULATPUR	Word no 5	Daulatpur
54	Tanvir electronics	Electrical and electronics	Mollah liyakot hoson	Male	Owner	1985708662	Khulna	DAULATPUR	Word no 5	Daulatpur

Sl	Organization Name	Industries	Responden t Name	Gende r	Designa tion	Contact number	District	Upazila	Union		Village
55	Bissas electronics	Electrical and electronics	Md.Rafipue	Male	Owner	1728563181	Khulna	KHALISH PUR	Ward 10	no	Khalish pur
56	Sujon Furniture House	Furniture and furnishing stores	md. Babor ali	Male	Manage r	1672683325	Khulna	KHALISH PUR	Word 10	no	Pipols pastala
57	M/s Kaiser traders	Supermarkets, hypermarkets, Groceries and convenience stores	md. Kaysor	Male	Owner	1937763266	Khulna	KHALISH PUR	Word no 5		Dalatpur
58	Modern sarmin bekari and confecsonari	Food products (Sweet, Confectionery, Bakery)	Abdul Hannan	Male	Manage r	1930632177	Sylhet	SYLHET SADAR	17 word	no	Shaplai road amborkhana
59	M/S kamal store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.mahabub	Male	Owner	1819625803	Khulna	KHALISH PUR	Word 11	no	Platiname
60	Bangladesh mistanno vander	Food products (Sweet, Confectionery, Bakery)	Shimul De	Male	Owner	1715273116	Sylhet	SYLHET SADAR	14 word	no	Bondor bazar
61	Mist muhk	Food products (Sweet, Confectionery, Bakery)	Didarul Islam	Male	Manage r	1730585007	Sylhet	SYLHET SADAR	14 word	no	Bondor bazar
62	Daulatpur.bakeri	Supermarkets, hypermarkets, Groceries and convenience stores	Md..mizanur rahaman	Male	Manage r	1741763505	Khulna	DAULATPUR	Word no 6		Daulatpur
63	Doulotpur dairy	Food products (Sweet, Confectionery, Bakery)	gobindo kumar Ghosh	Male	Owner	1712212765	Khulna	DAULATPUR	Word no6		Daulatpur
64	Jahangir store	Supermarkets, hypermarkets, Groceries and convenience stores	Jahangir	Male	Owner	1728542051	Khulna	KHALISH PUR	Ward 10	no	Khalishpur

## 2.5 List of employers willing to recruit trained youth

Sl	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
1	K BAKERY	Food products (Sweet, Confectionery, Bakery)	Titu bonik	Manager	Male	1612068891	Chattogram	DOUBLE MOORING	24	Agrabad access road
2	S.N ENTERPRISE	Mobile phone and mobile accessories	Parbej	Manager	Male	1869494777	Chattogram	DOUBLE MOORING	24	Agrabad Singapore Bangkok market (3rdfloor)
3	Mobail telikom	Mobile phone and mobile accessories	Mahabub kamal mitu	Owner	Male	1820563530	Chattogram	DOUBLE MOORING	24	Agrabad aktarurjaman sentar
4	MONI WATCH ELECTRONICS	Electrical and electronics	Mohammod faruk	Manager	Male	1845287250	Chattogram	DOUBLE MOORING	24	Agrabad lakipelaza
5	SHOILPIK FURNITURE	Furniture and furnishing stores	Tanzit	Manager	Male	1874043126	Chattogram	DOUBLE MOORING	24	Agrabad access road beparipara
6	Dazzle TM	Mobile phone and mobile accessories	Eng. Md. Didarul Islam Khan	Owner	Male	1972999969	Chattogram	PANCHLAISH	Ward no 4	#414, 4th Floor, Finlay Square, 2 no gate, Nasirabad
7	Unbox Smartphone Gadgets	Mobile phone and mobile accessories	Md. Sajid Hasnain	Owner	Male	1819168206	Chattogram	PANCHLAISH	Ward no 4	#421, 4th floor, Finlay Square

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
8	Euro Decor	Furniture and furnishing stores	Md. Ranbir Hossain	Manager	Male	1410155080	Chattogram	KOTWALI	Ward no 15 , Bagmoniram	24/25, H.N. Center, M. M. Ali Road, Dampara
9	Athena's Furniture & Home Decor	Furniture and furnishing stores	Sukanta Datta	Manager	Male	1972843624	Chattogram	PANCHLAISH	Ward no 15	1st & 2nd floor, Impulse City Center, Golpahar Moor, O, R Nizam Road
10	Shoilpik Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Shariful Islam	HR Head	Male	1859937839	Chattogram	KHULSHI	Ward no 13	Jalalabad Tower More , East Khulshi
11	Khulshi Mart	Supermarkets, hypermarkets, Groceries and convenience stores	Tanjima Haque Tinnee	HR Head	Female	1730340277	Chattogram	KHULSHI	Ward no 14	Arcadia Shopping Complex, 4 Zakir Hossain Road, South Khulshi, Ctg
12	RUSHA TELECOM	Furniture and furnishing stores	Shak fafid	Manager	Male	1814325070	Chattogram	DOUBLE MOORING	24	Agrabad 435/c singapore bangkok market

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
13	NEX GEN FURNITURE	Furniture and furnishing stores	Nojrul islam	Manager	Male	1876617676	Chattogram	DOUBLE MOORING	24	Akrabad Access rood bepari para
14	AL ALIF FARNITARE MART	Furniture and furnishing stores	Akas	Owner	Male	1832803366	Chattogram	DOUBLE MOORING	24	Akrabad beparipara
15	Hating furniture	Furniture and furnishing stores	Eliyas	Manager	Male	1812722455	Chattogram	DOUBLE MOORING	24	Agrabad hajipara
16	Famous Telecom	Mobile phone and mobile accessories	Sankar Mojumder	Manager	Male	1819631430	Chattogram	KHULSHI	Ward no 8	Sanmar City Ocean
17	Hote Cake	Food products (Sweet, Confectionery, Bakery)	Md. Shamim	Manager	Male	1517056400	Dhaka	MIRPUR	Mirpur 12	Pallabi
18	Walton Plaza	Electrical and electronics	Md. Sohel Ferdous	Manager	Male	1686691943	Dhaka	MIRPUR	Mirpur-6	Poshikha More
19	Baby Shop Limited	Clothing and footwear	Farhadul Islam	Manager	Male	1842023420	Dhaka	MIRPUR	Mirpur 6	Poshakha More
20	New way fashion	Clothing and footwear	Abul kalam azad	Owner	Male	1625712429	Dhaka	MIRPUR	Mirpur, pallabi	Woard no 5
21	Shahadat Electronics	Electrical and electronics	Sumon	Manager	Male	1601601691	Dhaka	MIRPUR	Mirpur ,pallabi	Woard 6

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
22	Roksana Shoes	Clothing and footwear	MD: Soleman	Owner	Male	1820619233	Dhaka	MIRPUR	Mirpur 11 , pallabi	Mirpur ward 5
23	Nowshad Mosholla	Supermarkets, hypermarkets, Groceries and convenience stores	Murad	Owner	Male	1679870593	Dhaka	MIRPUR	Mirpur 11 , pallabi	Mirpur , ward no 5
24	Mayer Doya Grments	Clothing and footwear	Jahangir alom	Owner	Male	1764962472	Dhaka	MIRPUR	Mirpur Pollobi Ward No 5	Mirpur Pollobi
25	Mastar Electronics	Electrical and electronics	Md Mamunur Rashid	Owner	Male	1819075828	Dhaka	MIRPUR	Mirpur Pollobi Ward 5	Mirpur Pollobi
26	Potho Shova Shoes	Clothing and footwear	Md shorif mia	Manager	Male	1940583389	Dhaka	MIRPUR	Mirpur Pollobi Ward 5	Mirpur Pollobi
27	Yes Mobile	Mobile phone and mobile accessories	Md Ashanul Haque	Owner	Male	1688652646	Dhaka	KAFRUL	14	Senpara parbata, Mirpur 10, Main Road
28	Gents club	Clothing and footwear	Md.brahim khalil	Owner	Male	1673835617	Dhaka	MIRPUR	Mirpur 1	Mirpur 1
29	Zeils shop	Clothing and footwear	Md.sahain	Manager	Male	1730228467	Dhaka	MIRPUR	Mirpur 1	Mirpur 1
30	Akhtar Furnishers	Furniture and furnishing stores	Md. Mizanur Rahman	Manager	Male	1844079119	Dhaka	KAFRUL	13	Kazipara

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
3 1	Femus Furniture	Furniture and furnishing stores	Md.Anower Hossen	Owner	Male	1715194 108	Gazipur	GAZIPUR SADAR	word : 48	Dottopara Hazi Market
3 2	Apex	Supermar kets, hypermark ets, Groceries and convenien ce stores	Emdat Hossain	Manager	Male	1733249 073	Dhaka	MOHAMMA DPUR	Samoli	Shamoli main road
3 3	Banoful and Co.	Food products (Sweet, Confectio nery, Bakery)	Mahmudur Rhaman	Manager	Male	1231234 567	Dhaka	MOHAMMA DPUR	Shamoli	Shamoli main road
3 4	Nasima furniture	Furniture and furnishing stores	Abdul Hakim	Owner	Male	1710289 491	Dhaka	MIRPUR	Kallyanpur main road	Kallyanpur
3 5	yoshi footwear	Clothing and footwear	Md Intier hossain	Owner	Male	1948226 135	Dhaka	KHILKHET	Samoli	Samoli mainrod
3 6	All shefa general store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md Sobuj khan	Owner	Male	1948947 252	Gazipur	GAZIPUR SADAR	Gazipur city ward no 35	Gazipur Boradbazar
3 7	Boishakhi & bekhari sweet	Food products (Sweet, Confectio nery, Bakery)	Md Abul Hasem	Owner	Male	1711111 509	Gazipur	GAZIPUR SADAR	Gazipur Board Bazar ward 35	Board Bazar

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
38	Salman Shoes	Clothing and footwear	Abdul Salam	Owner	Male	1725752069	Gazipur	GAZIPUR SADAR	Gazipur Board Bazar ward 35	Gazipur Board Bazar
39	Sukhhin Stall Furniture	Furniture and furnishing stores	Md. Yousuf	Manager	Male	1979719792	Dhaka	GULSHAN	Baridara, Road 03	Noton Bazar
40	Rajbhug Sweets	Food products (Sweet, Confectionery, Bakery)	Symon	Managing Director	Male	1640607666	Dhaka	GULSHAN	Noton Bazar	Noton Bazar
41	J & T Fashion International Brand	Clothing and footwear	Md. Ibrahim	Manager	Male	1914071463	Dhaka	SHAHJAHANPUR	Shahajadpur mane road	Shahajadpur
42	Asia foreign furniture	Furniture and furnishing stores	Md.najim sheik	Manager	Male	1910242488	Gazipur	GAZIPUR SADAR	57 word	Tongi
43	M/s manikganj electric	Electrical and electronics	Md.akbor hossain	Owner	Male	1720130867	Gazipur	GAZIPUR SADAR	57no/word	Anarkoli road. Tongi
44	Excellent Sweets	Food products (Sweet, Confectionery, Bakery)	Md. Rubel	Manager	Male	1883193716	Dhaka	GULSHAN	Baridhara	Notun Bazar
45	Yaseer Fashion	Clothing and footwear	Md. Sakib	Manager	Male	1811479135	Dhaka	GULSHAN	Sahajadpur	Sahajadpur
46	Vxix Leather	Clothing and footwear	Md. Rony	Manager	Male	1636474294	Dhaka	GULSHAN	Notun Bazar	Notun Bazar



Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
47	Sahajallal antarperaij (Foren fanicar)	Furniture and furnishing stores	Mohamod Himel	Manager	Male	1552346230	Gazipur	GAZIPUR SADAR	57	Tounggi
48	Vaggokul Mistanno	Food products (Sweet, Confectionery, Bakery)	Md Milon Shah	Manager	Male	1965858073	Dhaka	KAFRUL	16 No Ward	Kochukhet
49	Lina Bostaloy	Clothing and footwear	Mirza Nesar	Manager	Male	1726462587	Dhaka	KAFRUL	16 no ward	Kochukhet
50	Shikder Genaral Store	Supermarkets, hypermarkets, Groceries and convenience stores	Rafiqul Islam	Manager	Male	1632328573	Dhaka	KAFRUL	16 No ward	Kochukhet
51	Bismilla Electrtic	Electrical and electronics	RezaUl karim	Owner	Male	1760572132	Dhaka	KAFRUL	15 no ward	Pulpar
52	Alibaba sweets	Food products (Sweet, Confectionery, Bakery)	Md. Sumon	Manager	Male	1925303262	Gazipur	GAZIPUR SADAR	Collegegate	College gate
53	TN Telecom	Mobile phone and mobile accessories	Tarek Hasan	Manager	Male	1715985725	Gazipur	GAZIPUR SADAR	Cheragali	Tokyo Tower
54	Raffia fashion	Clothing and footwear	Minhaj	Manager	Male	1887717726	Gazipur	GAZIPUR SADAR	Cheragali	Box Tower

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
55	Dream Touch Furniture	Furniture and furnishing stores	Bulbul	Manager	Male	1717244152	Gazipur	GAZIPUR SADAR	Collegegate	Bapary Market
56	Bengal lighting	Electrical and electronics	Rubel	Manager	Male	1833618044	Gazipur	GAZIPUR SADAR	Tongi bazar	Hazing Furniture Market
57	Ali baba sweet	Food products (Sweet, Confectionery, Bakery)	Md.Azad	Manager	Male	1774110588	Gazipur	GAZIPUR SADAR	Tongi	Station road
58	Modern furniture mart	Furniture and furnishing stores	Md.Tofazzal Hossain	Manager	Male	1985107800	Gazipur	GAZIPUR SADAR	57 word	Gajipur tongi
59	Bismillah electric	Electrical and electronics	Md.Rejaul Karim	Manager	Male	1819958572	Gazipur	GAZIPUR SADAR	57 word	Tongi
60	Chinika	Clothing and footwear	Md soriful	Manager	Male	1918389849	Dhaka	PALLABI	19	Golistan
61	Kinan trading	Electrical and electronics	Md islam tajik	Manager	Male	1706901552	Dhaka	PALLABI	140	Golistan
62	Islamiya Bostobitan	Clothing and footwear	Md.Abdul Halim	Owner	Male	1819473426	Dhaka	PALTAN	Word no20	Gulistan
63	RideyaElectric House	Electrical and electronics	Dip	Manager	Male	1732825109	Dhaka	WARI	Kcaptain bazar	Gulistan

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
64	Ros mistanno	Food products (Sweet, Confectio nery, Bakery)	Md.Motalib Hossain	Manager	Male	1811959 053	Dhaka	DHANMOND I	15 no word	Dhanmondi
65	Anwar general store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Shanto	Owner	Male	1881217 095	Gazipur	GAZIPUR SADAR	Woard no 35	Board bazar
66	Jannat fashion	Clothing and footwear	Jantu	Owner	Male	1715880 144	Gazipur	GAZIPUR SADAR	Woard 35	Board bazar moshjid market
67	Fair furnitures	Furniture and furnishing stores	K.M Mushlim Munna	Owner	Male	1913714 151	Gazipur	GAZIPUR SADAR	Woard 33	Khailkur
68	Tangail mishti ghar	Food products (Sweet, Confectio nery, Bakery)	Buddha ghosh	Manager	Male	1725721 726	Gazipur	GAZIPUR SADAR	Woard 33	Ananda bazar
69	Saif store	Supermar kets, hypermark ets, Groceries and convenien ce stores	MD . Saiful Islam	Owner	Male	1935279 149	Gazipur	GAZIPUR SADAR	Woard 35	Board bazar
70	A .S Electric	Electrical and electronic s	Showrov	Manager	Male	1816057 362	Gazipur	GAZIPUR SADAR	Woard 36	Board bazar

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
7 1	Ibrahim fashion	Clothing and footwear	Mohiuddin ahmed	Manager	Male	1946761 999	Gazipur	GAZIPUR SADAR	Gazipur Board Bazar Ward 35	Board Bazar
7 2	Manikgong Furniture	Furniture and furnishing stores	Md Ataur Rahman	Manager	Male	1822607 342	Gazipur	GAZIPUR SADAR	Gazipur Board bazar ward 35	Board Bazar
7 3	Mayer doya Electronics	Electrical and electronic s	Md Mobarok Hosen	Manager	Male	1722041 409	Gazipur	GAZIPUR SADAR	Gazipur Board Bazar ward35	Board bazar
7 4	SaRa LifeStyle Ltd	Clothing and footwear	Md Sakib Ahmed	Manager	Male	1992887 826	Dhaka	BHATARA	18	Baridhara
7 5	Haque Electronics & Lighting Centre	Electrical and electronic s	Mahamudul Haque	Owner	Male	1712036 047	Dhaka	BHATARA	17	Bashundara Road
7 6	SANDRA FOODS Loving Life	Food products (Sweet, Confectio nery, Bakery)	Heaven Costa	Manager	Male	1703161 672	Dhaka	BHATARA	17	Basundhara Main Road
7 7	Deemas Life Style	Clothing and footwear	Md Khaled Mahmud	Manager	Male	1715572 610	Dhaka	BHATARA	17	Basundhara Jamuna Future park
7 8	MANHOOD	Clothing and footwear	Nazmul Hasan	Manager	Male	1911626 103	Dhaka	BHATARA	17	Bashundhara Jumuna Future Park

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
79	Khazana	Supermarkets, hypermarkets, Groceries and convenience stores	Md Soliman	Manager	Male	1724610975	Dhaka	BHATARA	17	Jamuna Future Park Bashundhra
80	Al- Arabian cake & sweet	Food products (Sweet, Confectionery, Bakery)	Md Tusher Ahmed	Owner	Male	1843993329	Dhaka	BHATARA	17	Bashundhara Road
81	BREAD Beyond	Food products (Sweet, Confectionery, Bakery)	Donald Baroi	Manager	Male	1841321040	Dhaka	BHATARA	17	Bashundhara Road
82	Mamata Electric And Lighting House	Electrical and electronics	Md. Saiful Islam	Manager	Male	1886866571	Dhaka	GULSHAN	41 no ward	Ka/ 4 , Jagannatghpur ,Bosundhara road
83	Heritage	Clothing and footwear	Rachel	Manager	Male	1745883391	Dhaka	MOHAMMA DPUR	Mohammadpur	Mohammadpur
84	Zaman Furniture	Furniture and furnishing stores	Rony	Manager	Male	1916610332	Dhaka	MOHAMMA DPUR	Mohammadpur	Mohammadpur
85	Ma Furniture	Furniture and furnishing stores	Zahid	Manager	Male	1774346061	Dhaka	MOHAMMA DPUR	Mohammadpur	Mohammadpur

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
86	Century	Food products (Sweet, Confectionery, Bakery)	Md rojen	Manager	Male	1938843830	Dhaka	MOHAMMA DPUR	Mohammadpur	Taj Mahal road
87	Nure Mohammad i Electric Hardware & Paint	Electrical and electronics	Md. Imran Hossain	Manager	Male	1925277308	Dhaka	BADDA	Utter Badda	Utter Badda
88	Mobile mela	Mobile phone and mobile accessories	Goutom Chandra	Managing Director	Male	1718992494	Dhaka	GULSHAN	Ling road	Badda
89	Esquire Electronics Ltd.	Electrical and electronics	Md. Ashadul Haque	Manager	Male	1713367517	Chattogram	KHULSHI	Ward no 8	CDA Avenue, GEC
90	Jorna Fashion	Clothing and footwear	Jorna Islam	Owner	Female	1716063372	Gazipur	GAZIPUR SADAR	Word:48	Dottopara
91	Ma Furniture Mart	Furniture and furnishing stores	Nur Muhamud	Owner	Male	1716795076	Gazipur	GAZIPUR SADAR	Word : 48	Dottopara
92	Shakil Electronics	Electrical and electronics	Md.Shakil Hossen	Owner	Male	1989232311	Gazipur	GAZIPUR SADAR	Word :48	Dottopara
93	Mister Food Products	Food products (Sweet, Confectionery, Bakery)	Answer Hossen	Owner	Male	1935857004	Gazipur	GAZIPUR SADAR	Word : 48	Dottopara

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
94	Mata - Pita Genaral Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Moinul Islam	Owner	Male	1830201700	Gazipur	GAZIPUR SADAR	Word : 48	Dottopara
95	Mayer Dowa Mobile Shop	Mobile phone and mobile accessories	Md. Serajul Islam	Owner	Male	1775621414	Gazipur	GAZIPUR SADAR	Word : 48	Dottopara
96	Prottasha Furniture	Furniture and furnishing stores	Nirob	Owner	Male	1627849737	Dhaka	UTTAR KHAN	Word :46	Utter Masterpara Bazzar khan
97	Vogue by prince	Clothing and footwear	Abdul hannan	Manager	Male	1892727995	Dhaka	MOHAMMA DPUR	Mohamood pur	Shamoli
98	Ijaj furniture	Furniture and furnishing stores	Habibullah	Manager	Male	1967994854	Dhaka	MOHAMMA DPUR	Mohammadpur	Ringroad
99	Virgo retail limited	Clothing and footwear	Adnan	Manager	Male	1862728043	Dhaka	MOHAMMA DPUR	Mohammadpur	Ringroad
# #	Hallmark	Supermarkets, hypermarkets, Groceries and convenience stores	Md.shahin	HR Head	Male	1981377802	Dhaka	MOHAMMA DPUR	Mohammadpur	Ringroad

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Khan enterprises	Mobile phone and mobile accessories	Rased	HR Head	Male	1627425601	Dhaka	MOHAMMA DPUR	Mohammadpur	Mohammadpur
# #	Allahar Dan Crocaries	Furniture and furnishing stores	Md. Al Amin	Managin g Director	Male	1811765556	Dhaka	SAVAR	Chowringi Market	Chowringi Market
# #	G.M. Electronics	Mobile phone and mobile accessories	Md Rashed Mullah	Manager	Male	1821696588	Dhaka	SAVAR	Savar bus Stand	Ondokallayan market
# #	Milla Electronics	Electrical and electronics	Md. RIPON	Owner	Male	1727144020	Dhaka	SAVAR	Bazar bus stand	Andorra Kallayan songstha Market
# #	TRR Four	Mobile phone and mobile accessories	Babul Hossain	Manager	Male	1723388320	Dhaka	SAVAR	Savar bus stop	City Center
# #	Ankan Electronics	Mobile phone and mobile accessories	Md. Skin Hossain	Owner	Male	1827777117	Dhaka	SAVAR	Saver bus stop	City Center
# #	Bonoful Fastfood & Confectionary	Food products (Sweet, Confectionery, Bakery)	Liton paul	Owner	Male	1720168604	Dhaka	DHAMRAI	Dhamrai Bazar	Dhamrai bazar road



Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Vai Furniture	Furniture and furnishing stores	Md. Shafiullah	Manager	Male	1995758965	Dhaka	MIRPUR	Pallabi	Pallabi
# #	New Daily Needs	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Samsuzzaman	Owner	Male	1630117923	Dhaka	MIRPUR	Mirpur 11	Pallabi
# #	Jarif Electronics Mart	Electrical and electronics	Md. Akter	Manager	Male	1736001978	Dhaka	MIRPUR	Pallabi	Avenue 5
# #	Isra Telecom	Mobile phone and mobile accessories	Md. Rafiqul Islam	Manager	Male	1929219748	Dhaka	MIRPUR	Mirpur 10	Shah Ali Plaza
# #	Sardar Enterprise	Mobile phone and mobile accessories	Md. Sajeeb	Manager	Male	1949603590	Dhaka	MIRPUR	Mirpur 10	Shah Ali Plaza
# #	J. Telecom	Mobile phone and mobile accessories	Md. Rakibul Hasan	HR Head	Male	1631829570	Dhaka	TEJGAON	26 no ward	223, Kawran Bazar, 2 no super market
# #	Furnishes Museum	Furniture and furnishing stores	Md. Jahid	Manager	Male	1704022477	Dhaka	KALABAGAN	16 no ward	Western lane Panthpoth

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Prime Bakery	Food products (Sweet, Confectionery, Bakery)	Sobuj	Manager	Male	1632118873	Dhaka	TEJGAON	Farget	Farget
# #	Tex point mart	Clothing and footwear	Sk sami	Manager	Male	1304047027	Dhaka	TEJGAON	Farmget	Farmget
# #	Sk Furniture	Furniture and furnishing stores	Saiful islam	Owner	Male	1782935650	Dhaka	KALABAGAN	Pantho path	Pantho path
# #	Jamal Electrice	Electrical and electronics	Shahin	Manager	Male	1821627455	Dhaka	KALABAGAN	Kowran Bazar	Kowran bazar
# #	Boishahi Telecom	Electrical and electronics	Almin	Manager	Male	1314321447	Dhaka	KALABAGAN	Kowran Bazar	Kowran Bazar
# #	Sweet Heven And Bekari	Food products (Sweet, Confectionery, Bakery)	Selim	Manager	Male	1400484990	Dhaka	MIRPUR	Section 11	Block B, Bari 3
# #	Jerin Furnitures	Furniture and furnishing stores	MD: Khaled	Manager	Male	1956615320	Dhaka	MIRPUR	Section 11	Block D ,bari no 7
# #	Ibrahim general store	Supermarkets, hypermarkets, Groceries and convenience stores	Ibrahim	Owner	Male	1954087790	Dhaka	MIRPUR	Mirpur 12	Muslim bazar

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Mayer Doa Mobile Zone	Mobile phone and mobile accessori es	MD: Obaydul	Owner	Male	1920302 521	Dhaka	MIRPUR	Mirpur 12	Muslim bazar
# #	Abir Electronics	Mobile phone and mobile accessori es	Rayhan	Manager	Male	1959624 601	Dhaka	MIRPUR	Mirpur 12	Muslim bazar
# #	Abu talha varieties store	Supermar kets, hypermark ets, Groceries and convenien ce stores	MD: Saluddin	Owner	Male	1674069 274	Dhaka	MIRPUR	Section 12 ,D	Muslim bazar
# #	Shahana mobile house	Mobile phone and mobile accessori es	MD : Arman hossain	Owner	Male	1676357 103	Dhaka	MIRPUR	Mirpur 7	Purobi super market
# #	Tanim Electronics	Mobile phone and mobile accessori es	Anwar Hussain molla	Owner	Male	1845236 500	Dhaka	MIRPUR	Mirpur 7	Purobi super market
# #	Modina Sweet bekari	Food products (Sweet, Confectio nery, Bakery)	My shahin mia	Manager	Male	1771540 698	Dhaka	TEJGAON	Framgate	Grinroad 78

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Now kostururi food bekari & Sweet	Food products (Sweet, Confectionery, Bakery)	My Bablu	Manager	Male	1728772 224	Dhaka	TEJGAON	Faringate	Grinroad Ward 99
# #	D c foren furniture	Furniture and furnishing stores	My sumon	Manager	Male	1301892 221	Dhaka	TEJGAON	Framgate	Panthpoth 12/4
# #	Rakib jenarel store	Supermarkets, hypermarkets, Groceries and convenience stores	My Rayhan ali	Owner	Male	1777862 255	Dhaka	TEJGAON	Framgate	Kowran bazar ward 90
# #	Ma telicom & Exorsorij	Mobile phone and mobile accessories	Shoriful islam	Manager	Male	1746247 739	Dhaka	TEJGAON	Framgate	Kawran Bazar ward 90 doka 270
# #	Tamanna telicom & Exorsorij	Mobile phone and mobile accessories	Md Ekram hosen	Manager	Male	1611853 611	Dhaka	TEJGAON	Framgate	Kawran Bazar ward 90
# #	TANGAIL MISTI GHOR	Food products (Sweet, Confectionery, Bakery)	Robin boro	Owner	Male	1912544 958	Dhaka	KHILKHET	17	Khilket
# #	Ms khokon engineering works	Furniture and furnishing stores	Khokon	Manager	Male	1965276 240	Dhaka	KHILKHET	Word 18	Khilket bottola

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Al jajirya ganaral stor	Supermarkets, hypermarkets, Groceries and convenience stores	Imran hosen	Manager	Male	1818822018	Dhaka	KHILKHET	Word 18	Khilkhet
# #	Exotic electronic hardware and paint	Electrical and electronics	Md .mijanor rahoman	Manager	Male	1813231464	Dhaka	KHILKHET	Khilket bottola	Khilkhet
# #	New star farnichar	Furniture and furnishing stores	Fozlul Haq	Manager	Male	1813545369	Dhaka	KHILKHET	17 no word	Khilkhet
# #	Shamim Treadas	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Ruhul Amin	Manager	Male	1933941710	Dhaka	KHILKHET	96 no word	Khilkhet
# #	Jajira mudi dhokan	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Al Amin Miya	Owner	Male	1676093723	Dhaka	KHILKHET	18 no word	Khilkhet
# #	Brothers Furniture	Furniture and furnishing stores	Nayon Mia	Manager	Male	1874562041	Dhaka	KAFRUL	16 no ward	Kochukhet
# #	Asa Electronic	Electrical and electronics	MD Rabbi	HR Head	Male	1829941254	Dhaka	KAFRUL	16 no ward	Kochukhet

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Mr Baker Bekari	Food products (Sweet, Confectionery, Bakery)	Md Robin	HR Head	Male	1786285486	Dhaka	KAFRUL	16 no ward	Kochukhet
# #	Sam Electronic	Electrical and electronics	Md Alamin Hossein	Manager	Male	1762555533	Dhaka	KAFRUL	16 No ward	Kochukhet
# #	Nazmul Electric	Electrical and electronics	Md Khurshed Alam	Owner	Male	1715058371	Dhaka	KAFRUL	16 No ward	Kochukhet
# #	Hok bered and food pellaja	Food products (Sweet, Confectionery, Bakery)	Iusuf	Manager	Male	1782121395	Dhaka	MOHAMMA DPUR	33	Mohammadpur
# #	MRS Ezaz Furniture	Furniture and furnishing stores	Lokman	Manager	Male	1825196143	Dhaka	MOHAMMA DPUR	33	Mohammadpur
# #	M/S. Sowkot Enterprise	Supermarkets, hypermarkets, Groceries and convenience stores	Mohamod Foysal ahamed	Owner	Male	1720508236	Dhaka	MOHAMMA DPUR	33	Mohammadpur
# #	M/S. Morsed teredas	Supermarkets, hypermarkets, Groceries and convenience stores	Iyasini	Manager	Male	1973595946	Dhaka	MOHAMMA DPUR	33	Mohammadpur

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Mobail dot kom	Mobile phone and mobile accessories	Abdul Motin	Owner	Male	1727666888	Dhaka	MOHAMMA DPUR	33	Mohammadpur
# #	STAR ARENA	Mobile phone and mobile accessories	Majidul islam	Manager	Male	1978522522	Dhaka	MOHAMMA DPUR	33	Mohammadpur
# #	Mariya Furniture	Furniture and furnishing stores	Hemel miya	Manager	Male	1971814301	Dhaka	KALABAGAN	16	23/panthopoth kakon market
# #	Ittadi general store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Nazrul islam	Manager	Male	1872817577	Dhaka	TEJGAON	26	112/ kitchen market Karon bazar
# #	Orion Footwear	Clothing and footwear	Md Farhad alam	Manager	Male	1783906523	Dhaka	TEJGAON	96/7,Green Road	Farmgate
# #	M/S Komla Trading	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Raju	Manager	Male	1799942931	Dhaka	TEJGAON	Dokan no:6,kawran bazar	Tejgaon
# #	Morium Telecom	Mobile phone and mobile accessories	Md.Eyasin	Manager	Male	1854191778	Dhaka	TEJGAON	Shop no.267(1st floor)2 no.Bhabon	Kawran Bazar,Teigaon

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# #	Rahad Electric	Electrical and electronics	Md.Rahad	Owner	Male	1625877818	Dhaka	TEJGAON	Shop no.210(1st Floor).2 no.Bhaban	Kawran bazar,Teigaon
# #	PBM Furniture Gallery	Furniture and furnishing stores	Md Anoyar hossain	Manager	Male	1788874835	Dhaka	TEJGAON	23/J/2	Panthapath
# #	Brand Inside Limited	Electrical and electronics	Md. Saiful Islam Royal	Owner	Male	1704170350	Dhaka	MIRPUR	13	Sewrapara
# #	KRISHIBID BZAR	Supermarkets, hypermarkets, Groceries and convenience stores	Shouvo Sarkar	Manager	Male	1700729368	Dhaka	MIRPUR	13	Kazipara
# #	Abu Bakkar Telicom	Mobile phone and mobile accessories	Md. Raihan Rahman	Manager	Male	1779553307	Dhaka	KAFRUL	14	Shah Ali plaza, Mirpur-10 Golchokkar
# #	Asian Telicom	Mobile phone and mobile accessories	Mahadi Hasan	Manager	Male	1841241367	Dhaka	KAFRUL	14	Shah Ali Plaza, Mirpur-10, Golchokkhor
# #	Al-Modina Supar Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Israfil Hossain	Owner	Male	1920795660	Dhaka	BADDA	Utter Badda	Badda



Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	probasi Bekari	Food products (Sweet, Confectionery, Bakery)	Raihan Kabir	Manager	Male	1716974888	Chattogram	PANCHLAISH	16	Katalganj
# #	Chowdhury Electronics	Electrical and electronics	Arun Babu	Owner	Male	1972000084	Chattogram	PANCHLAISH	15	Katalganj
# #	M/s Momotaz Super Shop	Electrical and electronics	Abdul karim Rasel	Owner	Male	1828875787	Chattogram	PANCHLAISH	15	Nasirabad
# #	Jamak Kain Furniture	Furniture and furnishing stores	Saiful Alam	Owner	Male	1816823398	Chattogram	PANCHLAISH	15	2 No gate
# #	MSN Mobaile Service and Training	Mobile phone and mobile accessories	Morshed Elahi	Owner	Male	1813184311	Chattogram	PANCHLAISH	15	Muradpur
# #	Sadik Departmental Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Sadikur Rohman	Owner	Male	1715778301	Sylhet	SYLHET SADAR	Word: 14	Sylhet sadar
# #	ATM Fashion	Clothing and footwear	Md Lahin Islam	Manager	Male	1893359636	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondorbazar Ward No 14
# #	Rahman Mobail Center 2	Mobile phone and mobile accessories	Juwel ahmed	Owner	Male	1621818788	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondor Bazar Ward 14

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Rahman tedars & Electronics	Electrical and electronic s	Md Jewel Ahmed	Manager	Male	1742818 386	Sylhet	SYLHET SADAR	Sylhet sadar	Bondor Bazar Ward No 14
# #	Maisha metal & Furniture	Furniture and furnishing stores	Md Dhirendhra kumar	Manager	Male	1625025 909	Sylhet	SYLHET SADAR	SYLHET SADAR	NAYER PUL Ward No 15
# #	Shaad and co. Ltd	Food products (Sweet, Confectio nery, Bakery)	Md.Zahidul Islam	Manager	Male	1764850 671	Sylhet	SYLHET SADAR	Bandor Bazar 14	Bandor Bazar 14
# #	New Tista Electronics and computer	Electrical and electronic s	Rahat Ahmed	Owner	Male	1721681 339	Sylhet	SYLHET SADAR	Bandor Bazar	Bandor Bazar
# #	Modhu Full	Food products (Sweet, Confectio nery, Bakery)	Shemul	Owner	Male	1712752 206	Sylhet	SYLHET SADAR	BANDHOR BAZAR	Bandor bazar
# #	Ronjita fashion	Clothing and footwear	Maruf Ahamad	Manager	Male	1304289 138	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondor Bazar Ward 14
# #	Sylhet Mobail bd .Com	Mobile phone and mobile accessori es	Tufayel Mia	Manager	Male	1998789 477	Sylhet	SYLHET SADAR	Word:14	Bondur bazar
# #	Bosundhora Elitronoics	Electrical and electronic s	Md Ibrahim mia	Manager	Male	1711383 344	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondor Bazar Ward 14
# #	Ashok metal & Furniture	Furniture and furnishing stores	Md al amin	Manager	Male	1704905 666	Sylhet	SYLHET SADAR	Sylhet Sadar	Neyer pul Ward 18

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Baghdad Foods	Food products (Sweet, Confectionery, Bakery)	Md. Habibur Rahman	Owner	Male	1792490024	Chattogram	BAYEJID BOSTAMI	Word 2	Bangobandho Avenue, Oxygen, Kuaish Road
# #	Rupsha Food	Food products (Sweet, Confectionery, Bakery)	Md. Jahid	Manager	Male	1888302909	Chattogram	BAYEJID BOSTAMI	Word 2	Oxygen mor, Hathazari road
# #	Sumi Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Forkan	Owner	Male	1869366886	Chattogram	PANCHLAISH	Shook Bohor	4/1 Abdul Hamid Road
# #	Jaytun Sweets	Food products (Sweet, Confectionery, Bakery)	MD: Azizul Haque	Manager	Male	1951908660	Khulna	KHULNA SADAR	Goallamari	Gollamari
# #	Aziz Store	Supermarkets, hypermarkets, Groceries and convenience stores	Abdul Aziz	Owner	Male	1641458308	Khulna	KHULNA SADAR	Woard 24	Nirala bazar
# #	Razib steel furniture	Furniture and furnishing stores	MD: Roman	Manager	Male	1925710404	Khulna	KHULNA SADAR	Woard 24	Nirala hazi bari

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Babul steel furniture	Furniture and furnishing stores	Babul	Owner	Male	1779606 447	Khulna	KHULNA SADAR	Woard 24	Nirala hazi bari
# #	Rakib furniture	Furniture and furnishing stores	Rasel	Manager	Male	1942041 970	Khulna	KHULNA SADAR	Woard 26	Hazi barir moar
# #	Nonavumi	Clothing and footwear	Shohag	Owner	Male	1627666 098	Khulna	KHULNA SADAR	Woard 24	Amtala
# #	Brand electronics shop	Electrical and electronic s	MD Abdullah Omar	: Manager	Male	1731336 550	Khulna	KHULNA SADAR	Woard 21	Moypapota
# #	Vai vai fashion germents	Clothing and footwear	Omor	Manager	Male	1964651 395	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Fatema borkha house	Clothing and footwear	Amir hossain	Owner	Male	1918058 981	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Al modina borkha house	Clothing and footwear	Akibul islam	Owner	Male	1917278 194	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Mobarok shoes	Clothing and footwear	Mobarok	Owner	Male	1914835 150	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Malek shoes	Clothing and footwear	Md.juel	Owner	Male	1716070 309	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	4g telecom	Mobile phone and mobile accessori es	Anowar	Managin g Director	Male	1914274 451	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Cell tone	Mobile phone and mobile accessories	Jony	Owner	Male	1715604704	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Siddikia telecom	Mobile phone and mobile accessories	Masud	Manager	Male	1840775777	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Mobile biz	Mobile phone and mobile accessories	Md.rana	HR Head	Male	1750966622	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Muslim Misty Ghar	Food products (Sweet, Confectionery, Bakery)	Md Billal Hossen	Owner	Male	1946587806	Khulna	SONADANG A	Word 25	Gollahmari Sher Bangla milk road(alkatra Mile er samny)
# #	New Satkhira gosh Deary	Food products (Sweet, Confectionery, Bakery)	Dhiman Ghosh	Manager	Male	1969823745	Khulna	SONADANG A	24	Nirala
# #	New Furniture Galary	Furniture and furnishing stores	Habibur Rahaman Dulal	Owner	Male	1721426618	Khulna	KHULNA SADAR	24	Sher e bangla road Nirala HAZI Bari
# #	Rasel Furnitur	Furniture and furnishing stores	Sk Nurislam	Owner	Male	1785798981	Khulna	SONADANG A	26	Sher Bangla road Hazi Bari

