Social & Labor Convergence Program (SLCP)

Converged Assessment. Collaborative Action.
Improved Working Conditions.

Worker Engagement Technology (WE Tech)
Facility & Verifier Body Training Webinar
August 23, 2023

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Welcome to today's webinar!

Social & Labor Convergence Program

Converged Assessment. Collaborative Action. Improved Working Conditions.

What you will learn today…

What WE Tech is

Why WE Tech is being used in SLCP assessment process

How WE Tech works

Who deploys the WE Question Set

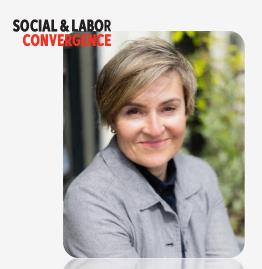**When** WE Tech is used in the SLCP assessment process

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Introduction

Meet the speakers

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Ann Wilkings
Converged Assessment
Framework Associate

*What animal best represents
you today and why?
Lion*

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Jessica Jia
Support Coordinator
China

*What animal best represents
you today and why?
Panda*

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Sevinc Aktas Ilgun
Support Manager

*What animal best represents
you today and why?
Labrador Retriever*

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What is WE Tech?

Worker Engagement Technology (WE Tech) provides a digital platform for workers to directly and **anonymously** report information.

How does WE Tech work?

- WE Tech is a digital survey sent to a worker's mobile phone.

- Two types of technology used: interactive voice response (IVR), or online survey

  - ➢ **IVR:** Audio voice reads out question and worker selects a number to answer the question.
    E.g., "Press 1 to answer Yes".

  - ➢ **Online survey:** Worker reads the question and selects the correct answer. E.g., "Yes", "No" "I don't know", "Choose not to answer"

- Workers can take survey onsite or offsite

- Responses are 100% anonymous and aggregated per facility.

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Why WE Tech?

The WE Tech Pilot

November 2021 to March 2022 SLCP conducted a WE Tech pilot

- Pilot conducted to investigate:
  1. WE Tech for Full Virtual Verification in response to COVID-19 restrictions
  2. Possibility of WE Tech as a permanent, complimentary method for SLCP verifications

- What were we piloting?
  - ✓ Technology
  - ✓ Survey questions
  - ✓ Level of worker engagement
  - ✓ Benefit: facilities, Verifier, SLCP verification process
  - ✓ Partnerships/ collaboration
  - ✓ How WE Tech fits within the SLCP ecosystem

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Scope of SLCP 2022 WE Tech Pilot

10
Facilities

Bangladesh
China
India
Pakistan
Taiwan

5
Countries & regions

Bengali
Chinese
English
Hindi
Punjabi
Telegu
Turkish
Urdu

8
Languages

Yes/ No/ I don't know

Likert Scale

2
Surveys

33
Participating organizations

Facilities
Brands
Manufacturers
VBs
Standard Bodies
Service providers
Industry Associations
Partners

5
Verifier Bodies

Bureau Veritas
Intertek
Stantec
SGS
TUV Rheinland

4
Service Providers
* Ulula for technical expertise

&Wider
ELEVATE
Labor Solutions
Timeline

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High level WE Tech Pilot outcomes

- ✓ Provides clearer insight into worker experience

- ✓ Contributes to the accuracy of SLCP data collected

- ✓ Improves verification of sensitive data (e.g., harassment, discrimination)

- ✓ Facilities/ worker rep/ brands all **learned something new** about working conditions and workers in their facilities

- ✓ Majority of participants asked would like to see WE Tech become a permanent part of SLCP verification process

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Results: WE Tech Benefits to <u>Facility</u>

Better understanding of workplace issues	Uncovers issues not typically evident from traditional onsite interviews
Reaches more workers	Wider reach of more vulnerable workers (e.g., migrant, women workers)
Surveys can be conducted privately	Workers more relaxed than in traditional onsite interviews
Builds trust	Facility viewed as innovative and responsive to workers' needs
Strengthens business relationships	Brands eager to use WE Tech and may have increased confidence in facilities that do
Increases worker engagement	Increases worker wellbeing /operational effectiveness & efficiency /increased profit
Informs action plans	Helps to identify issues of priority

WE Tech can make the self-assessment process more accurate!

