

SLCP

WE Tech Protocol for Facilities

Version 1.0

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The WE Tech Protocol for Facilities applies to the Converged Assessment Framework.

The following SLCP documents apply for WE Tech:

- [Data Collection Tool](#)
- [WE Question Set](#)
- WE Tech Protocol for Facilities
- [Full Virtual Verification Protocol for Facilities](#)
- [Verification Protocol](#)
- [Verifier Guidance](#)

This is a comprehensive document, and it is important that it is read thoroughly.

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Change Log

This document will be updated on an as-needed basis. Whenever there is an update, facilities are informed through the Facility Newsletter and webinars. If you have not already, and are interested in doing so, you can sign up for the SLCP Facility Newsletter [here](#).

Date	Section	Change Summary
2023/07/25	Entire document	Links to SLCP document resources updated to correct broken links/ outdated links.

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Terms of Use

Visit the [SLCP Gateway](#) for the CAF terms of use.

Pay special attention to:

- Rules of conduct and restrictions on permissible use
- Accuracy of Results
- Feedback and Third-Party Information

In case of questions: please contact info@slconvergence.org

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Glossary

Accredited Host	Third party/ external service provider approved by SLCP to store SLCP assessment data on their platform and provide additional data analytics and sharing services to users such as brands, standard holders, and manufacturers.
Active Accredited Host	Third party/ external service provider approved by SLCP to 1) provide a technology platform to allow data entry by facilities and Verifiers during the SLCP assessment and verification; 2) store SLCP assessment data on their platform and 3) provide additional data analytics and sharing services to users such as brands, standard holders, and manufacturers. The SLCP process must be completed on one of the Active Accredited Host platforms and the facility can choose which Active Accredited Host platform they want to use.
Converged Assessment Framework (CAF)	The Data Collection Tool and verification methodology, developed by SLCP and downloadable from the Gateway. Consists of three elements: 1. Data Collection Tool; 2. Protocol (Facility, VB/ Verifier); and 3. Guidance (Facility, Verifier).
CAF Assessment Process	The SLCP procedure for implementing the Converged Assessment Framework, starting with self/joint-assessment for facilities, which is then verified by external parties. Verification oversight processes and methodology facilitate data sharing by the facility, Verifier and Accredited Host via the ITC Gateway.
Data Collection Tool or "Tool"	Element 1 of the Converged Assessment Framework. The 'Questionnaire' used to gather data on working conditions in a facility and used by the Verifier to verify this data. Contains all the assessment questions that a facility must answer through a self/joint-assessment. When completed, includes the answers by the facility and the Verifier. Can be filled in online on an Accredited Host platform or offline (for onsite verification only) via an Excel file downloadable from an Accredited Host. The Worker Engagement Question Set (mandatory for Full Virtual Verification) is a subset of the Data Collection Tool.
Facility Guidance	Online guidance provided to facilities embedded in the SLCP Helpdesk under: https://slcp.zendesk.com/hc/en-us/categories/360000972694-I-am-a-Facility .
Full Virtual Verification (FVV)	The entire SLCP verification is conducted virtually due to situations of force majeure that restrict the ability of the facility to conduct onsite verification activities.
ITC Gateway or "Gateway"	The central repository of SLCP verified assessments. All verified assessments are stored safely on a UN server. Registered facilities always have access to their verified assessments and can download these. Apart from this, the Gateway serves 4 critical functions: <ol style="list-style-type: none">1. Central (and open) resource of Converged Assessment Framework, SLCP process and related information and support material2. Account Management and unique IDs for facilities, VBs and Verifiers3. Management of statuses of the SLCP assessment cycle – by continuous updates with each of the Accredited Hosts. Facilities can always see the status of their SLCP assessment.4. Re(distribution) of verified assessments (VRF status) to Accredited Hosts and other ad-hoc users, with facility permission.
Joint-assessment	Facility contracts outside help to fill in the Data Collection Tool.
Passive Accredited Host	Third party/ external service provider approved by SLCP to 1) store SLCP assessment data on their platform and 2) provide additional data analytics and sharing services to users such as brands, standard holders, and manufacturers. The SLCP Gateway (central repository for all SLCP verified assessments) can submit data to a Passive Accredited Host if a facility initiates this sharing process. Only assessments in

