



SLCP Shadow Verifications Info-Pack

Social & Labor
Convergence
Program

Decent working
conditions in
global supply chains

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About Shadow Verifications

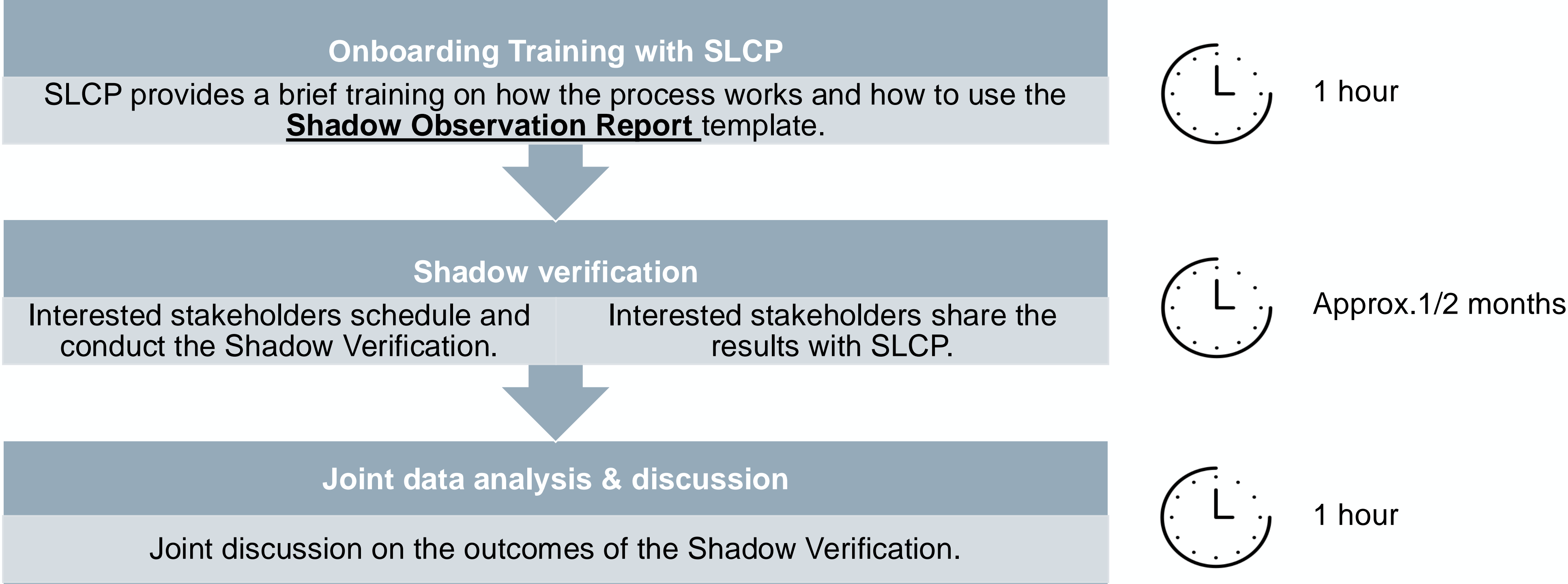
Why conduct Shadow Verifications?

- To better understand how the verification process works.
- To use the learnings to improve the internal review system and/or to train internal quality reviewers.

Who should conduct Shadow Verifications?

- Stakeholders who have designated and trained resources
- Stakeholders who are willing to share the outcomes of the Shadow Verification and contribute to improve SLCP DQI process and procedure.

Process



Steps to arrange and conduct Shadow Verification

1. Interested stakeholders identify the facility for the Shadow Verification (check the Facility list on Gateway)
2. Interested stakeholders reach out and inform the facility about their plans to conduct a shadow verification.
3. Interested stakeholders submit the **Shadow/Observation Request Form** to request facilities' approval and inform the VOO.
4. The facility approves the verification request.
5. Interested stakeholders get ready for the shadow verification by reviewing **SLCP Verification Protocol**
6. Interested stakeholders conduct the shadow verification and- while onsite- fill in the **Shadow Observation Report**
7. Interested stakeholders share the Shadow Observation Report with SLCP and schedule a joint call to analyse the results and share feedback.

How to get ready?

Review the SLCP Verification Protocol

Focus on the **Core** requirements in the Verification Protocol which are **marked in red** starting from Section 3.

- **Section 3.3: Core: Onsite Verification** should be the focus of the Verification Protocol review. The following sections are listed in order of how the verification is to be conducted and the requirements for Verifiers on what they must do while conducting the onsite verification:
 - **Section 3.3.2: Opening Meeting**
 - **Section 3.3.3: Walkthrough**
 - **Section 3.3.4: Worker and Management Interview.**
 - **Section 3.3.5 : Document Review**
 - **Section 3.3.6: Document and Photo attachment**
 - **Section 3.3.7: Pre-closing meeting**
 - **Section 3.3.8: Closing Meeting**

What happens onsite?

The observers ARE ALLOWED:

- ✓ To periodically ask the Verifier questions for clarification
- ✓ To witness a group interview, provided prior consent is obtained from the workers.
- ✓ To fill in the External Shadow Verification Template (see slide 8)

The observers ARE NOT ALLOWED:

- ✗ To actively participate in the verification;
- ✗ To ask the facility questions about their self-assessment data;
- ✗ To ask the facility questions about their compliance with Standards (e.g., the brand's Code of Conduct/requirements);
- ✗ To interpret questions in the SLCP Data Collection Tool. Observers should also follow any VB requirements in addition to those listed above.
- ✗ To interfere with the Verification process

DISCLAIMER: *The presence of observers during the verification has the potential to impact the impartiality of the verification. Observers should look for any indication that their presence is having an impact, such as the facility trying to persuade a Verifier to enter specific data. If at any time the Verifier feels the presence of the observer is impeding their ability to conduct an impartial verification, the Verifier may ask the observer to leave. This should be reported to the VOO.*

All observers must follow SLCP Verifier Body Requirements as well as their own professional code of conduct that covers ethics, integrity, and impartiality.

How to share your feedback?

Fill in the Shadow Observation Report

- 1. Observers are requested to share their evaluation on Verifier’s performance and their general feedback via the Shadow Observation Report.
- 2. While onsite, observers are required to fill in the report by:

1. Assigning a score from 0 to 5 (with 5 being the highest) to six different assessment criteria.

Assessment criteria:

- 1. SLCP Procedures
- 2. Understanding SLCP system
- 3. Professionalism
- 4. Time Management
- 5. Verification preparation
- 6. Knowledge

2. Adding qualitative feedback in the comment fields included in the template.

Shadow Reviewer comments

- 3. After the verification, observers are required to share the report via email to the DQI team: giulia@slconvergence.org



Thank you!

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