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Rajib Bazar	Clothing and footwear	Sujayed	Manager	Male	1711981432	Khulna	SONADANG A	24	Sherbangla road amtola
# #	Mass am ar islam	Clothing and footwear	Md uggol	Manager	Male	1749441182	Khulna	KHULNA SADAR	Word 21	Dakbanglo
# #	Jonota talecom	Mobile phone and mobile accessories	Md yasin	Manager	Male	1777628378	Khulna	KHULNA SADAR	Word 23	Dagbangla
# #	Dash telecom	Mobile phone and mobile accessories	Bappy	Manager	Male	1715086510	Khulna	KHULNA SADAR	Word	Khulna
# #	Al mobile corner	Mobile phone and mobile accessories	Md aliquid rahoman	HR Head	Male	1960043483	Khulna	KHULNA SADAR	Word 23	Dakbangla
# #	Khagana	Furniture and furnishing stores	Marouf	Manager	Male	1711320393	Khulna	KHULNA SADAR	23	Khulna
# #	Star ladies	Clothing and footwear	Sahin	Manager	Male	1975502477	Khulna	KHULNA SADAR	23	Khulna
# #	Ar as tradas	Electrical and electronics	Md jamal	Owner	Male	1558755754	Khulna	KHULNA SADAR	Word 27	Dakbangla
# #	Fulkoli Food Products	Food products (Sweet, Confectionery, Bakery)	Md.Faruk Hossain	Manager	Male	1869729401	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondor Bazar Ward 14

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Jalalabad Elections	Electrical and electronics	Md.Obaidul	Owner	Male	1916516803	Sylhet	SYLHET SADAR	Sylhet sadar	Jindabajar
# #	RN furniture	Furniture and furnishing stores	Md.Dolal miya	Manager	Male	1759698097	Sylhet	SYLHET SADAR	Sylhet Sadar	Mirabazar
# #	Modhubon ovijat misti biponi	Food products (Sweet, Confectionery, Bakery)	Riyad	Manager	Male	1725444299	Sylhet	SYLHET SADAR	Sylhet Sadar	Sibgonj Bazar
# #	Layla Enterprise	Mobile phone and mobile accessories	Md. Jowel	Owner	Male	1813253212	Chattogram	KOTWALI	Word 16	Chok bazar
# #	Flaburs premium Sweets & Bakers	Food products (Sweet, Confectionery, Bakery)	Md. Mizanur Rahman	Manager	Male	1815163537	Chattogram	KOTWALI	Chalk bazar	Mukti Bhaban
# #	Avertex	Mobile phone and mobile accessories	Riad Hossain	Manager	Male	1889558798	Chattogram	KOTWALI	Ward no 16	Chakbazar
# #	Garden Febrics	Clothing and footwear	Md. Nayon	Manager	Male	1815368064	Chattogram	KOTWALI	Ward no 16	Chawkbazar
# #	Maya Fabrics	Clothing and footwear	Md. Absar	Manager	Male	1812495652	Chattogram	KOTWALI	Ward no 16	Moti Tower
# #	Green Fashion	Clothing and footwear	Mohammad Faridul Haque	Owner	Male	1819058497	Chattogram	KOTWALI	Chokbazar	Moti Tower

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Green Plus	Clothing and footwear	Md. Monjur Alam	Manager	Male	1835301 642	Chattogr am	KOTWALI	Ward no 16	Chawkbazar
# #	Thai kiddy	Clothing and footwear	Abutaher	Manager	Male	1818040 405	Chattogr am	KOTWALI	16	Chowkbazar
# #	Well food	Food products (Sweet, Confectio nery, Bakery)	Opu	Manager	Male	1867115 573	Chattogr am	KOTWALI	16	Chawkbazar
# #	Bay emporium	Clothing and footwear	Jamal uddin	HR Head	Male	1838837 789	Chattogr am	KOTWALI	16	Chawkbazar
# #	Shankar store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Shankar	Owner	Male	1914144 130	Khulna	KHULNA SADAR	Woard no 16	Boyra bazar
# #	Al Amin Store	Supermar kets, hypermark ets, Groceries and convenien ce stores	MD : Saiful Islam	Owner	Male	1725304 383	Khulna	KHULNA SADAR	Woard 16	Boyra bazar
# #	Vai vai Store	Supermar kets, hypermark ets, Groceries and convenien ce stores	MD: Mosharraf Hossain	Owner	Male	1731221 881	Khulna	KHULNA SADAR	Woard 16	Boyra bazar



Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Kazi Store	Supermarkets, hypermarkets, Groceries and convenience stores	Abdul Hai shekh	Owner	Male	1721581056	Khulna	KHULNA SADAR	Woard 16	Boyra bazar
# #	Jahida telecom	Mobile phone and mobile accessories	MD : Rahat	Owner	Male	1611655056	Khulna	KHULNA SADAR	Woard no 16	Prottasha plaza ,Boyra
# #	Shishu mela	Clothing and footwear	MD: Yusuf ali	Owner	Male	1674480065	Khulna	KHULNA SADAR	Woard no 16	Khokon Shopping complex
# #	Niddle fight tailers and cloth store	Clothing and footwear	Poritosh roy	Owner	Male	1718323519	Khulna	KHULNA SADAR	Woard 16	Notun hat shopping centre
# #	Blessing departmental store	Supermarkets, hypermarkets, Groceries and convenience stores	MD : Sakib	Owner	Male	1908606595	Khulna	KHULNA SADAR	Woard 16	Sonadanga road boyrabazar
# #	Harun furniture mart	Furniture and furnishing stores	MD: Harun R Roshid	Owner	Male	1718655955	Khulna	KHULNA SADAR	Woard 16	Moshjid road boyra bazar
# #	Choice Tailor Febrics	In & Clothing and footwear	Md. Abul Kasem	Manager	Male	1811859996	Chattogram	CHANDGAON	Ward no 4	170, Swajan Super Market , Bohoddarhat

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Regal Emporium	Furniture and furnishing stores	Hussain Md. Afzal	Manager	Male	1844601526	Chattogram	CHANDGAON	Ward no 4	Southern CNG Station opposite, Chandgaon, Bohoddarhat
# #	Pride Limited	Clothing and footwear	Milton Dey	Manager	Male	1819075258	Chattogram	PANCHLAISH	Ward no 15	20 - 21, Afmi Plaza , Probartak More
# #	Smart bagar	Clothing and footwear	Md robioul	Manager	Male	1924217744	Khulna	KHULNA SADAR	Word 23	Dakbangla
# #	Ganoin telecom electrick	Mobile phone and mobile accessories	Md liton	Manager	Male	1717005707	Khulna	KHULNA SADAR	Word 24	Dakbangla
# #	Miss islam electronics	Electrical and electronics	Soriful islam	Owner	Male	1712980000	Khulna	KHULNA SADAR	Word 21	Dakbagla
# #	Melamine classic funiture	Furniture and furnishing stores	Md masume	Manager	Male	1710261929	Khulna	KHULNA SADAR	Word 17	Newmarkat
# #	Tosa	Clothing and footwear	Toffazul islam	Owner	Male	1819382969	Chattogram	DOUBLE MOORING	28	Singapore Bankok shoping mall
# #	Khaza Textile	Clothing and footwear	Nijam uddin	Manager	Male	1884258827	Chattogram	DOUBLE MOORING	28	Singapore bankok shoping mall

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# #	Mone Rekho Saris	Clothing and footwear	Rashidul Hauqe	Manager	Male	1829633 531	Chattogr am	DOUBLE MOORING	28	Singapore bankok shoping mall
# #	Mobaile mart	Mobile phone and mobile accessori es	Anowar Shahdat	Manager	Male	1822224 777	Chattogr am	DOUBLE MOORING	28	Singapore bankok shoping mall
# #	Orbachin Furniture	Furniture and furnishing stores	Md Hakim ali	Manager	Male	1626530 752	Chattogr am	PANCHLAIS H	8	Muradpur
# #	Uttom Shoe Store	Clothing and footwear	Hazi Ahammod Hosen	Owner	Male	1711000 870	Sylhet	SYLHET SADAR	Word : 15	Bondor Bazar
# #	Libarty Shoe	Clothing and footwear	Ferdush Mia	Owner	Male	1644117 787	Sylhet	SYLHET SADAR	Word : 15	Bondor Bazar
# #	Sornali Shoe	Clothing and footwear	Mowlana Nozrul Islam	Owner	Male	1742456 630	Sylhet	SYLHET SADAR	Word : 15	Bondor Bazar
# #	Baby Gallery	Clothing and footwear	Sajidur Rahman	Owner	Male	1711233 200	Sylhet	SYLHET SADAR	Word :11	Zinda Bazar
# #	Daina Orna Gore & Baby Gallery	Clothing and footwear	Foysal Hoque	Owner	Male	1734798 670	Sylhet	SYLHET SADAR	Word : 15	Sukria Market
# #	Arabiyan Burka House	Clothing and footwear	Md.Tara Mia	Manager	Male	1760746 844	Sylhet	SYLHET SADAR	Word : 15	Sukria Market
# #	Q Bistro Misty & Bekari	Food products (Sweet, Confectio nery, Bakery)	Imran Ahmed	Owner	Male	1731697 275	Sylhet	SYLHET SADAR	Sylhet Sadar	Zinda bazar 16

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Rifat and Co	Food products (Sweet, Confectionery, Bakery)	SUMON	Manager	Male	1711447701	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar 16
# #	TOSHIBA	Electrical and electronics	Md sourov	Manager	Male	1787672051	Sylhet	SYLHET SADAR	Sylhet Sadar	Chowhata ward 17
# #	Best Buy	Electrical and electronics	Md.Nahid Hassan	Manager	Male	1738109509	Sylhet	SYLHET SADAR	Sylhet Sadar	Dorshong Deuri Amborkhana
# #	My la shoe	Clothing and footwear	Md, Manoj miya	Manager	Male	1722746386	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar,Amborkhana
# #	Metro treding	Supermarkets, hypermarkets, Groceries and convenience stores	Dippik kumar	Manager	Male	1647068857	Sylhet	SYLHET SADAR	Sylhet Sadar	Amborkhana 8
# #	Barton Bangladesh	Clothing and footwear	Md.Emon	Manager	Male	1316432033	Sylhet	SYLHET SADAR	Zinda Bazar	Zinda Bazar
# #	Menz klub	Clothing and footwear	Azom	Manager	Male	1755625010	Sylhet	SYLHET SADAR	Zinda Bazar	Zinda Bazar
# #	Sony and Rangs	Electrical and electronics	Mahmud	Manager	Male	1711995772	Sylhet	SYLHET SADAR	Zinda Bazar	Zinda Bazar
# #	Symphony	Mobile phone and mobile accessories	Dalwar Hossain	Manager	Male	1724403448	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Samsung Galaxy	Mobile phone and mobile accessories	Md Jubayer Elahi	Manager	Male	1761039454	Sylhet	SYLHET SADAR	Sylhet Sadar	Chouhatta Zinda Bazar ward 13
# #	realme	Mobile phone and mobile accessories	Ripon miah	Manager	Male	1750143963	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
# #	Electro mart Limited	Electrical and electronics	Md Shahjalal Choudhuri	Manager	Male	1755696170	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar Ward 16
# #	AB ELECTRONICS	Mobile phone and mobile accessories	Sajjad Hossain	Manager	Male	1703314382	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
# #	Kailash Electronics BD	Electrical and electronics	Prince Salam( Mukit)	Owner	Male	1784108336	Sylhet	SYLHET SADAR	Chowhatta point	Chowhatta point
# #	Paye paye Shoe	Clothing and footwear	Md Joynal Abedin	Manager	Male	1711078338	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar 16
# #	Dorji Bari	Clothing and footwear	Ashraful Islam	Manager	Male	1840644646	Sylhet	SYLHET SADAR	Dorga gate	Dorga gate
# #	Xiaomi Mobail	Mobile phone and mobile accessories	Md Masum Ahmed	Manager	Male	1911747858	Sylhet	SYLHET SADAR	Sylhet Sadar	Chouhatta Zindabazar

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Genarel Electronices	Electrical and electronic s	Md Emran Hosen	Manager	Male	1709995 817	Sylhet	SYLHET SADAR	Sylhet Sadar	Zinda bazar 16
# #	WALKAR FOOTWEAR	Clothing and footwear	Md Ariful Hasan	Manager	Male	1715655 267	Sylhet	SYLHET SADAR	Sylhet Sadar	Amborkhana
# #	SIGNAL MENS WEAR	Clothing and footwear	Md Zahid Ahmed	Manager	Male	1710144 053	Sylhet	SYLHET SADAR	Sylhet Sadar	Amborkhana ward no 8
# #	Panshi bazar	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md.Samsur Rahman	Manager	Male	1766060 735	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar
# #	Tasty Treat Food	Food products (Sweet, Confectio nery, Bakery)	Sohanur rahman	Manager	Male	1718699 869	Sylhet	SYLHET SADAR	Sylhet Sadar	Dorga get
# #	Richman lubnan	Clothing and footwear	SK Jaber	Manager	Male	1678214 743	Sylhet	SYLHET SADAR	Sylhet Sadar	Dargaget
# #	Bindu exclusive means wear	Clothing and footwear	Hasan shikdar	Manager	Male	1620105 033	Sylhet	SYLHET SADAR	Sylhet Sadar	Purbo dargaget
# #	Furniture Garden	Furniture and furnishing stores	Joni Ahammod	Manager	Male	1748514 852	Sylhet	SYLHET SADAR	Sylhet Sadar	Boro bazar golirmor
# #	N.B. Electronics	Electrical and electronic s	Forkan	Manager	Male	1858339 033	Chattogr am	KOTWALI	25	New market

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Joy Electronics	Mobile phone and mobile accessories	Bhoulon kantian ghosh	Owner	Male	1619809080	Chattogram	KOTWALI	25	New market
# #	KABIR TRADERS	Supermarkets, hypermarkets, Groceries and convenience stores	Rubel	Manager	Male	1813572682	Chattogram	KOTWALI	32	New market
# #	ARTx	Clothing and footwear	Mohammad baccumiya	Manager	Male	1820010880	Chattogram	KOTWALI	32	New market
# #	Stylo	Clothing and footwear	Mohammad mostak	Manager	Male	1734779650	Chattogram	KOTWALI	32	New market
# #	Handibazar	Clothing and footwear	Biplob	Manager	Male	1619889909	Chattogram	KOTWALI	32	New market
# #	F.S EATERFRISE	Furniture and furnishing stores	Ali	Owner	Male	1815185943	Chattogram	KOTWALI	25	Niumarket (1st floor) Reazuddin bazar
# #	E.S telecom	Mobile phone and mobile accessories	Md.Shipon	Owner	Male	1718051111	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Insole	Clothing and footwear	Md.Akram hossain	Manager	Male	1799443794	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla

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# #	Boni Electric	Electrical and electronics	Md.Shohag	Manager	Male	1711443113	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Ela enterprises	Electrical and electronics	Yusuf ali	Owner	Male	1953341501	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	R.S Electronics	Electrical and electronics	Md.Jakir hossain	Owner	Male	1714057828	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	New R.S telecom	Mobile phone and mobile accessories	Md.shohel	Owner	Male	1915123333	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Dhaka Electric Corner	Electrical and electronics	Siraj uddin	Owner	Male	1714242604	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Shohas Electrics	Electrical and electronics	S.M Murad	Owner	Male	1711397677	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	New Musa Furniture	Furniture and furnishing stores	Md.Deny Mondol	Manager	Male	1712264727	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Misti Mohol	Food products (Sweet, Confectionery, Bakery)	Md.Delowar Hossain	Manager	Male	1775670252	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Nasim Enterprise	Clothing and footwear	Mothiur Rahaman Bappy	Manager	Male	1774929385	Khulna	DAULATPUR	5	Trafic Daulatpur Mor



Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Jakir Electronic	Electrical and electronic s	Abdullah Al noman	Manager	Male	1911436 068	Khulna	DAULATPUR	5	Daulatpur Bazar
# #	Family Enterprises	Clothing and footwear	Md Sawhon	Owner	Male	1938677 607	Khulna	DAULATPUR	5	Daulatpur Bazar
# #	Achol Fashion	Clothing and footwear	Jahid Hossen	Owner	Male	1714950 856	Khulna	DAULATPUR	5	Daulatpur Bazar Market
# #	Adi Samrat Shoes	Clothing and footwear	Md Hanifa Hussain Bappy	Manager	Male	1846486 854	Khulna	DAULATPUR	5	Daulatpur Bazar
# #	Export Museum	Clothing and footwear	Md Delwar Hossen Talukdar	Owner	Male	1732394 911	Khulna	DAULATPUR	5	BL College Road Daulatpur Bazar
# #	Misti Mohal	Food products (Sweet, Confectio nery, Bakery)	Md Salman	Manager	Male	1818319 558	Khulna	DAULATPUR	6	Daulatpur Bus stand
# #	Star Chaines&Bir yani House	Food products (Sweet, Confectio nery, Bakery)	Md Asaduzzam an	Owner	Male	1794432 104	Khulna	DAULATPUR	6	Jeshore road Daulatpur Bussyand
# #	Smart Furnitur	Furniture and furnishing stores	Md Roni	Manager	Male	1916526 364	Khulna	DAULATPUR	6	Daulatpur Bus stand jeshore road
# #	RS Mobile Zone	Mobile phone and mobile accessori es	Md. Faisal	Manager	Male	1817241 190	Chattogr am	KOTWALI	ward no 31	Shah Amanat City Corporation Market

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# #	Flavors Premium Sweets Bakers	Food products (Sweet, Confectionery, Bakery)	Md. Shahid	Manager	Male	1976717 721	Chattogram	KOTWALI	Ward no 32	Dewan Bazar
# #	Bizli Cables	Electrical and electronics	Md. Mamun Khan	Manager	Male	1844658 727	Chattogram	KOTWALI	Ward no 31	Besides of Rifles Club Electronics market
# #	Shah Pir Traders	Electrical and electronics	Mustafizur Rahman Shuman	Owner	Male	1919702 072	Chattogram	KOTWALI	Ward no 31	Shah Amanat City Corporation Market
# #	Bachelor Dot Com	Mobile phone and mobile accessories	Mr. Bappy	Manager	Male	1790050 903	Chattogram	KOTWALI	Ward no 31	Shah Amanat City Corporation market
# #	Furniture Choice	Furniture and furnishing stores	Md. Asad	Manager	Male	1660106 322	Chattogram	KOTWALI	Ward no 32	Dewan Bazar
# #	Jogonnath Store	Supermarkets, hypermarkets, Groceries and convenience stores	Tonmoy sarkar	Manager	Male	1875237 629	Chattogram	KOTWALI	Ward no 32	Dewan Bazar
# #	Reliance Electronics	Electrical and electronics	Kamrul Islam	Manager	Male	1877616 465	Chattogram	KOTWALI	Ward no 31	Rifles Club Electronics Market

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Gazi Telecom	Mobile phone and mobile accessories	Md. Rashed	Owner	Male	1814484811	Chattogram	KOTWALI	New Market	Jalsha Shopping Complex
# #	HE International	Mobile phone and mobile accessories	Md. Shahiduzzaman	Owner	Male	1812373622	Chattogram	KOTWALI	New Market	Chowdhury Market
# #	M/a Century Electronics	Electrical and electronics	Md. Fazlul Islam	Owner	Male	1831165858	Chattogram	KOTWALI	New Market	CDA Market
# #	Brothers Telecom	Mobile phone and mobile accessories	Md. Khorsedul Alam	Owner	Male	1829595910	Chattogram	KOTWALI	New Market	44 No. Riazuddin Complex
# #	Jubaer Electronics	Electrical and electronics	Abdul Karim	Owner	Male	1817897448	Chattogram	KOTWALI	New Market	Jahanara Mension
# #	Chittagong Traders	Electrical and electronics	Shahidul Islam	Manager	Male	1811674153	Chattogram	KOTWALI	New Market	CDA Market
# #	Binoy Fashion	Clothing and footwear	Saif	Owner	Male	1309008499	Chattogram	KOTWALI	New Market	Jahanara Mension
# #	Westaran Boy	Clothing and footwear	Md Tutul mia	Manager	Male	1743667549	Sylhet	SYLHET SADAR	Sylhet Sadar	Barutkhana Zindabazar
# #	BANG	Clothing and footwear	Md Lablu	Manager	Male	1775103000	Sylhet	SYLHET SADAR	Zylhet Sadar	Barutkhana Zindabazar

Sl .	Organizational Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Step Footwaer	Clothing and footwear	Md Salauddin Choudhury	Manager	Male	1617020505	Sylhet	SYLHET SADAR	Sylhet Sadar	Barut khana Zindabazar Ward 16
# #	Ferdousy's cakes & Bekari	Food products (Sweet, Confectionery, Bakery)	Md Syed shajahan	Owner	Male	1786490754	Sylhet	SYLHET SADAR	Sylhet Sadar	Dhopa dhigir par
# #	Afra Telicom	Mobile phone and mobile accessories	Md Sabbir Ahmed	Manager	Male	1784648284	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondar Bazar
# #	Maisha Telicom	Mobile phone and mobile accessories	Md Mujahidul islam	Manager	Male	1618599499	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondor Bazar
# #	BLUE Moon	Clothing and footwear	Md Aftab	Manager	Male	1784205183	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar 16
# #	Maxtel	Mobile phone and mobile accessories	MD : Shimul Hossain	Manager	Male	1711076608	Khulna	KHULNA SADAR	Picture place moar	Azmol plaza 2nd floor
# #	Mobile Bazar	Mobile phone and mobile accessories	Razbir bijoy	Manager	Male	1788722222	Khulna	KHULNA SADAR	Picture place	Azmol plaza
# #	Curtain Gallery	Furniture and furnishing stores	Abir Islam	Manager	Male	1756660215	Khulna	KHULNA SADAR	Picture palace moar	Picture palace moar

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Paradise	Electrical and electronic s	MD : Mostafizur Rahman	Manager	Male	1954702 918	Khulna	KHULNA SADAR	Sir Iqbal Road	Dharmashova
# #	Salsabil Sweets and Confectiona ry	Food products (Sweet, Confectio nery, Bakery)	MD: Robiul Islam	Owner	Male	1922196 170	Khulna	KHULNA SADAR	Nirala moar	Nirala moar
# #	VISION EMPORIUM	Electrical and electronic s	MD: Kabir Islam	Manager	Male	1844664 653	Khulna	KHULNA SADAR	Nirala	Nirala moar
# #	Eastern Dizine Furniture	Furniture and furnishing stores	Shoriful Islam	Manager	Male	1819119 931	Khulna	KHULNA SADAR	Woard 19	Khalil chember moar
# #	Best Furniture	Furniture and furnishing stores	Kazi Murshid alam	Owner	Male	1712124 355	Khulna	KHULNA SADAR	Woard 19	KDA ave
# #	Regal Furniture	Furniture and furnishing stores	Monir chowdhury	Manager	Male	1844568 436	Khulna	KHULNA SADAR	Khulna sadar	KDA Avenue
# #	Nadia Furniture	Furniture and furnishing stores	Md.Zahidur Rahman	Manager	Male	1911077 159	Khulna	KHULNA SADAR	Khulna sadar	KDA Avenue
# #	Otobi	Furniture and furnishing stores	Parashar Sarkar	Manager	Male	1720582 072	Khulna	KHULNA SADAR	Khulna sadar	KDA Avenue
# #	Hatil	Furniture and furnishing stores	Muhammad Ali	Manager	Male	1713750 063	Khulna	KHULNA SADAR	Khulna sadar	KDA Avenue

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Apollo	Furniture and furnishing stores	Biplob Gain	Manager	Male	1921824 463	Khulna	KHULNA SADAR	Khulna sadar	KDA Avenue
# #	HATIM GROUP	Furniture and furnishing stores	Md Badsha Alamghir	Manager	Male	1754434 321	Khulna	SONADANG A	20	KDA avinew
# #	Partex Furnitur	Furniture and furnishing stores	Md sathu Alam	Manager	Male	1711973 080	Khulna	SONADANG A	20	KDA Avenue
# #	YUDO	Clothing and footwear	Md shohagh	Manager	Male	1709988 481	Khulna	SONADANG A	18	Majid Sarani sonadanga
# #	Colors	Clothing and footwear	Al Emran rishad	Manager	Male	1840911 234	Khulna	SONADANG A	18	Shib bari more oposit city inn
# #	Demand fashion house	Clothing and footwear	Monirol Islam	Manager	Male	1953360 324	Khulna	KHULNA SADAR	Word 28	Shipbari mor
# #	Jom jom must gor	Food products (Sweet, Confectio nery, Bakery)	Borhan uddin	Manager	Male	1975762 728	Khulna	KHULNA SADAR	Newmarket	Newmarket
# #	Nafecs enterprise	Furniture and furnishing stores	Md sultan alomgir	Owner	Male	1711248 365	Khulna	KHULNA SADAR	Newmarket	newmarket
# #	Sareng garnier lemited	Furniture and furnishing stores	As am mocha	Manager	Male	1971914 249	Khulna	KHULNA SADAR	Word 6	Doulat por

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Hoshin bakari	Food products (Sweet, Confectionery, Bakery)	Bappy	Manager	Male	1970702255	Khulna	KHULNA SADAR	Word 5	Mohashin mor
# #	Meena Bazar	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Nurulla Apon	Manager	Male	1818071562	Chattogram	PANCHLAISH	Ward no 8	136/A, East Nasirabad, Sholoshohor ( 2 no Gate )
# #	Flavours Premium Sweets and Bakers	Food products (Sweet, Confectionery, Bakery)	Md. Rayhan Hossain Ovi	Manager	Male	1854467143	Chattogram	KHULSHI	Ward no 14	1702, Avenue, Cricle CDA GES
# #	Best Electronics	Electrical and electronics	Md. Mamunur Rashid	Manager	Male	1735887419	Chattogram	KHULSHI	Ward no 15	Blossom Garden Market, CDA Avenue, GEC More
# #	Janani Computers	Electrical and electronics	Md. Robiul Alam	Manager	Male	1925137272	Chattogram	KHULSHI	Ward no 14	448, Yunsco City Center , Level - 4 , CDA Avenue, GEC Circle
# #	Ryans	Electrical and electronics	Md. Saiful Islam	Manager	Male	1755554911	Chattogram	KHULSHI	Ward no 15	Yunsco City Center , 4th floor, GEC

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	DULCE cake, Sweets & More	Food products (Sweet, Confectionery, Bakery)	Md. Farhan Faruk Rana	Manager	Male	1839299461	Chattogram	KHULSHI	Ward no 14	Taj Nur Point, 139/ A, CDA Avenue, Wasa Circle, Dampara
# #	Dubai Electronics	Electrical and electronics	Md. KHORSHED ALAM	Owner	Male	1865355355	Chattogram	KHULSHI	GEC More,	Yunesco Tower
# #	Transcom Digital	Electrical and electronics	Md. Fakhrul Islam	Manager	Male	1713061479	Chattogram	KHULSHI	Gec more (CDA Avenue)	805, C.D.A. Avenue, Dampara
# #	Binimoy Telecom	Mobile phone and mobile accessories	Mamun	Owner	Male	1815541528	Chattogram	KOTWALI	New Market	Chowdhury Market
# #	Agora supershop	Supermarkets, hypermarkets, Groceries and convenience stores	Jasan uddin	Manager	Male	1714929394	Sylhet	SYLHET SADAR	7 no word	Ambor khana Subid bazar road
# #	Home style Furniture	Furniture and furnishing stores	Md.Salim	Manager	Male	1712558563	Sylhet	SYLHET SADAR	19 no word	Mira bazar
# #	Elite furniture	Furniture and furnishing stores	Md. Arif	Owner	Male	1711348778	Sylhet	SYLHET SADAR	19 no word	Mira bazra



Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Sitar Bakery	Food products (Sweet, Confectionery, Bakery)	Hafiz Thofil	Manager	Male	1776652116	Sylhet	SYLHET SADAR	Lamar Bazar	Lamar Bazar
# #	NAVANA FURNITURE	Furniture and furnishing stores	Kaisar	Manager	Male	1738208942	Sylhet	SYLHET SADAR	Mira Bazar	Mira Bazar
# #	Godry Locker & Furniture	Furniture and furnishing stores	Ali Hossain	Manager	Male	1767581402	Sylhet	SYLHET SADAR	Mira Bazar	Mira Bazar 19
# #	FLORA Ltd	Electrical and electronics	ERSHADUL	Manager	Male	1819930528	Chattogram	KHULSHI	Lalkhan Bazar	28, M.A Malik Road
# #	Drips Sweets & Bakers	Food products (Sweet, Confectionery, Bakery)	Md. Forhad	Manager	Male	1818700548	Chattogram	KOTWALI	Ward no 32	Andorkilla
# #	Huawei Experience Shop	Mobile phone and mobile accessories	Md. Forhadul Islam	Manager	Male	1829247785	Chattogram	KHULSHI	Ward no 8	Sanmar Ocean City
# #	Legacy Furniture	Furniture and furnishing stores	Md. Shah Alam	Manager	Male	1814218717	Chattogram	KHULSHI	Ward no 8	GEC
# #	Anjan's	Clothing and footwear	Tania Jaman	Manager	Female	1678644187	Chattogram	KHULSHI	Ward no 8	GEC Circle
# #	M/S Good Furniture House	Furniture and furnishing stores	Md. Didar Hosen	Manager	Male	1822603036	Chattogram	CHANDGAON	Ward no 16	Bolirhat

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Butterfly Marketing Ltd	Electrical and electronics	Md Abdur Rahim	Manager	Male	1720562504	Chattogram	DOUBLE MOORING	28	Choumuhoni
# #	K bekari	Food products (Sweet, Confectionery, Bakery)	Md Ijaz	Manager	Male	1629619796	Chattogram	DOUBLE MOORING	28	Agrabad
# #	Firm Ville	Food products (Sweet, Confectionery, Bakery)	Robin Seikh	Manager	Male	1775013677	Chattogram	DOUBLE MOORING	28	Agrabad
# #	Denim	Clothing and footwear	Tanvir Ahmed	Manager	Male	1832807474	Chattogram	DOUBLE MOORING	28	Agrabad
# #	Laser Teck	Mobile phone and mobile accessories	Mahmud Ikbali	HR Head	Male	1544315608	Chattogram	PANCHLAISH	8	Pachlaish
# #	A K Telicom	Mobile phone and mobile accessories	Abdul Kader	Manager	Male	1766680955	Chattogram	KOTWALI	15	CDA Market
# #	Madina Furniture	Furniture and furnishing stores	Md S H babul	Manager	Male	1812846787	Chattogram	KOTWALI	15	Digirpar
# #	Tepantar Furniture	Furniture and furnishing stores	Mohinur Jahan	Owner	Male	1815435665	Chattogram	PAHARTALI	10	Halishahar

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Sofi Electronics service	Electrical and electronics	Rohim uddin	Owner	Male	1819672272	Chattogram	PANCHLAISH	15	Katalganj
# #	A.G Electronics	Electrical and electronics	Nur Muhammad Adnan	Owner	Male	1720521555	Sylhet	SYLHET SADAR	Word:15	Zinda Bazar
# #	R.S.ELECTRONICS	Electrical and electronics	Md.Raju	Manager	Male	1734855317	Sylhet	SYLHET SADAR	Word:15	Lotif Center,Zinda Bazar
# #	SYLTECH ELECTRONICS	Electrical and electronics	Md.Kamrujjaman	Manager	Male	1712575393	Sylhet	SYLHET SADAR	Word:16	Srity Bhobon, Mirzajangal
# #	TERM ELECTRONICS	Electrical and electronics	Masum Kobir	Manager	Male	1601338082	Sylhet	SYLHET SADAR	Word:21	Shulapara
# #	FAHIM ELECTRONICS	Electrical and electronics	Md.Faruk Hosen	Owner	Male	1711700027	Sylhet	SYLHET SADAR	Word:21	Shulapara
# #	RAINBOW ELECTRONICS	Electrical and electronics	Ashok Kumar Ray	Owner	Male	1754203128	Sylhet	SYLHET SADAR	Word:15	Modhubon Super Market
# #	Futru Electronics	Electrical and electronics	Sebaje Ray	Manager	Male	1608308482	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar ,Lotif centre
# #	Fizz and co.	Supermarkets, hypermarkets, Groceries and convenience stores	Debasis	Manager	Male	1711138521	Sylhet	SYLHET SADAR	word:20	Sibgon

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Mohona and Dairy sweets	Food products (Sweet, Confectio nery, Bakery)	Bishwajit Gope	Owner	Male	1712553 056	Sylhet	SYLHET SADAR	Monipuri rajbari	Mirjajangol
# #	b2 win Jeans fashion	Clothing and footwear	Md.sojib	Manager	Male	1911587 796	Sylhet	SYLHET SADAR	Sylhet Sadar	Lamabazar Aisha General Hospital, on the west
# #	Super Electronics	Electrical and electronic s	Adil Bin Saif Mojumder	Owner	Male	1617787 878	Sylhet	SYLHET SADAR	Sylhet Sadar	Zindabazar
# #	Electronics City	Electrical and electronic s	Rakib	Manager	Male	1827660 827	Chattogr am	DOUBLE MOORING	Agrabad badamtoli	Sheikh Mujib Road
# #	M/S. SABBIR ENTERPRIS E	Food products (Sweet, Confectio nery, Bakery)	Tanbir	HR Head	Male	1852854 315	Chattogr am	KOTWALI	32	Niumarket
# #	Data bazar	Clothing and footwear	Anikur rohoman rabbi	Manager	Male	1856333 628	Chattogr am	KOTWALI	25	Niumarket
# #	NURJAHAN SUTS AND BEKARI	Food products (Sweet, Confectio nery, Bakery)	Rubel	Manager	Male	1860484 865	Chattogr am	KOTWALI	25	Katalgonj 1nambar rood
# #	Shoilpik	Clothing and footwear	Mohammd Salauddin	Manager	Male	1850476 067	Chattogr am	DOUBLE MOORING	24	Agrabad suparsingar Bangkok markrt

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	NEW TEX	Clothing and footwear	Kausar alom	HR Head	Male	1400428965	Chattogram	DOUBLE MOORING	32	Agrabad Singapore bangkok market
# #	Mim departmental store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Nimai	Manager	Male	1725814411	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	M/S hannan enterprise	Supermarkets, hypermarkets, Groceries and convenience stores	Md asadorjama n kajol	Owner	Male	1991667414	Khulna	KHULNA SADAR	Word 5	Doulat por
# #	M/S sajid stor	Supermarkets, hypermarkets, Groceries and convenience stores	Md ismail	Manager	Male	1937701581	Khulna	KHULNA SADAR	Word 4	Doulat pour
# #	Albaqarah sweets	Food products (Sweet, Confectionery, Bakery)	Md Abdul uddot	Manager	Male	1308297337	Khulna	KHULNA SADAR	Foulbari	Foulbari

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Mersas julfikar store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md.Wahid	Manager	Male	1718973 467	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Mersas siddik store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md.Siddik	Owner	Male	1912638 222	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Bangladesh bekary	Food products (Sweet, Confectio nery, Bakery)	Mamun	Manager	Male	1915829 812	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Hawra Bekary	Food products (Sweet, Confectio nery, Bakery)	Jahangir hossain	Owner	Male	1774371 772	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Hugli Bekary & Konfektiona ry	Food products (Sweet, Confectio nery, Bakery)	Md.liton	Manager	Male	1712404 028	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla
# #	Taqwa sweets	Food products (Sweet, Confectio nery, Bakery)	Md.kamal	Manager	Male	1625316 181	Khulna	KHULNA SADAR	Khulna sadar	Gollamari

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Haier	Electrical and electronic s	SK Hafizul Islam	Manager	Male	1944455 412	Khulna	KHULNA SADAR	Khulna sadar	Sibbari
# #	Midea	Electrical and electronic s	Imran Hayder	Manager	Male	1644541 773	Khulna	KHULNA SADAR	Woard no 17	Shibbari moar
# #	EASY	Clothing and footwear	MD: Shamin	Manager	Male	1713429 310	Khulna	KHULNA SADAR	Woard 17	Shib bari moar
# #	Best Mobile	Mobile phone and mobile accessori es	Shohidul Haque	Manager	Male	1716078 757	Khulna	KHULNA SADAR	Woard 27	Baytur shopping complex nur
# #	Alif Telecom	Mobile phone and mobile accessori es	MD : Kamrul Islam	Owner	Male	1909656 503	Khulna	KHULNA SADAR	Woard 17	Khulna Market New
# #	Your Choice	Clothing and footwear	Abdullah al Mamun	Manager	Male	1717964 050	Khulna	KHULNA SADAR	Woard 17	New Market Khulna
# #	Unique	Clothing and footwear	MD: Rafiul Islam	Manager	Male	1963251 393	Khulna	KHULNA SADAR	Woard 17	New Market
# #	Rajshahi silk house	Clothing and footwear	MD : Shahriar Hossain	Manager	Male	1993786 244	Khulna	KHULNA SADAR	Woard 17	New market khulna
# #	Prince Traders	Mobile phone and mobile accessori es	Amin Sharif	Owner	Male	1711382 746	Chattogr am	DOUBLE MOORING	Agrabad	Aktaruzzaman Center

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	The Basket	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Nizam Uddin	Manager	Male	1813621946	Chattogram	KHULSHI	Ward no 12	Zakir Hossain Road
# #	Cornea store	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Sagedur Rahman	Manager	Male	1722382916	Chattogram	BAYEJID BOSTAMI	Ward no 3	Raufabad Bazar
# #	Friends Park	Clothing and footwear	Sumon Rubel	Owner	Male	1409191000	Chattogram	DOUBLE MOORING	28	Singapore bankok market
# #	Datta	Clothing and footwear	Md Ikbal	Manager	Male	1704916045	Chattogram	DOUBLE MOORING	28	Singapore bankok shopping mall
# #	Shakil Shoes	Clothing and footwear	Sakil ahmed	Owner	Male	1742967833	Chattogram	PANCHLAISH	15	Muradpur
# #	M/S Ahmad Brothers	Electrical and electronics	Md Khafi	Manager	Male	1907120105	Khulna	SONADANG A	17	KDA avenue shibbari more
# #	Desi kitchen	Food products (Sweet, Confectionery, Bakery)	Abdus Satter	Manager	Male	1703152082	Khulna	SONADANG A	17	KDA avenue



Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	AK smart zone	Mobile phone and mobile accessori es	Md sabbir Hossain	Manager	Male	1953818 860	Khulna	SONADANG A	20	DDA avenue
# #	DS gallery	Mobile phone and mobile accessori es	Md saife Hossen	Manager	Male	1819176 866	Khulna	SONADANG A	18	KDA avunue Shibbari more
# #	Electro Mart limited	Electrical and electronic s	Md Khairul islam mazumder	Manager	Male	1920246 979	Khulna	SONADANG A	18	KDA Avenue shibbari more
# #	7 MILES cafe&restra	Food products (Sweet, Confectio nery, Bakery)	Md shaidul Alam	Manager	Male	1925228 122	Khulna	SONADANG A	18	Majid sarani city in, shibbari
# #	Al Araf restora	Food products (Sweet, Confectio nery, Bakery)	Md sahidul Islam	Manager	Male	1979260 211	Khulna	SONADANG A	18	Majid sarani sonadanga
# #	Khan Department al store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md masud reza	Owner	Male	1776495 828	Khulna	SONADANG A	18	Majid sarani sonadanga