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Results: WE Tech Benefits to <u>Verifier</u>

Provides Verifier with better understanding of workplace issues	Uncovers issues not typically evident from traditional onsite interviews
Reaches more workers	Increased understanding of real working conditions (small sample for traditional onsite interviews)
Targets priority issues	Helps Verifiers focus on specific areas of concern during verification
Aids in triangulation	Provides further evidence for cross checking
Trustworthy data	Anonymous survey responses more likely to be more accurate than onsite interviews

WE Tech can make verification easier and more robust!

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How does WE Tech Fit within the SLCP Ecosystem?

The CAF and WE Tech

- There are three (3) elements of the CAF: Data Collection Tool, Guidance (Facility, Verifier) and Protocols (Facility, Verifier)

- The SLCP Worker Engagement Question Set is a subset of the Data Collection Tool.

- Applies to facility conditions over the past twelve months

- WE Tech is mandatory for Full Virtual Verification and strongly recommended for regular SLCP Onsite verifications

- The CAF Terms of Use apply for all users of the SLCP Worker Engagement (WE) Question Set

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The CAF Processes & WE Tech

Consists of the Data Collection Tool, Protocols, Guidance

Implemented in a three-stage assessment process:

The verified data can be widely shared by different standards and end-users.

Converged Assessment Framework (CAF)

- Data Collection Tool
  - WE Question Set
- Verification Protocol
- Full Virtual Verification Protocol for Facilities
- WE Tech Protocol for Facilities
- Guidance (Verifier & Facility)

SLCP assessment & verification process

1. Data collection (Tool & WE Tech Summary Report)
2. Verification (Tool & WE Tech Summary Report)
3. Data hosting & sharing (final verified assessment report & WE Tech Summary Report)

Actionable & credible verified data set (includes WE Tech Summary Report)

- Data determines compliance with International Labor Standards & National Labor Laws
- No scoring or certification
- Can map data to standard or CoC

Visit the SLCP Gateway for more information.

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Let's take a Quiz!

Remember, all answers are anonymous!

1. Which statement is false?
   - The WE Question Set is incorporated into the SLCP assessment process
   - The WE Question Set is a subset of the Data Collection Tool
   - The WE Question Set is shared along with the verified assessment report
   - It is up to the facility to decide if they want to share the WE Tech summary report with their verified assessment report

2. Which statement is false?
   - WE Tech is mandatory for all SLCP verifications
   - WE Tech is strongly recommended for onsite verification
   - WE Tech is mandatory for Full Virtual Verification

