SOCIAL & LABOR CONVERGENCE

SLCP Support
Step-by-step guidance: start and complete your SLCP verification
October 14, 2022

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Step 7: Prepare for the verification

An SLCP verification is not the same thing as a social compliance audit. As you already completed the answers to all the questions in the Tool, a verification does not focus on collecting data, but on verifying the answers given by you:

➢ **Data is verified** without conclusion on what is "good" or "bad"
➢ The facility is an **active participant** in verification
➢ In the end, the **facility is the owner** of verified assessment report, e.g., permission needed before data can be shared
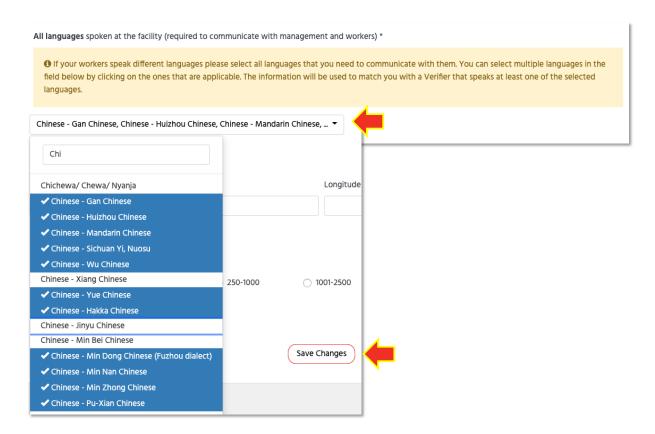
Select your Verifier Body
A Verifier is a **person approved by the [Verification Oversight Organization](#) (VOO) to conduct an SLCP verification,** to ensure the completeness and accuracy of the data collected through self-/joint-assessment**. A Verifier Body (VB)** is an **organization for which a Verifier works**. They select which Verifier(s) are assigned to you verification.

You must contact VBs to request quotes to decide which one you want to work with. **Identify through offline conversations which Verifier Body (VB)** should conduct your verification. Make sure to provide the necessary information for a cost estimation by the VB. To access the list of SLCP approved Verifier Bodies, click here.

Confirm your choice for the VB on the AH platform where you are conducting your self-/joint-assessment. When you are unable to select the VB that you want, you likely did not **select all languages spoken in your facility in your Gateway profile.** A Verifier needs to speak at least one language spoken by the workers in your facility. Go to your Gateway profile and adjust the selection. See screenshot below for guidance.

After submitting your self-/joint-assessment data, the Verifier that is assigned to your verification will have access to your data. Remember, verification must happen within two months of completion of the self/joint-assessment. **The Verifier must receive your completed assessment with applicable uploaded documentation no later than 10 working days prior to the scheduled verification date/ window**.

How can I change a Verifier Body?
If the Verifier has not started the verification yet, you can still change the Verifier Body (VB) on the Accredited Host (AH) platform that you used to complete the self/ joint-assessment. Note: If the Verifier (rather than the VB) needs to be changed, the VB can do this on the Gateway.

If the verification has already started, you cannot change the VB anymore. In exceptional cases we can make the change for you. This can only be done before the start of the on-site verification. To request the change, submit a request here. Include in your request:

➢ SLCP Facility ID
➢ Facility name
➢ Assessment ID #
➢ The AH platform you are using
➢ Reason for changing the VB

Step 8: Support the verification

Once the assignment is accepted by the Verifier Body, and they have assigned the Verifier(s):

1. The Verifier has access to your data on the Accredited Host (AH) platform.

2. The Verifier prepares for the onsite visit. The assigned Verifier(s) will schedule a visit with you offline.
3. You receive a verification plan at least 5 working days before the verification.

The verification plan gives information about:

➢ Specific calendar days onsite (or number of days if verification is semi-announced)
➢ Verification hours (start and finish for each day)
➢ Expectations for the opening meeting, including who should attend
➢ Minimum number of interviews that must be conducted
➢ Minimum number of wage/hour/personnel records that must be reviewed
➢ Document request list

Use the verification plan to organize yourself for the onsite visit. Make sure you have the same people available that were needed to complete the self-/joint-assessment, just like the documents. This will hasten the time onsite.

Depending on the size of a facility, and the number of days needed for the on-site verification, the VB assigns one or more Verifiers to a verification. **An on-site verification never takes more than 1 working week**. If more than 4 person-days are required (due to your facility size/operations), the VB needs to assign more than 1 Verifier to your verification. You can find an overview of required person-days (related to facility size) in the Verification Protocol.