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Khaas Food Chittagong	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Taher	Manager	Male	1730715073	Chattogram	PANCHLAISH	Ward no 6	Sugandha City Residential Area
# #	Shopping Bag Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Didarul Islam	Manager	Male	1819527909	Chattogram	PANCHLAISH	6	Chattaswari Road, Kajir Dewri
# #	Fair Electronics	Electrical and electronics	Md. Riadul Islam	Manager	Male	1730795741	Chattogram	KOTWALI	Ward no 6	Chattaswari Road
# #	Asus Brand Shop	Mobile phone and mobile accessories	Md Joni	Manager	Male	1700646467	Chattogram	DOUBLE MOORING	28	Singapore bankok market
# #	Rafsan Communication	Mobile phone and mobile accessories	Joni islam	Manager	Male	1715236352	Chattogram	DOUBLE MOORING	28	Singapore bankok market
# #	Creative Furniture	Furniture and furnishing stores	Md Saiful	Manager	Male	1816286882	Chattogram	PANCHLAISH	15	Muradpur
# #	Quality Furniture	Furniture and furnishing stores	Md Rafiq	Manager	Male	1714765391	Chattogram	PANCHLAISH	15	Muradpur

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Halishahar Mart	Supermarkets, hypermarkets, Groceries and convenience stores	Rubina Seikh	HR Head	Female	187944111	Chattogram	HALISHAHAR	26	Halishahar
# #	Kamal Best Department Store	Supermarkets, hypermarkets, Groceries and convenience stores	Mr Arifuzzaman	Owner	Male	1684090245	Chattogram	HALISHAHAR	15	Muradpur
# #	Munmun Store	Supermarkets, hypermarkets, Groceries and convenience stores	Biplob ali	Manager	Male	1814310278	Chattogram	PANCHLAISH	15	Muradpur
# #	Khaza Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md Manik	Manager	Male	1813713720	Chattogram	PANCHLAISH	16	Katalganj
# #	Hazimiasons	Nur And Supermarkets, hypermarkets, Groceries and convenience stores	Nurul Alam	Owner	Male	1819420546	Chattogram	PANCHLAISH	15	Muradpur

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	M/S Majumder	Supermarkets, hypermarkets, Groceries and convenience stores	Ajmir Hossain	Owner	Male	1824762846	Chattogram	PANCHLAISH	15	Katalganj
# #	Pitstop Sweets & bakery	Food products (Sweet, Confectionery, Bakery)	Anwar Hossain	Manager	Male	1816306158	Chattogram	DOUBLE MOORING	Lalkhan Bazar	Ispahani Moor
# #	Highway Sweets & Bakery	Food products (Sweet, Confectionery, Bakery)	Kai Alam	Manager	Male	1813250775	Chattogram	DOUBLE MOORING	Lalkhan Bazar	Ispahani Moor
# #	Nails & Wood	Furniture and furnishing stores	MD. Shamim	Manager	Male	1976603010	Chattogram	DOUBLE MOORING	Metropolitan Chamber	Nur Ahmed Road
# #	Hossain Lighting & Furniture	Electrical and electronics	MA Sayeed	Manager	Male	1622142685	Chattogram	DOUBLE MOORING	Nur Ahmed Road	Unitech Rekha Chatra Tower
# #	Adi mohanlal sweets for sweethearts	Food products (Sweet, Confectionery, Bakery)	Joni sorkar	Manager	Male	1786931486	Sylhet	SYLHET SADAR	Sylhet Sadar	Baruthkhana
# #	Afza's sweet and Dessert	Food products (Sweet, Confectionery, Bakery)	Md.Sohag	Owner	Male	1715017820	Sylhet	SYLHET SADAR	Sylhet Sadar	Rikabi bazar

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Bell Ultimate Men's Fashion	Clothing and footwear	A S Newaz Rashel	Manager	Male	1711959 048	Sylhet	SYLHET SADAR	Sylhet Sadar	Namabazar
# #	M/S. Shorifa Verities Store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Muhammad Hafizur Rahman (Raja)	Owner	Male	1796612 985	Sylhet	SYLHET SADAR	Sylhet Sadar	Shahi Eidgah
# #	Imdad stor	Supermar kets, hypermark ets, Groceries and convenien ce stores	Rubel ahammed	Owner	Male	1719397 774	Sylhet	SYLHET SADAR	Sylhet Sadar	Ambor khana
# #	Sumaiya enterprise	Electrical and electronic s	Md.Jamal uddin	Owner	Male	1767471 900	Sylhet	SYLHET SADAR	Sylhet Sadar	Bondor bazar
# #	Surma bazar	Supermar kets, hypermark ets, Groceries and convenien ce stores	Kawsar Alom	Manager	Male	1685114 042	Sylhet	SYLHET SADAR	Sylhet Sadar	Ambor Khana
# #	Reversi	Clothing and footwear	Md.Riaz	Manager	Male	1739045 301	Sylhet	SYLHET SADAR	Barut khana point	Barut khana point

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Infinity	Supermarkets, hypermarkets, Groceries and convenience stores	Sujon	Manager	Male	1678214724	Sylhet	SYLHET SADAR	Jail Road Point	Jail Road Point
# #	Amanda Daly Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Abdul Mazid	Manager	Male	1727376866	Sylhet	SYLHET SADAR	Rekibe Bazar	Rikibe Bazar
# #	Raise Telecom	Electrical and electronics	Koysor	Owner	Male	1705200849	Sylhet	SYLHET SADAR	Rikabi Bazar	RIKABI BAZAR
# #	Mega Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Kamal Miha	Owner	Male	1729725317	Sylhet	SYLHET SADAR	Lama Bazar	Lama Bazar
# #	LG Butterfly	Electrical and electronics	Jewel	Manager	Male	1737521073	Sylhet	SYLHET SADAR	Lama Bazar	Lama Bazar
# #	Universal	Supermarkets, hypermarkets, Groceries and convenience stores	Md .Dulala	Owner	Male	1726079634	Sylhet	SYLHET SADAR	Mirzagla Road	Mirzagla Road

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Nine to Nine	Supermarkets, hypermarkets, Groceries and convenience stores	Sahin	Manager	Male	1982823535	Sylhet	SYLHET SADAR	Osmani medical college	Osmani medical College
# #	PLUS POINT	Clothing and footwear	Md Abdul Ahad	Manager	Male	1999702207	Sylhet	SYLHET SADAR	Sylhet Sadar	Purba Zinda bazar
# #	New Family Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Ahmed Sahid	Owner	Male	1995430870	Sylhet	SYLHET SADAR	Osmani medical college	Osmani medical College
# #	SQ Cable com ltd	Electrical and electronics	Md Sultan arefin joarder	HR Head	Male	1613292122	Sylhet	SYLHET SADAR	Sylhet Sadar ward 16	Barut khana
# #	Metro Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Alla Uddin	Owner	Male	1741616486	Sylhet	SYLHET SADAR	Osmani Medical college	Osmani Medical College
# #	Bishho rong	Clothing and footwear	Md Habibur Rahman	Manager	Male	1730068018	Sylhet	SYLHET SADAR	Zylhet Sadar	Barut Khana

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	National Mega Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Md Giyas Uddin Ahmed	Owner	Male	1744815913	Sylhet	SYLHET SADAR	Ward No 5	Shahi Idgah
# #	Princh Furniture	Furniture and furnishing stores	Md Mehedi Hasan	Manager	Male	1717022957	Sylhet	SYLHET SADAR	Ward No 15	Dhopadighir par
# #	National E,etronics	Electrical and electronics	Md Atik hasan	Manager	Male	1768386969	Sylhet	SYLHET SADAR	Sylhet Sadar	Dhopadighir par
# #	Darbi Shoes	Clothing and footwear	Md Sudhangso Shakhor Das	Manager	Male	1191387216	Sylhet	SYLHET SADAR	Ward no 15	Zindabazar
# #	Top Baby	Clothing and footwear	Md.Sadujjaman	Manager	Male	1711194724	Sylhet	SYLHET SADAR	Purbo zinda Bazar	Purob
# #	NEW SANY ELECTRONICS & ELECTRIC	Electrical and electronics	Mahfujur Rohman	Owner	Male	1717132993	Sylhet	SYLHET SADAR	Word:17	Lal Bazar
# #	MADANI ELECTRIC & ELECTRONICS	Electrical and electronics	Mawlana Aziz Ahamad	Owner	Male	1712254825	Sylhet	SYLHET SADAR	Word:14	Jollarpar
# #	M/S MAMUN ENTERPRISE	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Mamunur Roshid	Owner	Male	1712941469	Sylhet	SYLHET SADAR	Word:11	Rikabi Bazar



Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	HAZI ABDUL GOFFAR & SONS	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Foysal Ahammid	Owner	Male	1712067222	Sylhet	SYLHET SADAR	Word:11	Rikabi Bazar
# #	Ambia Jenarel Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Kibria	Owner	Male	1731412892	Sylhet	SYLHET SADAR	Word:14	Zinda Bazar
# #	M/S Akhter General Store	Supermarkets, hypermarkets, Groceries and convenience stores	Ariful Islam	Owner	Male	1720507183	Sylhet	SYLHET SADAR	Word:14	Laldighir par
# #	M/S Hazi Azad & Sons	Supermarkets, hypermarkets, Groceries and convenience stores	Al- Amin	Owner	Male	1779452084	Sylhet	SYLHET SADAR	Word:14	Laldighir par
# #	SAMIA ELECTRICAL & ELECTRONICS	Electrical and electronics	Md. Alom	Manager	Male	1765620162	Sylhet	SYLHET SADAR	Word: 17	Lil Bazar

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Desh Telecom	Mobile phone and mobile accessories	Arif Hossen	Manager	Male	1811803806	Chattogram	KOTWALI	31	Shah Amanat City Corporation Super Market (2nd Floor)
# #	Artisan	Clothing and footwear	Probal Biswash	Manager	Male	1709371660	Chattogram	KHULSHI	Ward no 18	JEC
# #	Alam Departmental Store	Supermarkets, hypermarkets, Groceries and convenience stores	Mohammad Firoz	Owner	Male	1866781622	Chattogram	KHULSHI	Ward no 14	South Khulsi 1no road,
# #	NB Electronics	Electrical and electronics	Md Jalal	Manager	Male	1857997850	Chattogram	DOUBLE MOORING	28	Agrabad
# #	TransCom Disital	Electrical and electronics	Md ali Nayan	Manager	Male	1964271967	Chattogram	DOUBLE MOORING	28	Agrabad
# #	Kazi Mart	Electrical and electronics	Md Farid	Manager	Male	1815194442	Chattogram	PANCHLAISH	15	2 no gate
# #	Food Festival	Food products (Sweet, Confectionery, Bakery)	Selim rana	Manager	Male	1857997850	Chattogram	DOUBLE MOORING	28	Agrabad

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Rosogolla Bekari	Food products (Sweet, Confectio nery, Bakery)	Md Hasan	Manager	Male	1870260 960	Chattogr am	PANCHLAIS H	15	Muradpur
# #	Hasina Bekari	Food products (Sweet, Confectio nery, Bakery)	Arjun kumar	Manager	Male	1838106 519	Chattogr am	PANCHLAIS H	15	Katalganj
# #	Abir Bekari	Food products (Sweet, Confectio nery, Bakery)	Mr Abir	Owner	Male	1819031 287	Chattogr am	PANCHLAIS H	15	Pashlise more
# #	Tanchi	Clothing and footwear	Mohammod giyas uddin	Manager	Male	1843886 857	Chattogr am	DOUBLE MOORING	24	Agrabad aktarurjaman santar
# #	M/S banghalade s tedins	Supermar kets, hypermark ets, Groceries and convenien ce stores	25	Owner	Male	1316817 815	Chattogr am	DOUBLE MOORING	24	Agrabad konofuli market
# #	HASAN BEKARI	Food products (Sweet, Confectio nery, Bakery)	Rasel	Manager	Male	1616447 333	Chattogr am	KOTWALI	24	Niumarket tamakundi lend
# #	S. R. Technology	Electrical and electronic s	Mohammod Emran	Owner	Male	1811859 877	Chattogr am	DOUBLE MOORING	24	Agrabad

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	RABBI FOOD	Food products (Sweet, Confectionery, Bakery)	Ismail	Manager	Male	1647104698	Chattogram	DOUBLE MOORING	24	Agrabad baramtolir mor
# #	TALUKDAR BEDSIT HOUSE	Clothing and footwear	Mahabub alom	Manager	Male	1766388189	Chattogram	DOUBLE MOORING	24	Agrabad baramtolir mor
# #	M.R MOBILE CENTER	Mobile phone and mobile accessories	Mohammad Noyon	Manager	Male	1619907719	Chattogram	KOTWALI	25	Niumarket tamakundi lein
# #	Future Tech	Mobile phone and mobile accessories	Tariful Isalm	Owner	Male	1917691709	Khulna	KHULNA SADAR	Woard 17	Baytur nur jame moshjid market
# #	Trishna sweet and bekari	Food products (Sweet, Confectionery, Bakery)	MD: Roman	Manager	Male	1401636574	Khulna	KHULNA SADAR	Woard 17	New market
# #	Al arafah misti ghor	Food products (Sweet, Confectionery, Bakery)	Selim biswash	Manager	Male	1712784884	Khulna	KHULNA SADAR	Woard no 24	Nirala bazar
# #	Moubag sweets	Food products (Sweet, Confectionery, Bakery)	MD: Saifullah	Owner	Male	1714233522	Khulna	KHULNA SADAR	Woard24	Nirala bazar

Sl .	Organizational Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	S.M Trade International	Electrical and electronics	Mir Masud ali	Owner	Male	1773933333	Khulna	KHULNA SADAR	Shib bari moar	Shib bari moar KDA
# #	M/S Fariah Electronic	Electrical and electronics	Md Enamul Hasan	Manager	Male	1712996178	Khulna	KHAN JAHAN ALI	2	Fulbari geat
# #	Al Jamee Agripure center	Supermarkets, hypermarkets, Groceries and convenience stores	Shafikul Alam Munshi	Owner	Male	1718871790	Khulna	KHAN JAHAN ALI	2	Fulbari market
# #	Abdur Rahim store	Supermarkets, hypermarkets, Groceries and convenience stores	Md Zahid hossen	Manager	Male	1554307995	Khulna	KHAN JAHAN ALI	2	Fulbari Bazar
# #	Bristy telecom	Mobile phone and mobile accessories	Md kutub uddin	Owner	Male	1916767793	Khulna	DAULATPUR	5	Daulatpur rellgeat
# #	Insaf telecom	Mobile phone and mobile accessories	Md Rajib Hassan	Owner	Male	1939782873	Khulna	DAULATPUR	5	Daulatpur rallget

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Ayman Telecom	Mobile phone and mobile accessori es	Ashraful islam	Manager	Male	1701076 046	Khulna	DAULATPUR	6	Daulatpur century plaza
# #	Tahfeen telecom	Mobile phone and mobile accessori es	Sk morshed sujon	Owner	Male	1968343 332	Khulna	DAULATPUR	6	Daulatpur century plaza
# #	Shapiya enterprise	Electrical and electronic s	Md Rezaul karim	Manager	Male	1904847 544	Khulna	DAULATPUR	6	Daulatpur jeshore road
# #	Joy store	Supermar kets, hypermark ets, Groceries and convenien ce stores	Diponkor	Owner	Male	1711398 725	Khulna	DAULATPUR	5	Daulatpur bazar
# #	M/s Salim Enterprise	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md Salim	Owner	Male	1715434 347	Khulna	DAULATPUR	6	Daulatpur Bazar
# #	Islamia misti ghar	Food products (Sweet, Confectio nery, Bakery)	MD: Shariful Islam	Manager	Male	1712691 087	Khulna	KHULNA SADAR	Woard no 24	Nirala bazar
# #	Flicker mega	Clothing and footwear	Lemon Aahmad	Manager	Male	1629373 432	Sylhet	SYLHET SADAR	16 no word	Purbo zinda bazar

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	M/S ma enterpraej	Supermarkets, hypermarkets, Groceries and convenience stores	Saddam	Owner	Male	1737682794	Sylhet	SYLHET SADAR	11 no word	Rikabi bazar
# #	S k eliktrik	Electrical and electronics	Asraful jaman Azad	Owner	Male	1640738245	Sylhet	SYLHET SADAR	11 no word	Modhu solid word
# #	Ma eliktric house	Electrical and electronics	Md.Maruf Ahamad	Manager	Male	1718712492	Sylhet	SYLHET SADAR	2 no word	Zinda bazar
# #	Govindas restaurant and sweets	Supermarkets, hypermarkets, Groceries and convenience stores	Sujit Modok	Owner	Male	1711399397	Sylhet	SYLHET SADAR	14 no word	Lal dighipar bondor bazar
# #	Boks stor	Supermarkets, hypermarkets, Groceries and convenience stores	Jamal uddin	Manager	Male	7110891277	Sylhet	SYLHET SADAR	14 no word	Bromoi bazar
# #	Hazi sona miya stor	Supermarkets, hypermarkets, Groceries and convenience stores	Sultan Ahamad	Owner	Male	1787936349	Sylhet	SYLHET SADAR	14 no word	Bormoi bazar

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Forever Technology	Electrical and electronics	Md. Kamuzzaman Liton	Manager	Male	1855429243	Chattogram	HALISHAHAR	Ward no 24	E1, Dew Dubai Market, Badamtoli Mor, Agrabad
# #	Integra Technology Ltd	Electrical and electronics	Md. Mamunur Rashid	Manager	Male	1904440307	Chattogram	DOUBLE MOORING	Ward no 24	C/2, 2nd Floor, Dew Dubai Market, Badamtoli More, Agrabad
# #	M/S Mirosswrai Tedars	Supermarkets, hypermarkets, Groceries and convenience stores	Shree Ratan Kanti Nondi	Owner	Male	1796202793	Chattogram	DOUBLE MOORING	Ward no 24	66/A , Karnofuli Market
# #	AIM Technology	Mobile phone and mobile accessories	Md. Mamun	Manager	Male	1717815355	Chattogram	KOTWALI	Ward no 31	1, Chowdhury Market, Reazuddin Bazar
# #	Bismillah Electronics	Electrical and electronics	Md. Zahir	Manager	Male	1746505895	Chattogram	KOTWALI	Ward no 31	17 no ground Floor, Amanot Shah Super Market, Zubli Road



Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	AKM Battery House	Mobile phone and mobile accessori es	Md. Riyad	Manager	Male	1917363 054	Chattogr am	KOTWALI	Ward no 31	79, CDA Market 1st floor, Royal Plaza, Reazuddin Bazar
# #	China Bazar	Mobile phone and mobile accessori es	Md. Rejaul Karim	Owner	Male	1814385 519	Chattogr am	KOTWALI	Ward no 31	131/132, CDA Market, Royal Plaza, 3# Goly Reazuddin Bazar
# #	Arabian Dates Super Shop	Supermar kets, hypermark ets, Groceries and convenien ce stores	Tutul Sinha	Manager	Male	1646230 797	Chattogr am	KOTWALI	Ward no 31	16 Station Road, Railway Mens Super Market 1st Floor
# #	Paramount Food & Bekary Unite 2	Food products (Sweet, Confectio nery, Bakery)	Safiya Asif	Manager	Fema le	1975525 344	Chattogr am	KOTWALI	Ward no 31	107 Station Road , Nupur Market
# #	NTC Queen Furniture	Furniture and furnishing stores	Md Masum	Manager	Male	1754314 400	Sylhet	SYLHET SADAR	Ward no 9	Pathan Tula Point
# #	New Ellin Furniture	Furniture and furnishing stores	Prottus Ray	Manager	Male	1743261 239	Sylhet	SYLHET SADAR	Ward 9	Subid Bazar
# #	Euro Furniture	Furniture and furnishing stores	Md Foysal korim munna	Owner	Male	1715020 740	Sylhet	SYLHET SADAR	Ward 3	Subid Bazar

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Bijoy Furniture	Furniture and furnishing stores	Md Rabiul Alom	Manager	Male	1766862984	Sylhet	SYLHET SADAR	Ward no 5	Subid Bazar
# #	NSM Furniture Galary	Furniture and furnishing stores	Md Sha Alom	Owner	Male	1711589872	Sylhet	SYLHET SADAR	Ward no 5	Subid Bazar
# #	Liyana Telicom & accessories	Mobile phone and mobile accessories	Md Abu Sufiyan	Manager	Male	1739134510	Sylhet	SYLHET SADAR	Ward no 17	Amborkhana
# #	Smart Telicom & accessori j	Mobile phone and mobile accessories	Md Mosarof Hosen	Manager	Male	1723742896	Sylhet	SYLHET SADAR	Ward 15	Bondor Bazar
# #	Riad Telicom & accessories	Mobile phone and mobile accessories	Riad Hosen	Owner	Male	1676363131	Sylhet	SYLHET SADAR	Ward 15	Bondor Bazar
# #	Hum Tum Mobail	Mobile phone and mobile accessories	Md Ruyel Ahemed	Owner	Male	1612854530	Sylhet	SYLHET SADAR	Ward no 15	Bondor Bazar
# #	Ma baba Enterprise	Supermarkets, hypermarkets, Groceries and convenience stores	Rahim Ullah	Owner	Male	1816283150	Chattogram	PANCHLAIS H	15	Muradpur

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Makka Telecom	Mobile phone and mobile accessories	Anowar ali	Manager	Male	1881878183	Chattogram	PANCHLAISH	15	GEC
# #	Sopnil bekari	Food products (Sweet, Confectionery, Bakery)	Rokon uddin	Owner	Male	1955650192	Chattogram	HALISHAHR	26	BDR mat
# #	SS Traders	Clothing and footwear	Md Robin	Manager	Male	1924348898	Chattogram	DOUBLE MOORING	28	Agrabad
# #	Ma ma telecom	Mobile phone and mobile accessories	Md.jubaer Ahamad	Manager	Male	1611422145	Sylhet	SYLHET SADAR	4no word	Shaporan bazar
# #	Azadi telecom	Mobile phone and mobile accessories	Raju Ahamad	Manager	Male	1630601523	Sylhet	SYLHET SADAR	4 no word	Shaporan bazar
# #	Lima furniture	Furniture and furnishing stores	Jahed Ahamad	Manager	Male	1774681706	Sylhet	SYLHET SADAR	6 no word	Shajalal bazar daspara
# #	Mursalin furniture	Furniture and furnishing stores	Ripon khan	Owner	Male	1728441874	Sylhet	SYLHET SADAR	7 no word	Shajalal daspara
# #	M/s Sumi Noksaghor and furniture	Furniture and furnishing stores	Akram Alam	Owner	Male	1759721970	Sylhet	SYLHET SADAR	9999	Forhat Kha pul shibgonj

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Home mobile shop	Mobile phone and mobile accessories	Sanoyar	Owner	Male	1911249820	Sylhet	SYLHET SADAR	13 no word	Surma market
# #	Safe me mobile shop	Mobile phone and mobile accessories	Md.Afdal	Owner	Male	1712926326	Sylhet	SYLHET SADAR	13 no word	Surma market
# #	Siyam furniture	Furniture and furnishing stores	Narayon	Manager	Male	1739315107	Sylhet	SYLHET SADAR	Sylhet Sadar	Pathan tula,sylhet
# #	Alamin metal furniture	Furniture and furnishing stores	Shohidul islam	Manager	Male	1712374743	Sylhet	SYLHET SADAR	Sylhet Sadar	Poschim subid bazar
# #	A Furniture D	Furniture and furnishing stores	Nantu kumar sorkar	Owner	Male	1712710659	Sylhet	SYLHET SADAR	Sylhet Sadar	Sumid bazar
# #	Mr.sweet	Food products (Sweet, Confectionery, Bakery)	Mahabub ahammed	Manager	Male	1787504047	Sylhet	SYLHET SADAR	Word:5	Jalajabad
# #	Sami Telecom	Mobile phone and mobile accessories	Md.Masum	Owner	Male	1748901949	Sylhet	SYLHET SADAR	Word:4	Ambor khana

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	One Death Electionic	Mobile phone and mobile accessories	Md Mijan	Manager	Male	1611010512	Sylhet	SYLHET SADAR	Ward 18	Bondor Bazar
# #	M/a khadija furniture	Furniture and furnishing stores	Salim Ahamad	Owner	Male	1915418461	Sylhet	SYLHET SADAR	19 no word	Forhad kha pul
# #	Porsha Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Mehedi Hasan	Manager	Male	1724404233	Chattogram	DOUBLE MOORING	CDA Residential Area	Akbor Shah Road
# #	Ananda Furniture House	Furniture and furnishing stores	Md. Jashim Uddin	Owner	Male	1711160431	Chattogram	PAHARTALI	Kattroli	Utter Kattroli
# #	M/S New Bismillah Furniture	Furniture and furnishing stores	Md. Alamgir Mia	Owner	Male	1819537426	Chattogram	PAHARTALI	Akbor Shah	Uttor Kattori, CT Gate
# #	Hazing Badar Store	Supermarkets, hypermarkets, Groceries and convenience stores	Hazing Md Elias	Owner	Male	1819647384	Chattogram	CHANDGAON	4	Baharderhat
# #	SUMAYIA TALECOM	Mobile phone and mobile accessories	Md. Fozlu Mia Montu	Owner	Male	1711059771	Sylhet	SYLHET SADAR	Khadim Nagar	Bahubol Alaka, Abashik Saha Poran.

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Kowsar Telecom	Mobile phone and mobile accessories	Kowsar Ahmad	Owner	Male	1720521830	Sylhet	SYLHET SADAR	Khadim Nagar	Bahubol Abashik Alaka
# #	Saha Jalal Door & Furniture	Furniture and furnishing stores	Md.Anower Hossen	Owner	Male	1733147658	Sylhet	SYLHET SADAR	Sidgong	Mejortila
# #	Fresh Furniture	Furniture and furnishing stores	Mowlana Delawar Hussain	Owner	Male	1751731975	Sylhet	SYLHET SADAR	Word:19	Forhad kha Pul
# #	M/S Jalalabad Furniture	Furniture and furnishing stores	Arafat Hossen Nayam	Owner	Male	1675469721	Sylhet	SYLHET SADAR	Word:19	Forhad kha pul
# #	Nitol Electronics	Electrical and electronics	Nazrul Islam	Manager	Male	1936667958	Khulna	KHULNA SADAR	Khulna sadar	Sibbari
# #	Pabna misty ghor	Food products (Sweet, Confectionery, Bakery)	Torikul Islam	Manager	Male	1970945636	Khulna	KHULNA SADAR	Khulna sadar	Moyla tola
# #	Mokbul store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.jubayer	HR Head	Male	1881354506	Khulna	KHULNA SADAR	Khulna sadar	Dakbangla

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Shopon Maltimidya	Mobile phone and mobile accessories	Kobier Uddin	Owner	Male	1716870258	Sylhet	SYLHET SADAR	Sahaporen Gate	Sahaporan Gate
# #	J/M Telecom	Mobile phone and mobile accessories	Md Rasel	Owner	Male	1717071181	Sylhet	SYLHET SADAR	Sahaporan gate	Sahaporan gate
# #	Hatim Furniture	Furniture and furnishing stores	Soriful Islam	Owner	Male	1912898890	Sylhet	SYLHET SADAR	Sibgonj bazar	Sibgonj Bazar
# #	Arieyn Furniture	Furniture and furnishing stores	Dulal	Owner	Male	1795912695	Sylhet	SYLHET SADAR	Sibgonj Bazar	Sibgonj Bazar
# #	N .Mohammad Furniture	Furniture and furnishing stores	Sumon sajjad	Manager	Male	1713206757	Sylhet	SYLHET SADAR	Sibgonj Bazar	Sibgonj Bazar
# #	Vain Telecom Canter	Mobile phone and mobile accessories	Ripon	Owner	Male	1746467293	Sylhet	SYLHET SADAR	Taltola V I P Road	Taltola VIP Road
# #	M/S .SAFEWAY TELECOM	Mobile phone and mobile accessories	Moha Abdal Miah	Owner	Male	1712926362	Sylhet	SYLHET SADAR	Taltola VIP Road	Taltola VIP Road
# #	Home Touch	Furniture and furnishing stores	Abuse Saleh	Manager	Male	1713478151	Sylhet	SYLHET SADAR	East Mira Bazar	East Mira Bazar

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	M/a Muqti Furniture	Furniture and furnishing stores	Shekwer Chokrobty	Manager	Male	1726147224	Sylhet	SYLHET SADAR	Sibgonj Bazar	Sibgonj Bazar
# #	Swapnochura Family Mart	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Ibrahim	Owner	Male	1839905561	Chattogram	PANCHLAISH	Arakan Road	Badurtola
# #	Al Madina Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Ariful Islam	Owner	Male	1819073677	Chattogram	CHANDGAON	Bahadderhat	Arakan Road
# #	Mahboob Store	Supermarkets, hypermarkets, Groceries and convenience stores	Mahbubur Alam	Owner	Male	1670299351	Chattogram	CHANDGAON	Bohodderjat	Baroipara Road
# #	Family Bazar	Supermarkets, hypermarkets, Groceries and convenience stores	Md Anis	Owner	Male	1814153042	Chattogram	CHANDGAON	Bahadderhat	Shah Amanat Songjug Sorok



Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	M/S Khaja Moinuddin Store	Supermarkets, hypermarkets, Groceries and convenience stores	Md. Mahbubur Rahman	Owner	Male	1814986090	Chattogram	CHANDGAON	Bahadderhat	Kacha bazar
# #	C. Q. Furniture	Furniture and furnishing stores	Md. Sohel Uddin	Manager	Male	1631077163	Chattogram	CHANDGAON	Ward no 6	Khaja Road, Bolirhat
# #	M/S N. Furniture Choice	Furniture and furnishing stores	Md. Noyem Uddin	Owner	Male	1815635192	Chattogram	BAKALIA	Ward no 18	Haji Ejhar Miya Complex, Khaja Road, Bolirhat
# #	M/S Arab Amirat Furniture House	Furniture and furnishing stores	Abdul Monnan	Manager	Male	1821027787	Chattogram	CHANDGAON	Ward no 6	Haji Nur Begum Market, Khaja Road, Bolirhat
# #	M/S Rima Furniture House	Furniture and furnishing stores	Md. Samsur Alam	Manager	Male	1632933398	Chattogram	BAKALIA	Ward no 18	Khaja Road, Bolirhat
# #	M/S Moriom Furnitures	Furniture and furnishing stores	Md. Shamimuzzaman	Manager	Male	1818087754	Chattogram	CHANDGAON	Ward no 6	Khaja Road, Bolirhat
# #	Zubayet Furniture	Furniture and furnishing stores	Md. Mosharaf Hossen	Manager	Male	1811803954	Chattogram	CHANDGAON	Ward no 6	Khaja Road, Bolirhat
# #	Prokowsoly Furnitures	Furniture and furnishing stores	Md. Sahed	Manager	Male	1306277495	Chattogram	CHANDGAON	Ward no 6	Khaja Road, Bolirhat

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Rongdhunu Furniture Collection	Furniture and furnishing stores	Md. Hasan	Manager	Male	1813319340	Chattogram	CHANDGAON	Ward no 6	Khaja Bolirhat Road,
# #	Google Mart Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Rubel	Owner	Male	1785666124	Chattogram	CHANDGAON	Bahaddehat	Kachabazar
# #	New Momtaz Furniture House	Furniture and furnishing stores	Md. Monjur Alam	Owner	Male	1982317653	Chattogram	BAKALIA	Ward no 18	Khaja Bolirhat Road,
# #	Hayes haier limited	Electrical and electronics	Shaikh mehedi hasan	Manager	Male	1944455432	Khulna	KHULNA SADAR	Word 6	Doulatpour
# #	Well Food	Food products (Sweet, Confectionery, Bakery)	Md Jasim Ahmed	Manager	Male	1919794630	Sylhet	SYLHET SADAR	Ward no 9	Subid bazar point
# #	Cik chicken & Sweet bekari	Food products (Sweet, Confectionery, Bakery)	Md tanvir hosen	Manager	Male	1950333222	Sylhet	SYLHET SADAR	Ward 8	Subid Bazar Modina Market
# #	Saymon Telicom	Mobile phone and mobile accessories	Md Nahid	Manager	Male	1763874415	Sylhet	SYLHET SADAR	Ward no 15	Bondor Bazar

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Fast Choies	Mobile phone and mobile accessori es	Md Abul Hasan	Manager	Male	1712573 406	Sylhet	SYLHET SADAR	Ward No 15	Bondor Bazar
# #	Sayan Telicom	Mobile phone and mobile accessori es	Md Rase ahmed	Owner	Male	1619888 747	Sylhet	SYLHET SADAR	Ward 15	Bondor Bazar
# #	ST Electronic Corporetion	Electrical and electronic s	Md Sukur Ali	Manager	Male	1752584 751	Sylhet	SYLHET SADAR	Ward 15	Bondor Bazar
# #	Dm Electronices	Electrical and electronic s	Md Mittonjoy Cokroborti	Owner	Male	1770144 680	Sylhet	SYLHET SADAR	Ward 16	Bondor Bazar
# #	Rajvog VIP sweeits	Food products (Sweet, Confectio nery, Bakery)	Md milon	Manager	Male	1318526 012	Dhaka	MOHAMMA DPUR	ward 33	mohammad pur bosila
# #	M/S Jorin banijjanaloy	Supermar kets, hypermark ets, Groceries and convenien ce stores	md. Rakib	Manager	Male	1999100 641	Dhaka	MOHAMMA DPUR	Word no-34	Rayerbazar very bad sadakkhan krishe market
# #	Afifa mobial galory	Mobile phone and mobile accessori es	Md.Sakil	Manager	Male	1627999 750	Dhaka	MOHAMMA DPUR	Word no-34	Rayerbazar

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Bonojul Furniture	Furniture and furnishing stores	Md. Nasir ahmad(shapon)	Owner	Male	1813591622	Dhaka	MOHAMMA DPUR	Word no-33	mohammad pur bosila
# #	Dali shopping	Supermarkets, hypermarkets, Groceries and convenience stores	Md.almamun	Manager	Male	1753673941	Dhaka	MOHAMMA DPUR	Woard 34	Sankor
# #	Bandon garmis	Clothing and footwear	Md.taripul islam( tara)	Owner	Male	1922134113	Khulna	KHALISHPUR	Ward no10	Khalishpur
# #	Kamal store	Supermarkets, hypermarkets, Groceries and convenience stores	Kamal	Owner	Male	1715349941	Khulna	KHALISHPUR	Ward no10	Khalishpur
# #	Rafipue furniture	Furniture and furnishing stores	Rafipue	Owner	Male	1996878186	Khulna	KHALISHPUR	Ward no 11	Mugguni
# #	Hoyloder furniture	Furniture and furnishing stores	Kasam	Owner	Male	1961639513	Khulna	KHALISHPUR	Ward no10	Khalishpur
# #	Feet fair	Clothing and footwear	Jakeria	Manager	Male	1707524957	Khulna	KHALISHPUR	Word no10	Khalishpur
# #	Lucky mobile	Mobile phone and mobile accessories	Anando	Manager	Male	1869252872	Khulna	KHALISHPUR	Word no 10	Khalishpur

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Mollah electronics	Electrical and electronic s	Md.firog	Owner	Male	1718012 781	Khulna	KHALISHPU R	Word no10	Khalishpur
# #	M/S Jononi Furniture	Furniture and furnishing stores	Md.Rana ripon	Owner	Male	1731790 617	Khulna	KHALISHPU R	Ward no10	Khalish pur
# #	Smart telecom	Mobile phone and mobile accessori es	Yasin	Manager	Male	1777628 378	Khulna	KHULNA SADAR	word no 23	Duckbangla
# #	Hridoy telecom	Mobile phone and mobile accessori es	Mir nishat rihan	Owner	Male	1683529 797	Khulna	KHULNA SADAR	Word no 23	Duckbangla
# #	smart shoes	Clothing and footwear	Md.gaffar hosan	Owner	Male	1680106 691	Khulna	KHULNA SADAR	Ward no 23	Duckbangla
# #	S S internatinal	Mobile phone and mobile accessori es	Md.Robi	Owner	Male	1711018 471	Khulna	KHULNA SADAR	Word no 23	Duckbangla
# #	Anika telecom	Mobile phone and mobile accessori es	Md.Nur islam sarder	Owner	Male	1991262 626	Khulna	KHULNA SADAR	Word no 23	Duckbangla
# #	Zaman enterprise	Mobile phone and mobile accessori es	Sayed farupuzzam an	Owner	Male	1974336 000	Khulna	DAULATPUR	Word no 5	Daulatpur

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Boni elections	Electrical and electronics	Nur nayag	Owner	Male	1827505406	Khulna	KHULNA SADAR	word no 23	duckbangla
# #	Sharif Bakare	Food products (Sweet, Confectionery, Bakery)	Tohel Ahmad	Manager	Male	1755845565	Sylhet	SYLHET SADAR	Word:17	Ambor khana
# #	Tanzila Misty Gore	Food products (Sweet, Confectionery, Bakery)	Md.Sohel Khan	Manager	Male	1728054908	Sylhet	SYLHET SADAR	Word:2	Ambor khana point
# #	Satkhir Bikash ghosh dairy	Food products (Sweet, Confectionery, Bakery)	md.ibrahim molla	Manager	Male	1400272858	Khulna	KHALISHPUR	Ward no 12	Housing bazar
# #	Subash Mistanno Vander	Food products (Sweet, Confectionery, Bakery)	Shovo De	Owner	Male	1737982573	Sylhet	SYLHET SADAR	Word:15	Bondor Bazar
# #	Shomrat Bazar	Clothing and footwear	Sayad Abu Ferdous	Owner	Male	1711370177	Sylhet	SYLHET SADAR	Word:14	Bondor Bazar
# #	Matili hotel and switmet	Food products (Sweet, Confectionery, Bakery)	Abdul azaz	Owner	Male	1911503936	Khulna	KHALISHPUR	Word no 11	Platinam

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Joyguru Mistanno Vander	Food products (Sweet, Confectio nery, Bakery)	Roton Modok	Owner	Male	1710903 561	Sylhet	SYLHET SADAR	Word:15	Bondor Bazar
# #	Bismilla electronisc	Electrical and electronic s	Md manik khan	Owner	Male	1917759 497	Khulna	DAULATPUR	Word no 5	Daulatpur
# #	Tanvir electronics	Electrical and electronic s	Mollah liyakot hosan	Owner	Male	1985708 662	Khulna	DAULATPUR	Word no 5	Daulatpur
# #	M/S Saddam garments	Clothing and footwear	Md.Abir	Manager	Male	1969058 887	Khulna	KHALISHPU R	Word no 10	Khalishpur
# #	Bissas electronics	Electrical and electronic s	Md.Rafipue	Owner	Male	1728563 181	Khulna	KHALISHPU R	Ward no 10	Khalish pur
# #	Md.jakir electronics	Electrical and electronic s	Md. Joni	Owner	Male	1711284 592	Khulna	DAULATPUR	Word no 5	Dalatpur
# #	Sujon Farniture House	Furniture and furnishing stores	md. Babor ali	Manager	Male	1672683 325	Khulna	KHALISHPU R	Word no 10	Pipols pastala
# #	M/s Kaiser traders	Supermar kets, hypermark ets, Groceries and convenien ce stores	md. Kaysor	Owner	Male	1937763 266	Khulna	KHALISHPU R	Word no 5	Dalatpur

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Siraji stor	Food products (Sweet, Confectionery, Bakery)	Md.Abdur Rasid	Manager	Male	1814988 210	Sylhet	SYLHET SADAR	5 no word	Shaplai word amborkhana
# #	Modern sarmin bekari and confecsonari	Food products (Sweet, Confectionery, Bakery)	Abdul Hannan	Manager	Male	1930632 177	Sylhet	SYLHET SADAR	17 no word	Shaplai road amborkhana
# #	Safe and save	Supermarkets, hypermarkets, Groceries and convenience stores	Md.tarek	Manager	Male	1719605 825	Khulna	DAULATPUR	Word no6	Daylotpur
# #	Sun best	Food products (Sweet, Confectionery, Bakery)	Md.deloyar	Manager	Male	1703769 770	Sylhet	SYLHET SADAR	18 no word	Mira bazar
# #	M/S kamal store	Supermarkets, hypermarkets, Groceries and convenience stores	Md.mahabub	Owner	Male	1819625 803	Khulna	KHALISHPUR	Word no 11	Platiname
# #	Bangladesh mistanno vander	Food products (Sweet, Confectionery, Bakery)	Shimul De	Owner	Male	1715273 116	Sylhet	SYLHET SADAR	14 no word	Bondor bazar



Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Mist muhk	Food products (Sweet, Confectionery, Bakery)	Didarul Islam	Manager	Male	1730585007	Sylhet	SYLHET SADAR	14 no word	Bondor bazar
# #	Daulatpur.bakeri	Supermarkets, hypermarkets, Groceries and convenience stores	Md..mizanur rahaman	Manager	Male	1741763505	Khulna	DAULATPUR	Word no 6	Daulatpur
# #	Poshupoti ghosh dairy	Food products (Sweet, Confectionery, Bakery)	sankor	Manager	Male	1749714643	Khulna	DAULATPUR	Word.no 6	Bottala bazar daulatpur
# #	Hosan bakire	Food products (Sweet, Confectionery, Bakery)	Md.saiful	HR Head	Male	1721514004	Khulna	DAULATPUR	Word no 6	Daulatpur
# #	Doulotpur dairy	Food products (Sweet, Confectionery, Bakery)	gobindo kumar Ghosh	Owner	Male	1712212765	Khulna	DAULATPUR	Word no6	Daulatpur
# #	Jahangir store	Supermarkets, hypermarkets, Groceries and convenience stores	Jahangir	Owner	Male	1728542051	Khulna	KHALISHPUR	Ward no 10	Khalishpur

Sl. #	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Right and co	Supermarkets, hypermarkets, Groceries and convenience stores	Nazmul Hasan	Manager	Male	1732980421	Sylhet	SYLHET SADAR	Uposhor	Uposhor
# #	Mum Basket	Supermarkets, hypermarkets, Groceries and convenience stores	Md.Mannan	Manager	Male	1968878528	Sylhet	SYLHET SADAR	Mendibugh sylhet	Mendibugh
# #	Garden Bazar	Supermarkets, hypermarkets, Groceries and convenience stores	Sakib Ahamed	Owner	Male	1711904990	Sylhet	SYLHET SADAR	Bandor Bazar	Bandor Bazar
# #	Saddik Super Shop	Supermarkets, hypermarkets, Groceries and convenience stores	Saddik	Owner	Male	1715778301	Sylhet	SYLHET SADAR	Bandor Bazar	Bandor Bazar
# #	Modan Shurma bekari	Food products (Sweet, Confectionery, Bakery)	Md.saiful Islam	Manager	Male	1935169396	Sylhet	SYLHET SADAR	Sylhet Sadar	Rikabi bazar

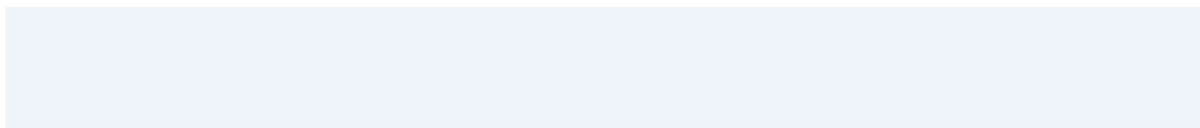
Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Mr.mekars sweet and bekari	Food products (Sweet, Confectio nery, Bakery)	Md.Shahin	Manager	Male	1759675 790	Sylhet	SYLHET SADAR	Word:9	Modina market
# #	Mithai sweet	Food products (Sweet, Confectio nery, Bakery)	Md.Mahmu d	Manager	Male	1734100 917	Sylhet	SYLHET SADAR	Sylhet Sadar	Ambor khana,
# #	Eat fresh sweet and bekari	Food products (Sweet, Confectio nery, Bakery)	Md.sabbir ahammed	Manager	Male	1775177 187	Sylhet	SYLHET SADAR	Word:8	Pathan tula
# #	Nipa Bakery	Food products (Sweet, Confectio nery, Bakery)	Ali Hossain	Manager	Male	1735014 770	Sylhet	SYLHET SADAR	Jail Road Sylhet	Jail Road
# #	Jolzug Misti Ghor	Food products (Sweet, Confectio nery, Bakery)	Kanchon Ray	Owner	Male	1793238 500	Sylhet	SYLHET SADAR	Word:14	Purbo Bondor Bazar
# #	Shomabai Bazar	Supermar kets, hypermark ets, Groceries and convenien ce stores	Monier Mollha	Manager	Male	1790119 018	Dhaka	MIRPUR	Mirpur 01	Mirpur 01

Sl .	Organization Name	Industries	Respondent Name	Designation	Gender	Contact number	District	Upazila	Union	Village
# #	Esha Telecom	Mobile phone and mobile accessories	Miznur Rahman	Owner	Male	1777805151	Dhaka	MIRPUR	Mirpur 01	Mirpur 01
# #	Tarek Telecom	Mobile phone and mobile accessories	M mahady H	Manager	Male	1612494656	Dhaka	MIRPUR	Mirpur01	Mirpur01
# #	Hallo Mobile	Mobile phone and mobile accessories	Shamim	Manager	Male	1679898900	Dhaka	MIRPUR	Mirpur01	Mirpur01
# #	Milon Electric & Syplaiyar	Electrical and electronics	Md Mostafa Kamal	Manager	Male	1713033067	Dhaka	MOHAMMA DPUR	Mohammadpur Tawun Hall	Mohammadpur
# #	Nitto Bazar Suparshop	Supermarkets, hypermarkets, Groceries and convenience stores	Md Miron Mollah	Owner	Male	1727381387	Dhaka	MOHAMMA DPUR	Ward No 31	Mohammadpur Tawon hall
# #	Onurag Supar shop	Supermarkets, hypermarkets, Groceries and convenience stores	Md Sajedul Islam	Manager	Male	1739972464	Dhaka	MOHAMMA DPUR	Ring Road	Mohammadpur

Sl .	Organizatio n Name	Industries	Respondent Name	Designat ion	Gend er	Contact number	District	Upazila	Union	Village
# #	Princh Bazar	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md Shuvo Islam	Manager	Male	1778412 784	Dhaka	MOHAMMA DPUR	Ring Road	Shamoly Ring Road
# #	J S Telicom	Mobile phone and mobile accessori es	Md Asad mia	Manager	Male	1855255 518	Dhaka	MIRPUR	Mirpur 1	Mirpur
# #	Abdullah Telicom	Mobile phone and mobile accessori es	Md Najir Hosen	Manager	Male	1954917 230	Dhaka	MIRPUR	Mirpur 1	Mirpur1
# #	Rosok Supar Shop	Supermar kets, hypermark ets, Groceries and convenien ce stores	Md, Sumon Ali	Manager	Male	1749934 800	Dhaka	DARUS SALAM	Ward 11	Kollanpur

## Annex 3: Sample survey tools

### 3.1 Questionnaire for quantitative sample survey with retailer



#### **List of Questions for**

Baseline Survey for Decent Employment for  
Marginalised Youth in Retail Stores (BRAC – SDP)

Innovision Consulting Private Limited

Plot 26 Road 6 Block J

Baridhara Pragati Sarani

Dhaka 1212

Email: info@innovision-bd.com

Website: www.innovision-bd.com

Date: September 15, 2020

#### **List of Questions for**

### **Baseline Survey for Decent Employment for Marginalized Youth in Retail Stores (BRAC – SDP)**

বেজলাইন সার্ভে ফর ডিসেন্ট এমপ্লয়মেন্ট ফর মার্জিনালাইজড ইয়ুথ ইন রিটেইল (ব্রাক-এসডিপি)

এর জন্য প্রশ্নের তালিকা

Greetings from Innovision Consulting Private Ltd.! My name is [\_\_\_\_\_]. Innovision Consulting Private Ltd. is currently undertaking a survey for a project titled “Baseline Survey for Decent Employment for Marginalized Youth in Retail Stores (BRAC – SDP)” by the BRAC Skills Development Program. The objective of the survey is to assess the landscape of the retail market and gain insight regarding employment opportunities for marginalised youth. I have been assigned as a Field Officer for the survey. You will be glad to know that you have been chosen as a respondent for the survey and I am going to ask you a few questions about your company, its HR and recruitment policies, job skill requirements and training procedures. I assure you that your name, details and the response you provide will be treated as confidential and will not be publicly shared. The data collected will only be shared with BRAC

SDP for the sake of better understanding the sector and designing projects and programs that would help or benefit the sector as a whole. Your participation is voluntary and you will not get any direct benefit from participating in the survey.

ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেডের পক্ষ থেকে স্বাগতম। আমার নাম [\_\_\_\_\_]। ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেড বর্তমানে ব্র্যাক দক্ষতা উন্নয়ন কর্মসূচির মাধ্যমে, খুচরা স্টোরগুলিতে সুবিধাবঞ্চিত যুবকদের জন্য কর্মসংস্থানের সুযোগ প্রসঙ্গে একটি সমীক্ষা করছে। জরিপের উদ্দেশ্য হল খুচরা বাজারের প্রকৃতি সম্পর্কে এবং প্রান্তিক যুবকদের কর্মসংস্থানের বিষয়ে ধারণা পাওয়া। জরিপের জন্য আমাকে ফিল্ড অফিসার হিসাবে নিয়োগ দেওয়া হয়েছে। আপনি জেনে খুশি হবেন যে আপনি জরিপের জন্য উত্তরদাতা হিসাবে নির্বাচিত হয়েছেন এবং আমি আপনাকে আপনার সংস্থার এইচআর এবং নিয়োগের নীতিমালা, চাকরীতে দক্ষতার প্রয়োজনীয়তা এবং প্রশিক্ষণ পদ্ধতি সম্পর্কে কয়েকটি প্রশ্ন জিজ্ঞাসা করতে যাচ্ছি। আমি আপনাকে আশ্বাস দিচ্ছি যে আপনার নাম, তথ্যাদি এবং আপনার প্রদত্ত উত্তর গোপনীয় রাখা হবে এবং অন্যদের কাছে প্রচার করা হবে না। সেক্টরকে আরও ভালভাবে বোঝার জন্য এবং প্রকল্পকে ডিজাইন করার জন্য সংগ্রহ করা তথ্যগুলি কেবল ব্র্যাক এসডিপিকে (স্কিল ডেভেলপমেন্ট প্রোগ্রাম) দেয়া হবে, যা সামগ্রিকভাবে এই খাতকে সহায়তা বা সুবিধা দিতে পারে। আপনার অংশগ্রহণ স্বৈচ্ছাসেবী এবং জরিপে অংশ নেওয়া থেকে আপনি কোনও সরাসরি সুবিধা পাবেন না।

Do you agree to participate in the survey?

আপনি কি জরিপে অংশ নিতে রাজি?

I hereby consent to provide correct information regarding my job and work life to Innovision Consulting Private Ltd. I understand that the data will be used strictly for developmental work conducted by BRAC and Innovision.

আমি এই দ্বারা আমার কাজ এবং কর্মজীবন সম্পর্কিত সঠিক তথ্য ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেডকে সরবরাহ করতে সম্মত হয়েছি যে ব্র্যাক এবং ইনোভিশন দ্বারা পরিচালিত উন্নয়নমূলক কাজের জন্য তথ্যগুলো গোপনীয়তার সাথে ব্যবহৃত হবে।



Signature of Employer

নিয়োগকারীর স্বাক্ষর

Signature of Enumerator

এনিউমারেটর এর স্বাক্ষর

**Questionnaire for Retailers**

খুচরা বিক্রেতা/নিয়োগকারীর জন্য প্রশ্নাবলী

**Section A: General Information**

সেকশন : সাধারণ তথ্য

Serial	Questions প্রশ্ন	Response options উত্তরের বিকল্পসমূহ
A1	Retail store ID খুচরা প্রতিষ্ঠানের আইডি	

A2	District ID জেলা আইডি	1 = Dhaka ঢাকা 2 = Gazipur গাজীপুর 3 = Khulna খুলনা 4 = Chattogram চট্টগ্রাম 5 = Sylhet সিলেট
A3	Retail store Name খুচরা প্রতিষ্ঠানের নাম	
A4	Year of trade license registration ট্রেড লাইসেন্স রেজিস্ট্রেশনের সাল	yyyy (write 0000 if the shop does not have any trade license)  (প্রতিষ্ঠানের ট্রেড লাইসেন্স না থাকলে ০০০০ লিখুন)
A5	Respondent name উত্তরদাতার নাম	

A6	Designation of the respondent উত্তরদাতার পদবী	1 = Owner স্বাধিকারী 2 = HR Head এইচআর প্রধান 3 = Manager ম্যানেজার 4 = Managing Director ব্যবস্থাপনা পরিচালক
A7	Gender লিঙ্গ	1=Male পুরুষ 2=Female নারী 3=Transgender তৃতীয় লিঙ্গ
A8	Age (in whole years) বয়স	

A9	<p>Highest Level of Education</p> <p>সর্বোচ্চ শিক্ষাগত যোগ্যতা</p>	<p>-44 = None</p> <p>শিক্ষাগত যোগ্যতা নেই</p> <p>-45 = Pre-primary school (Ex: BRAC school)</p> <p>প্রাক-প্রাথমিক স্কুল (যেমন- ব্যাক স্কুল)</p> <p>1 = Primary School Certificate (1-5)</p> <p>প্রাথমিক শিক্ষা সনদ (ক্লাস ১-৫)</p> <p>2 = Junior School Certificate (6-8)</p> <p>জুনিয়র স্কুল সনদ (ক্লাস ৬-৮)</p> <p>3= Pre- Secondary (9-10)</p> <p>প্রাক-মাধ্যমিক (ক্লাস ৯-১০)</p> <p>4 = SSC</p> <p>এস এস সি</p> <p>5 = HSC 1st year</p> <p>এইচ এস সি ১ম বর্ষ</p> <p>6 = HSC</p> <p>এইচ এস সি</p> <p>7 = Drop-out from Bachelors</p> <p>অসমাপ্ত স্নাতক</p> <p>8 = Bachelors</p> <p>স্নাতক</p> <p>9 = Masters</p> <p>স্নাতকোত্তর</p> <p>-55 = Other</p> <p>অন্যান্য</p> <p>-88 = Refused to answer</p> <p>উত্তরে অস্বীকৃতি</p>
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		-99 = Don't know
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A10	Contact Number of the respondent উত্তরদাতার ফোন নম্বর	
<b>Section: B: Retail Landscape</b> <b>খুচরা প্রতিষ্ঠানের প্রকৃতি</b>		
B1	Industries of Operation ব্যবসায়িক সেক্টর	1 = Clothing and footwear পোশাক এবং পাদুকা  2 = Supermarkets, hypermarkets, Groceries and convenience stores সুপারমার্কেট, হাইপারমার্কেট, মুদি-দোকান  3 = Electrical and electronics বৈদ্যুতিক এবং ইলেক্ট্রনিক্স  4 = Food products (Sweet, Confectionery, Bakery) খাবার পণ্য (মিষ্টি, মিষ্টান্ন, বেকারি)  5 = Mobile phone and mobile accessories মোবাইল ফোন এবং মোবাইল আনুষঙ্গিক পণ্য  6 = Furniture and furnishing stores ফার্নিচার এবং গৃহসজ্জা
B2	Is your organization a member of any business association? আপনার প্রতিষ্ঠান কি কোন ব্যবসায়িক এসোসিয়েশন এর সদস্য?	1 = Yes হ্যাঁ  2 = No না

	<p>If yes, please mention the name of the association</p> <p>যদি হ্যাঁ হয়, এসোসিয়েশনের নাম উল্লেখ করুন</p>	
B3	<p>How long has this outlet been operating?</p> <p>প্রতিষ্ঠানটি কত বছর ব্যবসা পরিচালনা করছে?</p>	<p>1 = _____ (number of years)</p> <p>(বছরের সংখ্যা)</p> <p>2 = less than a year</p> <p>এক বছরের কম</p>
B4	<p>Currently how many outlets do you have in total?</p> <p>বর্তমানে আপনার প্রতিষ্ঠানের মোট দোকান সংখ্যা কয়টি?</p>	
B5	<p>If you have more than one outlet, in which district(s) are those outlets located in?</p> <p>যদি একাধিক দোকান থাকে, সেক্ষেত্রে কোন জেলায় সেগুলো অবস্থিত?</p>	<p>1 = Barguna</p> <p>বরগুনা</p> <p>2 = Barisal</p> <p>বরিশাল</p> <p>3 = Bhola</p> <p>ভোলা</p> <p>4 = Jhalokati</p> <p>ঝালকাঠি</p> <p>5 = Patuakhali</p> <p>পটুয়াখালী</p> <p>6 = Pirojpur</p> <p>পিরোজপুর</p> <p>7 = Bandarban</p> <p>বান্দরবান</p>

	8 = Brahmanbaria ব্রাহ্মণবাড়িয়া
	9 = Chandpur চাঁদপুর
	10 = Chittagong চট্টগ্রাম
	11 = Comilla কুমিল্লা
	12 = Cox's Bazar কক্সবাজার
	13 = Feni ফেনী
	14 = Khagrachari খাগড়াছড়ি
	15 = Lakshmipur লক্ষ্মীপুর
	16 = Noakhali নোয়াখালী
	17 = Rangamati রাঙ্গামাটি
	18 = Dhaka ঢাকা
	19 = Faridpur ফরিদপুর
	20 = Gazipur গাজীপুর
	21 = Gopalganj গোপালগঞ্জ



		গোপালগঞ্জ
		22 = Kishoreganj
		কিশোরগঞ্জ
		23 = Madaripur
		মাদারীপুর
		24 = Manikganj
		মানিকগঞ্জ
		25 = Munshiganj
		মুন্সীগঞ্জ
		26 = Narayanganj
		নারায়ণগঞ্জ
		27 = Narsingdi
		নরসিংদী
		28 = Rajbari
		রাজবাড়ি
		29 = Shariatpur
		শরীয়তপুর
		30 = Tangail
		টাঙ্গাইল
		31 = Bagerhat
		বাগেরহাট
		32 = Chuadanga
		চুয়াডাঙ্গা
		33 = Jessore
		যশোর
		34 = Jhenaidah
		ঝিনাইদহ

		35 = Khulna খুলনা
		36 = Kushtia কুষ্টিয়া
		37 = Magura মাগুরা
		38 = Meherpur মেহেরপুর
		39 = Narail নড়াইল
		40 = Satkhira সাতক্ষীরা
		41 = Jamalpur জামালপুর
		42 = Mymensingh ময়মনসিংহ
		43 = Netrokona নেত্রকোনা
		44 = Sherpur শেরপুর
		45 = Bogra বগুড়া
		46 = Jaipurhat জয়পুরহাট
		47 = Naogaon নওগাঁ
		48 = Natore নাটোর

	নাটোর
	49 = Nawabganj
	নবাবগঞ্জ
	50 = Pabna
	পাবনা
	51 = Rajshahi
	রাজশাহী
	52 = Sirajganj
	সিরাজগঞ্জ
	53 = Dinajpur
	দিনাজপুর
	54 = Gaibandha
	গাইবান্ধা
	55 = Kurigram
	কুড়িগ্রাম
	56 = Lalmonirhat
	লালমনিরহাট
	57 = Nilphamari
	নীলফামারী
	58 = Panchagarh
	পঞ্চগড়
	59 = Rangpur
	রংপুর
	60 = Thakurgaon
	ঠাকুরগাঁও
	61 = Habiganj
	হবিগঞ্জ

		62 = Moulvibazar মৌলভীবাজার 63 = Sunamganj সুনামগঞ্জ 64 = Sylhet সিলেট
B6	How many outlets do you have in [selected district name]? নির্বাচিত জেলাভিত্তিক কয়টি আউটলেট/দোকান আছে?	
B7	How many new outlets/retail businesses will be established in the next 1-3 years? (Despite effect of COVID 19) কোভিড-১৯ এর প্রভাব থাকা সত্ত্বেও, আগামী ১-৩ বছরে কয়টি নতুন দোকান প্রতিষ্ঠা হতে পারে বলে মনে করছেন?	_____Numbers _____সংখ্যা 1 = Don't know জানি না
B8	Did you have to reduce operating outlets due to COVID 19? কোভিড-১৯ এর প্রভাবে কি প্রতিষ্ঠানটির আউটলেট/দোকান সংখ্যা হ্রাস পেয়েছে?	1 = Yes হ্যাঁ 2 = No না
B8a	If yes, how many? যদি হ্যাঁ হয়, তাহলে কয়টি হ্রাস পেয়েছে?	_____Number _____সংখ্যা

B9	<p>Was there any disruption to supply chain due to COVID 19?</p> <p>কোভিড১৯ এর প্রভাবে সরবরাহ ব্যবস্থা কি বাধার সম্মুখীন হয়েছে?</p>	<p>1 = Yes, but it is back to normal now</p> <p>হ্যা, তবে এখন আবার স্বাভাবিক হচ্ছে</p> <p>2 = Yes, we are still experiencing it</p> <p>হ্যা, বর্তমানেও আমরা বাধার সম্মুখীন হচ্ছি</p> <p>3 = No disruption at all</p> <p>কোন বাধা নেই</p> <p>-55 = Other</p> <p>অন্যান্য</p>
B10	<p>Was there a change in demand due to COVID 19?</p> <p>কোভিড১৯ এর প্রভাবে, ভোক্তা চাহিদায় কোন পরিবর্তন পরিলক্ষিত হয়েছে কি?</p>	<p>1 = Yes, it decreased</p> <p>হ্যা, চাহিদা কমেছে</p> <p>2 = Yes, it decreased but back to normal</p> <p>হ্যা, চাহিদা কমেছিল তবে স্বাভাবিক অবস্থায় ফিরে এসেছে</p> <p>3 = Yes, it increased</p> <p>হ্যা, চাহিদা বেড়েছে</p> <p>4 = Yes, increased but back to normal now</p> <p>হ্যা, চাহিদা বেড়েছিল তবে স্বাভাবিক অবস্থায় ফিরে এসেছে</p> <p>5 = No change</p> <p>পরিবর্তন নেই</p>

B11	<p>Was there a change in online sales/e-commerce?</p> <p>কোভিড-১৯ এর প্রভাবে, ই-কমার্স/ অনলাইন বিক্রিতে কোন পরিবর্তন পরিলক্ষিত হয়েছে কি?</p>	<p>1 = Yes, it decreased</p> <p>হ্যা, অনলাইন বিক্রি কমেছে</p> <p>2 = Yes, it decreased but back to normal</p> <p>হ্যা, অনলাইন বিক্রি কমেছিল তবে স্বাভাবিক অবস্থায় ফিরে এসেছে</p> <p>3 = Yes, it increased</p> <p>হ্যা, অনলাইন বিক্রি বেড়েছে</p> <p>4 = Yes, increased but back to normal now</p> <p>হ্যা, অনলাইন বিক্রি বেড়েছিল তবে স্বাভাবিক অবস্থায় ফিরে এসেছে</p> <p>5 = No change</p> <p>পরিবর্তন নেই</p> <p>6 = Not applicable</p> <p>প্রযোজ্য নয়</p>
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B12	<p>Are you ensuring proper safety measures to prevent the spread of COVID 19?</p> <p>কোভিড-১৯ এর বিস্তার রোধে, আপনার প্রতিষ্ঠান কি যথাযথ সুরক্ষা ব্যবস্থা নিশ্চিত করছে?</p>	<p>1 = Social distancing in ques, staff, number of customers</p> <p>অনুসন্ধান, স্টাফ এবং গ্রাহকদের মাঝে সামাজিক দূরত্ব</p> <p>2 = Cleaning and disinfecting regularly</p> <p>নিয়মিত পরিষ্কার এবং জীবাণুমুক্তকরণ</p> <p>3 = Hand soap/ Sanitizer/disinfectant for customers and employees</p> <p>গ্রাহক এবং কর্মচারীদের জন্য সাবান/স্যানিটাইজার/জীবাণুনাশক</p> <p>4 = Gloves for employees</p> <p>কর্মচারীদের জন্য গ্লাভস</p> <p>5 = Mask for employees</p> <p>কর্মচারীদের জন্য মাস্ক</p> <p>6 = Face shields/ goggles</p> <p>মুখ-আবরণ/চোখ-আবরণ</p> <p>7 = Checking temperature of customers and employees</p> <p>গ্রাহক এবং কর্মচারীদের শারীরিক তাপমাত্রা পরীক্ষা করা</p> <p>8 = Staff rotation</p> <p>স্টাফ রোটেশন</p> <p>9 = Transport arrangement for employees</p> <p>কর্মচারীদের যাতায়াত ব্যবস্থা করা</p> <p>10= No initiative taken</p> <p>কোন সুরক্ষা ব্যবস্থা নেওয়া হয়নি</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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B13	<p>What are the challenges you faced/are facing due to COVID 19?</p> <p>কোভিড-১৯ এর কারণে প্রতিষ্ঠানটি কি ধরনের সমস্যার সম্মুখীন হয়েছিল বা হচ্ছেন?</p> <p>(Multiple response)</p> <p>(একাধিক উত্তর)</p>	<p>1 = Extra duties to maintain hygiene স্বাস্থ্যবিধি বজায় রাখতে অতিরিক্ত দায়িত্ব পালন</p> <p>2 = Maintaining social distancing সামাজিক দূরত্ব বজায় রাখা</p> <p>3 = Attrition/Job cuts কর্মচারি বাতিল বা চাকরি সংখ্যা হ্রাস</p> <p>4 = Extra costs (masks/sanitisers) মাস্ক বা স্যানিটাইজার ব্যবদ অতিরিক্ত খরচ</p> <p>5 = Fear of getting ill অসুস্থ হওয়ার ভয়</p> <p>6 = Lack of business ব্যবসা হ্রাস</p> <p>-55 = Other অন্যান্য</p>
B13a	<p>If 3 = Attrition/Job cuts, then how many?</p> <p>কর্মচারি বাতিল বা চাকরি সংখ্যা হ্রাস হয়, তাহলে কতজন হ্রাস/বাতিল হয়েছে?</p>	<p>_____ numbers</p> <p>_____ সংখ্যা</p>
B14	<p>Did you have to recruit more workers due to COVID 19?</p> <p>কোভিড-১৯ এর কারণে কি অধিক কর্মচারী নিয়োগ দিতে হয়েছিল?</p>	<p>1 = Yes _____ Number হ্যাঁ, _____ সংখ্যা</p> <p>2 = No না</p>



B14a	<p>If yes, in which positions?</p> <p>যদি হ্যাঁ হয় তাহলে কোন পদে</p>	<p>1 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = Helper/Errands person হেল্পার/শিক্ষানবিশ</p> <p>7 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত দক্ষতা</p> <p>8 = Delivery/Logistics ডেলিভারী/ লজিস্টিক</p> <p>9 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>10 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>11 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>12 = Back-end/non-customer related (learn by observation entry position) অগ্রাহক সম্পর্কিত</p> <p>13 = IT/Data entry আইটি/ডাটা এন্ট্রি</p>
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		-55 = Others
		অন্যান্য

## Section C: Employment and Decent Work Practices

কর্মসংস্থান এবং শালীন কাজের অনুশীলন

C1	<p>What are the different job positions you have in your store?</p> <p>আপনার দোকান/আউটলেটে কি কি ধরনের চাকরির পদ বিদ্যমান?</p>	<p>1 = Manager ম্যানেজার</p> <p>2 = Assistant Manager সহকারী ম্যানেজার</p> <p>3 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = IT/Data manager আইটি/ ডাটা এন্ড্রি</p> <p>7 = Helper/Errands person হেল্পার/ শিক্ষানবিশ</p> <p>8 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত দক্ষতা</p> <p>9 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>10 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>11 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>12 = Delivery/Logistics</p>
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		ডেলিভারী/ লজিস্টিক  13 = Back-end/non-customer related (learn by observation entry position)  অগ্রাহক সম্পর্কিত(_____)
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C2	<p>How many workers are currently employed in this outlet?</p> <p>বর্তমানে এই আউটলেট/দোকানে কতজন কর্মী নিযুক্ত আছে?</p>	<p>_____ Numbers</p> <p>_____ সংখ্যা</p>
C3	<p>How many workers are employed in all outlets combined?</p> <p>সব আউটলেট/দোকান মিলে মোট কতজন কর্মী নিযুক্ত আছে?</p> <p>(Only for those reporting multiple outlets)</p> <p>(তাদের জন্য প্রযোজ্য যারা একাধিক দোকান উল্লেখ করেছে)</p>	<p>1 = _____Numbers</p> <p>_____ সংখ্যা</p> <p>2 = Don't know</p> <p>জানি না</p> <p>(Enumerator wouldn't lead the respondent)</p> <p>(এনিউমারেটর নিজ থেকে উত্তর বলে উত্তরদাতাকে সাহায্য করবে না)</p>
C4	<p>Do you have formal contracts with your workers?</p> <p>কর্মীদের সাথে প্রতিষ্ঠানটির প্রাতিষ্ঠানিক চুক্তি আছে কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
C5	<p>Do you have a minimum age requirement? [For the selected post in C1]</p> <p>নিয়োগের ক্ষেত্রে উক্ত পদগুলোতে ন্যূনতম বয়সসীমা কত?</p>	<p>_____ minimum age</p> <p>_____ সর্বনিম্ন বয়স</p>
C6	<p>Is there adequate light, fresh drinking water and clean air in the workplace?</p> <p>কর্মক্ষেত্রে পর্যাপ্ত আলো, বিশুদ্ধ পানি এবং বিশুদ্ধ বাতাসের ব্যবস্থা আছে কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>

C7	<p>Are workers given safety training and/or safety gear?</p> <p>কর্মীদের কি সুরক্ষা সংক্রান্ত প্রশিক্ষণ অথবা জিনিসপত্র দেওয়া হয়?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
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C7a	<p>[If C7 yes], what type?</p> <p>(Multiple Responses)</p> <p>যদি হ্যাঁ হয়, তবে কি ধরনের সুরক্ষা ব্যবস্থা দেওয়া হয়?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Fire drill/safety</p> <p>অগ্নি-নির্বাপন প্রশিক্ষণ/ সুরক্ষা</p> <p>2 = Fire extinguisher</p> <p>অগ্নি-নির্বাপক যন্ত্র</p> <p>3 = Helmet</p> <p>হেলমেট</p> <p>4 = Protective gloves</p> <p>প্রতিরক্ষামূলক গ্লাভস</p> <p>5 = Protective masks</p> <p>প্রতিরক্ষামূলক মাস্ক</p> <p>6 = First Aid Box</p> <p>প্রাথমিক চিকিৎসা বক্স</p> <p>7 = First Aid facilities (medical station/ambulance)</p> <p>প্রাথমিক চিকিৎসা সুবিধা (মেডিকেল স্টেশন/ এম্বুলেন্স ইত্যাদি)</p> <p>8 = Local emergency info displayed in workplace</p> <p>কর্মক্ষেত্রে স্থানীয় জরুরী তথ্য প্রদর্শন</p> <p>8 = National emergency info displayed in workplace</p> <p>কর্মক্ষেত্রে জাতীয় জরুরী তথ্য প্রদর্শন</p> <p>9 = Machinery operating orientation training</p> <p>যন্ত্রপাতি পরিচালনা বিষয়ক/ওরিয়েন্টেশন প্রশিক্ষণ</p> <p>10 = Clear emergency protocol/procedures</p> <p>জরুরী পদ্ধতি/প্রটোকল</p> <p>11 = Emergency exits and fire escape route</p>
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		<p>আগুন/জরুরি ক্ষেত্রে বহির্গমন পথ</p> <p>12 = Security guards</p> <p>সুরক্ষা প্রহরী</p> <p>13 = CCTV</p> <p>সিসি টিভি</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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C8	<p>What sort of accidents is a possibility in this type of business?</p> <p>কি ধরনের দুর্ঘটনার সম্ভবনা রয়েছে এই ব্যবসায়?</p>	<p>1 = Electrical বৈদ্যুতিক</p> <p>2 = Product/Equipment related পণ্য/যন্ত্রপাতি সম্পর্কিত</p> <p>3 = Customer related গ্রাহক সম্পর্কিত</p> <p>4 = Fire related আগুন সম্পর্কিত</p> <p>No chance of accident দুর্ঘটনার সম্ভবনা নেই</p> <p>-55 = Others অন্যান্য</p>
C9	<p>Are there any roles in any job position that requires extra care or ability?</p> <p>এমন কোন পদ আছে কি যেখানে বাড়তি সুরক্ষা ব্যবস্থা বা যোগ্যতার প্রয়োজন হয়?</p>	<p>1 = Work involves automatic blades কাজে সয়ংক্রিয় ব্লেড পরিচালনা জড়িত</p> <p>2 = Work involves heavy lifting কাজে ভারি বস্তু উত্তোলন জড়িত</p> <p>3 = Work involves working with fire/chemicals/hazardous materials আগুন/রাসায়নিক/বিপদজনক পদার্থ নিয়ে কাজ জড়িত</p> <p>4 = Others (Specify) অন্যান্য</p> <p>5= No such activity এমন কোন কাজ নেই</p>

C10	<p>In the event of a workplace accident or employee emergency, is there any compensation (formal or informal) that you provide for your employees?</p> <p>কর্মক্ষেত্রে দুর্ঘটনা কিংবা কর্মচারীর জরুরী আবস্থায় আপনার প্রতিষ্ঠান থেকে কি কোন (প্রাতিষ্ঠানিক/অপ্রাতিষ্ঠানিক) ক্ষতিপূরণ দেওয়া হয়?</p>	<p>1 = Yes Formal হ্যা, প্রাতিষ্ঠানিক</p> <p>2 = Yes Informal হ্যা, অপ্রাতিষ্ঠানিক</p> <p>3 = No না</p>
C11	<p>Do you have any social security schemes in place for the workers?</p> <p>কর্মচারীদের জন্য আপনার প্রতিষ্ঠানের পক্ষ থেকে কোন সামাজিক সুরক্ষা ব্যবস্থা আছে কি?</p>	<p>1 = Yes হ্যা</p> <p>2 = No না</p>
	<p>If yes, what are they?</p> <p>যদি হ্যা হয়, তাহলে সেগুলো কি?</p>	<p>1 = Provident Fund প্রভিডেন্ট ফান্ড (ভবিষ্যত তহবিল)</p> <p>2 = Gratuity Fund উপহার/বোনাস তহবিল</p> <p>3 = Health Insurance স্বাস্থ্য বিমা</p> <p>4 = Life Insurance জীবন বিমা</p> <p>-55 = Others অন্যান্য</p>
C12	<p>Do you ensure acceptable behaviour towards your employees?</p> <p>আপনার প্রতিষ্ঠান থেকে কর্মীদের প্রতি গ্রহণযোগ্য আচরণ নিশ্চিত করা হয় কি?</p>	<p>1 = Yes হ্যা</p> <p>2 = No না</p>

	<p>If yes, how?</p> <p>যদি হ্যাঁ হয়, তবে কিভাবে?</p>	<p>1 = No tolerance of verbal/physical abuse towards employees (even from customers)</p> <p>কর্মীদের প্রতি কোন রকম মৌখিক/শারিরীক নির্যাতন গ্রহণযোগ্য নয়(এমনকি গ্রাহকের পক্ষ থেকেও)</p> <p>2 = Discreet and clear complaint/reporting procedures</p> <p>স্বত্বাধিকার এবং সহজবোধ্য অভিযোগ/রিপোর্টিং প্রক্রিয়া</p> <p>3 = Maintain labour laws</p> <p>শ্রম আইন বজায় রাখা</p> <p>-55 = Other (specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
C13	<p>On average, how many hours does the store operate on a given day?</p> <p>প্রতিদিন গড়ে কত ঘন্টা দোকান পরিচালনা করা হয়?</p>	<p>_____ (Hours)</p> <p>_____ (ঘন্টা)</p>
C14	<p>How many work shifts do you have per day?</p> <p>প্রতিদিন কয়টি শিফটে কাজ পরিচালিত হয়?</p>	<p>_____ Number</p> <p>_____ সংখ্যা</p>
	<p>If more than one shift, how long is each of the shifts?</p> <p>একাধিক শিফটের ক্ষেত্রে, প্রতি শিফট কত ঘন্টায় হয়?</p>	<p>_____ (Hours)</p> <p>_____ (ঘন্টা)</p>
C16	<p>Do you pay overtime?</p> <p>আপনি কি ওভারটাইম প্রদান করেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>

C17	<p>Do you grant public holidays?</p> <p>আপনি কি সরকারি ছুটি প্রদান করেন?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2 = No</p> <p>না</p>
C18	<p>Do you grant annual leave?</p> <p>আপনি কি বার্ষিক ছুটি প্রদান করেন?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2 = No</p> <p>না</p>
C19	<p>Does the company policy include maternity leave?</p> <p>প্রতিষ্ঠানটির নীতিতে কি মাতৃকালীন/পিতৃকালীন ছুটির ব্যবস্থা আছে?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2 = No</p> <p>না</p>

C20	<p>In which positions do you usually have young workers or entry-level workers? (Between the age group of 16 –30)</p> <p>কোন পদগুলোতে সাধারণত তরুণ কর্মী বা এন্ট্রি লেভেল কর্মী নিয়োগপ্রাপ্ত হয়?</p> <p>(বয়স সীমা ১৬ থেকে ৩০)</p>	<p>1 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = Helper/Errands person হেল্পার/ শিফানবিশ</p> <p>7 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত দক্ষতা</p> <p>8 = Delivery/Logistics ডেলিভারী/ লজিস্টিক</p> <p>9 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>10 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>11 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>12 = Back-end/non-customer related (learn by observation entry position) অগ্রাহক সম্পর্কিত</p>
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C21	<p>What is the medium of salary payment for these (entry-level as defined above) positions?</p> <p>(উপরে নির্ধারিত পদগুলোর জন্য) বেতন প্রদানের মাধ্যম কি?</p>	<p>1 = Bank Account ব্যাংক একাউন্ট</p> <p>2 = Mobile Banking মোবাইল ব্যাংকিং</p> <p>3 = Cash নগদ</p>
C22[IA1]	<p>What is the minimum salary for employees for these positions in your retail business?</p> <p>আপনার খুচরা ব্যবসায় উক্ত পদ গুলোর জন্য ন্যূনতম বেতন কত?</p>	
C23	<p>Which medium do you use the most to recruit employees in these positions?</p> <p>(Multiple answers)</p> <p>উক্ত পদগুলোতে কর্মী নিয়োগের জন্য কোন মাধ্যমকে আপনি বেশি ব্যবহার করেন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Newspaper সংবাদপত্র</p> <p>2 = Online job portal অনলাইন চাকরির পোর্টাল</p> <p>3 = Facebook page ফেসবুক পেজ</p> <p>4 = Company web page কোম্পানির নিজস্ব ওয়েব পেজ</p> <p>5 = Referral /Personal সুপারিশকৃত/ব্যক্তিগত মাধ্যম</p> <p>6 = From training centres ট্রেনিং সেন্টার/এজেন্সির মাধ্যমে</p> <p>-55 = Other অন্যান্য</p>