Verification Finalized (VRF) status are received by the Passive Accredited Host. The Passive Accredited Host is not involved in the active execution of the SLCP assessment process, i.e., self/joint assessment data gathering and Assessor/Verifier Explanation gathering.

Self-assessment	Facility alone fills in the Data Collection Tool.
SLCP	Social & Labor Convergence Program (SLCP), an independent multi-stakeholder program which has developed the Converged Assessment Framework (CAF) and a data hosting and sharing process.
Verified assessment	Verified facility responses resulting from the CAF Assessment Process are generated into a report in pdf, Excel and html format. The verified assessment is made available to facilities and shareable by facilities on the ITC Gateway.
Verifier	Person qualified to perform an SLCP verification to ensure the completeness and accuracy of the data collected through self/joint-assessment of facilities, using the CAF.
Verifier Body	The organization to which a Verifier belongs. Is responsible for assigning Verifiers when an SLCP verification is requested.
Virtual + Onsite Verification	Some parts of the verification are conducted virtually in addition to onsite verification activities.
WE Question Set	The SLCP Worker Engagement Question Set is a subset of the Data Collection Tool. The Question Set consists of 20 questions aimed at supporting the questions in the Data Collection Tool.
Worker Engagement Technology Service Provider (WE TSP)	The facility must complete the Worker Engagement Question Set facilitated by one of the SLCP approved Worker Engagement Technology Service Providers. The Question Set is distributed in form of a survey to a target sample of facility workers, completed surveys are automatically uploaded to the service provider, where the anonymous results are aggregated and compiled into an easy-to-read summary report. The report is then disseminated to the facility and the VB/ Verifier by the Service Provider in a standardized format.
Worker Engagement Technology or “WE Tech”	A digital platform for workers to directly report information in the form of worker surveys via automated calls or texts on mobile devices. The survey requires responses to a manageable set of questions related to working conditions. This technology also allows for two-way communication within an organization enabling facilities to provide workers with work related critical information (e.g., health and safety, complaints mechanisms).

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1. Welcome to WE Tech

1.1. Introduction

SLCP Worker Engagement Technology (WE Tech) provides a digital platform for workers to directly and anonymously report information. SLCP has adopted this technology as a method for complimenting all three (3) SLCP Validation Methods: Onsite Verification, Virtual + Onsite Verification and Full Virtual Verification.

Currently WE Tech is only mandatory for Full Virtual Verification as Full Virtual Verification does not permit worker interviews; however, WE Tech benefits all three (3) SLCP Validation Methods, including Onsite Verification, by providing facilities the opportunity to gain a deeper understanding of working conditions in the facility.

WE Tech takes the form of a worker survey via automated pre-recorded calls (i.e., interactive voice response (IVR)), or via an online survey – where users are required to make selections from various menus directly from their mobile phones). The survey consists of 20 questions related to facility working conditions and the [WE Question Set](#) is intended to complement, not duplicate, the CAF Tool questions. This makes the WE Question Set an effective tool for cross referencing with other documentation to ensure an even more accurate interpretation of facility working conditions.

The [WE Question Set](#) survey can be conducted either onsite at the facility or in the privacy of the worker's personal space. The WE Question Set can also be translated into any language. If you require the WE Question Set to be translated into another language not currently available on the [SLCP Helpdesk](#), no problem! Please let your WE Tech Service Provider (WE TSP) know, and SLCP will work with the WE TSP to provide the translation as soon as possible.