The Worker Engagement (WE) Question Set

20 Questions with mostly "Yes", "No", I don't know" response options

- Questions ask about personal experience of worker

- 100% anonymous: results CANNOT be traced back to worker

- Questions fit within specific themes of Tool

- Questions DO NOT duplicate Tool questions

- Questions inform Tool questions and support its completion/ verification

- Questions are NOT repeated in onsite worker interviews

- Can be translated into ANY language

- Publicly available on SLCP website

No.	Category	Question	Response options
1	Demographic	What is your gender?	1. Female 2. Male 3. Other 4. Choose not to answer
8	Discrimination	In the past twelve months, have you witnessed male and female workers in this facility getting equal opportunities for learning new skills to get higher paying jobs?	1. Yes 2. No 3. I don't know 4. Choose not to answer
9	Discrimination	In the past twelve months, have you, and everyone working with you, been free to practice religion during working hours at this facility (e.g., dress, prayer, meals)?	1. Yes 2. No 3. I do not practice a religion 4. I don't know 5. Choose not to answer
10	Harassment/ Abuse	In the past twelve months, have you, or anyone else working with you, experienced unwanted attention or sexual requests at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
11	Harassment/ Abuse	In the past twelve months, have you, or anyone else working with you, experienced physical or verbal abuse at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
12	Health & Safety	In the past twelve months, have you taken sick leave due to illness or injury from working at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
13	Health & Safety	In the past twelve months, have you been exposed to any type of risk to your health and/or safety at work?	1. Yes 2. No 3. I don't know 4. Choose not to answer
14	Grievance mechanism	In the past twelve months, have you, or anyone working with you, been punished or faced negative consequences for making a complaint about something that happened in this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
15	Grievance mechanism	In the past twelve months, have you or anyone working with you made a suggestion or complaint to your employer, and your employer has done something about it?	1. Yes 2. No 3. I don't know 4. Choose not to answer
16	Working conditions: worker satisfaction	If there was another job like yours available in this facility, would you recommend a relative or friend to apply for it if they were interested?	1. Yes 2. No 3. I don't know 4. Choose not to answer

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Let's take a Quiz!

Remember, all answers are anonymous!

True or false…

1. WE Question Set responses are 100% anonymous and aggregated
   True

2. WE Question Set duplicates questions in the Tool to see if the answers are the same
   False

3. The Verifier uses the WE Question Set for onsite interviews as well
   False

4. The WE Question Set is available in any language
   True

5. The WE Question Set is available publicly on SLCP's website
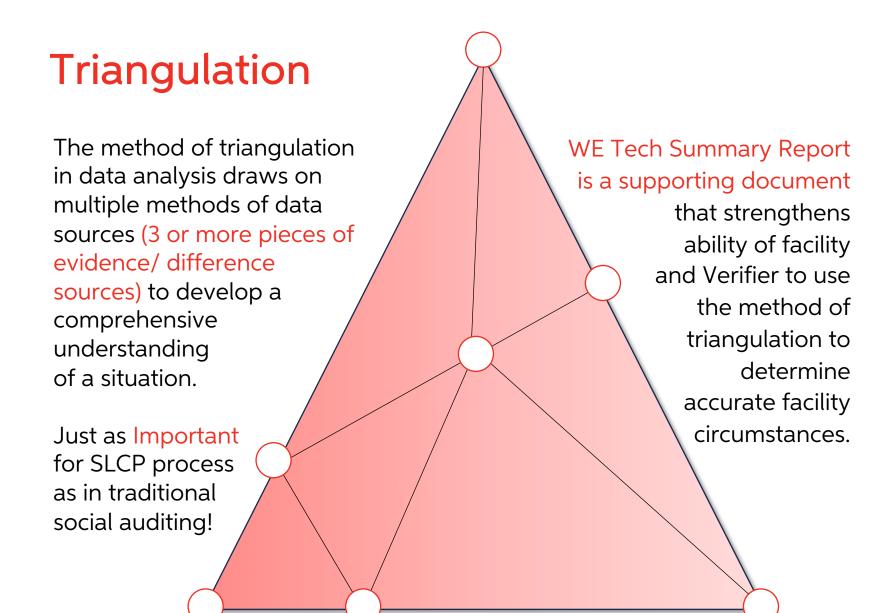   True

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What does the WE Question Set ask?
Questions are intended to inform (not duplicate Tool questions)

FACILITY PROFILE	
RECRUITMENT & HIRING	
WORKING HOURS	
WAGE & BENEFITS	
WORKER TREATMENT	
WORKER INVOLVEMENT	
HEALTH & SAFETY	
TERMINATION	
MANAGEMENT SYSTEMS	
ABOVE AND BEYOND	

No.	Category	Question
1	Demographic	What is your gender?
2	Demographic	What is your age?
3	Demographic	Did you have to leave your city, province or country for this job?
4	Demographic	What is your type of work in this facility?
5	Demographic	How long have you worked at this facility?
6	Promotion/ advancement	In the past twelve months, have you received a promotion at...
7	Discrimination	In the past twelve months, have you, or anyone working with you, been treated unfairly at this facility because of: • where you... • your age... • your gender... • your religion... • a disability... • what you... • what yo...