## **Section D: Skill development and Training**



D1	<p>What are the key skills/requirements you seek in young recruits in these positions?</p> <p>(Multiple)</p> <p>উক্ত পদগুলোতে তরুণ কর্মী নিয়োগের ক্ষেত্রে কি কি দক্ষতাকে আপনি অধিক প্রয়োজনীয় বলে মনে করেন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Education শিক্ষা</p> <p>2 = Smartness স্মার্টনেস</p> <p>3 = Physical ability শারিরীক ক্ষমতা</p> <p>4 = That he/she can be groomed for the future (tendency to stay on boarded) নিয়োগপ্রাপ্তের অনেক দিন কাজ করার ইচ্ছা (যেন ভবিষ্যতে ভাল ফল আশা করা যায়)</p> <p>5 = Previous job experience পূর্ববর্তী কাজের অভিজ্ঞতা</p> <p>6 = Training/Specialized training প্রশিক্ষণ/ বিশেষ প্রশিক্ষণ</p> <p>7 = Warm personality and attitude উষ্ণ ব্যক্তিত্ব এবং মনোভাব</p> <p>8 = Ability to work/move fast দ্রুত কাজ করার দক্ষতা</p> <p>9 = Low salary range সল্প বেতনসীমা</p> <p>10 = Ability to learn fast দ্রুত শেখার ক্ষমতা</p> <p>11 = To work well under pressure চাপের মাঝেও ভাল কাজের দক্ষতা</p> <p>12 = Willingness and dedication কাজের প্রতি ইচ্ছাশক্তি এবং একাগ্রতা</p> <p>13 = Efficiency</p>
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D2	<p>Do you ensure acceptable behaviour from your employees?</p> <p>আপনি কি আপনার কর্মীদের কাছ থেকে গ্রহণযোগ্য আচরণ নিশ্চিত করেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
D2a	<p>If yes, how?</p> <p>যদি হ্যাঁ হয়, তবে কি ভাবে?</p>	<p>1 = Provide job etiquette training</p> <p>কাজের শিষ্টাচার বিষয়ক প্রশিক্ষণ প্রদান</p> <p>2 = Provide social etiquette training</p> <p>সামাজিক শিষ্টাচার বিষয়ক প্রশিক্ষণ প্রদান</p> <p>3 = Only hire educated candidates</p> <p>শুধুমাত্র শিক্ষিত কর্মী নিয়োগ করা</p> <p>4 = Through selective recruitment</p> <p>নিয়োগ প্রক্রিয়ায় নির্বাচনের মাধ্যমে</p> <p>5 = By constant supervision</p> <p>সার্বক্ষণিক তদারকির মাধ্যমে</p> <p>6 = No tolerance policy on verbal/physical abuse</p> <p>মৌখিক বা শারিরীক নির্যাতনের ক্ষেত্রে অসহনশীল নীতি</p> <p>7 = No tolerance policy on stealing/using stock/etc.\</p> <p>চুরি/ মজুদ ব্যবহারের ক্ষেত্রে অসহনশীল নীতি</p> <p>-55 = Others (specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>

D3	<p>Do you usually arrange any in house training for your staff?</p> <p>আপনার প্রতিষ্ঠানের মাধ্যমে কর্মীদের কি কোন প্রশিক্ষণ প্রদান করা হয়?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
D3a	<p>[ IF D3 yes] If yes, what type of training?</p> <p>যদি হ্যাঁ হয়, তবে কি ধরনের প্রশিক্ষণ?</p>	<p>1 = Formal</p> <p>প্রাতিষ্ঠানিক</p> <p>2 = Informal</p> <p>অপ্রাতিষ্ঠানিক</p> <p>3 = Both formal and informal</p> <p>প্রাতিষ্ঠানিক এবং অপ্রাতিষ্ঠানিক উভয়ই</p>
D3b	<p>[ IF D3 yes] If yes, for which type of workers do you arrange in-house training for?</p> <p>কি ধরনের কর্মীদের জন্য প্রশিক্ষণের আয়োজন করা হয়?</p> <p>(Multiple response)</p> <p>(একাধিক উত্তর)</p>	<p>1 = New recruits</p> <p>নতুন নিয়োগপ্রাপ্ত</p> <p>2 = Refresher for existing retail entry/mid-level workers</p> <p>বিদ্যমান এন্ট্রি/ মিড-লেভেল কর্মী</p> <p>3 = Both</p> <p>উভয়ই</p> <p>4 = Underperforming employees</p> <p>কম দক্ষতাসম্পন্ন কর্মী</p>

D3c	<p>[ IF D3 yes] If yes, in what type of training did/do you offer?</p> <p>যদি হয়, কি কি বিষয়ে প্রশিক্ষণ প্রদান করা হয়?</p>	<p>1 = Orientation/fresher training নবীনবরণ/ শিক্ষানবিস প্রশিক্ষণ</p> <p>2 = Inventory Arrangement মালপত্র/পণ্যসামগ্রী ব্যবস্থাপনা</p> <p>3 = Customer management গ্রাহক ব্যবস্থাপনা</p> <p>4 = Computer/technical education কম্পিউটার/প্রযুক্তিগত/কারিগরি শিক্ষা</p> <p>5 = Sales strategy বিক্রয় কৌশল</p> <p>6 = Peer communication/cooperation সহকর্মীর সাথে যোগাযোগ/সহযোগিতা বিষয়ক</p> <p>7 = Product Knowledge পণ্য সংক্রান্ত জ্ঞান</p> <p>8 = Refresher training কর্মী উদ্দীপনা বর্ধক প্রশিক্ষণ</p> <p>9 = Hands on training/Learn from observation হাতে কলমে প্রশিক্ষণ/ পর্যবেক্ষণের মাধ্যমে শিক্ষা</p> <p>10 = Social and job etiquette সামাজিক এবং কাজের শিষ্ঠাচার</p> <p>11 = Special skill training (butchery/software/etc.) বিশেষ দক্ষতার উপর প্রশিক্ষণ (কশাই/ সফটওয়্যার ইত্যাদি)</p> <p>-55 = Other</p>
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D4	<p>[ IF D3 yes] Are those training company funded or funded by other organizations?</p> <p>প্রশিক্ষণগুলো কি আপনার প্রতিষ্ঠানের অর্থায়নে নাকি অন্য কোন সংস্থার অর্থায়নে হয়?</p>	<p>1 = Own/company fund নিজস্ব/নিজ প্রতিষ্ঠানের অর্থায়নে</p> <p>2 = Cost-sharing with Government সরকারের সাথে ব্যয় ভাগ করে অর্থায়ন</p> <p>3 = Funded by the Government সরকারি অর্থায়নে</p> <p>4 = Cost-sharing with NGO কোন এনজিও এর সাথে ব্যয় ভাগ করে অর্থায়ন</p> <p>5 = NGO funded এনজিও অর্থায়নে</p>
D4a	<p>[If D4 option 1] If own/company funded, how much do you spend yearly?</p> <p>যদি নিজস্ব/নিজ প্রতিষ্ঠানের অর্থায়নে হয়, সেক্ষেত্রে বার্ষিক কত টাকা ব্যয় হয় প্রশিক্ষণ বাবদ?</p>	<p>_____ (BDT)</p> <p>_____ (টাকা)</p> <p>Do not know</p> <p>জানি না</p>
D4b	<p>[If D4 option 1] If the company funded, do you find it difficult to spend such an amount?</p> <p>যদি নিজস্ব/নিজ প্রতিষ্ঠানের অর্থায়নে হয়, সেক্ষেত্রে এই ব্যয়ভার বহন করতে আপনি অসুবিধায় পড়েন কি?</p>	<p>1 = Yes, which is why I stopped হ্যা, এই কারণে প্রশিক্ষণ দেওয়া বন্ধ আছে</p> <p>2 = Yes, but it is very essential for the job হ্যা, কিন্তু কাজের জন্য এটি বেশ জরুরি</p> <p>3 = Yes, if I do not receive aid I will have to stop soon হ্যা, যদি আমি সহযোগিতা না পাই সেক্ষেত্রে অতিশীঘ্রই প্রশিক্ষণ দেওয়া বন্ধ হয়ে যাবে</p> <p>4 = No না</p>

D5	<p>[ IF D3 yes] What are the benefits of arranging such training?</p> <p>(Multiple responses)</p> <p>এই ধরনের প্রশিক্ষণ আয়োজনের সুবিধা কি কি?</p> <p>(একাধিক উত্তর)</p>	<p>1 = It makes the workers achieve their set targets better</p> <p>এটি কর্মীদের তাদের উপর নির্ধারিত লক্ষ্যগুলো ঠিকভাবে বুঝতে সাহায্য করে</p> <p>2 = Improves product knowledge</p> <p>পণ্য সংক্রান্ত জ্ঞান বাড়াতে সাহায্য করে</p> <p>3 = It helps the workers understand sales strategies</p> <p>এটি কর্মীদের বিক্রয় কৌশল বুঝতে সাহায্য করে</p> <p>4 = The training helps the workers to communicate and serve the customer better</p> <p>গ্রাহকের সাথে ভাল যোগাযোগ রক্ষা এবং গ্রাহকসেবা উন্নয়নে এটি সহায়ক</p> <p>5 = Helps build essential soft skills</p> <p>সফট স্কিল (নৈতিকতা, সময় ব্যবস্থাপনা, দ্রুত শেখা, সৃজনশীলতা ইত্যাদি) বাড়াতে সহায়ক</p> <p>6 = Improves teamwork and peer communication</p> <p>দলবদ্ধ কাজ এবং সহকর্মীর সাথে ভাল যোগাযোগ রক্ষার্থে সহায়ক</p> <p>7= Motivates the employees</p> <p>কর্মীদের কাজের প্রেরণা দিতে সহায়ক</p> <p>8= Work is more efficient with special/technical skills</p> <p>বিশেষ/প্রযুক্তিগত দক্ষতা বাড়াতে সহায়ক</p> <p>-55 = Others (specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
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D5a	<p>[ IF D3 NO] If no, what are the reasons you do not arrange training for your workers and staff?</p> <p>যদি না হয়, সেক্ষেত্রে কি কারণে কর্মীদের জন্য প্রশিক্ষণের আয়োজন করা হয় না?</p> <p>(Multiple responses)</p> <p>(একাধিক উত্তর)</p>	<p>1 = It is expensive এটি ব্যয়বহুল</p> <p>2 = The benefit is not cost worthy প্রশিক্ষণের উপকারিতা মূল্যবান নয়</p> <p>3 = The kind of work performed do not require any training যে ধরনের কাজ সম্পাদিত হয় তার জন্য প্রশিক্ষণের প্রয়োজন নেই</p> <p>4 = It was found to be ineffective প্রশিক্ষণ অকার্যকর বলে প্রমাণিত হয়েছে</p> <p>5 = This is a waste of time এটি সময়ের অপচয়</p> <p>6 = it is not worth the cost as trained employees tend to leave or ask for raise প্রশিক্ষণপ্রাপ্ত কর্মীর চাকরি ছেড়ে দেওয়ার প্রবণতা এবং বেতন বৃদ্ধির আর্জি</p>
D6	<p>[ IF D3 yes] Are these training program models scalable/replicable or do you want to bear cost associated with the training?</p> <p>উক্ত ট্রেনিং প্রোগ্রাম মডেল কি পুনরাবৃত্তিযোগ্য বা প্রশিক্ষণের উদ্দেশ্যে আপনি ভবিষ্যতে অর্থ খরচ করতে আগ্রহী কি?</p>	<p>1 = Yes হ্যাঁ</p> <p>2 = No না</p>

D7	<p>[ IF D3 NO] If you do not arrange training for your workers, are you willing to arrange/pay for training for them in future?</p> <p>যদি আপনার প্রতিষ্ঠান কর্মী প্রশিক্ষণের আয়োজন না করে থাকে, সেক্ষেত্রে ভবিষ্যতে কি প্রশিক্ষণের আয়োজন/প্রশিক্ষণ খাতে অর্থ ব্যয় করতে আগ্রহী হবে?</p>	<p>1 = Yes, I am willing to pay trusted NGO to train</p> <p>হ্যা, আমি প্রশিক্ষণের জন্য বিশ্বস্ত এনজিওকে অর্থ প্রদানে আগ্রহী</p> <p>2 = Yes, company funded</p> <p>হ্যা, প্রতিষ্ঠান তহবিলের মাধ্যমে</p> <p>3 = Yes only if cost is shared with NGO or govt.</p> <p>হ্যা, যদি এনজিও অথবা সরকারের সাথে প্রশিক্ষণ ব্যয়ভার ভাগ করে নেয়া যায়</p> <p>4 = No, it is not worth the cost as trained employees tend to leave or ask for raise</p> <p>না, প্রশিক্ষণপ্রাপ্ত কর্মীর চাকরি ছেড়ে দেওয়ার প্রবণতা এবং বেতন বৃদ্ধির আর্জির কারনে, প্রশিক্ষণ খাতে ব্যয়কৃত অর্থের কার্যকরী ফল পাওয়া যায় না</p>
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D7a	<p>[ IF D7 (1,2,3)yes options] If yes, what kind of training would you like to offer/pay for?</p> <p>যদি হ্যাঁ হয়, তাহলে কি ধরনের প্রশিক্ষণ প্রদান/ব্যয় করতে চান?</p>	<p>1 = Orientation/fresher training নবীনবরণ/শিক্ষানবিস প্রশিক্ষণ</p> <p>2 = Inventory Arrangement মালপত্র/পণ্যসামগ্রী ব্যবস্থাপনা</p> <p>3 = Customer management গ্রাহক ব্যবস্থাপনা</p> <p>4 = Computer/technical education কম্পিউটার/প্রযুক্তিগত/কারিগরি শিক্ষা</p> <p>5 = Sales strategy বিক্রয় কৌশল</p> <p>6 = Peer communication/cooperation সহকর্মীর সাথে যোগাযোগ/সহযোগিতা বিষয়ক</p> <p>7 = Product Knowledge পণ্য সংক্রান্ত জ্ঞান</p> <p>8 = Refresher training কর্মী উদ্দীপনা বর্ধক প্রশিক্ষণ</p> <p>9 = Hands on training/Learn from observation হাতে কলমে প্রশিক্ষণ/পর্যবেক্ষণের মাধ্যমে শিক্ষা</p> <p>10 = Social and job etiquette সামাজিক এবং কাজের শিষ্ঠাচার</p> <p>11 = Special skill training (butchery/software/etc.) বিশেষ দক্ষতার উপর প্রশিক্ষণ (কশাই/সফটওয়্যার ইত্যাদি)</p> <p>-55 = Other</p>
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D7b	<p>[ IF D7 (1,2,3)yes options]</p> <p>How do you want to fund the training?</p> <p>যদি হ্যা হয়, তবে প্রশিক্ষনের জন্য কিভাবে অর্থায়ন করতে চান?</p>	<p>1 = Own fund/company fund নিজস্ব/নিজ প্রতিষ্ঠানের অর্থায়নে</p> <p>2 = Cost-sharing with Government সরকারের সাথে ব্যয় ভাগ করে অর্থায়ন</p> <p>3 = Funded by the Government সরকারি অর্থায়নে</p> <p>4 = Cost-sharing with NGO কোন এনজিও এর সাথে ব্যয় ভাগ করে অর্থায়ন</p> <p>5 = NGO funded এনজিও অর্থায়নে</p> <p>-55 = Other অন্যান্য</p>
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D7d	<p>[ IF D7 option-4 No]</p> <p>If not, what would make you willing to pay or arrange for such training?</p> <p>কি কি কারণে আপনি ভবিষ্যতে প্রশিক্ষণের আয়োজন করতে উদ্বুদ্ধ হবেন বলে মনে করেন?</p>	<p>1 = Steady source of skilled workers</p> <p>দক্ষ কর্মীর দৃঢ়/নিরাপদ উৎস</p> <p>2 = If training does not require active involvement on the company's part</p> <p>যদি প্রশিক্ষণের জন্য কোম্পানির সক্রিয় অংশগ্রহণ প্রয়োজন না হয়</p> <p>3 = Trusted organization/NGO such as BRAC will conduct a training program</p> <p>যদি বিশ্বস্ত সংস্থা/ এনজিও যেমন ব্র্যাক প্রশিক্ষণ পরিচালনা করে</p> <p>4 = Higher demand for trained/specialized workers</p> <p>প্রশিক্ষিত/বিশেষায়িত কর্মীর উচ্চ চাহিদা</p> <p>5 = If the company needs not compromise employees working hours</p> <p>যদি কর্মীর কাজের সময় বিঘ্নিত না হয়</p> <p>6 = Nothing, trained employees tend to leave or ask for raise</p> <p>না, প্রশিক্ষিত কর্মীর চাকরি ছেড়ে দেওয়ার প্রবণতা অথবা বেতন বৃদ্ধির আর্জি বেশি</p> <p>7= Not interested</p> <p>আগ্রহী না</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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D8	<p>Do you prefer to recruit skilled labour/graduates?</p> <p>আপনি কি দক্ষ শ্রমিক/ শিক্ষিত স্নাতক কর্মী নিয়োগ করতে পছন্দ করেন?</p> <p>(Multiple Responses)</p>	<p>1 = Yes, skilled labour</p> <p>হ্যা, দক্ষ শ্রমিক</p> <p>2 = Yes, Graduate worker</p> <p>হ্যা, শিক্ষিত কর্মী</p> <p>3 = No</p> <p>না</p>
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D8a	<p>[If D8 option(1,2 )yes] If yes, why?</p> <p>যদি হয়, তবে কেন?</p>	<p>1 = Skilled labour achieve their set targets more efficiently</p> <p>দক্ষ শ্রমিক তাদের উপর নির্ধারিত লক্ষ্য অর্জনে অধিক সক্ষম</p> <p>2 = I do not have to waste time in training them</p> <p>প্রতিষ্ঠানকে ট্রেনিং বাবদ সময় অপচয় করতে হয় না</p> <p>3 = The job requires specific technical/hard skills</p> <p>কাজের জন্য বিশেষ কারিগরি দক্ষতা প্রয়োজন</p> <p>4 = The skills/education helps the workers to communicate and serve the customer better</p> <p>দক্ষতা/ শিক্ষা একজন কর্মীকে গ্রাহকের সাথে ভাল যোগাযোগ রক্ষার্থে এবং গ্রাহকসেবা উন্নয়নে সাহায্য করে</p> <p>5 = Graduates have better soft skills</p> <p>স্নাতক কর্মীদের ভাল সফট স্কিল (নৈতিকতা, সময় ব্যবস্থাপনা, দ্রুত শেখা, সৃজনশীলতা ইত্যাদি) থাকে</p> <p>6 = Graduates have better social and job etiquette</p> <p>স্নাতক কর্মীদের উন্নত সামাজিক এবং কাজের শিষ্ঠাচার থাকে</p> <p>7= Motivates the employees</p> <p>কর্মীদের প্রেরণা দেয়</p> <p>8= Work is more efficient with special/technical skills</p> <p>কর্মক্ষমতা বাড়াতে বিশেষ/প্রযুক্তিগত দক্ষতা সহায়ক</p> <p>9 = Graduates are more efficient</p> <p>স্নাতক কর্মীরা বেশি কর্মদক্ষ</p> <p>-55 = Others (specify)</p>
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অন্যান্য (উল্লেখ করুন)

D8b	<p>[If D8 option(3 )NO]      If no, why not?</p> <p>যদি না হয়, তবে কেন?</p>	<p>1 = Salary range is too high</p> <p>বেতন সীমা অনেক বেশি</p> <p>2 = The benefit is not cost worthy</p> <p>উপকারিতা বেশি মূল্যবান না</p> <p>3 = The kind of work performed do not require any skilled or graduates</p> <p>যে ধরনের কাজ হয় তাতে দক্ষ/স্নাতক কর্মীর প্রয়োজন নেই</p> <p>4 = It was found to make not much difference</p> <p>দক্ষ/স্নাতক কর্মী নিয়োগে খুব বেশি পার্থক্য পরিলক্ষিত হয়নি</p> <p>5 = I prefer to train my own employees</p> <p>আমি প্রতিষ্ঠানের কর্মীদের নিজে প্রশিক্ষণ দিতে পছন্দ করি</p> <p>6 = Trained employees tend to leave</p> <p>প্রশিক্ষণ প্রাপ্ত কর্মীর চাকরি ছেড়ে দেওয়ার প্রবণতা বেশি</p> <p>7 = Graduates tend to leave job</p> <p>স্নাতক কর্মীর চাকরি ছেড়ে দেওয়ার প্রবণতা বেশি</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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D9	<p>[If D8 option(1,2 )yes]Is there an extra cost/investment associated with hiring skilled labour?</p> <p>দক্ষ কর্মী নিয়োগের ক্ষেত্রে কি অতিরিক্ত ব্যয়/বিনিয়োগ করতে হয়?</p>	<p>1 = Yes, skilled labour হ্যা, দক্ষ শ্রমিক</p> <p>2 = Yes, graduates হ্যা, শিক্ষিত কর্মী</p> <p>3 = No না</p>
D9a	<p>[If D9 option(1,2 )yes]If yes, what is the cost?</p> <p>যদি হ্যা হয়, তাহলে কত?</p>	<p>_____ (BDT)</p> <p>_____ টাকা</p>
D9b	<p>[If D9 option(1,2 )yes]If yes, how do you fund the cost?</p> <p>আপনি কিভাবে ব্যয়ভার বহন করেন?</p>	<p>1 = Own/company fund নিজস্ব/নিজ প্রতিষ্ঠানের অর্থায়নে</p> <p>2 = Cost-sharing with Government সরকারের সাথে ব্যয় ভাগ করে অর্থায়ন</p> <p>3 = Funded by the Government সরকারি অর্থায়নে</p> <p>4 = Cost-sharing with NGO কোন এনজিও এর সাথে ব্যয় ভাগ করে অর্থায়ন</p> <p>5 = NGO funded এনজিও অর্থায়নে</p>

	<p>[If D9b option(1) own/company funded] If the own/company funded, do you find it difficult to spend such an amount?</p> <p>যদি নিজস্ব/নিজ প্রতিষ্ঠানের অর্থায়নে হয়, সেক্ষেত্রে এই ধরনের ব্যয়ভার বহন করতে কি আপনার অসুবিধা হয়?</p>	<p>1 = Yes, which is why I stopped হ্যা, এই কারণে দক্ষ কর্মী নেওয়া বন্ধ আছে</p> <p>2 = Yes, but it is very essential for the job হ্যা, কিন্তু কাজের জন্য দক্ষ কর্মী বেশ জরুরি</p> <p>3 = Yes, if I do not receive aid I will have to stop soon হ্যা, যদি আমি সহযোগিতা না পাই সেক্ষেত্রে অতিশীঘ্রই দক্ষ কর্মী নেওয়া বন্ধ হয়ে যাবে</p> <p>4 = No না</p>
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D10	<p>[for all respondent] What are the skills/abilities you look for and cannot find/want to develop in young workers?</p> <p>কি ধরনের দক্ষতা/যোগ্যতা আপনি তরুণ কর্মীদের কাছে প্রত্যাশা করেন, কিন্তু পান না অথবা প্রত্যাশা অনুযায়ী আপনার তরুণ কর্মীদের গড়ে তুলতে চান?</p> <p>(Multiple responses)</p> <p>(একাধিক উত্তর)</p>	<p>1 = Ability to reach daily sales target</p> <p>প্রতিদিনের বিক্রয় লক্ষ্য পূরণের দক্ষতা</p> <p>2 = Ability to communicate and serve customers</p> <p>গ্রাহকের সাথে ভাল যোগাযোগ রক্ষা এবং গ্রাহকসেবায় দক্ষতা</p> <p>3 = Depth of product knowledge</p> <p>পণ্য সংক্রান্ত জ্ঞানে অধিক দক্ষতা</p> <p>4 = Good education/experience in related field</p> <p>ভাল শিক্ষা/ সম্পর্কিত কাজে অভিজ্ঞতা</p> <p>5 = Motivated and ambition</p> <p>প্রেরণা এবং প্রয়াস</p> <p>6= Efficiency and dedication</p> <p>কর্মদক্ষতা এবং একাগ্রতা</p> <p>7 = Loyalty/lack of turnover</p> <p>আনুগত্য/চাকরিতে স্থায়ী হওয়ার প্রবণতা</p> <p>8 = Technical skill/specialized skill (butchery/software/etc.)</p> <p>কারিগরী/ বিশেষায়িত দক্ষতা</p> <p>(কশাই/সফটওয়্যার/ইত্যাদি)</p> <p>9 = Pleasant attitude and willingness</p> <p>সুন্দর ব্যবহার এবং উদ্দীপনা</p> <p>10 = Knowledge of job and social etiquette</p> <p>চাকরি সম্পর্কিত জ্ঞান এবং সামাজিক শিষ্টাচার</p>
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11 = Ability to work under pressure

চাপের মাঝেও কাজ করার ক্ষমতা

-55=Others

অন্যান্য

**Section E: Attitude/Recruitment of women, workers with disabilities or from the transgender community**

**নারী, প্রতিবন্ধী এবং হিজড়া সম্প্রদায় থেকে কর্মী নিয়োগ/মনোভাব**

E1[IA2]	<p>How many female workers are currently employed in your workplace?</p> <p>বর্তমানে কতজন নারী কর্মী আপনার এই দোকান/আউটলেটে কর্মরত আছে?</p>	<p>.....(Numbers)</p> <p>_____ সংখ্যা</p>
E2	<p>How many female workers are employed in all outlets combined?</p> <p>(Only for those reporting multiple outlets)</p> <p>বর্তমানে মোট কতজন নারী কর্মী আপনার প্রতিষ্ঠানের সকল দোকানে কর্মরত আছে?</p> <p>(শুধুমাত্র সেসকল প্রতিষ্ঠানের জন্য যাদের একাধিক দোকান/আউটলেট আছে)</p>	<p>_____Numbers</p> <p>_____ সংখ্যা</p> <p>2 = Don't know</p> <p>জানি না</p> <p>(Enumerator wouldn't lead the respondent)</p> <p>(এনিউমারেটর নিজ থেকে উত্তর বলে উত্তরদাতাকে সাহায্য করবে না)</p>

E3	<p>[If E1/E2 not 0] Which job positions are they employed in?</p> <p>নারীরা সাধারণত কোন পদগুলোতে নিয়োগপ্রাপ্ত হয়েছে?</p>	<p>1 = Manager ম্যানেজার</p> <p>2 = Assistant Manager সহকারি ম্যানেজার</p> <p>3 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = IT/Data manager আইটি/ডাটা ম্যানেজার</p> <p>7 = Helper/Errands person হেল্পার/শিক্ষানবিশ</p> <p>8 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত/কারিগরি দক্ষতা</p> <p>9 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>10 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>11 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>12 = Delivery/Logistics</p>
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		ডেলিভারী/ লজিস্টিক  13 = Back-end/non-customer related (learn by observation entry position)  অগ্রাহক সম্পর্কিত(_____)
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E4	<p>[Selected job positions in C20]</p> <p>Is there is a preference for male or female workers according to job position?</p> <p>চাকরির পদ অনুযায়ী পুরুষ বা নারী কর্মী নিয়োগের ক্ষেত্রে কোন অগ্রাধিকার আছে কি?</p>	<p>1 = Yes, male workers হ্যা, পুরুষ কর্মী</p> <p>2 = Yes, female workers হ্যা, নারী কর্মী</p> <p>3 = No preference কোন পছন্দ নেই</p>
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	<p>[in E4, if male worker option selected ] If “Yes, male workers”, why?</p> <p>(multiple response)</p> <p>যদি “হ্যাঁ, পুরুষ কর্মী” হয়, সেক্ষেত্রে কেন অগ্রাধিকার দেওয়া হচ্ছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Customer preference গ্রাহক পছন্দ</p> <p>2 = Confidence/communication আত্মবিশ্বাস/যোগাযোগ দক্ষতা</p> <p>3 = Physical labour capacity শারীরিক শ্রম ক্ষমতা</p> <p>4 = Lodging purposes বাসস্থানের উদ্দেশ্য</p> <p>5 = Usually has more experience/training than women সাধারণত নারীদের থেকে বেশি অভিজ্ঞতা/প্রশিক্ষণ থাকে</p> <p>6 = Attitude/willingness আচার-ব্যবহার/ কাজের উদ্দীপনা</p> <p>7 = Lack of transportation issues কর্মক্ষেত্রে যাতায়াত সম্পর্কিত সমস্যা কম</p> <p>8 = Lack of responsibilities at home পারিবারিক দায়িত্ব কম</p> <p>9 = Lack of restrictions/security issues বাধা-বিপত্তি/নিরাপত্তা সম্পর্কিত সমস্যা কম</p> <p>10 = Tendency to stay on boarded (more than female workers) কাজে দীর্ঘস্থায়ী হওয়ার প্রবণতা বেশি(নারীদের অপেক্ষায়)</p> <p>11 = Efficiency and smartness কর্মদক্ষতা এবং স্মার্টনেস</p> <p>-55 = Others</p>
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	<p>[In E4, if female worker option selected ]</p> <p>If “yes, female workers”, why [for each position mentioned]?</p> <p>(multiple response)</p> <p>যদি “হ্যা, নারী কর্মী” হয়, সেক্ষেত্রে কেন অগ্রাধিকার দেওয়া হচ্ছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Customer preference</p> <p>গ্রাহক পছন্দ</p> <p>2 = Type of product (feminine, clothing, etc.)</p> <p>পণ্যের ধরণ (নারী সংক্রান্ত, পোশাক ইত্যাদি)</p> <p>3 = Attitude and personality</p> <p>আচার-ব্যবহার এবং ব্যক্তিত্ব</p> <p>4 = Willingness and effort</p> <p>কাজের উদ্যমতা এবং স্বতঃস্ফূর্ততা</p> <p>5 = Lack of physical labour required</p> <p>কম শারীরিক শ্রমের প্রয়োজন</p> <p>6 = Better at customer communication/more approachable</p> <p>গ্রাহকের সাথে যোগাযোগ রক্ষার্থে ভাল/বন্ধুসুলভ</p> <p>11 = Creates a good image for the company</p> <p>প্রতিষ্ঠানের জন্য সম্মান বয়ে আনে</p> <p>12= Efficiency and smartness</p> <p>কর্মদক্ষতা এবং স্মার্টনেস</p> <p>13= Low salary range compared to male worker</p> <p>পুরুষ কর্মীর তুলনায় কম বেতনসীমা</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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E5	<p>Due to these reasons are male workers paid more than female workers in the same position?</p> <p>একই পদে থাকা পুরুষ কর্মী কি নারী কর্মীর তুলনায় বেশি বেতন পান?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p>If 'Yes' then by how much?</p> <p>যদি হ্যাঁ হয়, কত বেশি বেতন পান?</p>	<p>_____ (BDT)</p> <p>_____ টাকা</p>
E6	<p>[If E1/E2 value is 0] If you have never recruited any female worker, or are not willing to in future, why not?</p> <p>(Multiple responses)</p> <p>যদি আপনি কখনো নারী কর্মী নিয়োগ করে না থাকেন অথবা ভবিষ্যতে নারী কর্মী নিয়োগ দিতে ইচ্ছুক নন, সে ক্ষেত্রে কেন ইচ্ছুক নন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Limitations in physical labour</p> <p>শারীরিক শ্রমের সীমাবদ্ধতা</p> <p>2 = Tends to leave the job when they get married</p> <p>বিয়ের পর চাকরি ছেড়ে দেয়ার প্রবণতা</p> <p>3 = Limitations due to timings (working hours)</p> <p>কাজের সময়ে সীমাবদ্ধতা</p> <p>4 = Security reasons</p> <p>নিরাপত্তাজনিত</p> <p>5 = Restriction from family</p> <p>পারিবারিক সীমাবদ্ধতা</p> <p>6 = Transportation issues</p> <p>যাতায়াত সমস্যা</p> <p>7 = Usually cannot work till closing time/time limitations</p> <p>সাধারণত দোকান বন্ধের সময় পর্যন্ত কাজ করতে পারে না</p> <p>-55 = Others</p> <p>অন্যান্য</p>

	<p>[If E1/E2 value is 0] If you are not willing, what will make you willing to recruit them in future?</p> <p>(Multiple responses)</p> <p>যদি আপনি ইচ্ছুক না হন, সেক্ষেত্রে ভবিষ্যতে কিভাবে আপনি আগ্রহী হতে পারেন?</p>	<p>1 = Tendency to stay on-boarded (will not leave job after marriage)</p> <p>চাকরিতে স্থায়ী হওয়ার প্রবণতা(বিয়ের পড়েও চাকরি ছেড়ে যাবে না)</p> <p>2 = Possesses valuable skills needed for the job</p> <p>কাজের জন্য প্রয়োজনীয় দক্ষতার অধিকারী হলে</p> <p>3 = If managing their transportation and lodging is not my problem/issue</p> <p>যদি নারীদের যাতায়াত এবং বাসস্থানের ব্যবস্থা করতে আমি সমস্যায় না পড়ি</p> <p>4 = If they can fulfil the responsibilities of the job</p> <p>যদি নারীরা চাকরী সম্পর্কিত সকল দায়িত্ব ঠিকভাবে পালন করতে পারে</p>
E7	<p>Are there policies that protect your employees from sexual harassment?</p> <p>প্রতিষ্ঠানের এমন কোন নীতিমালা আছে কি, যা আপনার কর্মীদের যৌন হয়রানি থেকে বাচাতে পারে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>

	<p>If yes, what are they?</p> <p>যদি হ্যাঁ হয়, তবে সেগুলো কি?</p>	<p>1 = Discreet and clear harassment reporting structure/procedure</p> <p>সতর্কীকরণ এবং হয়রানি প্রতিবেদনের সাক্ষর কার্যক্রম/পদ্ধতি</p> <p>2 = Includes staff welfare in review/assessment reports</p> <p>কর্মী মূল্যায়ন প্রতিবেদনে অন্তর্ভুক্তকরণ/পর্যালোচনা</p> <p>3 = Provides sensitization training and anti-harassment training</p> <p>সংবেদনশীলতা এবং হয়রানি বিরোধী প্রশিক্ষণ প্রদান</p> <p>4 = Has a dedicated staff/policy in place</p> <p>উক্ত বিষয়ে একজন নিবেদিত কর্মী/নীতিমালা আছে</p> <p>5 = Separate washroom/changing room for male and female</p> <p>পুরুষ এবং নারী কর্মীদের জন্য আলাদা টয়লেট/কাপড় বদলানোর রুম আছে</p> <p>6 = Transport arrangement/decent shift end time for women</p> <p>মহিলাদের জন্য পরিবহন ব্যবস্থা এবং শালীন/সুবিধাজনক শিফট সমাপ্তির সময়</p> <p>-55 = Others (specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
E8	<p>Have you ever recruited any workers with disability in your retail store?</p> <p>আপনি কি কখনো কোন প্রতিবন্ধী কর্মী নিয়োগ করেছেন আপনার দোকানে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p>



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	<p>[If E8 Yes] If yes, how many workers with a disability are currently working at your shop?</p> <p>যদি হয়, কতজন প্রতিবন্ধী কর্মী বর্তমানে কাজ করছে আপনার দোকানে?</p>	<p>_____ (Number)</p> <p>_____ (সংখ্যা)</p>

	<p>[If E8 Yes] If yes, what were the types of disability?</p> <p>যদি হ্যাঁ হয়, তবে প্রতিবন্ধী কর্মীর কি ধরনের অক্ষমতা ছিল?</p>	<p>1 = Autism or autism spectrum disorders অটিজম অথবা অটিজম স্পেকট্রাম ডিজওর্ডার</p> <p>2 = Physical Disability শারীরিক অক্ষমতা</p> <p>3 = Mental illness leading to disability শারীরিক অক্ষমতার পিছনে মানসিক রোগ</p> <p>4 = Visual Disability দৃষ্টি প্রতিবন্ধী</p> <p>5 = Speech Disability বাক প্রতিবন্ধী</p> <p>6 = Intellectual Disability মেধা প্রতিবন্ধী</p> <p>7 = Hearing Disability শ্রবণ প্রতিবন্ধী</p> <p>8 = Deaf-blindness বধির-অন্ধত্ব</p> <p>9 = Cerebral Palsy সেরিব্রাল পালসি</p> <p>10 = Down Syndrome ডাউন সিনড্রোম</p> <p>11 = Multiple Disability একাধিক অক্ষমতা</p> <p>12 = Other disability অন্যান্য অক্ষমতা</p>
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	<p>[If E8 Yes] If yes, in what position were/are they employed [Selected worker category in C20]?</p> <p>যদি “হ্যা” হয়, সেক্ষেত্রে কোন ধরনের পদে নিয়োগপ্রাপ্ত হয়েছেন/আছেন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = Helper/Errands person হেল্পার/শিক্ষানবিশ</p> <p>7 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত/কারিগরী দক্ষতা</p> <p>8 = Delivery/Logistics ডেলিভারী/ লজিস্টিক</p> <p>9 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>10 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>11 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>12= IT/Data entry আইটি/ডাটা এন্ট্রি</p> <p>13 = Back-end/non-customer related অগ্রাহক সম্পর্কিত</p>
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	<p>[If E8 Yes] If yes, what influenced you to recruit worker with disabilities?</p> <p>(Multiple Response)</p> <p>যদি “হ্যা” হয়, তবে প্রতিবন্ধী কর্মী নিয়োগের ক্ষেত্রে কি আপনাকে উদ্বুদ্ধ করেছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Minority basis সংখ্যালঘুর ভিত্তিতে</p> <p>2 = Sympathy Basis সহানুভূতির ভিত্তিতে</p> <p>3 = Social contribution সামাজিক অবদান</p> <p>4 = Better Commitment to work কাজে ভাল প্রতিশ্রুতিবদ্ধ</p> <p>5 = Accepts more responsibilities অধিক দায়িত্ব পালনে সক্ষম</p> <p>6 = More innovative/fresh ideas/different perspective অধিক উদ্ভাবনী/ নতুন ধারণা/ ভিন্ন দৃষ্টিভঙ্গি</p> <p>7 = Is more productive অধিক কর্মক্ষম</p> <p>8 = Encourage/motivates other workers আমার কর্মীদের উৎসাহিত করে</p> <p>9 = Gives the company a good image প্রতিষ্ঠানের জন্য সম্মান বয়ে আনে</p> <p>10 = Referral from others অন্যদের দ্বারা সুপারিশকৃত</p> <p>11 = Can fulfil job criteria despite disability প্রতিবন্ধি হওয়া সত্ত্বেও কাজের চাহিদা পূরণ করতে পারে</p> <p>-55 = Other (Specify)</p>
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	<p>[If E8 No]      If no, why not?</p> <p>যদি না হয়, তবে কেন?</p>	<p>1 = The nature of the business requires varied physical abilities</p> <p>এই ধরনের কাজে বিভিন্ন শারীরিক দক্ষতার প্রয়োজন হয়</p> <p>2 = The roles of employees need to change according to demand</p> <p>চাহিদা অনুযায়ী কর্মীদের কাজের ধরণ পরিবর্তিত হয়</p> <p>3 = There were no such applicants while recruiting</p> <p>নিয়োগের সময় এই ধরনের কোন আবেদনকারী ছিল না</p> <p>4 = The workplace is not accessible for people with disabilities</p> <p>প্রতিবন্ধী ব্যক্তির পক্ষে কর্মক্ষেত্রে পৌঁছানোটা অসুবিধাজনক</p> <p>-55 = Others</p> <p>অন্যান্য</p>
E9	<p>Are they still employed?</p> <p>তারা কি বর্তমানে কর্মরত আছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>

