

Understanding the CAF: Guidance & Insights for India

4 June 2025

**Social & Labor
Convergence
Program**

Decent working
conditions in
global supply chains

Today's speakers



Reshma KT

India Lead
Social & Labor
Convergence
Program (SLCP)



**Alagesan
Senniappan**

Sr. VP Quality
Assurance / ESG
Eastman Exports



Himanshu Gupta

Country Director
PDCA
International



Lijo Sebastian

Sustainability &
Compliance
Expert
H&M



Swapnil Savadi

General
Manager-
Operations at
Eurofins CPA



Urty Majumder

Bangladesh Lead
Social & Labor
Convergence
Program (SLCP)

What will you learn today?



Insights from SLCP data in India



Recent updates to SLCP's Converged Assessment Framework (CAF)



Common mistakes when completing the CAF and how to avoid them



Valuable insights from a brand implementing SLCP



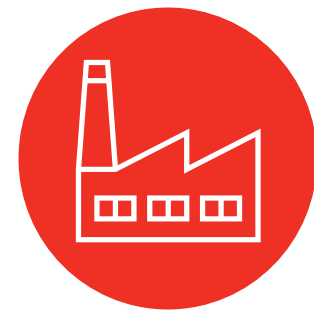
SLCP Refresher

What is SLCP?

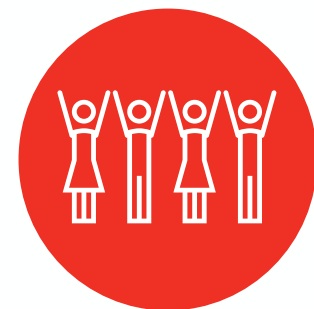
SLCP is a multi-stakeholder initiative to reduce audit fatigue and improve working conditions.



Implements the Converged Assessment Framework (CAF) to collect & verify social compliance data.



SLCP verified data is owned by the facility and can be shared with all business partners.



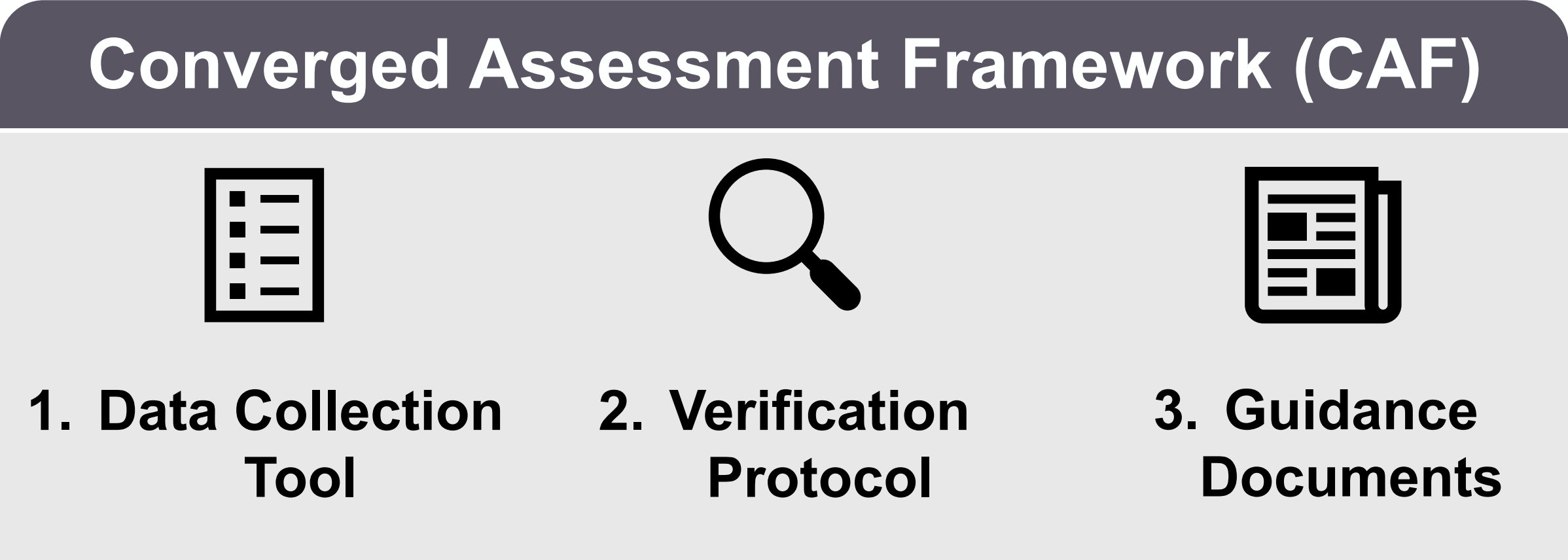
Replaces the need for repetitive audits and frees up resources for improvement programs.