Although it is not SLCP's role to be involved in remediation, it is important to note that WE Tech can only be as beneficial as the follow up actions the facility puts into place in response to the WE Question Set findings. If workers do not see any change to their working conditions, or do not feel like management is taking their concerns seriously, workers will not be interested in the WE Question Set survey. This may lead to the inability to reach the target response rate and/ or response bias (e.g., neutral responding). Subsequently, workers will be reporting without any chance of such reporting driving improvements, and facilities will be spending resources on an unfruitful exercise. To understand just how beneficial WE Tech can be to your facility let's look at section 1.2 below.

1.2. Benefits of WE Tech

A Powerful Communication Tool

WE Tech offers benefits beyond assisting facilities in completing the SLCP self-assessment. The technology also enables facilities to provide workers with work related critical information easily and efficiently (e.g., health and safety, important notices), and allows for two-way communication to facilitate operational level grievance mechanisms, targeted trainings and more.

Building Trust

WE Tech is a tool that can help increase trust between workers and management. Survey results enable facility management to better understand important workplace issues that may not have become evident through traditional onsite worker interviews. When workers feel they are truly being listened to and see their concerns being addressed, worker productivity and motivation is increased resulting in improved operational effectiveness and efficiency.

Meaningful Results

WE Tech helps facilities to better understand the worker experience by reaching larger numbers of workers and being more inclusive of vulnerable workers like women and/ or migrants. The results are far more meaningful than relying solely on in-person interviews with a small sample of workers within a limited time span, as is the case for traditional onsite verification.

Adaptable

Like the CAF, which can be adapted to inform compliance programs, the WE Question Set can be adapted to inform and improve internal business activities. Existing facility questionnaires can be added to the WE Question Set to target specific topics (see Requirements 3.1 below). Rather than the facility having different internal questionnaires, the WE Tech platform can be used as a multi-purpose Worker Engagement Tool.

When business partners see facilities truly listening and acting on worker’s inputs and concerns, business relationships are strengthened, and everyone benefits!

1.3. Scope of Requirements

This document applies to all SLCP facilities interested in using WE Tech for their self/ joint-assessment. WE Tech is mandatory for facilities undergoing Full Virtual Verification due to the inability to conduct onsite worker interviews, and strongly recommended for facilities undergoing Onsite, and Virtual + Onsite Verification (onsite worker interviews will be in addition to deployment of the WE Question Set as questions differ between the two processes).

1.4. Structure of the WE Tech Protocol for Facilities

- **Section 1: Introduction**
- **Section 2: WE Tech Overview/ general processes**
- **Section 3: WE Tech Requirements**

The SLCP WE Tech Protocol for Facilities is an interactive document. Links at the bottom of each section (“Return to the top”) brings you back to the start of the document if you wish to go to another section.

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1.5. Confidentiality and Data Privacy

Confidentiality and data privacy is crucial in a robust utilization of the WE Question Set survey. WE Tech is incorporated into the SLCP process as follows:

- All data collected in the worker survey is aggregated, anonymous and confidential.
- All service providers have data protection policies and respect applicable data privacy regulations and rules.
- Facility owns the data and decides through the [SLCP data hosting and sharing framework](#) with whom they want to share the verified assessment report.
- The verified assessment report will include the WE Summary Report as an attachment.

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2. WE Tech Overview

The WE Question Set is part of the SLCP Converged Assessment Framework (CAF). There are three elements to the CAF: Data Collection Tool, Verification Protocol, Guidance. The WE Question Set is a subset of the Data Collection Tool. The CAF Terms of Use apply for all users of the WE Question Set. The CAF Terms of Use can be found [here](#).

Any SLCP signatory who uses the verified assessment

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2.1. General Processes

The general processes and following requirements are common to all three (3) SLCP Validation Methods (Onsite, Virtual + Onsite, and Full Virtual Verification). If you are undergoing Full Virtual Verification you will also need to reference the [Full Virtual Verification Protocol for Facilities](#).