8	Discrimination	In the past twelve months, have you witnessed male and female workers in this facility getting equal opportunities for learning new skills to get higher paying jobs?	1. Yes 2. No 3. I don't know 4. Choose not to answer
9	Discrimination	In the past twelve months, have you, and everyone working with you, been free to practice religion during working hours at this facility (e.g. dress, prayer, meals)?	1. Yes 2. No 3. I do not practice a religion 4. I don't know 5. Choose not to answer
10	Harassment/ Abuse	In the pas... you, or a... you, exp... attention... facility?	
11	Harassment/ Abuse	In the p... you, or... you, ex... verbal...	
12	Health & Safety	In the... you t... or inj... facili...	
13	Health & Safety	In th... you... risk... at y...	
14	Grievance mechanism	In... yo... been pun... consequences for making a complaint about something that happened in this facility?	4. Choose not to...
15	Grievance mechanism	In the past twelve months, have you or anyone working with you made a suggestion or complaint to your employer, and your employer has **done something** about it?	1. Yes 2. No 3. I don't know 4. Choose not to answer
16	Working conditions: worker satisfaction	If there was another job like yours available in this facility, would you recommend a relative or friend to apply for it if they were interested?	1. Yes 2. No 3. I don't know 4. Choose not to answer

17	Working conditions: forced labor	During your working hours in this facility, do you use the toilet and drink water whenever you need to?	1. Yes 2. No 3. I don't know 4. Choose not to...
18	Working conditions: worker wellbeing	Most days, do you leave work at the end of your shift feeling positive about your job and the people you work with at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to a...
19	Working conditions: training, personal development	In the past twelve months, have you learned new skills at this facility that will help you get a better job in the future?	1. Yes 2. No 3. I don't know 4. Choose not to ar...
20	Wages & benefits	Over the past twelve months, aside from your basic monthly living expenses, have you had extra money left over every month from the pay you receive from this facility?	1. Yes 2. No 3. I don't know 4. Choose not to ans...

Triangulation

The method of triangulation in data analysis draws on multiple methods of data sources (3 or more pieces of evidence/ difference sources) to develop a comprehensive understanding of a situation.

Just as Important for SLCP process as in traditional social auditing!

WE Tech Summary Report is a supporting document that strengthens ability of facility and Verifier to use the method of triangulation to determine accurate facility circumstances.

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Triangulation

All supporting documentation (e.g., photos, WE Tech Summary Report, policy documents, complaint reports, etc.) must be cross checked to highlight any areas in need of further investigation.

Facility and Verifier must use your experience to determine what type of questions in the Tool will be impacted by the results of the WE Tech Summary Report. It is important that the WE Tech survey is completed prior to completion of the self/ joint assessment.

Example of a bar graph that shows information in the WE Tech Summary Report

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Let's take a Quiz!

Remember, all answers are anonymous!

True or false…

1. The method of triangulation in data analysis draws on 3 or more different sources to develop a comprehensive understanding of a situation.
    True

2. The WE Tech Summary Report is the only source needed to complete and verify the SLCP self-assessment.
    False

3. WE Question Set can inform multiple questions in different themes of the Tool.
    True

4. Facility and Verifier must use their experience to identify the types of questions in the Tool that will be impacted by the WE Tech Summary Report findings.
    True

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How does WE Tech work in the SLCP assessment process?

Who deploys the WE Question Set?

1
- Facility selects an [approved WE Tech Service Provider (WE TSP)](#) on SLCP website.
- Important operational information on each WE TSP (e.g., country of operations) along with contact details is available on the Helpdesk

2
- The facility discusses facility conditions with WE TSP
- WE TSP deploys the WE Question Set across the facility using the appropriate technology and according to SLCP's WE Tech sampling methodology

3
- Once target response rate met, **100 anonymous results are aggregated and uploaded to the WE TSP**

4
- WE TSP generates a short summary report from **100 anonymous and aggregated responses** showing results in graph and table format.