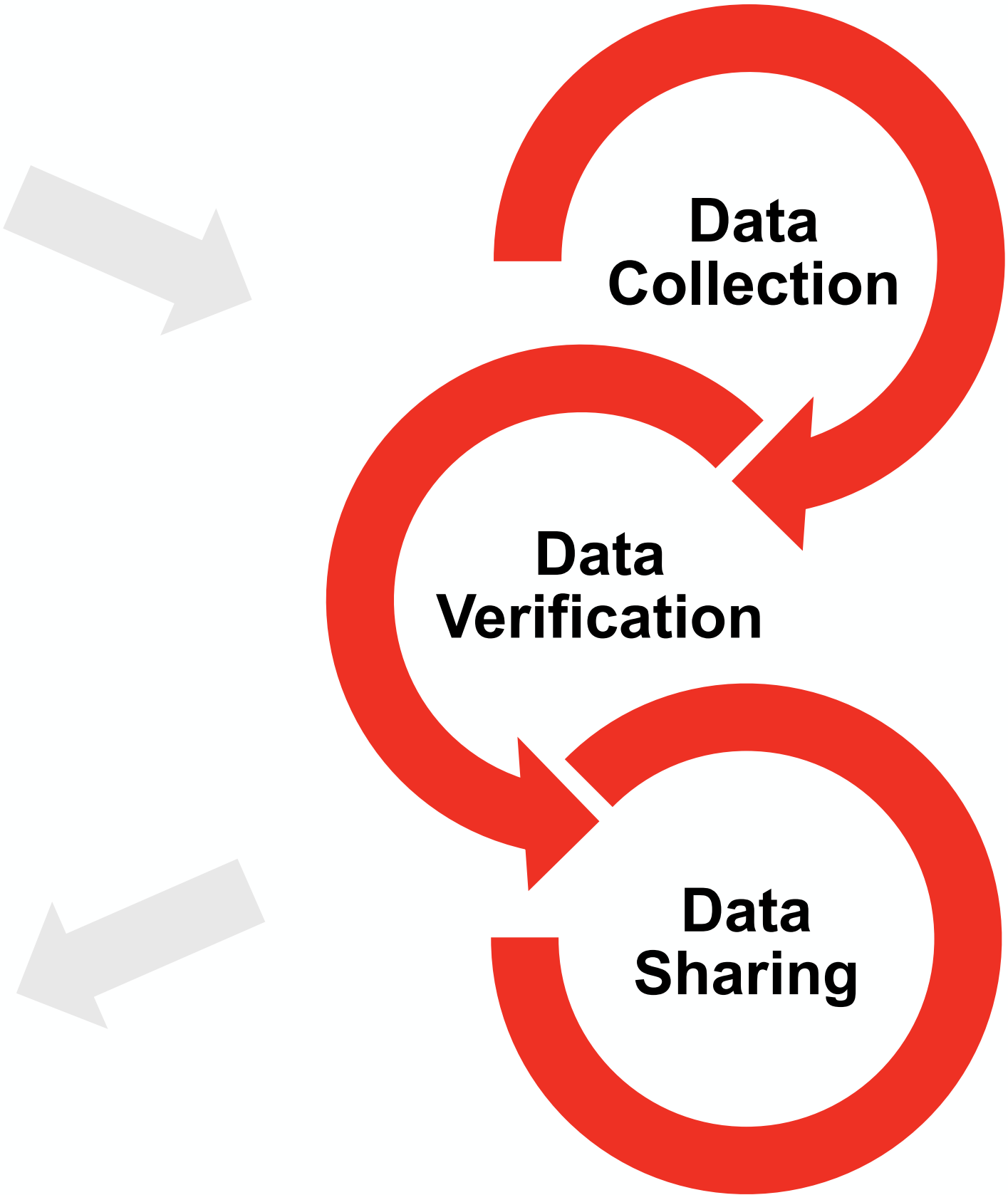
Provides credible data that supports end-users to meet due diligence requirements



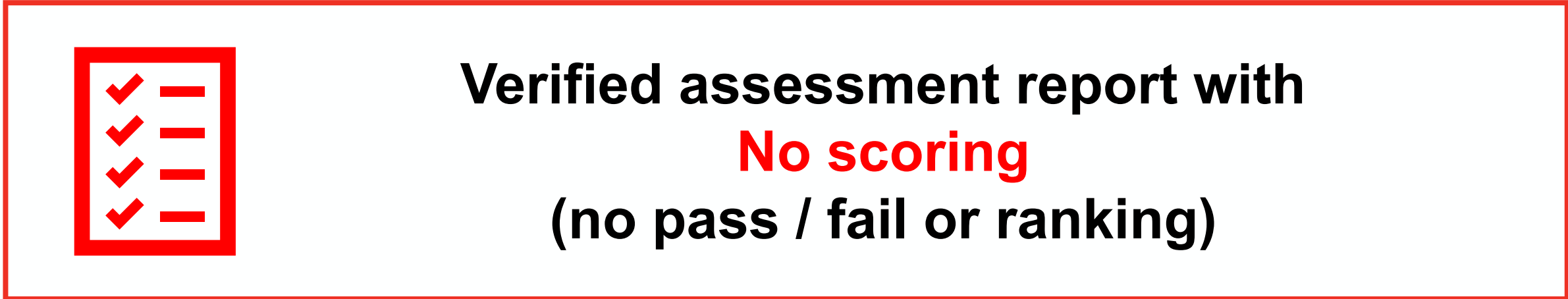
The CAF is used to complete the SLCP assessment process