2.1.1. Selecting an approved WE Tech Service Provider (WE TSP): Once the facility decides to include WE Tech in their Verification (mandatory for FVV), the facility must select a WE Tech Service Provider (WE TSP) that has been approved by SLCP. Important operational information on each WE TSP (e.g., country of operations, technology platform, etc.) along with contact details is available on the [Helpdesk](#). Facilities must use an SLCP approved Service Provider for deployment of the WE Question set across their facility.

2.1.2. Engaging with the WE TSP: The facility and the WE TSP must discuss the facility conditions to determine the best way forward for deploying the survey within the facility (e.g., technology, date of verification, number of workers, literacy rates, etc.)

The WE TSP will discuss with the facility the process involved in deploying the survey across the facility and the timeline for reaching the desired result.

2.1.3. Engaging workers: Facility management should enthusiastically communicate to all workers details about the WE Tech Question Set and survey deployment. Workers must understand WE Tech is a fully voluntary, anonymous process that will help the facility better understand and improve working conditions for all. It is in the facility's best interest to involve workers and, if applicable, workers' representatives in the WE Tech process.

data, which will include the WE Question Set data, has signed the SLCP Signatory Charter and commits to respecting "the principle of true data in SLCP verified assessments by recording and accepting honest data, and by prioritizing remediation over punishment".

Facilities are subject to all requirements outlined in this document.

One of the tool sections of the SLCP Data Collection Tool is "Management Systems" where you are asked about company policies, procedures, and strategies regarding key social and labor issues. To effectively implement these policies, procedures, and strategies, there first needs to be a team in place to establish and oversee responsible business conduct.

2.1.4. Worker Engagement Committee: One example of such a team is a Worker Engagement Committee, which functions as a forum for communications, consultation and deliberation between the facility and representatives of trade unions (if applicable) or workers. A Worker Engagement Committee is also responsible for identifying, reporting, and verifying issues. The overall aim is to increase workers' productivity and welfare, which in turn will ensure the sustainability of the business.

Developing a Worker Engagement Committee may seem like a daunting, time-consuming task; however once established, the committee can act as a bridge between workers and management, which would strengthen communication and trust between workers and management while streamlining processes across the facility. Any upfront effort will pay off in the long term! Please see [Annex II](#) for some recommended steps for establishing a

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Worker Engagement Committee.

- 2.1.5. **The WE Tech Summary Report:** The WE Tech Summary Report is generated by the WE TSP. The Report is a supporting document for the facility to cross reference with facility documentation (e.g., health and safety records; complaints; wage records; trainings; worker promotions and advancements) to determine if there are any gaps, or areas that require more focused attention.

The WE TSP provides the WE Tech Summary Report in an easy to read, graph/ table format so the facility can easily understand and identify areas in need of attention.

The facility is required to reference the WE Tech Summary Report and provide details in

the Tool when using it as a supporting document.

Once the facility has completed the SLCP self/ joint assessment, the Verifier uses the same WE Tech Summary Report to verify that the facility did indeed incorporate the findings from the WE Tech Summary Report into the self/ joint assessment.

The Verifier then uploads the WE Tech Summary Report to the AH platform along with the Verified Assessment Report. Any user with whom the facility shares the final verified assessment report will also receive the WE Tech Summary Report and the Verifier comments.

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2.2. Summary Report of Survey Results

Survey data is **anonymous, aggregated** and compiled into an easily understood and user-friendly summary report. Summary reports may look different from one service provider to another; however, at a minimum:

- The survey will be in PDF format.
- Results will be in English.
- Survey results will consist of % outcome values associated with each survey theme and question.
- If the break down contains 10 or less respondents, this specific break down will not be included in the report. This approach facilitates anonymization of the report data.
- Survey takers will either answer “Yes”, “No” or “I don’t know”.
- Survey takers will be permitted to choose not to answer for every question.