	<p>If no, why?</p> <p>যদি না হয়, তবে কেন নেই?</p>	<p>1 = They were unable to fulfil the required work due to physical limitations</p> <p>শারীরিক সীমাবদ্ধতার কারণে তারা প্রয়োজনীয় কাজ করতে সক্ষম হননি</p> <p>2 = They were unable to fulfil the required work due to soft skills limitations</p> <p>সফট স্কিলের (নৈতিকতা, সময় ব্যবস্থাপনা, দ্রুত শেখা, সৃজনশীলতা ইত্যাদি) অভাবে তারা প্রয়োজনীয় কাজ করতে সক্ষম হননি</p> <p>3 = They were unable to fulfil the required work due to education limitations</p> <p>প্রাতিষ্ঠানিক শিক্ষায় সীমাবদ্ধতার কারণে তারা প্রয়োজনীয় কাজ করতে সক্ষম হননি</p> <p>4 = Customers were uncomfortable/complained</p> <p>গ্রাহকদের অস্বস্তি/অভিযোগ</p> <p>5 = They were unable to fulfil the required work due to inaccessibility in the workplace</p> <p>কর্মক্ষেত্রে আসা অসুবিধাজনক বিধায় তারা প্রয়োজনীয় দায়িত্ব পালন করতে সক্ষম হননি</p> <p>6 = They left due to personal reasons</p> <p>ব্যক্তিগত কারণের চাকরি ছেড়ে দিয়েছেন</p>
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E10	<p>[For all respondent ] What will enable/ make you willing to recruit them in future?</p> <p>ভবিষ্যতে প্রতিবন্ধী কর্মী নিয়োগের ক্ষেত্রে কোন বিষয়গুলো আপনাকে আগ্রহী করতে পারে?</p>	<p>1 = They can fulfil the job responsibilities</p> <p>তাদের বিভিন্ন ধরনের দায়িত্ব পালন করার ক্ষমতা</p> <p>2 = Addition of disable friendly working position</p> <p>প্রতিবন্ধী বান্ধব পদের সংযোজন</p> <p>3 = Incentive from govt. if disability quota is filled</p> <p>প্রতিবন্ধী কোটা পূরণের মাধ্যমে সরকার থেকে প্রণোদনা ব্যবস্থা</p> <p>4 = They have a specialized skill required for the job</p> <p>বিশেষায়িত দক্ষতা যা কাজের জন্য প্রয়োজনীয়</p> <p>5 = As a CSR (Corporate social responsibility) activity</p> <p>সিএসআর (কর্পোরেট সামাজিক দায়বদ্ধতা) এর দরুন</p>
E11	<p>Have you ever recruited any workers from the transgender community in your retail store?</p> <p>আপনার দোকানে কখনো কি হিজড়া সম্প্রদায় থেকে কোন কর্মী নিয়োগপ্রাপ্ত হয়েছে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p>[If E11 Yes] If yes, how many workers from the transgender community are currently employed in your store?</p> <p>যদি হ্যাঁ হয়, আপনার দোকানে বর্তমানে কতজন কর্মী হিজড়া সম্প্রদায় থেকে কাজ করছে?</p>	<p>_____ (Number)</p> <p>_____ (সংখ্যা)</p>

	<p>[If E11 Yes] If yes, in what position were/are they employed [Selected worker category in C20]?</p> <p>যদি “হ্যা” হয়, সেক্ষেত্রে কোন ধরনের পদে নিয়োগপ্রাপ্ত হয়েছেন/আছেন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = Helper/Errands person হেল্পার/শিক্ষানবিশ</p> <p>7 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত/কারিগরী দক্ষতা</p> <p>8 = Delivery/Logistics ডেলিভারী/ লজিস্টিক</p> <p>9= Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>10 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>11 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>12= IT/Data entry আইটি/ডাটা এন্ট্রি</p> <p>13 = Back-end/non-customer related অগ্রাহক সম্পর্কিত(_____)</p>
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	<p>[If E11 Yes] If yes, what influenced you to recruit transgender workers in your retail store?</p> <p>(Multiple responses)</p> <p>যদি “হ্যাঁ” হয়, তবে হিজড়া কর্মী নিয়োগের ক্ষেত্রে কি আপনাকে উদ্বুদ্ধ করেছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Minority basis সংখ্যালঘুর ভিত্তিতে</p> <p>2 = Sympathy Basis সহানুভূতির ভিত্তিতে</p> <p>3 = Social contribution সামাজিক অবদান</p> <p>4 = Better Commitment to work কাজে ভাল প্রতিশ্রুতিবদ্ধ</p> <p>5 = Accept more responsibilities অধিক দায়িত্ব পালনে সক্ষম</p> <p>6 = More innovative/fresh ideas/different perspective অধিক উদ্ভাবনী/ নতুন ধারণা/ ভিন্ন দৃষ্টিভঙ্গি</p> <p>7 = Become more productive অধিক কর্মক্ষম</p> <p>8 = Encourage/motivate my workers আমার কর্মীদের উৎসাহিত করে</p> <p>9 = Give good reference to the company প্রতিষ্ঠানের জন্য সম্মান বয়ে আনে</p> <p>-55 = Others অন্যান্য</p>
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	<p>[If E11 No]      If no, why not?</p> <p>যদি না হয়, তবে কেন নেই?</p>	<p>1 = Customers will be uncomfortable/unaccepting</p> <p>গ্রাহকদের মাঝে অস্বস্তি/অগ্রহণযোগ্যতা বিরাজ করবে</p> <p>2 = They will be unable to fulfil the required work due to soft skills limitations</p> <p>তারা প্রয়োজনীয় দায়িত্ব পালন করতে পারবে না, কারণ তাদের সফট স্কিলের (নৈতিকতা, সময় ব্যবস্থাপনা, দ্রুত শেখা, সৃজনশীলতা ইত্যাদি) অভাব থাকবে বলে মনে করছি</p> <p>3 = They will be unable to fulfil the required work due to education limitations</p> <p>প্রাতিষ্ঠানিক শিক্ষায় সীমাবদ্ধতার কারণে তারা প্রয়োজনীয় দায়িত্ব পালন করতে পারবে না</p> <p>4 = Co-workers will be uncomfortable/unaccepting</p> <p>সহকর্মীদের মাঝে অস্বস্তি/ অগ্রহণযোগ্যতা বিরাজ করবে</p> <p>5 = There will be limitations in placement as acceptance level of customers vary geographically</p> <p>ভৌগলিক অবস্থার উপর গ্রাহকের গ্রহণযোগ্যতা নির্ভরশীল হওয়ার দরুন তাদের চাকরির স্থান পরিবর্তনে সীমাবদ্ধতা থাকবে</p> <p>6 = Salary will be not enough to maintain basic living cost</p> <p>তাদের পারিশ্রমিক মৌলিক জীবনযাত্রার ব্যয় মেটানোর জন্য পর্যাপ্ত হবে না</p> <p>7 = They will leave due to personal reasons</p> <p>ব্যক্তিগত কারণের চাকরি ছাড়ার প্রবণতা থাকবে</p>
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E12	<p>[If E11 Yes] Are they still employed?</p> <p>তারা কি বর্তমানে কর্মরত আছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
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	<p>[If E12 No]      If no, why?</p> <p>যদি না হয়, তবে কেন?</p>	<p>1 = Customers were uncomfortable/unaccepting</p> <p>গ্রাহকদের অস্বস্তি/অগ্রহণযোগ্যতা</p> <p>2 = They were unable to fulfil the required work due to soft skills limitations</p> <p>সফট স্কিলের (নৈতিকতা, সময় ব্যবস্থাপনা, দ্রুত শেখা, সৃজনশীলতা ইত্যাদি) অভাবে তারা প্রয়োজনীয় দায়িত্ব পালন করতে সক্ষম হয়নি</p> <p>3 = They were unable to fulfil the required work due to education limitations</p> <p>প্রাতিষ্ঠানিক শিক্ষায় সীমাবদ্ধতার কারণে তারা প্রয়োজনীয় দায়িত্ব পালন করতে সক্ষম হয়নি</p> <p>4 = Co-workers were uncomfortable/unaccepting</p> <p>সহকর্মীদের অস্বস্তি/ অগ্রহণযোগ্যতা</p> <p>5 = There were limitations in placement as acceptance level of customers vary geographically</p> <p>ভৌগলিক অবস্থার উপর গ্রাহকের গ্রহণযোগ্যতা নির্ভরশীল হওয়ার দরুন তাদের চাকরির স্থান পরিবর্তনে সীমাবদ্ধতা ছিল</p> <p>6 = Salary not enough to maintain basic living cost</p> <p>মৌলিক জীবনযাত্রার ব্যয় মেটানোর জন্য পর্যাপ্ত পারিশ্রমিক নেই</p> <p>7 = They left due to personal reasons</p> <p>ব্যক্তিগত কারণের চাকরি ছেড়ে দিয়েছেন</p> <p>8 = They were unaware of job etiquette</p> <p>তারা কাজের শিষ্টাচার কম্পর্কে অবগত না</p>
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E13	<p>[For all respondent ] What will enable/ make you willing to recruit them in future?</p> <p>(Multiple response)</p> <p>ভবিষ্যতে হিজড়া সম্প্রদায় থেকে কর্মী নিয়োগের ক্ষেত্রে কোন বিষয়গুলো আপনাকে আগ্রহী করতে পারে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = If everyone else is doing it</p> <p>যদি অন্য সবাই করে</p> <p>2 = Incentive from govt. if disadvantaged group quota is filled</p> <p>সুবিধাবঞ্চিত কোটা পূরণের মাধ্যমে যদি সরকার থেকে প্রণোদনা পাওয়া যায়</p> <p>3 = If they have a specialized skill required for the job</p> <p>যদি তাদের বিশেষায়িত দক্ষতা থাকে যা কাজের জন্য প্রয়োজনীয়</p> <p>4 = As CSR activity</p> <p>সিএসআর (কর্পোরেট সামাজিক দায়বদ্ধতা) এর দরুন</p>
E14	<p>Does your job circulation encourage persons from the transgender community/women/people with disabilities(PWD) to apply?</p> <p>(multiple response)</p> <p>প্রতিষ্ঠানের চাকরির বিজ্ঞপ্তি কি নারী/প্রতিবন্ধী/হিজড়া সম্প্রদায়কে আবেদনের জন্য উদ্বুদ্ধ করে?</p> <p>(একাধিক উত্তর)</p>	<p>1= Yes, women</p> <p>হ্যাঁ, নারী</p> <p>2 = Yes, people with disabilities</p> <p>হ্যাঁ, প্রতিবন্ধী</p> <p>3 = Yes, transgender</p> <p>হ্যাঁ, হিজড়া</p> <p>4 = None</p> <p>কোনটি নয়</p>
E15	<p>Does the company policy include provisions on gender equality?</p> <p>প্রতিষ্ঠানটির নীতিতে কি লিঙ্গ সমতার বিধান আছে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>

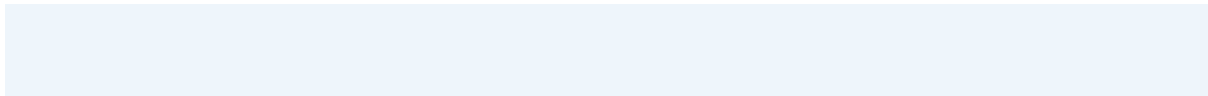
E16	<p>Does your workplace have wheelchair ramps/lifts?</p> <p>আপনার কর্মক্ষেত্রে কি হইলচেয়ার র‍্যাম্প/লিফট আছে?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2 = No</p> <p>না</p>
E17	<p>Does your workplace have an accessible/separate lavatory for people with disabilities and different genders?</p> <p>(multiple response)</p> <p>আপনার কর্মক্ষেত্রে কি প্রতিবন্ধী ব্যক্তি এবং অন্যান্য লিঙ্গের কর্মীর জন্য আলাদা টয়লেট ব্যবস্থা আছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Yes, for people with disability</p> <p>হ্যা, প্রতিবন্ধী ব্যক্তির জন্য</p> <p>2 = Yes, for male and female</p> <p>হ্যা, পুরুষ এবং নারী কর্মীর জন্য</p> <p>3 = Yes, for transgender</p> <p>হ্যা, হিজড়া সম্প্রদায়ের জন্য</p> <p>4 = No</p> <p>না</p>
E18	<p>Does your workplace have accessible/separate lodging for people with disabilities and different genders? (and where applicable)</p> <p>(multiple response)</p> <p>আপনার কর্মক্ষেত্রে কি প্রতিবন্ধী ব্যক্তি এবং অন্যান্য লিঙ্গের কর্মীর জন্য আলাদা রুমের ব্যবস্থা আছে?(প্রযোজ্য ক্ষেত্রে)</p> <p>(একাধিক উত্তর)</p>	<p>1 = Yes, for people with disability</p> <p>হ্যা, প্রতিবন্ধী ব্যক্তির জন্য</p> <p>2 = Yes, for male and female</p> <p>হ্যা, পুরুষ এবং নারী কর্মীর জন্য</p> <p>3 = Yes, for transgender</p> <p>হ্যা, হিজড়া সম্প্রদায়ের জন্য</p> <p>4 = No</p> <p>না</p>

E19	<p>[If E8 Yes] Does your workplace have assistive technology?</p> <p>(colour coded keyboard/braille keyboard/magnifier/screen reader/etc.)</p> <p>আপনার কর্মক্ষেত্রে প্রতিবন্ধী কর্মী সহায়ক নিম্নোক্ত কোন প্রযুক্তি আছে কি?</p> <p>(রঙ্গিন কোডের কী-বোর্ড/ব্রেইল কী-বোর্ড(অন্ধ ব্যক্তি সহায়ক)/ ম্যাগনিফায়ার/ স্ক্রীন রিডার/ইত্যাদি)</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2 = No</p> <p>না</p>
	<p>[If E19 Yes] If yes, which of the following?</p> <p>যদি হ্যা হয়, কি কি আছে?</p>	<p>1 = colour coded keyboard</p> <p>রঙ্গিন কোডের কী-বোর্ড</p> <p>2 = braille keyboard</p> <p>ব্রেইল কী-বোর্ড(অন্ধ ব্যক্তি সহায়ক)</p> <p>3 = magnifier/screen reader</p> <p>ম্যাগনিফায়ার/ স্ক্রীন রিডার</p> <p>-55 = Others</p> <p>অন্যান্য</p>
E20	<p>[If E18 Yes] Can your workplace provide accessible communication?</p> <p>(braille/large print/audio/sign language support/etc.)</p> <p>আপনার প্রতিষ্ঠান প্রতিবন্ধী কর্মীর যোগাযোগের সহায়তার জন্য উক্ত কোন প্রযুক্তি প্রদান করে কি?</p> <p>(ব্রেইল/বড় প্রিন্ট/ অডিও/ সাংকেতিক ভাষায় সাহায্য/ইত্যাদি)</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2 = No</p> <p>না</p>

	<p>[If E20 Yes] If yes, which of the following?</p> <p>যদি হ্যাঁ হয়, কি কি আছে?</p>	<p>1 = Braille</p> <p>ব্রেইল</p> <p>2 = Large print</p> <p>বড় প্রিন্ট</p> <p>3 = Audio</p> <p>অডিও</p> <p>4 = Sign language support</p> <p>সাংকেতিক ভাষায় সাহায্য</p> <p>-55 = Others</p> <p>অন্যান্য</p>
E21	<p>[If E1, E8 and E11 single Yes or all Yes] Does your workplace provide sensitization and training?</p> <p>আপনার কর্মক্ষেত্রে কি সংবেদনশীলতা/শিষ্টাচার বিষয়ক প্রশিক্ষণ প্রদান করা হয়?</p>	<p>1= Yes, disability etiquette</p> <p>হ্যাঁ, প্রতিবন্ধী সম্পর্কিত শিষ্টাচার</p> <p>2= Yes, gender etiquette</p> <p>হ্যাঁ, লিঙ্গ সম্পর্কিত শিষ্টাচার</p> <p>3 = No</p> <p>না</p>
E22	<p>[If E8 and E11 single Yes or both Yes] Does your workplace provide specialized orientation training and support?</p> <p>আপনার প্রতিষ্ঠান কি বিশেষায়িত প্রশিক্ষণ এবং সাহায্য ব্যবস্থা প্রদান করে?</p>	<p>1= Yes, for people with disabilities</p> <p>হ্যাঁ, প্রতিবন্ধীদের জন্য</p> <p>2 = Yes, for transgender</p> <p>হ্যাঁ, হিজড়া সম্প্রদায়ের জন্য</p> <p>3 = No</p> <p>না</p>

E22a	<p>[If E21 and E22 single No or both No] If no, what would enable you to make those changes?</p> <p>যদি না হয়, তবে এই পরিবর্তনগুলো আনার জন্য কি কি আপনাকে উদ্বুদ্ধ করতে পারে?</p>	<p>1 = If the cost is borne by a third party/govt.</p> <p>যদি এই ব্যয়ভার তৃতীয় পক্ষ/সরকার দ্বারা বহন করা হয়</p> <p>2 = If the skills offered by people with disabilities/transgender community are valuable for the company</p> <p>যদি প্রতিবন্ধী/হিজড়া কর্মীর দক্ষতা প্রতিষ্ঠানটির জন্য অনেক মূল্যবান হয়</p> <p>3 = If the cost is not too high</p> <p>যদি খরচ খুব বেশি না হয়</p> <p>4 = Creates a good image for the company</p> <p>যদি প্রতিষ্ঠানের জন্য সুনাম বয়ে আনে</p> <p>5 = If becomes a labour law requirement</p> <p>যদি শ্রম আইনে এটি প্রয়োজনীয় হয়</p> <p>-55 = Others (specify)</p> <p>অন্যান্য</p>
E23	<p>In the next 1-3 years, do you think there will be a rise in entry level employment opportunities in retail?</p> <p>আগামী ১-৩ বছরে, আপনি কি মনে করেন খুচরা ব্যবসায় এন্ট্রি লেভেল পদে কর্মসংস্থানের সুযোগ বাড়বে?</p>	<p>1 = Yes, increase</p> <p>হ্যাঁ, বাড়বে</p> <p>2 = No change</p> <p>না, একই থাকবে</p> <p>3 = No, decrease</p> <p>না কমবে</p>

### 3.2 Questionnaire for qualitative sample survey with employee



**List of Questions for**  
Baseline Survey for Decent Employment for  
Marginalised Youth in Retail Stores (BRAC – SDP)

Innovision Consulting Private Limited

Plot 26 Road 6 Block J

Baridhara Pragati Sarani

Dhaka 1212

Email: info@innovision-bd.com

Website: www.innovision-bd.com

Date: September 15, 2020

### **List of Questions for**

## **Baseline Survey for Decent Employment for Marginalized Youth in Retail Stores (BRAC – SDP)**

বেজলাইন সার্ভে ফর ডিসেন্ট এমপ্লয়মেন্ট ফর মার্জিনালাইজড ইয়ুথ ইন রিটেইল (ব্রাক-এসডিপি)

এর জন্য প্রশ্নের তালিকা

Greetings from Innovision Consulting Private Ltd.! My name is [\_\_\_\_\_]. Innovision Consulting Private Ltd. is currently undertaking a survey for a project titled “Baseline Survey for Decent Employment for Marginalized Youth in Retail Stores (BRAC – SDP)” by the BRAC Skills Development Program. The objective of the survey is to assess the landscape of the retail market and gain insight regarding employment opportunities for marginalised youth. I have been assigned as a Field Officer for the survey. You will be glad to know that you have been chosen as a respondent for the survey and I am going to ask you a few questions about your company, its HR and recruitment policies, job skill requirements and training procedures. I assure you that your name, details and the response you provide will be treated as confidential and will not be publicly shared. The data collected will only be shared with BRAC SDP for the sake of better understanding the sector and designing projects and programs that would

help or benefit the sector as a whole. Your participation is voluntary and you will not get any direct benefit from participating in the survey.

ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেডের পক্ষ থেকে স্বাগতম। আমার নাম [\_\_\_\_\_]। ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেড বর্তমানে ব্র্যাক দক্ষতা উন্নয়ন কর্মসূচির মাধ্যমে, খুচরা স্টোরগুলিতে প্রান্তিক যুবকদের জন্য কর্মসংস্থানের সুযোগ প্রসঙ্গে একটি সমীক্ষা করছে। জরিপের উদ্দেশ্য হল খুচরা বাজারের প্রকৃতি সম্পর্কে এবং প্রান্তিক যুবকদের কর্মসংস্থানের বিষয়ে ধারণা পাওয়া। জরিপের জন্য আমাকে ফিল্ড অফিসার হিসাবে নিয়োগ দেওয়া হয়েছে। আপনি জেনে খুশি হবেন যে আপনি জরিপের জন্য উত্তরদাতা হিসাবে নির্বাচিত হয়েছেন এবং আমি আপনাকে আপনার সংস্থার এইচআর এবং নিয়োগের নীতিমালা, চাকরীতে দক্ষতার প্রয়োজনীয়তা এবং প্রশিক্ষণ পদ্ধতি সম্পর্কে কয়েকটি প্রশ্ন জিজ্ঞাসা করতে যাচ্ছি। আমি আপনাকে আশ্বাস দিচ্ছি যে আপনার নাম, তথ্যাদি এবং আপনার প্রদত্ত উত্তর গোপনীয় রাখা হবে এবং অন্যদের কাছে প্রচার করা হবে না। সেক্টরকে আরও ভালভাবে বোঝার জন্য এবং প্রকল্পকে ডিজাইন করার জন্য সংগ্রহ করা তথ্যগুলি কেবল ব্র্যাক এসডিপিকে (স্কিল ডেভেলপমেন্ট প্রোগ্রাম) দেয়া হবে, যা সামগ্রিকভাবে এই খাতকে সহায়তা বা সুবিধা দিতে পারে। আপনার অংশগ্রহণ স্বেচ্ছাসেবী এবং জরিপে অংশ নেওয়া থেকে আপনি কোনও সরাসরি সুবিধা পাবেন না।

Do you agree to participate in the survey?

আপনি কি জরিপে অংশ নিতে রাজি?

I hereby consent to provide correct information regarding my job and work life to Innovision Consulting Private Ltd. I understand that the data will be used strictly for developmental work conducted by BRAC and Innovision.



আমি এই দ্বারা আমার কাজ এবং কর্মজীবন সম্পর্কিত সঠিক তথ্য ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেডকে সরবরাহ করতে সম্মত হয়েছি যে ব্র্যাক এবং ইনোভিশন দ্বারা পরিচালিত উন্নয়নমূলক কাজের জন্য তথ্যগুলো গোপনীয়তার সাথে ব্যবহৃত হবে।

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**Signature of Employee**

**কর্মচারীর স্বাক্ষর**

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**Signature of Enumerator**

**এনিউমেরেটর এর স্বাক্ষর**

**Questionnaire for Workers/Employees**

**কর্মচারীর/শ্রমিকের জন্য প্রশ্নাবলী**

**Section A: General questions**

**সেকশন এ: সাধারণ তথ্য**

Serial	Questions প্রশ্ন	Options উত্তরের বিকল্পসমূহ
A1	Workers ID কর্মচারীর আইডি	(Will be generated by the App automatically)
A2	District Code জেলা আইডি	1 = Dhaka ঢাকা 2 = Gazipur গাজীপুর 3 = Khulna খুলনা 4 = Chattogram চট্টগ্রাম 5 = Sylhet সিলেট
A3	Retail store/outlet/organization name খুচরা প্রতিষ্ঠানের/আউটলেট/দোকানের নাম	
A4	Respondent name উত্তরদাতার নাম	

A5	Gender লিঙ্গ	1=Male পুরুষ 2=Female নারী 3=Transgender তৃতীয় লিঙ্গ
A6	Age বয়স	1 = Under 16 ১৬ বছরের নিচে 2 = 16 – 20 years ১৬-২০ বছর 3 = 21 – 25 years ২১-২৫ বছর 4 = 26 – 30 years ২৬-৩০ বছর

A7	<p>Marital Status</p> <p>বৈবাহিক অবস্থা</p>	<p>1 = Unmarried</p> <p>অবিবাহিত</p> <p>2 = Married</p> <p>বিবাহিত</p> <p>3 = Widow</p> <p>বিধবা</p> <p>4 = Widower</p> <p>বিপল্লিক</p> <p>5 = Divorced</p> <p>তালাকপ্রাপ্ত</p> <p>6 = Separated</p> <p>বিচ্ছিন্ন</p> <p>-88 = Refused to answer</p> <p>উত্তর দিয়ে রাজি নন</p>
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A8	<p>Educational qualification</p> <p>শিক্ষাগত যোগ্যতা</p>	<p>-44 = None</p> <p>শিক্ষাগত যোগ্যতা নেই</p> <p>-45 = Pre-primary school (Ex: BRAC school)</p> <p>প্রাক-প্রাথমিক স্কুল (যেমন- ব্যাক স্কুল)</p> <p>1 = Primary School Certificate (1-5)</p> <p>প্রাথমিক শিক্ষা সনদ (ক্লাস ১-৫)</p> <p>2 = Junior School Certificate (6-8)</p> <p>জুনিয়র স্কুল সনদ (ক্লাস ৬-৮)</p> <p>3= Pre- Secondary (9-10)</p> <p>প্রাক-মাধ্যমিক (ক্লাস ৯-১০)</p> <p>4 = SSC</p> <p>এস এস সি</p> <p>5 = HSC 1st year</p> <p>এইচ এস সি ১ম বর্ষ</p> <p>6 = HSC</p> <p>এইচ এস সি</p> <p>7 = Drop-out from Bachelors</p> <p>অসমাপ্ত স্নাতক</p> <p>8 = Bachelors</p> <p>স্নাতক</p> <p>9 = Masters</p> <p>স্নাতকোত্তর</p> <p>-55 = Other</p> <p>অন্যান্য</p> <p>-88 = Refused to answer</p> <p>উত্তরে অস্বীকৃতি</p>
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-99 = Don't know

জানি না

A9	Mobile No ফোন নম্বর	
<b>Section B: Employee Status and Activity details</b> <b>সেকশন বি: কর্মচারীর অবস্থা এবং কার্যাবলি সংক্রান্ত তথ্যাবলি</b>		
B1	Industry of Operation ব্যবসায়িক সেক্টর	1 = Clothing and footwear পোশাক এবং পাদুকা  2 = Supermarkets, hypermarkets, Groceries and convenience stores সুপারমার্কেট, হাইপারমার্কেট, মুদি-দোকান  3 = Electrical and electronics বৈদ্যুতিক এবং ইলেক্ট্রনিক্স  4 = Food products (Sweet, Confectionery, Bakery) খাবার পণ্য (মিষ্টি, মিষ্টান্ন, বেকারি)  5 = Mobile phone and mobile accessories মোবাইল ফোন এবং মোবাইল আনুষঙ্গিক পণ্য  6 = Furniture and furnishing stores ফার্নিচার এবং গৃহসজ্জা

B2	<p>What is your position in this organization?</p> <p>এই প্রতিষ্ঠানে আপনি কোন পদে আছেন?</p> <p>(Only select employees between 16-30 or only in entry level positions)</p> <p>(শুধুমাত্র ১৬-৩০ এই বয়সসীমার মধ্যে অথবা এন্ট্রি লেভেল কর্মীর পদসমূহ নির্বাচন করুন)</p>	<p>1 = Product manager/Stacker</p> <p>প্রোডাক্ট ম্যানেজার</p> <p>2 = POS/Cashier</p> <p>ক্যাশিয়ার</p> <p>3 = Sr. salesperson</p> <p>সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson</p> <p>জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker</p> <p>ফ্লোর কর্মী</p> <p>6 = Helper/Errands person</p> <p>হেল্পার/শিক্ষাবিশ</p> <p>7 = Special skills/ Technical skill</p> <p>বিশেষ দক্ষতা/প্রযুক্তিগত দক্ষতা</p> <p>8 = Delivery/Logistics</p> <p>ডেলিভারী/ লজিস্টিক</p> <p>9 = Cleaner/ Service</p> <p>ক্লিনার/পরিষেবক</p> <p>10 = Receptionist/Greeter</p> <p>রিসেপশনিস্ট/ অভ্যর্থক</p> <p>11 = Supervisor/Sr. Officer</p> <p>সুপারভাইজার/ সিনিয়র অফিসার</p> <p>12 = Back-end/non-customer related (learn by observation entry position)</p> <p>অগ্রাহক সম্পর্কিত(____)</p> <p>13 = IT/Data entry</p> <p>আইটি/ডাটা এন্ট্রি</p>
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		-55 = Others
		অন্যান্য

B3	<p>For how many years have you been working in this sector?</p> <p>আপনি এই খুচরা ব্যবসার সেক্টরে কত বছর কাজ করছেন?</p>	<p>_____ (Years) _____ (Months)</p> <p>_____ (বছর) _____ (মাস)</p>
B4	<p>How long have you worked in this store?</p> <p>কত বছর আপনি এই দোকানে কাজ করছেন?</p>	<p>_____ (Years) _____ (Months)</p> <p>_____ (বছর) _____ (মাস)</p>
B5	<p>In a given day, how many hours do you work?</p> <p>প্রতিদিন কত ঘণ্টা এই দোকানে কাজ করেন?</p>	<p>_____ (In Hours)</p> <p>_____ (ঘণ্টায়)</p>
B6	<p>In a given month, how many days do you work?</p> <p>প্রতিমাসে কত দিন কাজ করেন এই দোকানে?</p>	<p>_____ (days)</p> <p>_____ (দিন)</p>
B7	<p>What is the medium of salary payment?</p> <p>বেতন প্রদানের মাধ্যম কি?</p>	<p>1 = Bank Account</p> <p>ব্যাংক একাউন্ট</p> <p>2 = Mobile Banking</p> <p>মোবাইল ব্যাংকিং</p> <p>3 = Cash</p> <p>নগদ</p>

B8	<p>What is your monthly salary?</p> <p>(If the respondent refuses to answer, then ask what is usually the minimum wage for hir/her position)</p> <p>আপনার মাসিক বেতন কত?</p> <p>(যদি উত্তরদাতা উত্তর দিতে অস্বীকৃতি জানায়, সে ক্ষেত্রে তার উক্ত পদে ন্যূনতম বেতন সাধারণত কত হয় জিজ্ঞেস করুন)</p>	<p>_____ (BDT)</p> <p>_____ (টাকা)</p>
B9	<p>What kind of work do you have to do every day in your position?</p> <p>আপনার পদে প্রতিদিন কি ধরনের কাজ করতে হয়?</p>	Open ended
<p><b>Section C: Decent work practices</b></p> <p><b>শালীন কাজের অনুশীলন</b></p>		
C1	<p>Do you live with your family?</p> <p>আপনি কি আপনার পরিবারের সাথে বসবাস করছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>

	<p>Do you have to support them financially?</p> <p>আপনি কি পরিবারকে আর্থিক সাহায্য করেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p> <p>3 = No, they support me</p> <p>না, পরিবার আমাকে সাহায্য করে</p> <p>4 = We all contribute equally</p> <p>আমরা সকলেই সমান অবদান রাখি</p>
C2	<p>Do you have children?</p> <p>আপনার কি সন্তান আছে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p><b>[If C2 yes],</b></p> <p>How many children do you have</p> <p>যদি হ্যাঁ হয়, কতজন সন্তান আছে আপনার?</p>	<p>_____ (Number)</p> <p>_____ (সংখ্যা)</p>
C3	<p><b>[If C2 yes],</b></p> <p>Who takes care of them when you are at work?</p> <p>আপনি যখন কর্মক্ষেত্রে আসেন তখন আপনার সন্তানের দেখাশোনা কে করে?</p>	<p>1 = Other family members</p> <p>পরিবারের অন্য সদস্যরা</p> <p>2 = Neighbors</p> <p>প্রতিবেশী</p> <p>3 = Child-care</p> <p>শিশু পরিচর্যা কেন্দ্র</p> <p>4 = Children's are capable of staying alone by themselves</p>

		সন্তান নিজেই নিজের যত্ন নিতে সক্ষম
C4	<p>Is there provision for child care/ day care at your workplace?</p> <p>আপনার কর্মক্ষেত্রে কি শিশু পরিচর্যা কেন্দ্রের ব্যবস্থা আছে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>
C5	<p>Did you receive a formal appointment letter/contract?</p> <p>প্রতিষ্ঠানের পক্ষ থেকে আপনি কোন প্রাতিষ্ঠানিক চুক্তিপত্র/নিয়োগপত্র পেয়েছিলেন কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>
C6	<p>Does the company allow maternity or paternal leave?</p> <p>আপনার প্রতিষ্ঠান মাতৃকালীন/পিতৃকালীন ছুটি প্রদান করে কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>

C7	<p>Do you receive sick leave or annual vacation time?</p> <p>আপনি কি অসুস্থতাজনিত ছুটি অথবা বার্ষিক ছুটি পেয়ে থাকেন?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2= No</p> <p>না</p>
C8	<p>Do you receive overtime?</p> <p>আপনি কি অতিরিক্ত সময়ে কাজের জন্য কোন ভাতা পান (ওভারটাইম)</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2= No</p> <p>না</p>
C9	<p>Does your workplace have adequate light, air flow/ventilation and fresh drinking water?</p> <p>আপনার কর্মক্ষেত্রে পর্যাপ্ত আলো, বাতাস চলাচলের ব্যবস্থা এবং বিশুদ্ধ খাবার পানির ব্যবস্থা আছে কি?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2= No</p> <p>না</p>

C10	<p>Does your job require you to work with sensitive material such as blades, chemicals, heavy objects, etc.?</p> <p>কর্মক্ষেত্রে আপনার কি বিপদজনক কিছু নিয়ে কাজ করতে হয়? (যেমন- ধারালো ব্লেড, রাসায়নিক পদার্থ, ভারি বস্তু, ইত্যাদি)</p>	<p>1 = Work involves automatic blades</p> <p>কাজে সয়ংক্রিয় ব্লেড পরিচালনা জড়িত</p> <p>2 = Work involves heavy lifting</p> <p>কাজে ভারি বস্তু উত্তোলন জড়িত</p> <p>3 = Work involves working with fire/chemicals/hazardous materials</p> <p>আগুন/রাসায়নিক/বিপদজনক পদার্থ নিয়ে কাজ জড়িত</p> <p>4= No such activity</p> <p>এমন কোন কাজ নেই</p> <p>5 = Others (Specify)</p> <p>অন্যান্য</p>
C11	<p>Were you given safety training and/or safety gear?</p> <p>আপনাকে কি সুরক্ষা সংক্রান্ত প্রশিক্ষণ অথবা জিনিসপত্র দেওয়া হয়েছিল?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>

	<p>[If C11 yes],</p> <p>What type?</p> <p>(Multiple Responses)</p> <p>যদি হ্যাঁ হয়, তবে কি ধরনের সুরক্ষা ব্যবস্থা দেওয়া হয়?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Fire drill/safety অগ্নি-নির্বাপন প্রশিক্ষণ/ সুরক্ষা</p> <p>2 = Fire extinguisher অগ্নি-নির্বাপক যন্ত্র</p> <p>3 = Helmet হেলমেট</p> <p>4 = Protective gloves প্রতিরক্ষামূলক গ্লাভস</p> <p>5 = Protective masks প্রতিরক্ষামূলক মাস্ক</p> <p>6 = First Aid Box প্রাথমিক চিকিৎসা বক্স</p> <p>7 = First Aid facilities (medical station/ambulance/ etc.) প্রাথমিক চিকিৎসা সুবিধা (মেডিকেল স্টেশন/ এম্বুলেন্স/ ইত্যাদি)</p> <p>8 = Local emergency info displayed in workplace কর্মক্ষেত্রে স্থানীয় জরুরী তথ্য প্রদর্শন</p> <p>8 = National emergency info displayed in workplace কর্মক্ষেত্রে জাতীয় জরুরী তথ্য প্রদর্শন</p> <p>9 = Machinery operating orientation training যন্ত্রপাতি পরিচালনা বিষয়ক/ওরিয়েন্টেশন প্রশিক্ষণ</p> <p>10 = Clear emergency protocol/procedures</p>
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		<p>জরুরী পদ্ধতি/প্রটোকল</p> <p>11= Emergency exits and fire escape route</p> <p>আগুন/জরুরি ক্ষেত্রে বহির্গমন পথ</p> <p>12 = Security guards</p> <p>সুরক্ষা প্রহরী</p> <p>13 = CCTV</p> <p>সিসি টিভি</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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C12	<p>Have you ever experienced or witnessed a serious accident at work?</p> <p>কর্মক্ষেত্রে আপনি কি কখনো কোন দুর্ঘটনার সাক্ষ্যবাহী হয়েছেন বা প্রত্যক্ষ করেছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p><b>[If C12 yes]</b></p> <p>What was it?</p> <p>(Multiple responses)</p> <p>যদি হ্যাঁ হয়, কি ধরনের দুর্ঘটনা?</p>	<p>1 = Electrical</p> <p>বৈদ্যুতিক</p> <p>2 = Product/Equipment related</p> <p>পণ্য/যন্ত্রপাতি সম্পর্কিত</p> <p>3 = Customer related</p> <p>গ্রাহক সম্পর্কিত</p> <p>4 = Fire related</p> <p>আগুন সম্পর্কিত</p> <p>5 = Physical labour related</p> <p>শারীরিক শ্রম সম্পর্কিত</p> <p>-55 = Others (Specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
C13	<p>In the event of an emergency or accident, will your employer provide any (formal/informal) support or assistance?</p> <p>কর্মক্ষেত্রে কোন দুর্ঘটনা কিংবা কর্মচারীর জরুরী আবস্থায় আপনার প্রতিষ্ঠান থেকে কি কোন (প্রাতিষ্ঠানিক/অপ্রাতিষ্ঠানিক) সাহায্য বা ক্ষতিপূরণ দেওয়া হয়?</p>	<p>1 = Yes Formal</p> <p>হ্যাঁ, প্রাতিষ্ঠানিক</p> <p>2 = Yes Informal</p> <p>হ্যাঁ, অপ্রাতিষ্ঠানিক</p> <p>3 = No</p> <p>না</p> <p>3 = Don't know</p>

		জানি না
C14	<p>Does your employer offer any social security schemes</p> <p>If yes, such as provident fund, accident cost coverage?</p> <p>আপনার প্রতিষ্ঠানের পক্ষ থেকে কর্মচারীদের জন্য কোন সামাজিক সুরক্ষা ব্যবস্থা আছে কি?</p> <p>যদি হ্যাঁ হয়, তাহলে সেগুলো কি</p> <p>(যেমন- প্রভিডেন্ট ফান্ড, দুর্ঘটনার ব্যয়ভার বহন)</p>	<p>Yes_____ হ্যাঁ_____</p> <p>No_____ না_____</p> <p>If yes,</p> <p>1 = Provident Fund প্রভিডেন্ট ফান্ড (ভবিষ্যত তহবিল)</p> <p>2 = Gratuity Fund উপহার তহবিল</p> <p>3 = Health Insurance স্বাস্থ্য বিমা</p> <p>4 = Life Insurance জীবন বিমা</p> <p>5 = Accident cost coverage দুর্ঘটনার ব্যয়ভার বহন</p> <p>-55 = Others অন্যান্য</p>