5
- The WE TSP sends the WE Tech Summary Report **to the facility and the VB at the same time.**

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Let's take a Quiz!

Remember, all answers are anonymous!

1. Who deploys the WE Question Set across the facility?
   - Facility Management
   - WE Tech Service Provider
   - Worker Engagement Committee

2. Who chooses the WE Tech Service Provider for a facility?
   - Brand
   - SLCP
   - Facility

3. What does the WE Tech Service Provider do with the results?
   a) Generates a summary report and sends to SLCP
   b) Generates a summary report and sends to the facility
   c) Generates a summary report and sends to the VB
   d) Both b & c

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When is WE Tech used in the SLCP assessment process?

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The Facility and the WE Tech Summary Report

- **Self assessment must be in ASI status** to incorporate findings from the WE Tech Summary Report into the Tool

- Facility **must** analyze WE Tech Summary Report data to identify areas in need of further investigation

- The facility **must** use Summary Report data to write up an improvement plan (must be shared with Verifier so can record in verified assessment report)

- The facility should follow up with workers/ worker engagement committee on findings from WE Tech Summary Report and proposed action plan

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The Verifier and the WE Tech Summary Report

- The Verifier uses the WE Tech Summary Report during verification of the facility's self-assessment

- Verifier must analyze WE Tech Summary Report data to:
  - Verify that facility did indeed use WE Tech Summary Report when completing self-assessment
  - Identify any red flags by using WE Tech summary report in triangulation of data
  - Investigate inconsistencies and record all information
  - Record facility's action plan and any actions already taken by the facility resulting from WE Tech Summary Report findings

- The Verifier does not judge or evaluate the information shared by the facility.

- Verifier attaches the WE Tech Summary Report to the verified assessment report when uploading to AH

- The WE Tech Summary Report is shared along with the verified assessment report.

Let's take another Quiz!

Remember, all answers are anonymous!

1. What does the facility do with the results?
   - Analyze report to identify areas in need of further investigation
   - Write an improvement plan
   - Follow up with workers/ worker engagement committee on findings and proposed action plan
   - All of the above

2. What does the Verifier do with the WE Tech Summary Report?
   a) Verifier analyzes WE Tech Summary Report data to see if all WE Question Set questions have been included
   b) Verifier analyzes WE Tech Summary Report data to identify any inconsistencies through triangulation of all data collected
   c) Uses it to conduct worker interviews
   d) a & b

3. The facility needs to develop a follow up action plan based on the findings in the WE Tech Summary Report. Which statement below is correct?
   - The Verifier helps the facility to develop the follow up action plan
   - The Verifier must evaluate the facility's follow up action plan
   - The Verifier must record all information regarding the facility's follow up action plan and already taken actions in the Tool
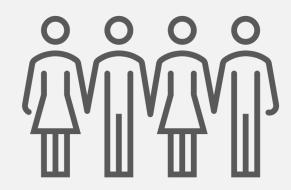   - All of the above

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Worker Engagement & WE Tech

Engaging workers in the WE Tech experience

SLCP strongly recommends establishing a worker engagement committee for WE Tech.

WHY?

❖ Takes pressure off management to oversee entire SLCP WE Tech process

❖ Committee helps inform workers, answer questions, provide guidance for WE Tech process

❖ Workers may feel more comfortable asking questions of committee members rather than management

❖ Workers may feel they are more involved in facility processes and feel more invested in productivity/ success of facility

❖ Aid in communication of follow up action plans to workers

Pros & Cons to setting up a Worker Engagement Committee

ADVANTAGES

- Democratically elected
- Strengthens internal management systems for WE Tech processes
- Increases level of trust between management and workers
- Management has more time for other things
- Increases likelihood of more accurate WE Tech responses via guidance provided by committee to workers
- Workers feel more invested in facility operations which contributes to increased:
    - Worker well-being
    - Productivity
    - Profit

DISADVANTAGES

- Up front strain on resources for management (e.g., time for elections, disseminating information, raising awareness, training committee members)

Advantages far outweigh the disadvantages!!