During a verification, the facility is expected to provide support to Verifier(s) and address any question level issues with the Verifier(s) ideally while the Verifier is onsite during the closing meeting.

Possibility of a virtual verification

Before the onsite verification, you can decide to include virtual verification activities to reduce the time Verifiers spend onsite. Possible virtual verifications activities:

➢ Pre-virtual verification meeting
➢ Opening meeting
➢ Documentation review
➢ Virtual interviews to further understand documents shared
➢ Virtual walk-through
➢ Wage and hours records review

Note that even though virtual verification activities can reduce the time spent onsite, they are likely to increase the verification time overall. Virtual verification activities require technology, preparation, and time online. Review the **Facility Guide to Virtual + Onsite Verification** to understand conditions for virtual verification activities.

A Full Virtual Verification does not include onsite verification activities at all. The verification is conducted remotely. This method of SLCP verification is only possible in cases of force majeure (e.g., pandemic restrictions, act of nature) and the facility must meet a set of eligibility requirements. Full Virtual Verification focuses on a subset of questions in the Tool, always includes Worker Engagement Technologies, and both facilities and Verifiers must take mandatory training before starting the Full Virtual Verification process. All rules around a Full Virtual Verification are described in the **Full Virtual Verification Protocol** for Facilities.
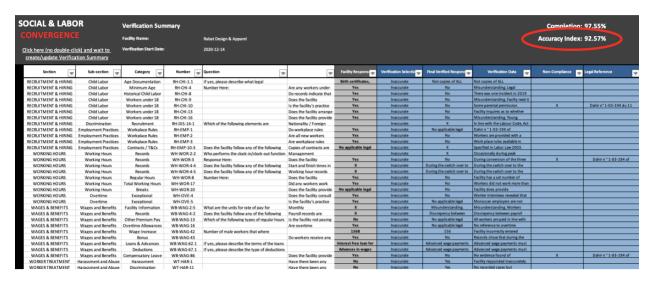
Step 9: Approve/dispute the verification

The Verifier has 10 working days after the onsite verification to submit the verification findings on the AH platform. The AH will alert you when the report is in for your review.

After receiving the report, make sure to clarify any concerns as early as possible (at least within 48 hours):

➢ Resolve all outstanding disagreements with the Verifier.
➢ If you feel changes are needed to the report, provide documentation that substantiate your point of view.

To review, you can start with the Verification Summary. The Verification Summary is an automated output containing all "inaccurate" and "legal non-compliance" items from each section of the Tool. Pay special attention to the:

➢ **Accuracy Index**: gives the % of facility answers that were considered correct by the Verifier. Note that this is not a score, it's simply indicating the % of questions that were answered correctly.
➢ **Legal compliance**: indicates the non-compliances with International Labor Standards (ILS) and National Labor Laws (NLL) on a question level.

After the Verification Summary, review the rest of the report to make sure all the information is in there. You **have 14 calendar days to approve or dispute the verified assessment report**. If you do not act within the 14-day review and approval period, the Accredited Host will automatically accept the verified assessment report and send it to the Gateway. Once finalized, the report can no longer be changed.

To approve the report, you click on the button "Verification Accepted" on the AH platform. If you want to dispute the verification, you click the "dispute" button on the AH platform. When doing so, you must

provide details of the dispute. This information is passed on to the Verification Oversight Organization (VOO) for review.

A dispute can only be raised once and only when the quality of the verification is compromised. There are three major categories:

1. Verification process not properly followed/executed
2. Verifier conduct not ethical/inappropriate
3. Verifier not following the rules from the Verification Protocol

Disputes on question level will not be considered. Rather, you must address question-level disputes offline with the Verifier within the 14-calendar days after receiving the report. The Verifier can still make changes then.

The VOO will investigate the dispute, hearing all parties involved and conducting additional research to come to a ruling. A dispute can be substantiated or not. Depending on the outcome, a Verifier may have to edit the report. Depending on the outcome,

➢ A report is finalized
➢ A Verifier must edit the report before it is finalized
➢ A report is invalidated
➢ A Verifier is suspended

If a dispute was raised, some information about the dispute will be visible in the verified assessment report.

More detailed information on the dispute process is available in the **SLCP Quality Assurance Manual**.

Learn more about the verification process in e-learning module 4. Module 5 covers how we ensure the quality of the SLCP verification process.