The facility owns the survey data and decides with whom they would like to share the survey data but note that the Summary Report of the survey results will be part of the verified assessment data. If you share the FVV verified assessment data, you will share the survey results as well. The Verifier must attach the Summary Report to the final verified assessment with no exceptions.

Best practice is to share the results with the workers as well. When workers can see that their participation has been taken seriously, they will be more enthusiastic and trusting in sharing their viewpoints. As worker voice is a critical element in improving working conditions, sharing results with workers is encouraged by SLCP.

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3. WE Tech Requirements

All requirements are mandatory for all facilities incorporating WE Tech in the SLCP assessment process. The **guidance must be read** along with each requirement as it offers important, additional information that will help to clarify any questions the facility may have.

3.1. General Requirements

No.	General Requirements	Guidance
3.1.1	The facility must complete the SLCP Worker Engagement Question Set BEFORE completion of the SLCP self-assessment	<ul style="list-style-type: none"> – The facility must use the Worker Engagement Summary Report to inform the SLCP self-assessment completion. – The facility must be in Assessment Initiated (ASI) status when undergoing the Worker Engagement survey. If the facility waits until the Assessment is Completed (ASC) before conducting the WE Tech survey, the facility will need to contact the Helpdesk for them to change the status back to ASI. This could add unnecessary strain on the facility to complete the self-assessment in time before verification and could result in inaccuracies.
3.1.2	The facility must select a WE Tech Service Provider (WE TSP) from the SLCP List of Approved WE Tech Service providers	<ul style="list-style-type: none"> – Ensure the WE TSP meets the specific needs of your facility (e.g., language/ country of experience and technology). General information for each WE TSP can be found in the List of Approved WE Tech Service providers.
3.1.3	Facility must initiate contact with their preferred WE TSP	<ul style="list-style-type: none"> – Once the facility has selected the appropriate SLCP approved WE TSP, it is the responsibility of the facility to make initial contact with the WE TSP to determine next steps in the survey deployment process, and to provide all necessary information to the WE TSP (e.g., date of verification, name of VB, etc.)
3.1.4	Payment of fees for deployment of the WE Tech survey is the responsibility of the facility	<ul style="list-style-type: none"> – Payment of fees for deployment of the WE Tech survey occurs strictly between the WE TSP and the facility. SLCP is not involved in negotiating cost associated with survey deployment or responsible for following up on payment. – The WE TSP will explain to the facility the additional benefits of using the Worker Engagement survey beyond the SLCP verification process and SLCP encourages all facilities to adopt this technology.
3.1.5	The facility must inform the entire workforce of the upcoming survey by using existing communication channels	<ul style="list-style-type: none"> – Existing communication channels can include worker committees (see section 3.2 below and Appendix II), worker representatives, bulletin boards, staff meetings, or establishing a new communication mechanism. – The facility can also use communication methods and training materials recommended/ provided by the