C15	<p>Did the shop/shop owner/management provide you with any of the following to avoid getting infected by Covid-19?</p> <p>কোভিড-১৯ এর সংক্রমণ এড়াতে আপনার প্রতিষ্ঠানের পক্ষ থেকে কি নিম্নোক্ত কোন কিছু দেয়া হয়েছে?</p>	<p>1 = Disinfectant spray জীবাণুনাশক স্প্রে</p> <p>2 = Sanitizer স্যানিটাইজার</p> <p>3 = Hand rub/soap হাত ধোয়ার সাবান</p> <p>4 = Masks মাস্ক</p> <p>5 = Personal Protective Equipment (PPE) ব্যক্তিগত সুরক্ষা পোশাক (পিপিই)</p> <p>6 = Face shield মুখ-আবরণ</p> <p>7 = Gloves গ্লাভস</p> <p>8 = Transportation যাতায়াত ব্যবস্থা</p> <p>9 = Nothing provided কিছুই প্রদান করা হয়নি</p> <p>-55 = Others অন্যান্য</p>
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C16	<p>What new challenges are you facing due to Covid-19?</p> <p>কোভিড-১৯ এর প্রভাবে কি ধরনের নতুন সমস্যার সম্মুখীন হচ্ছেন?</p>	<p>1 = Decrease in salary বেতন হ্রাস</p> <p>2 = Difficulty in maintaining personal hygiene ব্যক্তিগত স্বাস্থ্যবিধি বজায় রাখতে অসুবিধা</p> <p>3 = Increased workload as shop and shop products also have to be disinfected যেহেতু দোকান এবং পণ্যসামগ্রী নিয়মিত জীবানুমুক্ত করতে হয়, সেহেতু কাজের চাপ বেড়েছে</p> <p>4 = Increase in personal cost (such as disinfectant, sanitizer, mask, etc.) কিছু ক্ষেত্রে ব্যক্তিগত খরচ বেড়েছে (যেমন- জীবানুনাশক, মাস্ক কেনার জন্য)</p> <p>6 = Fear of contracting the virus ভাইরাসে আক্রান্ত হওয়ার ভয়</p> <p>7 = Family restrictions due to pandemic মহামারীর কারণে পারিবারিক সীমাবদ্ধতা</p> <p>8 = Difficulty managing transport যাতায়াত ব্যবস্থায় অসুবিধা</p> <p>9 = Increased work hours কাজের সময় বৃদ্ধি</p> <p>10 = Decreased work hours কাজের সময় হ্রাস</p> <p>11 = Increased cost of housing আবাসন খরচ বৃদ্ধি</p>
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		<p>12 = Increased food cost</p> <p>খাবার খরচ বৃদ্ধি</p> <p>13 = Decreased food consumption</p> <p>কম পরিমাণ খাবার গ্রহণ</p> <p>-55=Others</p> <p>অন্যান্য</p>
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C17	<p>What do you like best about your job?</p> <p>(Multiple response)</p> <p>আপনি আপনার কাজের কোন বিষয়গুলো পছন্দ করেন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Salary</p> <p>বেতন</p> <p>2 = Increments/Bonus/Benefits</p> <p>বেতন বৃদ্ধির সুযোগ/বোনাস</p> <p>3 = Opportunity for promotion/Career future</p> <p>পদোন্নতির সুযোগ/ভবিষ্যৎ পেশায় উন্নতির সুযোগ</p> <p>4 = Ability to pursue education</p> <p>পড়াশুনা চালানোর সুযোগ</p> <p>5 = In house training/skill development</p> <p>প্রতিষ্ঠান কেন্দ্রিক প্রশিক্ষণ/ দক্ষতা উন্নয়নের সুযোগ</p> <p>6 = Management support</p> <p>ব্যবস্থাপনা বিভাগ দ্বারা সহযোগিতা</p> <p>7 = Team members' support (Mentor/supervisor/boss)</p> <p>সহকর্মীদের দ্বারা সহযোগিতা (পরামর্শদাতা, সুপারভাইজার, বস)</p> <p>8 = Sponsored education</p> <p>প্রতিষ্ঠান দ্বারা শিক্ষার ব্যয়ভার বহন</p> <p>9 = Employee activities</p> <p>কর্মচারী কার্যকলাপ</p> <p>10 = Gaining job experience</p> <p>চাকরির অভিজ্ঞতা বৃদ্ধি</p> <p>11 = Sales/Target meeting incentives</p>
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		বিক্রয় লক্ষ্য পূরণে বাড়তি আয় -55 = Others অন্যান্য
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C18	<p>What do you dislike most about your job?</p> <p>(Multiple)</p> <p>আপনি আপনার কাজের কোন বিষয়গুলো অপছন্দ করেন?</p>	<p>1 = Salary is not enough বেতন পর্যাপ্ত নয়</p> <p>2 = Low increment/bonus/benefits কম বেতন বৃদ্ধির সুযোগ/ কম বোনাস</p> <p>3 = Customer attitude গ্রাহকের আচরণ/ব্যবহার</p> <p>4 = Delayed or no promotion পদোন্নতির কম সুযোগ</p> <p>5 = Long working hours বেশি কাজের সময়</p> <p>6 = Working on weekends ছুটির দিনে কাজ</p> <p>7 = Inability to pursue education পড়াশুনা চালানোর সুযোগ নেই</p> <p>8 = Physical labour শারীরিক পরিশ্রম</p> <p>9 = Lack of employee training কর্মচারী প্রশিক্ষণের সুযোগ কম</p> <p>10 = No aid for education শিক্ষার জন্য কোন আর্থিক সাহায্য নেই</p> <p>11 = No scope to build skills দক্ষতা উন্নয়নের সুযোগ নেই</p> <p>12 = No scope to expand career ভবিষ্যত পেশায় উন্নতির সুযোগ নেই</p>
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		<p>13 = Inadequate management support</p> <p>ব্যবস্থাপনা বিভাগ দ্বারা অপর্যাপ্ত সহযোগিতা</p> <p>14 = Serving customers</p> <p>গ্রাহকের সেবা প্রদান</p> <p>15 = Lack of specialized training and education of social and job etiquette</p> <p>বিশেষায়িত প্রশিক্ষণের অভাব এবং চাকরি/সামাজিক শিষ্টাচার বিষয়ক প্রশিক্ষণের অভাব</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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## Section D: Skill Development status and challenges

D2	<p>What are the challenges you face while fulfilling your job in general?</p> <p>আপনি কর্মক্ষেত্রে দায়িত্বপালনের সময় সাধারণত কি ধরনের অসুবিধার সম্মুখীন হন?</p>	<p>1 = Difficulty in reaching daily sales target</p> <p>প্রতিদিনের বিক্রয় লক্ষ্য পূরণ করা কঠিন</p> <p>2 = Difficulty in communicating with the customer</p> <p>গ্রাহকের সাথে যোগাযোগ রক্ষা করা কঠিন</p> <p>3 = Lack of product knowledge</p> <p>পণ্য সম্পর্কিত জ্ঞান কম</p> <p>4 = Lack of education/experience in related field</p> <p>শিক্ষা/চাকরি সম্পর্কিত অভিজ্ঞতা কম</p> <p>5 = Bad attitude from customers/Difficult customers</p> <p>গ্রাহকের খারাপ আচরণ</p> <p>6= Difficulty in communicating with co-workers</p> <p>সহকর্মীর সাথে যোগাযোগ রক্ষা করা কঠিন</p> <p>7 = Transportation to and from work</p> <p>কর্মক্ষেত্রে যাতায়াত ব্যবস্থা</p> <p>8 = Lack of technical skill/specialized skill</p> <p>কারিগরি/বিশেষায়িত দক্ষতার অভাব</p> <p>-55=Others</p> <p>অন্যান্য</p>
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D7	<p>Are you pursuing your studies alongside work?</p> <p>আপনি কি চাকরির পাশাপাশি পড়াশুনা চালিয়ে যাচ্ছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p>If yes, why?</p> <p>যদি হ্যাঁ হয়, কেন?</p>	<p>1 = To eventually get a job in a different industry</p> <p>অন্য সেক্টরে চাকরির সুযোগ পেতে</p> <p>2 = To get to a higher position in the current job</p> <p>বর্তমান চাকরিতে পদোন্নতি পেতে</p> <p>3 = I need a job to pay for my education</p> <p>আমার পড়াশুনার খরচ চালাতে পারি এমন চাকরি প্রয়োজন</p> <p>4 = My employer encourages employees to pursue education</p> <p>আমার নিয়োগকারী পড়াশুনা চালিয়ে যেতে কর্মচারীদের উৎসাহিত করে</p>

	<p>If no, why not?</p> <p>যদি না হয়, কেন?</p>	<p>1 = I cannot afford it</p> <p>আমি পড়াশুনার ব্যয় বহন করতে পারি না</p> <p>2 = I can acquire a promotion in my job through experience</p> <p>অভিজ্ঞতার মাধ্যমে আমি চাকরিতে পদোন্নতি পেতে পারি</p> <p>3 = I have a vocational training</p> <p>আমার চাকরি সম্পর্কিত প্রশিক্ষণ আছে</p> <p>4 = I do not need it</p> <p>আমার প্রয়োজন নেই</p> <p>5 = My employer will not allow</p> <p>আমার নিয়োগকারী অনুমতি দেবেন না</p>
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#### Section E: Status and work practices with Women, disable and transgender Colleague

নারী, প্রতিবন্ধী এবং হিজড়া সম্প্রদায় থেকে কর্মীদের সামগ্রিক অবস্থা এবং কাজের অনুশীলন

E1	<p>Do you have any female co-worker in your store?</p> <p>আপনার দোকানে কোন নারী সহকর্মী আছে কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p>If yes, how many female are currently employed?</p> <p>যদি হ্যাঁ হয়, বর্তমানে কত জন নারী কর্মরত আছেন?</p>	<p>_____ (Number)</p> <p>_____ (সংখ্যা)</p>

E2	<p>In which job positions do female workers prefer to work in this organization?</p> <p>এই প্রতিষ্ঠানের কোন পদগুলোতে নারী কর্মী নিয়োগে প্রাধান্য পায়?</p>	<p>1 = Manager ম্যানেজার</p> <p>2 = Assistant Manager সহকারি ম্যানেজার</p> <p>3 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = IT/Data manager আইটি/ডাটা ম্যানেজার</p> <p>7 = Helper/Errands person হেল্পার</p> <p>8 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত/কারিগরী দক্ষতা</p> <p>9 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>10 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>11 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>12 = Delivery/Logistics</p>
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		<p>ডেলিভারী/ লজিস্টিক</p> <p>13 = Back-end/non-customer related (learn by observation entry position)</p> <p>অগ্রাহক সম্পর্কিত</p>
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E3	<p><b>[If E1 yes]</b></p> <p>Have any of your female co-workers left the job within 3 years of joining?</p> <p>যোগদানের ৩ বছরের মধ্যে কি আপনার কোন নারী সহ-কর্মী চাকরি ছেড়ে দিয়েছেন?</p>	<p>1 = Yes হ্যাঁ</p> <p>2 = No না</p>
	<p><b>[If E3 yes]</b></p> <p>Why?</p> <p>যদি হ্যাঁ হয়, কেন চাকরি ছেড়ে দিয়েছেন?</p>	<p>1 = Marriage বিয়ে</p> <p>2 = Work was too tedious কাজ খুব ক্লান্তিকর ছিল</p> <p>3 = Transportation issues যাতায়াত সমস্যা</p> <p>4 = Restrictions from family পারিবারিক প্রতিবন্ধকতা</p> <p>5 = They did not want/need to stay in the job anymore তারা আর চাকরি করতে চান না</p> <p>6 = Work hours were incompatible কাজের সময় নিয়ে অসুবিধা ছিল</p>
E4	<p><b>[If A5 Female]</b> (for female workers) Do you feel that you are treated as equally as your male peers?</p> <p>(নারী কর্মীদের ক্ষেত্রে) আপনার কি মনে হয় একজন পুরুষ সহকর্মীর তুলনায় একজন নারী কর্মী সমান ভাবে বিবেচিত হয়?</p>	<p>1 = Yes হ্যাঁ</p> <p>2 = No না</p>



	<p><b>[if E4 No]</b>      If no, why?</p> <p>(Multiple response)</p> <p>যদি না হয়, তবে কেন সমানভাবে বিবেচিত হয় না? (একাধিক উত্তর)</p>	<p>1 = Salary is lower even in the same position</p> <p>একই পদে থেকেও বেতন কম</p> <p>2 = I feel left out at work</p> <p>আমি কাজে অমনোযোগী বোধ করি</p> <p>3 = I do/did not get picked for promotions</p> <p>আমি পদোন্নতির জন্য বিবেচিত হই না</p> <p>4 = I feel unsupported and unheard</p> <p>আমি নিজেকে অসমর্থিত এবং অগ্রহণযোগ্য বোধ করি</p> <p>-55 = Others</p> <p>অন্যান্য</p>
E7	<p>How comfortable will you be in working with people with disabilities?</p> <p>আপনি প্রতিবন্ধী ব্যক্তির সাথে কাজ করতে কেমন স্বাচ্ছন্দ্যবোধ করবেন?</p>	<p>1 = Comfortable</p> <p>স্বাচ্ছন্দ্যকর</p> <p>2 = Neutral</p> <p>নিরপেক্ষ</p> <p>3 = Uncomfortable</p> <p>অস্বাচ্ছন্দ্যকর</p>

	<p>If uncomfortable, why?</p> <p>যদি “অস্বাচ্ছন্দ্যকর” হয়, তাহলে কেন?</p>	<p>1 = I feel that they will not be able to carry out the job responsibilities</p> <p>আমি মনে করি তারা চাকরির দায়িত্বগুলো ঠিকভাবে পালন করতে পারবে না</p> <p>2 = I will feel anxious/uneasy around them</p> <p>আমি তাদের সাথে উদ্ভিন্ন/ অস্বস্তি বোধ করব</p> <p>3 = I feel that I will have to share a lot of their workload</p> <p>আমি মনে করি তাদের কাজের চাপ আমাকে ভাগ করে নিতে হবে</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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E9	<p>(for workers with disabilities) What are the challenges you face in the workplace?</p> <p>(Multiple responses)</p> <p>(প্রতিবন্ধী কর্মীদের জন্য) কর্মক্ষেত্রে আপনি কি ধরনের সমস্যার সম্মুখীন হন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Difficulty handling/understanding customers</p> <p>গ্রাহককে নিয়ন্ত্রণ করা/ বুঝা কঠিন</p> <p>2 = Difficulty communicating/understanding co-workers</p> <p>সহকর্মীদের সাথে যোগাযোগ রক্ষা/বুঝা কঠিন</p> <p>3 = The work is too tedious/exhausting</p> <p>কাজ বেশ ক্লান্তিকর/বিরক্তিকর</p> <p>4 = I feel left out</p> <p>আমি অমনোযোগী বোধ করি</p> <p>5 = Lack of knowledge of job/social etiquette</p> <p>কাজের/সামাজিক শিষ্টাচার সম্পর্কিত জ্ঞান কম</p> <p>6 = Lack of social/work experience but no specialized orientation/SOP given</p> <p>সামাজিক/কাজের অভিজ্ঞতা কম</p> <p>7 = Salary not enough to maintain basic living cost</p> <p>মৌলিক জীবনযাত্রার ব্যয় মেটানোর জন্য পর্যাপ্ত পারিশ্রমিক নেই</p> <p>8 = Lack of accessible bathroom</p> <p>প্রতিবন্ধী সহায়ক টয়লেট ব্যবস্থা নেই</p> <p>9 = Roles given are not in line with job description</p> <p>যে ধরনের কাজে জড়িত তা চাকরির কাজের বিবরণের সাথে সামঞ্জস্যপূর্ণ নয়</p>
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		<p>10 = No ramp/ handle</p> <p>র‍্যাম্প নেই</p> <p>11 = No audio/visual aid</p> <p>অডিও/দৃষ্টি সহায়ক ব্যবস্থা নেই</p> <p>12 = Lack of sick leave/medical benefits</p> <p>অসুস্থতাজনিত/চিকিৎসা সংক্রান্ত ছুটি নেই</p> <p>00= not applicable</p> <p>প্রযোজ্য নয়</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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E10	<p>[If E9 Not allowed(00), then this question will be skipped]</p> <p>What are the things that can be improved for you to want to continue your job?</p> <p>আপনার চাকরিটি চালিয়ে যেতে কি ধরনের সাহায্য প্রয়োজন?</p>	<p>1 = If I am given a specialized training</p> <p>যদি আমাকে বিশেষায়িত প্রশিক্ষণ দেওয়া হত</p> <p>2 = If I am treated with respect</p> <p>যদি আমার সাথে সম্মানের সাথে ব্যবহার করা হয়</p> <p>3 = If I had an accessible toilet</p> <p>যদি প্রতিবন্ধী সহায়ক টয়লেট ব্যবস্থা থাকে</p> <p>4 = If the workplace had ramps</p> <p>যদি কর্মক্ষেত্রে আসার জন্য সহায়ক র‍্যাম্প থাকে</p> <p>5 = If I could communicate better</p> <p>যদি আমি সবার সাথে ভাল যোগাযোগ রক্ষা করতে পারি</p> <p>6 = If my workplace had audio/visual aid</p> <p>যদি কর্মক্ষেত্রে অডিও/দৃষ্টি সহায়ক ব্যবস্থা থাকে</p> <p>7 = If my salary is enough for me to afford a living near my workplace</p> <p>কর্মক্ষেত্রের পাশাপাশি থাকার জন্য পর্যাপ্ত বেতন প্রদান করা হলে</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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	<p>How comfortable will you be in working with transgender people?</p> <p>আপনি তৃতীয় লিঙ্গের কর্মীর সাথে কাজ করতে কেমন স্বাচ্ছন্দ্যবোধ করবেন?</p>	<p>1 = Comfortable</p> <p>স্বাচ্ছন্দ্যকর</p> <p>2 = Neutral</p> <p>নিরপেক্ষ</p> <p>3 = Uncomfortable</p> <p>অস্বাচ্ছন্দ্যকর</p>
	<p>If uncomfortable, why?</p> <p>যদি অস্বস্তি বোধ করেন, তবে কেন?</p>	<p>1 = I have been harassed by/had a bad experience with the community before</p> <p>হিজড়া সম্প্রদায়ের সাথে আমার পূর্ব অভিজ্ঞতা ভাল না/পূর্বে হয়রানির অভিজ্ঞতা</p> <p>2 = I will feel anxious/uneasy around them</p> <p>আমি তাদের সাথে উদ্বিগ্ন/ অস্বস্তি বোধ করব</p> <p>3 = I feel that customers will be unaccepting and create a fuss</p> <p>আমি মনে করি গ্রাহকদের হিজড়া সম্প্রদায়ের প্রতি গ্রহণযোগ্যতা নেই এবং পরবর্তীতে ঝামেলা সৃষ্টি হতে পারে</p> <p>4 = I do not want to share bathroom or personal space with them</p> <p>আমি তাদের সাথে টয়লেট বা ব্যক্তিগত স্থান ভাগ করে নিতে চাই না</p> <p>-55 = Other</p> <p>অন্যান্য</p>

E14	<p>[If A5 is 3 (transgender)]</p> <p>(for transgender workers)</p> <p>What are the challenges you face in the workplace?</p> <p>(হিজড়া সম্প্রদায়ের কর্মীর জন্য)</p> <p>কর্মক্ষেত্রে আপনি কি ধরনের সমস্যার সম্মুখীন হন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Hostility from customers</p> <p>গ্রাহক দ্বারা খারাপ আচরণ</p> <p>2 = Hostility from coworkers</p> <p>সহকর্মী দ্বারা খারাপ আচরণ</p> <p>3 = My lack of education</p> <p>আমার শিক্ষার অভাব</p> <p>4 = Sexual harassment</p> <p>যৌন হয়রানি</p> <p>5 = Lack of knowledge of job/social etiquette</p> <p>কাজের/সামাজিক শিষ্টাচার সম্পর্কিত জ্ঞান কম</p> <p>6 = Lack of social/work experience but no specialized orientation/SOP given</p> <p>সামাজিক/কাজের অভিজ্ঞতা কম</p> <p>7 = Salary not enough to maintain basic living cost</p> <p>মৌলিক জীবনযাত্রার ব্যয় মেটানোর জন্য পর্যাপ্ত পারিশ্রমিক নেই</p> <p>8 = Lack of designated bathroom</p> <p>হিজড়া সহায়ক আলাদা টয়লেট ব্যবস্থা নেই</p> <p>9 = Roles given are not in line with job description</p> <p>যে ধরনের কাজে জড়িত তা চাকরির কাজের বিবরণের সাথে সামঞ্জস্যপূর্ণ নয়</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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E15

[If A5 is 3 (transgender)]

What are the things that can be improved for you to want to continue your job?

আপনার চাকরিটি চালিয়ে যেতে কি ধরনের সহযোগিতা প্রয়োজন?

1 = If I am given a specialized training about social and work etiquette

যদি আমাকে সামাজিক/কাজের শিষ্টাচার সম্পর্কিত বিশেষায়িত প্রশিক্ষণ দেওয়া হত

2 = If I am treated with respect

যদি আমার সাথে সম্মানের সাথে ব্যবহার করা হয়

3 = If I do not feel harassed by my male co-workers

যদি আমার পুরুষ সহকর্মী দ্বারা হয়রানি বোধ না করি

4 = If I am accepted more by my female co-workers

যদি আমার নারী সহকর্মীদের কাছে গ্রহণযোগ্যতা পাই

5 = If I do not have to use the male bathroom

যদি আমাকে পুরুষদের জন্য নির্ধারিত টয়লেট ব্যবহার করতে না হয়

6 = If I am given skill/job training

যদি আমাকে দক্ষতা/চাকরি সম্পর্কিত প্রশিক্ষণ দেওয়া হয়

7 = If my salary is enough for me to afford a living near my workplace

কর্মক্ষেত্রের পাশাপাশি থাকার জন্য পর্যাপ্ত বেতন প্রদান করা হলে

8 = If society/customer accepts me for who I am

যদি সমাজ এবং গ্রাহকরা আমার সত্যকে মেনে নেয়



		-55 = Other অন্যান্য
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E16	<p>Does your workplace have an accessible/separate lavatory for people with disabilities and different genders?</p> <p>(multiple response)</p> <p>আপনার কর্মক্ষেত্রে কি প্রতিবন্ধী ব্যক্তি এবং অন্যান্য লিঙ্গের কর্মীর জন্য আলাদা টয়লেট ব্যবস্থা আছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Yes, for people with disability হ্যা, প্রতিবন্ধীদের জন্য</p> <p>2 = Yes, for male and female হ্যা, পুরুষ এবং নারীদের জন্য</p> <p>3 = Yes, for transgender হ্যা, হিজড়া সম্বন্ধায়ের জন্য</p> <p>4 = No না</p>
E18	<p>Are there policies that protect you from sexual harassment?</p> <p>আপনার প্রতিষ্ঠানে কি এমন কোন নীতিমালা আছে যা আপনাকে যৌন হয়রানির হাত থেকে রক্ষা করে?</p>	<p>1 = Yes হ্যা</p> <p>2 = No না</p>

	<p>If yes, what are they?</p> <p>যদি হ্যাঁ হয়, সেগুলো কি?</p>	<p>1 = Discreet and clear harassment reporting structure/procedure</p> <p>সতর্কীকরণ এবং হয়রানি প্রতিবেদনের সাক্ষর কার্যক্রম/পদ্ধতি</p> <p>2 = Includes staff welfare in review/assessment reports</p> <p>কর্মী মূল্যায়ন প্রতিবেদনে অন্তর্ভুক্তকরণ/পর্যালোচনা</p> <p>3 = Provides sensitization training and anti-harassment training</p> <p>সংবেদনশীলতা এবং হয়রানি বিরোধী প্রশিক্ষণ প্রদান</p> <p>4 = Has a dedicated staff/policy in place</p> <p>উক্ত বিষয়ে একজন নিবেদিত কর্মী/নীতিমালা আছে</p> <p>5 = Separate washroom/changing room for male and female</p> <p>পুরুষ এবং নারী কর্মীদের জন্য আলাদা টয়লেট/কাপড় বদলানোর রুম আছে</p> <p>6 = Transport arrangement/decent shift end time for women</p> <p>মহিলাদের জন্য পরিবহন ব্যবস্থা এবং শালীন/সুবিধাজনক শিফট সমাপ্তির সময়</p> <p>-55 = Others (specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
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E19	<p>Are you given a chance in your working place to express your opinion?</p> <p>(to be asked in absence of employer)</p> <p>কর্মক্ষেত্রে আপনি আপনার মতামত প্রকাশের জন্য কি পর্যাপ্ত সুযোগ পান?</p> <p>(নিয়োগকারীর অগোচরে প্রশ্নটি জিজ্ঞাস করুন)</p>	<p>1 = All the time</p> <p>সবসময়</p> <p>2 = Often</p> <p>প্রায় সময়</p> <p>3 = Sometimes</p> <p>মাঝে মাঝে</p> <p>4 = Rarely</p> <p>খুব কম</p> <p>5 = Never</p> <p>কখনোই না</p> <p>6= refused to answer</p> <p>উত্তর দিতে রাজি না</p>
E20	<p>Are you aware of your rights or associations that you can be a part of?</p> <p>আপনি কি আপনার চাকুরির অধিকার সম্পর্কে অবগত বা এমন কোন সমিতি আছে কি যেটার সাথে যুক্ত হয়ে আপনার অধিকার আদায় করতে পারেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>

E21	<p>In the next 3-5 years, where do you see yourself?</p> <p>আগামি ৩-৫ বছরে আপনি আপনার নিজেকে কোন অবস্থানে দেখতে চান?</p>	<p>1= In the same workplace and same position</p> <p>একই কর্মক্ষেত্রে এবং একই পদে</p> <p>2 = In a different workplace with better pay/same position</p> <p>অন্য কোন কর্মক্ষেত্রে ভাল বেতনের/একই পদে</p> <p>3 = Different industry because it has better pay</p> <p>ভাল বেতনের জন্য অন্য কোন সেক্টরে</p> <p>4 = Different sector because I do not want to work in retail</p> <p>ভিন্ন সেক্টরে কারণ আমি খুচরা সেক্টরে কাজ করতে চাই না</p> <p>5 = Promoted within the same workplace</p> <p>একই কর্মক্ষেত্রের উচ্চ পদে</p> <p>6 = Shifting to higher level/skilled job after graduation</p> <p>স্নাতক পাশ করার পর উচ্চ স্তরে / দক্ষতা সম্পন্ন কাজে</p> <p>7 = Not working at all</p> <p>কোন কাজ করব না</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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**List of Questions for**

**Baseline Survey for Decent Employment for  
Marginalised Youth in Retail Stores (BRAC – SDP)**

Innovision Consulting Private Limited

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Baridhara Pragati Sarani

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Date: September 15, 2020

**List of Questions for**

**Baseline Survey for Decent Employment for Marginalized Youth**

## in Retail Stores (BRAC – SDP)

বেজলাইন সার্ভে ফর ডিসেন্ট এমপ্লয়মেন্ট ফর মার্জিনালাইজড ইয়ুথ ইন রিটেইল (ব্রাক-এসডিপি)

এর জন্য প্রশ্নের তালিকা

Greetings from Innovision Consulting Private Ltd.! My name is [\_\_\_\_\_]. Innovision Consulting Private Ltd. is currently undertaking a survey for a project titled “Baseline Survey for Decent Employment for Marginalized Youth in Retail Stores (BRAC – SDP)” by the BRAC Skills Development Program. The objective of the survey is to assess the landscape of the retail market and gain insight regarding employment opportunities for marginalised youth. I have been assigned as a Field Officer for the survey. You will be glad to know that you have been chosen as a respondent for the survey and I am going to ask you a few questions about your company, its HR and recruitment policies, job skill requirements and training procedures. I assure you that your name, details and the response you provide will be treated as confidential and will not be publicly shared. The data collected will only be shared with BRAC SDP for the sake of better understanding the sector and designing projects and programs that would help or benefit the sector as a whole. Your participation is voluntary and you will not get any direct benefit from participating in the survey.

ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেডের পক্ষ থেকে স্বাগতম। আমার নাম [\_\_\_\_\_]। ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেড বর্তমানে ব্র্যাক দক্ষতা উন্নয়ন কর্মসূচির মাধ্যমে, খুচরা স্টোরগুলিতে প্রান্তিক যুবকদের জন্য কর্মসংস্থানের সুযোগ প্রসঙ্গে একটি সমীক্ষা করছে। জরিপের উদ্দেশ্য হল খুচরা বাজারের প্রকৃতি সম্পর্কে এবং প্রান্তিক যুবকদের কর্মসংস্থানের বিষয়ে ধারণা পাওয়া। জরিপের জন্য আমাকে ফিল্ড অফিসার হিসাবে নিয়োগ দেওয়া হয়েছে। আপনি জেনে খুশি হবেন যে আপনি জরিপের জন্য উত্তরদাতা হিসাবে নির্বাচিত হয়েছেন এবং আমি আপনাকে আপনার সংস্থার এইচআর এবং নিয়োগের নীতিমালা, চাকরীতে দক্ষতার প্রয়োজনীয়তা এবং প্রশিক্ষণ পদ্ধতি সম্পর্কে কয়েকটি প্রশ্ন জিজ্ঞাসা করতে যাচ্ছি। আমি আপনাকে আশ্বাস দিচ্ছি যে আপনার নাম, তথ্যাদি এবং আপনার প্রদত্ত উত্তর গোপনীয় রাখা হবে এবং অন্যদের কাছে প্রচার করা হবে না। সেক্টরকে আরও ভালভাবে বোঝার জন্য এবং প্রকল্পকে ডিজাইন করার জন্য সংগ্রহ করা তথ্যগুলি কেবল ব্র্যাক এসডিপিকে (স্কিল ডেভেলপমেন্ট প্রোগ্রাম) দেয়া হবে, যা সামগ্রিকভাবে এই খাতকে সহায়তা বা সুবিধা দিতে পারে। আপনার অংশগ্রহণ স্বৈচ্ছাসেবী এবং জরিপে অংশ নেওয়া থেকে আপনি কোনও সরাসরি সুবিধা পাবেন না।

Do you agree to participate in the survey?

আপনি কি জরিপে অংশ নিতে রাজি?

I hereby consent to provide correct information regarding my job and work life to Innovision Consulting Private Ltd. I understand that the data will be used strictly for developmental work conducted by BRAC and Innovision.

আমি এই দ্বারা আমার কাজ এবং কর্মজীবন সম্পর্কিত সঠিক তথ্য ইনোভিশন কনসাল্টিং প্রাইভেট লিমিটেডকে সরবরাহ করতে সম্মত হয়েছি যে ব্র্যাক এবং ইনোভিশন দ্বারা পরিচালিত উন্নয়নমূলক কাজের জন্য তথ্যগুলো গোপনীয়তার সাথে ব্যবহৃত হবে।

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**Signature of Employee**

**কর্মচারীর স্বাক্ষর**

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**Signature of Enumerator**

**এনিউমারেটর এর স্বাক্ষর**



## Questionnaire for Workers/Employees

কর্মচারীর/শ্রমিকের জন্য প্রশ্নাবলী

### Section A: General questions

সেকশন এ: সাধারণ তথ্য

Serial	Questions প্রশ্ন	Options উত্তরের বিকল্পসমূহ
A1	Workers ID কর্মচারীর আইডি	(Will be generated by the App automatically)
A2	District Code জেলা আইডি	1 = Dhaka ঢাকা 2 = Gazipur গাজীপুর 3 = Khulna খুলনা 4 = Chattogram চট্টগ্রাম 5 = Sylhet সিলেট

A3	Retail store/outlet/organization name খুচরা প্রতিষ্ঠানের/আউটলেট/দোকানের নাম	
A4	Respondent name উত্তরদাতার নাম	
A5	Gender লিঙ্গ	1=Male পুরুষ 2=Female নারী 3=Transgender তৃতীয় লিঙ্গ
A6	Age বয়স	1 = Under 16 ১৬ বছরের নিচে 2 = 16 – 20 years ১৬-২০ বছর 3 = 21 – 25 years ২১-২৫ বছর 4 = 26 – 30 years ২৬-৩০ বছর

A7	<p>Marital Status</p> <p>বৈবাহিক অবস্থা</p>	<p>1 = Unmarried</p> <p>অবিবাহিত</p> <p>2 = Married</p> <p>বিবাহিত</p> <p>3 = Widow</p> <p>বিধবা</p> <p>4 = Widower</p> <p>বিপল্লিক</p> <p>5 = Divorced</p> <p>তালাকপ্রাপ্ত</p> <p>6 = Separated</p> <p>বিচ্ছিন্ন</p> <p>-88 = Refused to answer</p> <p>উত্তর দিয়ে রাজি নন</p>
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A8	<p>Educational qualification</p> <p>শিক্ষাগত যোগ্যতা</p>	<p>-44 = None</p> <p>শিক্ষাগত যোগ্যতা নেই</p> <p>-45 = Pre-primary school (Ex: BRAC school)</p> <p>প্রাক-প্রাথমিক স্কুল (যেমন- ব্যাক স্কুল)</p> <p>1 = Primary School Certificate (1-5)</p> <p>প্রাথমিক শিক্ষা সনদ (ক্লাস ১-৫)</p> <p>2 = Junior School Certificate (6-8)</p> <p>জুনিয়র স্কুল সনদ (ক্লাস ৬-৮)</p> <p>3= Pre- Secondary (9-10)</p> <p>প্রাক-মাধ্যমিক (ক্লাস ৯-১০)</p> <p>4 = SSC</p> <p>এস এস সি</p> <p>5 = HSC 1st year</p> <p>এইচ এস সি ১ম বর্ষ</p> <p>6 = HSC</p> <p>এইচ এস সি</p> <p>7 = Drop-out from Bachelors</p> <p>অসমাপ্ত স্নাতক</p> <p>8 = Bachelors</p> <p>স্নাতক</p> <p>9 = Masters</p> <p>স্নাতকোত্তর</p> <p>-55 = Other</p> <p>অন্যান্য</p> <p>-88 = Refused to answer</p> <p>উত্তরে অস্বীকৃতি</p>
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-99 = Don't know

জানি না

A9	Mobile No ফোন নম্বর	
<b>Section B: Employee Status and Activity details</b> <b>সেকশন বি: কর্মচারীর অবস্থা এবং কার্যাবলি সংক্রান্ত তথ্যাবলি</b>		
B1	Industry of Operation ব্যবসায়িক সেক্টর	1 = Clothing and footwear পোশাক এবং পাদুকা  2 = Supermarkets, hypermarkets, Groceries and convenience stores সুপারমার্কেট, হাইপারমার্কেট, মুদি-দোকান  3 = Electrical and electronics বৈদ্যুতিক এবং ইলেক্ট্রনিক্স  4 = Food products (Sweet, Confectionery, Bakery) খাবার পণ্য (মিষ্টি, মিষ্টান্ন, বেকারি)  5 = Mobile phone and mobile accessories মোবাইল ফোন এবং মোবাইল আনুষঙ্গিক পণ্য  6 = Furniture and furnishing stores ফার্নিচার এবং গৃহসজ্জা

B2	<p>What is your position in this organization?</p> <p>এই প্রতিষ্ঠানে আপনি কোন পদে আছেন?</p> <p>(Only select employees between 16-30 or only in entry level positions)</p> <p>(শুধুমাত্র ১৬-৩০ এই বয়সসীমার মধ্যে অথবা এন্ট্রি লেভেল কর্মীর পদসমূহ নির্বাচন করুন)</p>	<p>1 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = Helper/Errands person হেল্পার/শিক্ষানবিশ</p> <p>7 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত দক্ষতা</p> <p>8 = Delivery/Logistics ডেলিভারী/ লজিস্টিক</p> <p>9 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>10 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>11 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>12 = Back-end/non-customer related (learn by observation entry position) অগ্রাহক সম্পর্কিত(_____)</p> <p>13 = IT/Data entry আইটি/ডাটা এন্ট্রি</p>
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		-55 = Others
		অন্যান্য



B3	<p>For how many years have you been working in this sector?</p> <p>আপনি এই খুচরা ব্যবসার সেক্টরে কত বছর কাজ করছেন?</p>	<p>_____ (Years) _____ (Months)</p> <p>_____ (বছর) _____ (মাস)</p>
B4	<p>How long have you worked in this store?</p> <p>কত বছর আপনি এই দোকানে কাজ করছেন?</p>	<p>_____ (Years) _____ (Months)</p> <p>_____ (বছর) _____ (মাস)</p>
B5	<p>In a given day, how many hours do you work?</p> <p>প্রতিদিন কত ঘণ্টা এই দোকানে কাজ করেন?</p>	<p>_____ (In Hours)</p> <p>_____ (ঘণ্টায়)</p>
B6	<p>In a given month, how many days do you work?</p> <p>প্রতিমাসে কত দিন কাজ করেন এই দোকানে?</p>	<p>_____ (days)</p> <p>_____ (দিন)</p>
B7	<p>What is the medium of salary payment?</p> <p>বেতন প্রদানের মাধ্যম কি?</p>	<p>1 = Bank Account</p> <p>ব্যাংক একাউন্ট</p> <p>2 = Mobile Banking</p> <p>মোবাইল ব্যাংকিং</p> <p>3 = Cash</p> <p>নগদ</p>

B8	<p>What is your monthly salary?</p> <p>(If the respondent refuses to answer, then ask what is usually the minimum wage for hir/her position)</p> <p>আপনার মাসিক বেতন কত?</p> <p>(যদি উত্তরদাতা উত্তর দিতে অস্বীকৃতি জানায়, সে ক্ষেত্রে তার উক্ত পদে ন্যূনতম বেতন সাধারণত কত হয় জিজ্ঞেস করুন)</p>	<p>_____ (BDT)</p> <p>_____ (টাকা)</p>
B9	<p>What kind of work do you have to do every day in your position?</p> <p>আপনার পদে প্রতিদিন কি ধরনের কাজ করতে হয়?</p>	Open ended
<p><b>Section C: Decent work practices</b></p> <p><b>শালীন কাজের অনুশীলন</b></p>		
C1	<p>Do you live with your family?</p> <p>আপনি কি আপনার পরিবারের সাথে বসবাস করছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>

	<p>Do you have to support them financially?</p> <p>আপনি কি পরিবারকে আর্থিক সাহায্য করেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p> <p>3 = No, they support me</p> <p>না, পরিবার আমাকে সাহায্য করে</p> <p>4 = We all contribute equally</p> <p>আমরা সকলেই সমান অবদান রাখি</p>
C2	<p>Do you have children?</p> <p>আপনার কি সন্তান আছে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p><b>[If C2 yes],</b></p> <p>How many children do you have</p> <p>যদি হ্যাঁ হয়, কতজন সন্তান আছে আপনার?</p>	<p>_____ (Number)</p> <p>_____ (সংখ্যা)</p>
C3	<p><b>[If C2 yes],</b></p> <p>Who takes care of them when you are at work?</p> <p>আপনি যখন কর্মক্ষেত্রে আসেন তখন আপনার সন্তানের দেখাশোনা কে করে?</p>	<p>1 = Other family members</p> <p>পরিবারের অন্য সদস্যরা</p> <p>2 = Neighbors</p> <p>প্রতিবেশী</p> <p>3 = Child-care</p> <p>শিশু পরিচর্যা কেন্দ্র</p> <p>4 = Children's are capable of staying alone by themselves</p>

		সন্তান নিজেই নিজের যত্ন নিতে সক্ষম
C4	<p>Is there provision for child care/ day care at your workplace?</p> <p>আপনার কর্মক্ষেত্রে কি শিশু পরিচর্যা কেন্দ্রের ব্যবস্থা আছে?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>
C5	<p>Did you receive a formal appointment letter/contract?</p> <p>প্রতিষ্ঠানের পক্ষ থেকে আপনি কোন প্রাতিষ্ঠানিক চুক্তিপত্র/নিয়োগপত্র পেয়েছিলেন কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>
C6	<p>Does the company allow maternity or paternal leave?</p> <p>আপনার প্রতিষ্ঠান মাতৃকালীন/পিতৃকালীন ছুটি প্রদান করে কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>

C7	<p>Do you receive sick leave or annual vacation time?</p> <p>আপনি কি অসুস্থতাজনিত ছুটি অথবা বার্ষিক ছুটি পেয়ে থাকেন?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2= No</p> <p>না</p>
C8	<p>Do you receive overtime?</p> <p>আপনি কি অতিরিক্ত সময়ে কাজের জন্য কোন ভাতা পান (ওভারটাইম)</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2= No</p> <p>না</p>
C9	<p>Does your workplace have adequate light, air flow/ventilation and fresh drinking water?</p> <p>আপনার কর্মক্ষেত্রে পর্যাপ্ত আলো, বাতাস চলাচলের ব্যবস্থা এবং বিশুদ্ধ খাবার পানির ব্যবস্থা আছে কি?</p>	<p>1 = Yes</p> <p>হ্যা</p> <p>2= No</p> <p>না</p>