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Crescent Textile Mills Ltd.
A Real-life Success Story!

*Crescent Textile Mills took part in the WE Tech pilot and benefited from the experience…

A Real Life WE Tech Success Story!

Crescent Textile Mills Ltd. took part in the WE Tech pilot

According to Sher Ali, Chief Sustainability Officer, The Crescent Textile Mills Ltd.:

"WE Tech was easy to implement. We displayed posters and banners around the facility to promote the technology to workers. The survey questions were provided to workers in local language Urdu, by our chosen WE Tech Service Provider.

Because WE Tech is facilitated by a third party, it provides a credible platform for collecting feedback directly from workers.

We shared the WE Tech survey results with a number of our customers. Using WE Tech and sharing the surveys with our business partners distinguishes us and strengthens our customer relationships."

Based on worker feedback collected from the survey, Crestex created a WE Tech Action Plan and made improvements in three key areas:

Grievance Mechanisms

Crestex implemented a permanent, third-party operated mobile phone application platform which can be used by workers to report written, audio or video complaints and have committed to addressing all grievances within 24 hours of receipt.

Working Hours

Working hours policies were reviewed and amended.
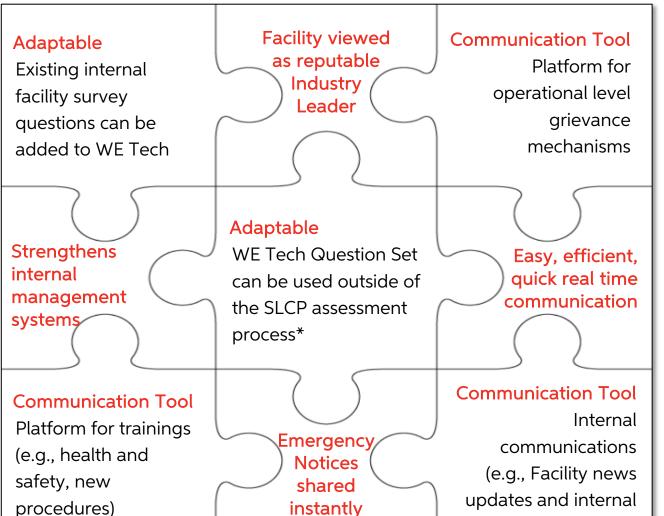
Supervisor Behavior

training sessions have been provided to improve supervisor interaction with other workers and a follow-up survey has been included to monitor for improvements.

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Benefits of WE Tech BEYOND the SLCP Process

Did you know… WE Tech provides benefits to the facility far beyond the SLCP process!

Adaptable
Existing internal facility survey questions can be added to WE Tech

Facility viewed as reputable Industry Leader

Communication Tool
Platform for operational level grievance mechanisms

Strengthens internal management systems

Adaptable
WE Tech Question Set can be used outside of the SLCP assessment process*

Easy, efficient, quick real time communication

Communication Tool
Platform for trainings (e.g., health and safety, new procedures)

Emergency Notices shared instantly

Communication Tool
Internal communications (e.g., Facility news updates and internal job postings)

*With permission from SLCP and copyright of such materials must be clarified prior to implementation

BENEFITS

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Current Status of WE Tech

WE Tech now

- Raising awareness of WE Tech, to be used by facilities and VBs

- Working with approved WE Tech service providers to roll out services and raise awareness

- Webinar where service providers can share their expertise

- Communicate new case studies, success stories and initial findings from the roll out

- Always looking to hear from you on how we can improve!

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Questions?

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Thank you!

For more information and all SLCP WE Tech resources click <u>here</u>.

Please contact us with any questions or feedback on WE Tech:
susanne@slconvergence.org