

## WE ARE HIRING

### **About the International Accord**

The International Accord for Health and Safety in the Textile and Garment Industry (International Accord) is an agreement between garment brands and global trade unions. The agreement builds on the 2013 and 2018 Accord on Fire and Building Safety in Bangladesh. More than 200 garment and textile brands have signed the International Accord. Since May 2013, the Accord programs have reached over 2,000 factories employing around 2 million workers in Bangladesh. In December 2022 the Accord brands and unions agreed to establish a new program in Pakistan in 2023 which will promote worker safety through independent inspections, remediation, training programs and a worker complaints mechanism.

### **About Health and Safety Accord (Pvt) Ltd:**

The Health and Safety Accord (Pvt) Ltd, is a subsidiary of International Accord BV, The Netherlands, established with an objective of improving health and safety conditions in the textile and garment industry.

We are currently hiring and inviting applications from suitably qualified candidates for the position of **Complaints Specialist**

### **Compensation and Employment Terms:**

We offer a dynamic, internationally oriented work environment, fringe benefits, and a competitive salary based on experience. The above positions are currently offered as a one-year renewable contract. We have offices in Karachi/Lahore and the position to be based as per preference, with frequent travels to industrial sites in other cities, across Pakistan (as and when required).

### **How to apply:**

Please send your CV (maximum 2 pages with three references) and a cover letter (1 page) explaining your motivation and demonstrating how you will fulfil the required skills and experience for this role (please do mention clearly position applied, in the subject of email). Application deadline is **20 March 2026**. Please send your applications to [recruitment@safetyaccord.pk](mailto:recruitment@safetyaccord.pk) and include the position title in the subject heading. The positions may be filled before the closing deadline has been reached, so early applications are encouraged. Only potentially qualified short-listed candidates will be contacted for an interview and written test. The positions are open to Pakistani nationals only.

**Health and Safety Accord (Pvt) Ltd. is an equal opportunities employer.**

## Job Description

### Complaints Specialist

The Health & Safety Accord (Pvt) Ltd. Complaints Specialist will serve as a part of the **Pakistan Accord** Complaints team under the supervision of the Chief Complaints Officer (CCO) - Pakistan Accord and CEO or their assigned person.

## COMPLAINTS SPECIALIST

### Locations: Karachi/Lahore

#### Duties and Responsibilities:

- Manage a portfolio of complaints.
- Conduct investigations into allegations raised in complaints.
- Visit factories, as required and prepare investigation reports.
- Draft notifications in English to parties at different stages of the complaint process.
- Organise meetings with parties to complaints and prepare meeting reports.
- Draft decisions on complaints, as required.
- Maintain timely and accurate qualitative and quantitative data on complaints.
- Contribute to the preparation of internal and public reports.
- Maintain relevant information systems.
- Contribute to identifying continuous improvements in internal processes.
- Support the Pakistan Accord Training Team in the delivery of training, as required.
- Liaise with Remediation, Engineering and other Pakistan Accord Departments.
- Alert the Pakistan Accord leadership to any problems or challenges that arise.
- Perform any other related duties as assigned by the Pakistan Accord leadership.

#### Qualifications and Skills:

- Bachelor's / Master's degree, in safety and health, environment, law, criminology, gender, social science, or other relevant discipline.
- At least 3-5 years of work experience in any of the following fields: safety and health/ labour law/compensation/human rights/industrial relations/anti-harassment/gender-based violence.
- Extensive experience of working on grievances (judicial or non-judicial).
- Experience of dealing with a diversity of stakeholders including employers, workers, trade unions.
- Excellent spoken and written English and report writing skills.
- Knowledge of the home textile and garment sector.
- Ability to synthesise information.
- High level of attention to detail.
- Ability to work collaboratively as part of a team and to work independently.
- Experience of data management systems.
- Excellent knowledge of Microsoft Office, including Excel.
- Excellent inter-personal, communication, organizational and documentation skills.

- High level of professionalism, integrity, honesty, strong work ethics, and commitment to the goals of the Pakistan Accord.

**How to Apply:**

- **Qualified female candidates are encouraged to apply.**
- Send your CV (max. 2 pages) and cover letter (1 page) to:  
[Recruitment@safetyaccord.pk](mailto:Recruitment@safetyaccord.pk)

By: March 20, 2026

mentioning the position title in the Subject line.