C10	<p>Does your job require you to work with sensitive material such as blades, chemicals, heavy objects, etc.?</p> <p>কর্মক্ষেত্রে আপনার কি বিপদজনক কিছু নিয়ে কাজ করতে হয়? (যেমন- ধারালো ব্লেড, রাসায়নিক পদার্থ, ভারি বস্তু, ইত্যাদি)</p>	<p>1 = Work involves automatic blades</p> <p>কাজে সয়ংক্রিয় ব্লেড পরিচালনা জড়িত</p> <p>2 = Work involves heavy lifting</p> <p>কাজে ভারি বস্তু উত্তোলন জড়িত</p> <p>3 = Work involves working with fire/chemicals/hazardous materials</p> <p>আগুন/রাসায়নিক/বিপদজনক পদার্থ নিয়ে কাজ জড়িত</p> <p>4= No such activity</p> <p>এমন কোন কাজ নেই</p> <p>5 = Others (Specify)</p> <p>অন্যান্য</p>
C11	<p>Were you given safety training and/or safety gear?</p> <p>আপনাকে কি সুরক্ষা সংক্রান্ত প্রশিক্ষণ অথবা জিনিসপত্র দেওয়া হয়েছিল?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2= No</p> <p>না</p>

	<p>[If C11 yes],</p> <p>What type?</p> <p>(Multiple Responses)</p> <p>যদি হ্যাঁ হয়, তবে কি ধরনের সুরক্ষা ব্যবস্থা দেওয়া হয়?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Fire drill/safety অগ্নি-নির্বাপন প্রশিক্ষণ/ সুরক্ষা</p> <p>2 = Fire extinguisher অগ্নি-নির্বাপক যন্ত্র</p> <p>3 = Helmet হেলমেট</p> <p>4 = Protective gloves প্রতিরক্ষামূলক গ্লাভস</p> <p>5 = Protective masks প্রতিরক্ষামূলক মাস্ক</p> <p>6 = First Aid Box প্রাথমিক চিকিৎসা বক্স</p> <p>7 = First Aid facilities (medical station/ambulance/ etc.) প্রাথমিক চিকিৎসা সুবিধা (মেডিকেল স্টেশন/ এম্বুলেন্স/ ইত্যাদি)</p> <p>8 = Local emergency info displayed in workplace কর্মক্ষেত্রে স্থানীয় জরুরী তথ্য প্রদর্শন</p> <p>8 = National emergency info displayed in workplace কর্মক্ষেত্রে জাতীয় জরুরী তথ্য প্রদর্শন</p> <p>9 = Machinery operating orientation training যন্ত্রপাতি পরিচালনা বিষয়ক/ওরিয়েন্টেশন প্রশিক্ষণ</p> <p>10 = Clear emergency protocol/procedures</p>
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C12	<p>Have you ever experienced or witnessed a serious accident at work?</p> <p>কর্মক্ষেত্রে আপনি কি কখনো কোন দুর্ঘটনার সাক্ষ্যবাহী হয়েছেন বা প্রত্যক্ষ করেছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p><b>[If C12 yes]</b></p> <p>What was it?</p> <p>(Multiple responses)</p> <p>যদি হ্যাঁ হয়, কি ধরনের দুর্ঘটনা?</p>	<p>1 = Electrical</p> <p>বৈদ্যুতিক</p> <p>2 = Product/Equipment related</p> <p>পণ্য/যন্ত্রপাতি সম্পর্কিত</p> <p>3 = Customer related</p> <p>গ্রাহক সম্পর্কিত</p> <p>4 = Fire related</p> <p>আগুন সম্পর্কিত</p> <p>5 = Physical labour related</p> <p>শারীরিক শ্রম সম্পর্কিত</p> <p>-55 = Others (Specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
C13	<p>In the event of an emergency or accident, will your employer provide any (formal/informal) support or assistance?</p> <p>কর্মক্ষেত্রে কোন দুর্ঘটনা কিংবা কর্মচারীর জরুরী আবস্থায় আপনার প্রতিষ্ঠান থেকে কি কোন (প্রাতিষ্ঠানিক/অপ্রাতিষ্ঠানিক) সাহায্য বা ক্ষতিপূরণ দেওয়া হয়?</p>	<p>1 = Yes Formal</p> <p>হ্যাঁ, প্রাতিষ্ঠানিক</p> <p>2 = Yes Informal</p> <p>হ্যাঁ, অপ্রাতিষ্ঠানিক</p> <p>3 = No</p> <p>না</p> <p>3 = Don't know</p>

		জানি না
C14	<p>Does your employer offer any social security schemes</p> <p>If yes, such as provident fund, accident cost coverage?</p> <p>আপনার প্রতিষ্ঠানের পক্ষ থেকে কর্মচারীদের জন্য কোন সামাজিক সুরক্ষা ব্যবস্থা আছে কি?</p> <p>যদি হ্যাঁ হয়, তাহলে সেগুলো কি</p> <p>(যেমন- প্রভিডেন্ট ফান্ড, দুর্ঘটনার ব্যয়ভার বহন)</p>	<p>Yes_____ হ্যাঁ_____</p> <p>No_____ না_____</p> <p>If yes,</p> <p>1 = Provident Fund প্রভিডেন্ট ফান্ড (ভবিষ্যত তহবিল)</p> <p>2 = Gratuity Fund উপহার তহবিল</p> <p>3 = Health Insurance স্বাস্থ্য বিমা</p> <p>4 = Life Insurance জীবন বিমা</p> <p>5 = Accident cost coverage দুর্ঘটনার ব্যয়ভার বহন</p> <p>-55 = Others অন্যান্য</p>

C15	<p>Did the shop/shop owner/management provide you with any of the following to avoid getting infected by Covid-19?</p> <p>কোভিড-১৯ এর সংক্রমণ এড়াতে আপনার প্রতিষ্ঠানের পক্ষ থেকে কি নিম্নোক্ত কোন কিছু দেয়া হয়েছে?</p>	<p>1 = Disinfectant spray জীবাণুনাশক স্প্রে</p> <p>2 = Sanitizer স্যানিটাইজার</p> <p>3 = Hand rub/soap হাত ধোয়ার সাবান</p> <p>4 = Masks মাস্ক</p> <p>5 = Personal Protective Equipment (PPE) ব্যক্তিগত সুরক্ষা পোশাক (পিপিই)</p> <p>6 = Face shield মুখ-আবরণ</p> <p>7 = Gloves গ্লাভস</p> <p>8 = Transportation যাতায়াত ব্যবস্থা</p> <p>9 = Nothing provided কিছুই প্রদান করা হয়নি</p> <p>-55 = Others অন্যান্য</p>
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C16	<p>What new challenges are you facing due to Covid-19?</p> <p>কোভিড-১৯ এর প্রভাবে কি ধরনের নতুন সমস্যার সম্মুখীন হচ্ছেন?</p>	<p>1 = Decrease in salary বেতন হ্রাস</p> <p>2 = Difficulty in maintaining personal hygiene ব্যক্তিগত স্বাস্থ্যবিধি বজায় রাখতে অসুবিধা</p> <p>3 = Increased workload as shop and shop products also have to be disinfected যেহেতু দোকান এবং পণ্যসামগ্রী নিয়মিত জীবানুমুক্ত করতে হয়, সেহেতু কাজের চাপ বেড়েছে</p> <p>4 = Increase in personal cost (such as disinfectant, sanitizer, mask, etc.) কিছু ক্ষেত্রে ব্যক্তিগত খরচ বেড়েছে (যেমন- জীবানুনাশক, মাস্ক কেনার জন্য)</p> <p>6 = Fear of contracting the virus ভাইরাসে আক্রান্ত হওয়ার ভয়</p> <p>7 = Family restrictions due to pandemic মহামারীর কারণে পারিবারিক সীমাবদ্ধতা</p> <p>8 = Difficulty managing transport যাতায়াত ব্যবস্থায় অসুবিধা</p> <p>9 = Increased work hours কাজের সময় বৃদ্ধি</p> <p>10 = Decreased work hours কাজের সময় হ্রাস</p> <p>11 = Increased cost of housing আবাসন খরচ বৃদ্ধি</p>
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		<p>12 = Increased food cost</p> <p>খাবার খরচ বৃদ্ধি</p> <p>13 = Decreased food consumption</p> <p>কম পরিমাণ খাবার গ্রহণ</p> <p>-55=Others</p> <p>অন্যান্য</p>
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C17	<p>What do you like best about your job?</p> <p>(Multiple response)</p> <p>আপনি আপনার কাজের কোন বিষয়গুলো পছন্দ করেন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Salary</p> <p>বেতন</p> <p>2 = Increments/Bonus/Benefits</p> <p>বেতন বৃদ্ধির সুযোগ/বোনাস</p> <p>3 = Opportunity for promotion/Career future</p> <p>পদোন্নতির সুযোগ/ভবিষ্যৎ পেশায় উন্নতির সুযোগ</p> <p>4 = Ability to pursue education</p> <p>পড়াশুনা চালানোর সুযোগ</p> <p>5 = In house training/skill development</p> <p>প্রতিষ্ঠান কেন্দ্রিক প্রশিক্ষণ/ দক্ষতা উন্নয়নের সুযোগ</p> <p>6 = Management support</p> <p>ব্যবস্থাপনা বিভাগ দ্বারা সহযোগিতা</p> <p>7 = Team members' support (Mentor/supervisor/boss)</p> <p>সহকর্মীদের দ্বারা সহযোগিতা (পরামর্শদাতা, সুপারভাইজার, বস)</p> <p>8 = Sponsored education</p> <p>প্রতিষ্ঠান দ্বারা শিক্ষার ব্যয়ভার বহন</p> <p>9 = Employee activities</p> <p>কর্মচারী কার্যকলাপ</p> <p>10 = Gaining job experience</p> <p>চাকরির অভিজ্ঞতা বৃদ্ধি</p> <p>11 = Sales/Target meeting incentives</p>
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বিক্রয় লক্ষ্য পূরণে বাড়তি আয়

-55 = Others

অন্যান্য

C18	<p>What do you dislike most about your job?</p> <p>(Multiple)</p> <p>আপনি আপনার কাজের কোন বিষয়গুলো অপছন্দ করেন?</p>	<p>1 = Salary is not enough বেতন পর্যাপ্ত নয়</p> <p>2 = Low increment/bonus/benefits কম বেতন বৃদ্ধির সুযোগ/ কম বোনাস</p> <p>3 = Customer attitude গ্রাহকের আচরণ/ব্যবহার</p> <p>4 = Delayed or no promotion পদোন্নতির কম সুযোগ</p> <p>5 = Long working hours বেশি কাজের সময়</p> <p>6 = Working on weekends ছুটির দিনে কাজ</p> <p>7 = Inability to pursue education পড়াশুনা চালানোর সুযোগ নেই</p> <p>8 = Physical labour শারীরিক পরিশ্রম</p> <p>9 = Lack of employee training কর্মচারী প্রশিক্ষণের সুযোগ কম</p> <p>10 = No aid for education শিক্ষার জন্য কোন আর্থিক সাহায্য নেই</p> <p>11 = No scope to build skills দক্ষতা উন্নয়নের সুযোগ নেই</p> <p>12 = No scope to expand career ভবিষ্যত পেশায় উন্নতির সুযোগ নেই</p>
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		<p>13 = Inadequate management support</p> <p>ব্যবস্থাপনা বিভাগ দ্বারা অপর্যাপ্ত সহযোগিতা</p> <p>14 = Serving customers</p> <p>গ্রাহকের সেবা প্রদান</p> <p>15 = Lack of specialized training and education of social and job etiquette</p> <p>বিশেষায়িত প্রশিক্ষণের অভাব এবং চাকরি/সামাজিক শিষ্টাচার বিষয়ক প্রশিক্ষণের অভাব</p> <p>-55 = Others</p> <p>অন্যান্য</p>
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## Section D: Skill Development status and challenges

D2	<p>What are the challenges you face while fulfilling your job in general?</p> <p>আপনি কর্মক্ষেত্রে দায়িত্বপালনের সময় সাধারণত কি ধরনের অসুবিধার সম্মুখীন হন?</p>	<p>1 = Difficulty in reaching daily sales target</p> <p>প্রতিদিনের বিক্রয় লক্ষ্য পূরণ করা কঠিন</p> <p>2 = Difficulty in communicating with the customer</p> <p>গ্রাহকের সাথে যোগাযোগ রক্ষা করা কঠিন</p> <p>3 = Lack of product knowledge</p> <p>পণ্য সম্পর্কিত জ্ঞান কম</p> <p>4 = Lack of education/experience in related field</p> <p>শিক্ষা/চাকরি সম্পর্কিত অভিজ্ঞতা কম</p> <p>5 = Bad attitude from customers/Difficult customers</p> <p>গ্রাহকের খারাপ আচরণ</p> <p>6= Difficulty in communicating with co-workers</p> <p>সহকর্মীর সাথে যোগাযোগ রক্ষা করা কঠিন</p> <p>7 = Transportation to and from work</p> <p>কর্মক্ষেত্রে যাতায়াত ব্যবস্থা</p> <p>8 = Lack of technical skill/specialized skill</p> <p>কারিগরি/বিশেষায়িত দক্ষতার অভাব</p> <p>-55=Others</p> <p>অন্যান্য</p>
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D7	<p>Are you pursuing your studies alongside work?</p> <p>আপনি কি চাকরির পাশাপাশি পড়াশুনা চালিয়ে যাচ্ছেন?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p>If yes, why?</p> <p>যদি হ্যাঁ হয়, কেন?</p>	<p>1 = To eventually get a job in a different sector</p> <p>অন্য সেক্টরে চাকরির সুযোগ পেতে</p> <p>2 = To get to a higher position in the current job</p> <p>বর্তমান চাকরিতে পদোন্নতি পেতে</p> <p>3 = I need a job to pay for my education</p> <p>আমার পড়াশুনার খরচ চালাতে পারি এমন চাকরি প্রয়োজন</p> <p>4 = My employer encourages employees to pursue education</p> <p>আমার নিয়োগকারী পড়াশুনা চালিয়ে যেতে কর্মচারীদের উৎসাহিত করে</p>

	<p>If no, why not?</p> <p>যদি না হয়, কেন?</p>	<p>1 = I cannot afford it</p> <p>আমি পড়াশুনার ব্যয় বহন করতে পারি না</p> <p>2 = I can acquire a promotion in my job through experience</p> <p>অভিজ্ঞতার মাধ্যমে আমি চাকরিতে পদোন্নতি পেতে পারি</p> <p>3 = I have a vocational training</p> <p>আমার চাকরি সম্পর্কিত প্রশিক্ষণ আছে</p> <p>4 = I do not need it</p> <p>আমার প্রয়োজন নেই</p> <p>5 = My employer will not allow</p> <p>আমার নিয়োগকারী অনুমতি দেবেন না</p>
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#### Section E: Status and work practices with Women, disable and transgender Colleague

নারী, প্রতিবন্ধী এবং হিজড়া সম্প্রদায় থেকে কর্মীদের সামগ্রিক অবস্থা এবং কাজের অনুশীলন

E1	<p>Do you have any female co-worker in your store?</p> <p>আপনার দোকানে কোন নারী সহকর্মী আছে কি?</p>	<p>1 = Yes</p> <p>হ্যাঁ</p> <p>2 = No</p> <p>না</p>
	<p>If yes, how many female are currently employed?</p> <p>যদি হ্যাঁ হয়, বর্তমানে কত জন নারী কর্মরত আছেন?</p>	<p>_____ (Number)</p> <p>_____ (সংখ্যা)</p>

E2	<p>In which job positions do female workers prefer to work in this organization?</p> <p>এই প্রতিষ্ঠানের কোন পদগুলোতে নারী কর্মী নিয়োগে প্রাধান্য পায়?</p>	<p>1 = Manager ম্যানেজার</p> <p>2 = Assistant Manager সহকারি ম্যানেজার</p> <p>3 = Supervisor/Sr. Officer সুপারভাইজার/ সিনিয়র অফিসার</p> <p>2 = POS/Cashier ক্যাশিয়ার</p> <p>3 = Sr. salesperson সিনিয়র বিক্রয়কর্মী</p> <p>4 = Jr. salesperson জুনিয়র বিক্রয়কর্মী</p> <p>5 = Floor Worker ফ্লোর কর্মী</p> <p>6 = IT/Data manager আইটি/ডাটা ম্যানেজার</p> <p>7 = Helper/Errands person হেল্পার</p> <p>8 = Special skills/ Technical skill বিশেষ দক্ষতা/প্রযুক্তিগত/কারিগরী দক্ষতা</p> <p>9 = Product manager/Stacker প্রোডাক্ট ম্যানেজার</p> <p>10 = Cleaner/ Service ক্লিনার/পরিষেবক</p> <p>11 = Receptionist/Greeter রিসেপশনিস্ট/ অভ্যর্থক</p> <p>12 = Delivery/Logistics</p>
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		<p>ডেলিভারী/ লজিস্টিক</p> <p>13 = Back-end/non-customer related (learn by observation entry position)</p> <p>অগ্রাহক সম্পর্কিত</p>
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E3	<p><b>[If E1 yes]</b></p> <p>Have any of your female co-workers left the job within 3 years of joining?</p> <p>যোগদানের ৩ বছরের মধ্যে কি আপনার কোন নারী সহ-কর্মী চাকরি ছেড়ে দিয়েছেন?</p>	<p>1 = Yes হ্যাঁ</p> <p>2 = No না</p>
	<p><b>[If E3 yes]</b></p> <p>Why?</p> <p>যদি হ্যাঁ হয়, কেন চাকরি ছেড়ে দিয়েছেন?</p>	<p>1 = Marriage বিয়ে</p> <p>2 = Work was too tedious কাজ খুব ক্লান্তিকর ছিল</p> <p>3 = Transportation issues যাতায়াত সমস্যা</p> <p>4 = Restrictions from family পারিবারিক প্রতিবন্ধকতা</p> <p>5 = They did not want/need to stay in the job anymore তারা আর চাকরি করতে চান না</p> <p>6 = Work hours were incompatible কাজের সময় নিয়ে অসুবিধা ছিল</p>
E4	<p><b>[If A5 Female]</b> (for female workers) Do you feel that you are treated as equally as your male peers?</p> <p>(নারী কর্মীদের ক্ষেত্রে) আপনার কি মনে হয় একজন পুরুষ সহকর্মীর তুলনায় একজন নারী কর্মী সমান ভাবে বিবেচিত হয়?</p>	<p>1 = Yes হ্যাঁ</p> <p>2 = No না</p>

	<p><b>[if E4 No]</b>      If no, why?</p> <p>(Multiple response)</p> <p>যদি না হয়, তবে কেন সমানভাবে বিবেচিত হয় না? (একাধিক উত্তর)</p>	<p>1 = Salary is lower even in the same position</p> <p>একই পদে থেকেও বেতন কম</p> <p>2 = I feel left out at work</p> <p>আমি কাজে অমনোযোগী বোধ করি</p> <p>3 = I do/did not get picked for promotions</p> <p>আমি পদোন্নতির জন্য বিবেচিত হই না</p> <p>4 = I feel unsupported and unheard</p> <p>আমি নিজেকে অসমর্থিত এবং অগ্রহণযোগ্য বোধ করি</p> <p>-55 = Others</p> <p>অন্যান্য</p>
E7	<p>How comfortable will you be in working with people with disabilities?</p> <p>আপনি প্রতিবন্ধী ব্যক্তির সাথে কাজ করতে কেমন স্বাচ্ছন্দ্যবোধ করবেন?</p>	<p>1 = Comfortable</p> <p>স্বাচ্ছন্দ্যকর</p> <p>2 = Neutral</p> <p>নিরপেক্ষ</p> <p>3 = Uncomfortable</p> <p>অস্বাচ্ছন্দ্যকর</p>



	<p>If uncomfortable, why?</p> <p>যদি “অস্বাচ্ছন্দ্যকর” হয়, তাহলে কেন?</p>	<p>1 = I feel that they will not be able to carry out the job responsibilities</p> <p>আমি মনে করি তারা চাকরির দায়িত্বগুলো ঠিকভাবে পালন করতে পারবে না</p> <p>2 = I will feel anxious/uneasy around them</p> <p>আমি তাদের সাথে উদ্ভিন্ন/ অস্বস্তি বোধ করব</p> <p>3 = I feel that I will have to share a lot of their workload</p> <p>আমি মনে করি তাদের কাজের চাপ আমাকে ভাগ করে নিতে হবে</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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E9	<p>(for workers with disabilities) What are the challenges you face in the workplace?</p> <p>(Multiple responses)</p> <p>(প্রতিবন্ধী কর্মীদের জন্য) কর্মক্ষেত্রে আপনি কি ধরনের সমস্যার সম্মুখীন হন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Difficulty handling/understanding customers</p> <p>গ্রাহককে নিয়ন্ত্রণ করা/ বুঝা কঠিন</p> <p>2 = Difficulty communicating/understanding co-workers</p> <p>সহকর্মীদের সাথে যোগাযোগ রক্ষা/বুঝা কঠিন</p> <p>3 = The work is too tedious/exhausting</p> <p>কাজ বেশ ক্লান্তিকর/বিরক্তিকর</p> <p>4 = I feel left out</p> <p>আমি অমনোযোগী বোধ করি</p> <p>5 = Lack of knowledge of job/social etiquette</p> <p>কাজের/সামাজিক শিষ্টাচার সম্পর্কিত জ্ঞান কম</p> <p>6 = Lack of social/work experience but no specialized orientation/SOP given</p> <p>সামাজিক/কাজের অভিজ্ঞতা কম</p> <p>7 = Salary not enough to maintain basic living cost</p> <p>মৌলিক জীবনযাত্রার ব্যয় মেটানোর জন্য পর্যাপ্ত পারিশ্রমিক নেই</p> <p>8 = Lack of accessible bathroom</p> <p>প্রতিবন্ধী সহায়ক টয়লেট ব্যবস্থা নেই</p> <p>9 = Roles given are not in line with job description</p> <p>যে ধরনের কাজে জড়িত তা চাকরির কাজের বিবরণের সাথে সামঞ্জস্যপূর্ণ নয়</p>
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		<p>10 = No ramp/ handle</p> <p>র‍্যাম্প নেই</p> <p>11 = No audio/visual aid</p> <p>অডিও/দৃষ্টি সহায়ক ব্যবস্থা নেই</p> <p>12 = Lack of sick leave/medical benefits</p> <p>অসুস্থতাজনিত/চিকিৎসা সংক্রান্ত ছুটি নেই</p> <p>00= not applicable</p> <p>প্রযোজ্য নয়</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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E10	<p>[If E9 Not allowed(00), then this question will be skipped]</p> <p>What are the things that can be improved for you to want to continue your job?</p> <p>আপনার চাকরিটি চালিয়ে যেতে কি ধরনের সাহায্য প্রয়োজন?</p>	<p>1 = If I am given a specialized training</p> <p>যদি আমাকে বিশেষায়িত প্রশিক্ষণ দেওয়া হত</p> <p>2 = If I am treated with respect</p> <p>যদি আমার সাথে সম্মানের সাথে ব্যবহার করা হয়</p> <p>3 = If I had an accessible toilet</p> <p>যদি প্রতিবন্ধী সহায়ক টয়লেট ব্যবস্থা থাকে</p> <p>4 = If the workplace had ramps</p> <p>যদি কর্মক্ষেত্রে আসার জন্য সহায়ক র‍্যাম্প থাকে</p> <p>5 = If I could communicate better</p> <p>যদি আমি সবার সাথে ভাল যোগাযোগ রক্ষা করতে পারি</p> <p>6 = If my workplace had audio/visual aid</p> <p>যদি কর্মক্ষেত্রে অডিও/দৃষ্টি সহায়ক ব্যবস্থা থাকে</p> <p>7 = If my salary is enough for me to afford a living near my workplace</p> <p>কর্মক্ষেত্রের পাশাপাশি থাকার জন্য পর্যাপ্ত বেতন প্রদান করা হলে</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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	<p>How comfortable will you be in working with transgender people?</p> <p>আপনি তৃতীয় লিঙ্গের কর্মীর সাথে কাজ করতে কেমন স্বাচ্ছন্দ্যবোধ করবেন?</p>	<p>1 = Comfortable</p> <p>স্বাচ্ছন্দ্যকর</p> <p>2 = Neutral</p> <p>নিরপেক্ষ</p> <p>3 = Uncomfortable</p> <p>অস্বাচ্ছন্দ্যকর</p>
	<p>If uncomfortable, why?</p> <p>যদি অস্বস্তি বোধ করেন, তবে কেন?</p>	<p>1 = I have been harassed by/had a bad experience with the community before</p> <p>হিজড়া সম্প্রদায়ের সাথে আমার পূর্ব অভিজ্ঞতা ভাল না/পূর্বে হয়রানির অভিজ্ঞতা</p> <p>2 = I will feel anxious/uneasy around them</p> <p>আমি তাদের সাথে উদ্বিগ্ন/ অস্বস্তি বোধ করব</p> <p>3 = I feel that customers will be unaccepting and create a fuss</p> <p>আমি মনে করি গ্রাহকদের হিজড়া সম্প্রদায়ের প্রতি গ্রহণযোগ্যতা নেই এবং পরবর্তীতে ঝামেলা সৃষ্টি হতে পারে</p> <p>4 = I do not want to share bathroom or personal space with them</p> <p>আমি তাদের সাথে টয়লেট বা ব্যক্তিগত স্থান ভাগ করে নিতে চাই না</p> <p>-55 = Other</p> <p>অন্যান্য</p>

<p>E14</p>	<p><b>[If A5 is 3 (transgender)]</b></p> <p>(for transgender workers)</p> <p>What are the challenges you face in the workplace?</p> <p>(হিজড়া সম্প্রদায়ের কর্মীর জন্য)</p> <p>কর্মক্ষেত্রে আপনি কি ধরনের সমস্যার সম্মুখীন হন?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Hostility from customers</p> <p>গ্রাহক দ্বারা খারাপ আচরণ</p> <p>2 = Hostility from co-workers</p> <p>সহকর্মী দ্বারা খারাপ আচরণ</p> <p>3 = My lack of education</p> <p>আমার শিক্ষার অভাব</p> <p>4 = Sexual harassment</p> <p>যৌন হয়রানি</p> <p>5 = Lack of knowledge of job/social etiquette</p> <p>কাজের/সামাজিক শিষ্টাচার সম্পর্কিত জ্ঞান কম</p> <p>6 = Lack of social/work experience but no specialized orientation/SOP given</p> <p>সামাজিক/কাজের অভিজ্ঞতা কম</p> <p>7 = Salary not enough to maintain basic living cost</p> <p>মৌলিক জীবনযাত্রার ব্যয় মেটানোর জন্য পর্যাপ্ত পারিশ্রমিক নেই</p> <p>8 = Lack of designated bathroom</p> <p>হিজড়া সহায়ক আলাদা টয়লেট ব্যবস্থা নেই</p> <p>9 = Roles given are not in line with job description</p> <p>যে ধরনের কাজে জড়িত তা চাকরির কাজের বিবরণের সাথে সামঞ্জস্যপূর্ণ নয়</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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E15

[If A5 is 3 (transgender)]

What are the things that can be improved for you to want to continue your job?

আপনার চাকরিটি চালিয়ে যেতে কি ধরনের সহযোগিতা প্রয়োজন?

1 = If I am given a specialized training about social and work etiquette

যদি আমাকে সামাজিক/কাজের শিষ্টাচার সম্পর্কিত বিশেষায়িত প্রশিক্ষণ দেওয়া হত

2 = If I am treated with respect

যদি আমার সাথে সম্মানের সাথে ব্যবহার করা হয়

3 = If I do not feel harassed by my male co-workers

যদি আমার পুরুষ সহকর্মী দ্বারা হয়রানি বোধ না করি

4 = If I am accepted more by my female co-workers

যদি আমার নারী সহকর্মীদের কাছে গ্রহণযোগ্যতা পাই

5 = If I do not have to use the male bathroom

যদি আমাকে পুরুষদের জন্য নির্ধারিত টয়লেট ব্যবহার করতে না হয়

6 = If I am given skill/job training

যদি আমাকে দক্ষতা/চাকরি সম্পর্কিত প্রশিক্ষণ দেওয়া হয়

7 = If my salary is enough for me to afford a living near my workplace

কর্মক্ষেত্রের পাশাপাশি থাকার জন্য পর্যাপ্ত বেতন প্রদান করা হলে

8 = If society/customer accepts me for who I am

যদি সমাজ এবং গ্রাহকরা আমার সত্যকে মেনে নেয়

		-55 = Other অন্যান্য
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E16	<p>Does your workplace have an accessible/separate lavatory for people with disabilities and different genders?</p> <p>(multiple response)</p> <p>আপনার কর্মক্ষেত্রে কি প্রতিবন্ধী ব্যক্তি এবং অন্যান্য লিঙ্গের কর্মীর জন্য আলাদা টয়লেট ব্যবস্থা আছে?</p> <p>(একাধিক উত্তর)</p>	<p>1 = Yes, for people with disability হ্যা, প্রতিবন্ধীদের জন্য</p> <p>2 = Yes, for male and female হ্যা, পুরুষ এবং নারীদের জন্য</p> <p>3 = Yes, for transgender হ্যা, হিজড়া সম্বন্ধায়ের জন্য</p> <p>4 = No না</p>
E18	<p>Are there policies that protect you from sexual harassment?</p> <p>আপনার প্রতিষ্ঠানে কি এমন কোন নীতিমালা আছে যা আপনাকে যৌন হয়রানির হাত থেকে রক্ষা করে?</p>	<p>1 = Yes হ্যা</p> <p>2 = No না</p>

	<p>If yes, what are they?</p> <p>যদি হ্যাঁ হয়, সেগুলো কি?</p>	<p>1 = Discreet and clear harassment reporting structure/procedure</p> <p>সতর্কীকরণ এবং হয়রানি প্রতিবেদনের সাক্ষর কার্যক্রম/পদ্ধতি</p> <p>2 = Includes staff welfare in review/assessment reports</p> <p>কর্মী মূল্যায়ন প্রতিবেদনে অন্তর্ভুক্তকরণ/পর্যালোচনা</p> <p>3 = Provides sensitization training and anti-harassment training</p> <p>সংবেদনশীলতা এবং হয়রানি বিরোধী প্রশিক্ষণ প্রদান</p> <p>4 = Has a dedicated staff/policy in place</p> <p>উক্ত বিষয়ে একজন নিবেদিত কর্মী/নীতিমালা আছে</p> <p>5 = Separate washroom/changing room for male and female</p> <p>পুরুষ এবং নারী কর্মীদের জন্য আলাদা টয়লেট/কাপড় বদলানোর রুম আছে</p> <p>6 = Transport arrangement/decent shift end time for women</p> <p>মহিলাদের জন্য পরিবহন ব্যবস্থা এবং শালীন/সুবিধাজনক শিফট সমাপ্তির সময়</p> <p>-55 = Others (specify)</p> <p>অন্যান্য (উল্লেখ করুন)</p>
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E19	<p>Are you given a chance in your working place to express your opinion? (to be asked in absence of employer)</p> <p>কর্মক্ষেত্রে আপনি আপনার মতামত প্রকাশের জন্য কি পর্যাপ্ত সুযোগ পান? (নিয়োগকারীর অগোচরে প্রশ্নটি জিজ্ঞাস্য করুন)</p>	<p>1 = All the time সবসময়</p> <p>2 = Often প্রায় সময়</p> <p>3 = Sometimes মাঝে মাঝে</p> <p>4 = Rarely খুব কম</p> <p>5 = Never কখনোই না</p> <p>6= refused to answer উত্তর দিতে রাজি না</p>
E20	<p>Are you aware of your rights or associations that you can be a part of?</p> <p>আপনি কি আপনার চাকুরির অধিকার সম্পর্কে অবগত বা এমন কোন সমিতি আছে কি যেটার সাথে যুক্ত হয়ে আপনার অধিকার আদায় করতে পারেন?</p>	<p>1 = Yes হ্যাঁ</p> <p>2 = No না</p>

E21	<p>In the next 3-5 years, where do you see yourself?</p> <p>আগামি ৩-৫ বছরে আপনি আপনার নিজেকে কোন অবস্থানে দেখতে চান?</p>	<p>1= In the same workplace and same position</p> <p>একই কর্মক্ষেত্রে এবং একই পদে</p> <p>2 = In a different workplace with better pay/same position</p> <p>অন্য কোন কর্মক্ষেত্রে ভাল বেতনের/একই পদে</p> <p>3 = Different sector because it has better pay</p> <p>ভাল বেতনের জন্য অন্য কোন сек্টরে</p> <p>4 = Different sector because I do not want to work in retail</p> <p>ভিন্ন сек্টরে কারণ আমি খুচরা сек্টরে কাজ করতে চাই না</p> <p>5 = Promoted within the same workplace</p> <p>একই কর্মক্ষেত্রে উচ্চ পদে</p> <p>6 = Shifting to higher level/skilled job after graduation</p> <p>স্নাতক পাশ করার পর উচ্চ স্তরে / দক্ষতা সম্পন্ন কাজে</p> <p>7 = Not working at all</p> <p>কোন কাজ করব না</p> <p>-55 = Other</p> <p>অন্যান্য</p>
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### **3.3 Question guidelines for IDIs**

#### **3.3.1 IDI questions for experts and/or employers (Key market actors):**

##### **3.3.1.1 Overall Sectoral Insights:**

- What is the total value of the industry in terms of BDT? Who is the largest market share holder?
- How many retailers within the industry? What are the different classifications within each industry in terms of size, recruitment capacity, turnover, assets, etc.? What is the current average number of workers in the industry?
- According to experts Bangladesh is currently passing through a phase demographic dividend, which means that 65% of our population is of working age, which will be closing in 2040. Meanwhile, as of 2018, one third of our population is between the ages of 15-35 and 34% is aged below 15. Keeping that in mind, how many estimated jobs could be created in the retail sector in the next 10-20 years?
- Studies show that between 2012 and 2017, the average annual GDP growth was 6.6% however, the average annual growth of jobs was only 0.9%. In what ways do you think the retail sector can help expand job opportunities in the next 10-20 years?
- What exactly are the types of jobs in the retail sector?
- What are the general requirements of working in retail and specific skills needed for each of the positions? How much of that will change now, in the wake of Covid 19?
- What are the challenges in recruiting employees with those skill sets? What is the general outlook on hiring disadvantaged people such as disabled people, transgender and/or women in the retail sector?

#### **3.3.2 IDI questions for employers:**

- How many outlets do you have in total? How many outlets do you have in Dhaka, Ctg., Sylhet and Khulna respectively? In which major areas of each of those cities are those outlets located?
- How do you see your business expanding in the next 1-3 years in regard to launching new outlets and/or new retail businesses? What are your views regarding that for the retail sector in general?
- What are the different levels of jobs offered in your company? What are the required skills, competencies and education level for each of those positions? What are the respective salaries? How many workers do employ in retail?
- What is the minimum wage of an employee in a retail outlet, both for experienced and fresher employees in retail? The difference in salary between male workers and female workers? Is there a difference in the skill sets each offer? If yes, what are they?
- What is the annual recruitment rate, and employee turnover rate?
- What are some of the general challenges your employees face?
- What were the new challenges faced due to the pandemic? Did you have to increase/decrease human resources due to increased/decreased demand?
- Did you have to recruit extra staff to meet online orders? Did you need to increase/decrease outlets/mobile shops? Did you have to adjust working hours to meet social distancing needs?
- Do you have a formal recruitment process? Do you issue appointment letters? What is the nature of recruitment in these industries? Do you prefer having younger individuals as workers? Is the norm to replace ageing staff with younger workers every few years or do the positions offer continuity? Do you prefer experience over What is the natural life cycle of an average employee in terms of the progression of their career? Do you offer promotions, increments and/or benefits to your employees?
- Do you offer formal in-house training for your new recruits? Are there any institutions or organizations who offer such training and are you willing to pay to train your employees? Why or why not?
- What is the male to female ratio of workers in the industry/company? Is there a preference of male or female workers for particular jobs? Are there employees of different religious beliefs or indigenous communities? Do you have any employees who are disabled, transgender or women? If yes how many?
- Do you have any programs or approaches for the employees that ensure that they have a good personal and family life?
- What are your views on hiring disabled people or transgender? Why? What is your take on early adopters' recruitment from the transgender community? Do you think that there are particular retail positions that can be well suited for a disabled person?
- (for early adopters) What can you tell us about the views of your other employees and customers on hiring disadvantaged people? What were the reasons and conditions that lead to

their recruitment? How can employers work with associations working with disadvantaged people in identifying and pairing skills required for particular positions and engage in their recruitment?

- Are there jobs in retail that are particularly risky? What sort of accidents have you had in the past? Do you have measures in place to prevent and/or address such accidents in the workplace? Are there any standard safety practices and protocols in place currently? Are there any occupational hazards in this field of work? Are workers given safety training or instructions?

- Do you have any social security schemes in place for the workers? In the event of a workplace accident or employee emergency, is there any assistance (formal or informal) that you provide for your employees? What happens in that event? Is there a severance package? Any compensation for debts? Are these practices formal, standardized or structured?

- Given that there are multiple associations in place for merchants and retailers, are there enough counterparts on the employees' end to engage in productive social dialogue? If not, what scope do you think there is to accommodate that and how can the industries benefit from it?

### **3.3.3 IDI questions for employees:**

- How much do you earn per month? Is that enough to provide a basic living for you in the city? For instance, does it enable you to pay rent, buy adequate food, access healthcare and other basic necessities? Are you unable to adequately provide for basic living costs despite working for 8 hours or more?

- How many hours per day do you work? Is it fixed? Do you ever need to work beyond that? If so, do you receive overtime? How frequently do you have to exceed your regular hours? Do you receive sick leaves or vacation time?

- What are the challenges you face in your job in general? What were the new challenges you faced due to COVID 19? Did your work hours increase/decrease? Were you given proper safety gear in your workplace? Did your responsibilities and duties change due to the pandemic?

- Do you have children? Are you able to care for them yourself? Does your family live with you? Do you get time to spend with your family and run household activities (esp. for female workers)? Do you face any particular occupational hazard (long hours of strenuous labor causing health problems in the long run, accident-prone)?

- Do you feel safe at your workplace and while fulfilling your responsibilities? Are there parts of your job that require you to do work that threatens your wellbeing or health? If yes, what?

- Did you receive any formal training from your employer or other institutions? Did you have to take vocational training to qualify for your job?
- Did you receive a formal appointment letter? Do you have a contract? Do you feel like you have stability and security in this job? How long have you worked here? Where did you work before that? How long? Why did you leave? Do you see yourself working here in the next 5-10 years? If not, what do you see yourself doing? Do you receive increments or yearly bonuses? (based on how long they've been working) How much has your salary, work hours, responsibilities and/or benefits changed since you first began working here?
- What is the ratio of male to female workers in your workplace? Is there a preference of male or female workers for particular jobs? Are there employees of different religious beliefs or indigenous communities? In your opinion, does your employer offer equal employment opportunities for everyone? Does your employer practice nepotism or 'district-ism'?
- What are your views regarding your fellow male/ female workers? What are the advantages/disadvantages? Is the workload distributed fairly? Do you receive support from employers?
- What are your views on working with disabled people or transgender? (early adopter) What are the advantages and disadvantages of having disadvantaged people as fellow employees?
- Does your employer offer any social security schemes such as provident fund, accident cost coverage? In the event of an emergency or accident, will your employer provide any support or assistance? Are the structures in place formal or informal? If yes, is there equality among all employees receiving it?
- Are you aware of your rights or associations that you can be a part of? Are you aware that associations can help you be organized and help you negotiate the terms of your employment and working conditions?

*Note: These are overarching questions. The interviewer will have to keep in mind our core objectives and expand on the questions above in order to collect all the information we need for the study.*