	in the facility	Service Provider.
3.1.6	Once the WE TSP deploys the survey in the facility, the facility must work with the WE TSP to achieve the target sample within the timeline specified (as best as possible)	<ul style="list-style-type: none"> – The time frame agreed upon between the facility and service provider must consider a buffer in case the service provider needs extra time to meet the target response rate. The facility must maintain ongoing communication with the WE TSP (including, but not limited to, facility management, worker engagement committee representatives, union representatives, and/or worker representatives) to determine if target response rates have been met and extending the closing of the WE Question Set if necessary. – If only a small percentage of workers complete the WE Question Set survey, results will unlikely be indicative of overall facility working conditions. The results will not be advantageous to the outcome of the SLCP self/ joint assessment and the cost for the facility to conduct WE Tech may not result in a positive return on investment. This is why it is important that facility management enthusiastically communicates to all workers the details and benefits of the WE Tech Question Set and survey deployment.
3.1.7	The facility is permitted to include additional questions with the WE Question Set but within distinct guidelines (see guidance)	<ul style="list-style-type: none"> – Both the facility and the WE TSP must agree to execute a survey alongside the WE Question Set and it must be clear to all users of the survey which question set is SLCP and which belongs to the facility – All users must be made clear on the distinction between the SLCP WE Question Set scope and any additional survey scope
3.1.8	The original WE Question Set and Related Material must not be revised, and any content developed by the facility must not be attributed to SLCP	<ul style="list-style-type: none"> – To the extent the facility/ WE TSP develops or uses materials in addition to the WE Question Set and Related Materials, ownership/ copyright of such materials must be clarified prior to WE Question Set implementation.
3.1.9	The WE Tech Summary Report will be attached by the Verifier to the final verified assessment for question FP-BAS-27 in the Worker Engagement Category of the Facility Profile Section of the report	<ul style="list-style-type: none"> – This means that any user with whom the facility shares the final verified assessment report will receive the WE Tech Summary Report and the Verifier comments

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3.2. Preparation for WE Tech

No.	Preparation for WE Tech	Guidance
3.2.1	The facility together with their selected SLCP approved WE TSP must develop and establish a survey deployment plan	<ul style="list-style-type: none"> – The survey deployment plan considers the timeframe; lead person to liaise with WE TSP; inclusion of worker engagement committee/ trade union representative; how and when to communicate the survey to workers, etc. The facility, together with the service provider must include a buffer to account for any extra time needed to reach the target sample size.
3.2.2	If worker committee, worker representative, trade union representative or other worker representation mechanism are present at the facility, the facility must involve them in the survey preparation, training/ communication, and deployment process	<ul style="list-style-type: none"> – If the facility does not have a worker representation mechanism: Determine if the facility wants to introduce a worker committee to assist with survey deployment. Establishing a worker committee for deployment of the survey is not required but is strongly encouraged. See Appendix II – Worker Engagement Committee to assist with creation of a worker committee. – If the facility does not want to start a committee but already has an established worker representative or a trade union representative, the facility <u>must involve</u> the representative(s) in the survey process. The representative(s) will serve as the communication bridge between management and workers to help survey deployment and aid in training. – For more information on involvement of worker committee, worker representative and/or trade union representative please see Appendix II – Worker Engagement Committee
3.2.3	Before survey deployment the facility must review the survey questions	<ul style="list-style-type: none"> – The facility must ensure they are familiar and understand the questions in the WE Question Set. If the facility has any questions or is uncertain about anything, they must contact the WE TSP before survey deployment.
3.2.4	Before survey deployment the facility must review and understand the sampling approach	<ul style="list-style-type: none"> – Service Providers can assist the facility with executing the SLCP WE Tech sampling methodology as per Appendix I – Survey Sampling.

- 3.2.5 Before survey deployment the facility must determine the survey deployment methodology that they want to use
- The facility needs to decide if they want to have the survey deployed **onsite at the facility** or **offsite during worker’s private time**. The facility may seek assistance from the Service Provider.
 - Also see [Appendix I – Survey Sampling](#).

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3.3. WE Tech Survey Deployment

No.	Preparation for WE Tech	Guidance
3.3.1	If workers conduct the survey onsite, the staff responsible for introducing the survey and answering workers’ questions must be worker committee representatives, trade union representatives, Human Resources and/or CSR/ Sustainability specialists	<ul style="list-style-type: none"> – Through interaction with these staff and not the worker’s superior/ supervisor, workers will feel more comfortable asking questions. These staff must maintain a patient and friendly attitude toward workers.
3.3.2	If onsite surveys are conducted during facility hours, survey takers’ pay must not be affected	<ul style="list-style-type: none"> – If workers conduct the survey onsite, the time used must be paid to workers at the same rate as regular working time. If survey takers are paid by piece rate, they must receive compensation for their survey time based on the average hourly wage.
3.3.3	If the survey is conducted offsite (e.g., workers’ home or any other location away from the facility), the facility together with the Service Provider must determine when to check the number of surveys collected	<ul style="list-style-type: none"> – If workers are conducting the survey offsite, they must be made aware of the time frame for completion and be provided support by both the facility and Service Provider to enable them to complete the survey in time. – It is therefore important to engage the workers properly from the start and throughout the process to quickly reach the number of surveys needed or get close to the target sample.
3.3.4	If the target sample size has not been reached within the allotted survey deployment timeframe, the facility must complete at least one attempt with	<ul style="list-style-type: none"> – The deployment plan must include a buffer in timing to accommodate for slow response rates. It is the responsibility of the facility to work together with the WE TSP and brand (if necessary) to meet the target sample size or do their best to work toward it prior to completion of the self/ joint-assessment. – If management clearly and enthusiastically communicates and engages workers in the WE Tech process,

	assistance of the Service Provider to increase response rates	response rates are likely to be reached easily and quickly. Communication is key.
3.3.5	Throughout survey deployment, the facility must support workers in completing the survey by answering all questions and providing necessary guidance	<ul style="list-style-type: none"> If worker committee, worker representative, trade union representative or other worker representation mechanism are involved in the survey process, then these representatives must be the point of contact for providing support to and answering questions for workers (see section 3.3 above).

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3.4. WE Tech Summary Report and the Self/ joint-assessment

The WE TSP will provide the WE Tech Summary Report to the facility and Verifier **within 5 business days** of survey closure.

No.	WE Tech for Self/ joint-assessment	Guidance
3.4.1	The facility must ensure they receive the WE Tech Summary Report prior to completion of the self/joint-assessment and start of the required verification	<ul style="list-style-type: none"> The WE TSP will provide the WE Tech Summary Report to the facility and Verifier within five (5) business days of survey closure. The facility needs to coordinate closely with the WE TSP to ensure the facility receives the results within this timeframe to effectively complete the self/joint-assessment and start the required verification. The facility receives the WE Tech Summary Report at the same time as the VB.
3.4.2	The facility must ensure the summary report is received from the WE TSP in English	<ul style="list-style-type: none"> The WE TSP is free to provide the facility and/or Verifier with the summary report in an additional language if requested, but, at a minimum, the summary report must be provided in English because it will be attached to the English language verified assessment report.
3.4.3	The facility must analyze the summary report data to identify areas in need of further investigation while completing the SLCP self/joint-assessment	<ul style="list-style-type: none"> Specific indicators in the summary report may lead the facility to further investigate specific Data Collection Tool questions to identify the truly accurate self-assessment response. Note, the survey is targeting issues that are usually more difficult to assess with worker interviews and engagement, e.g., more sensitive issues like harassment and discrimination. The facility must use the Summary Report data to: <ul style="list-style-type: none"> Identify and prioritize problems

	<ul style="list-style-type: none">• Collect more data if necessary• To work on identification of root causes for the prioritized problems <ul style="list-style-type: none">– Ideally, the WE Tech Summary Report should be referenced during completion of the self/joint assessment to avoid having to add or revise already completed information.
<p>3.4.4 The facility must use the Summary Report data to write up an improvement plan</p>	<ul style="list-style-type: none">– This action will likely take time and not be completed prior to self/joint-assessment finalization. However, any documentation or planning made in response to the survey results must be prepared for the verification and shared with the Verifier.– It is the Verifier’s role to check whether the facility has documented any post-survey action planning and/or write up what action has already been taken by the facility in the Assessor/Verifier Explanation of the verified assessment report.– The Verifier only attaches facility documentation or writes up facility statements about post-survey actions.– The Verifier will not judge or evaluate the information shared by the facility. The information provided by the Verifier will help SLCP report users (the facility’s business partners) understand how the facility interprets the survey results and what action the facility has taken or intends to take

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Appendix I: CAF Worker Engagement Question Set

The Worker Engagement Question Set is part of the SLCP Converged Assessment Framework (CAF). There are three elements of the CAF: Data Collection Tool, Guidance (Facility, Verifier) and the Verification Protocol. The CAF Worker Engagement Question Set is a subset of the Data Collection Tool. The CAF Terms of Use apply for all users of the SLCP Worker Engagement Question Set.

The CAF Terms of Use can be found [here](#).

The WE Question Set can be found [here](#).

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Appendix II: Survey Sampling

Onsite vs. remote survey deployment require different sets of response rate parameters/requirements due to the different ways in which these two sets of survey respondents are recruited. Both onsite and offsite survey deployment have their advantages.

On the one hand, offsite survey deployment is more cost effective and provides workers with the flexibility to respond when/ where they feel most comfortable. For very sensitive information, this could be beneficial for ensuring the worker feels confident that their responses are indeed anonymous. On the other hand, onsite survey deployment provides support for workers to complete the survey if they have any questions, and workers can feel like the process is more interactive and may, therefore, feel more engaged.

SLCP is all about continuous improvement and the data collected from the WE Tech Question Set surveys will be instrumental in highlighting areas in need of improvement moving forward. It is therefore important that the data collected is statistically significant, especially considering how relatively new Worker Engagement Technology is and how WE Tech survey results have the potential to educate the industry. Therefore, the SLCP requirements for WE Tech sampling methodology are aimed at a high level of statistical significance, and alignment with more commonly accepted industry standards, i.e., Nike's Engagement and Well-Being Survey sampling methodology.

The WE Tech sampling methodology¹ is as follows:

- 1) Surveys must be deployed with a target sample enabling 95% confidence level with 5% margin of error across the SLCP defined workforce.
 - a. In the WE Tech Summary Report, WE TSP must explicitly state for each set of results which confidence level was achieved in a particular employment (using the number of respondents, overall population of workforce size, and margin of error of 5%).
 - b. If the margin of error is above 10 percent, results will no longer be regarded as reflecting the workforce. Such results should be classified as whistleblowing results – reflecting, rather, the experience of the workers who answered the survey.
- 2) A standard Sample Size Calculator is available at: <http://www.surveysystem.com/sscalc.htm>. The facility must aim for a slightly bigger sample size to include a buffer for any void surveys or survey takers who may be unavailable. Please note that the sample size calculated on this website is the minimum sample size.
- 3) For onsite surveys: Each survey should be based on a random representative sample of workers. **Note**, remote surveys are based on a non-random representative sample of workers, as it is not feasible for service providers to have access to a full list of worker contacts.
- 4) The method of random sampling is available at: <https://www.randomizer.org>. The list of numbers obtained via this website can be used as a sampling list in conjunction with the numbers on the employee roster.

SLCP worker scope for the survey is the same as the CAF worker scope. Workers are defined as: Persons working on/with the facility's product or directly involved in the operations of the facility. They are non-supervisory, which means no one reports to them. Workers include those involved in production of goods and those involved in operations related to the product, e.g., distribution. Examples of "workers" are cutters, sewers, QC, packers, etc. (all workers who contribute to producing the product), boiler workers, mechanics (machine repair persons), and workers who load product onto trucks.

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¹ The WE Tech sampling methodology was determined based on collaboration with the approved WE Tech Service Providers.

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Appendix III: Worker Engagement Committee

SLCP strongly recommends involving workers in the self/joint-assessment process. One way to achieve this is to establish a Worker Engagement Committee. A Worker Engagement Committee is responsible for identifying, reporting, and verifying issues. If established, the Committee can play a vital role in promoting the WE Question Set survey and working together with facility management to identify and prioritize issues, determine root causes, and create improvement plans.

Please see the [SLCP Recommendations for Facilities on Worker Engagement](#) for more details.

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