The CAF is used to complete the three stages of the assessment process



The assessment process results in an SLCP verified assessment report:



Rapid growth of SLCP

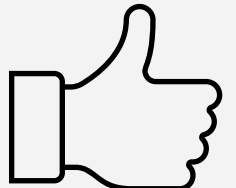
Industry Adoption

10,200
assessments
completed in
2024



16,000+
facilities
registered in the
SLCP Gateway

107
companies
and organizations
publicly
committed to
accepting SLCP
verified data



CAF available
in **119**
countries
& regions



62
approved
Verifier Bodies
and **900+**
Verifiers

Goal of
10,500
assessments
in 2025



100+ companies and organizations publicly accept SLCP Data



For more details, including which countries and tiers companies & organizations accept SLCP data from, please see the full list on our [website](#).

Manufacturer Perspective



Alagesan Senniappan

Eastman Exports

Introduction to Eastman Exports

Company Overview

Largest manufacturer and exporter of weft knit apparel with 250 million USD

Sustainability Focus

Commitment to eco-friendly practices and social responsibility

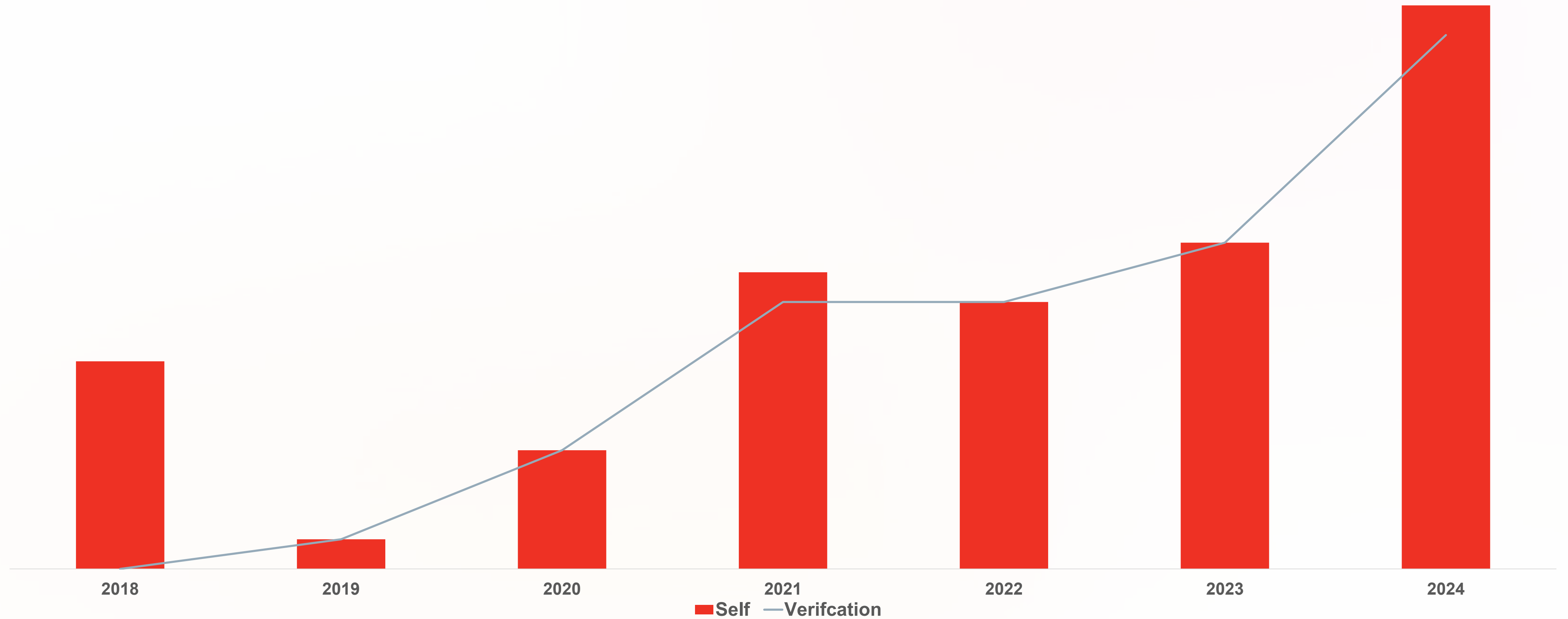
SLCP Alignment

Supports transparency aligning with company values



SLCP Journey at Eastman Exports

Facility Adoption Over Years



Deliberate effort to expand SLCP use across facilities



Benefits Observed

- **Reduced Audit Fatigue**
Mutual recognition lowers repeated assessments
- **Standardized Data Collection**
Uniform framework eases reporting
- **Compliance Alignment**
Meets global and national regulations
- **Internal Capacity Building**
Enhances self-assessment skills within teams

Challenges Faced



Brand Adoption Gaps

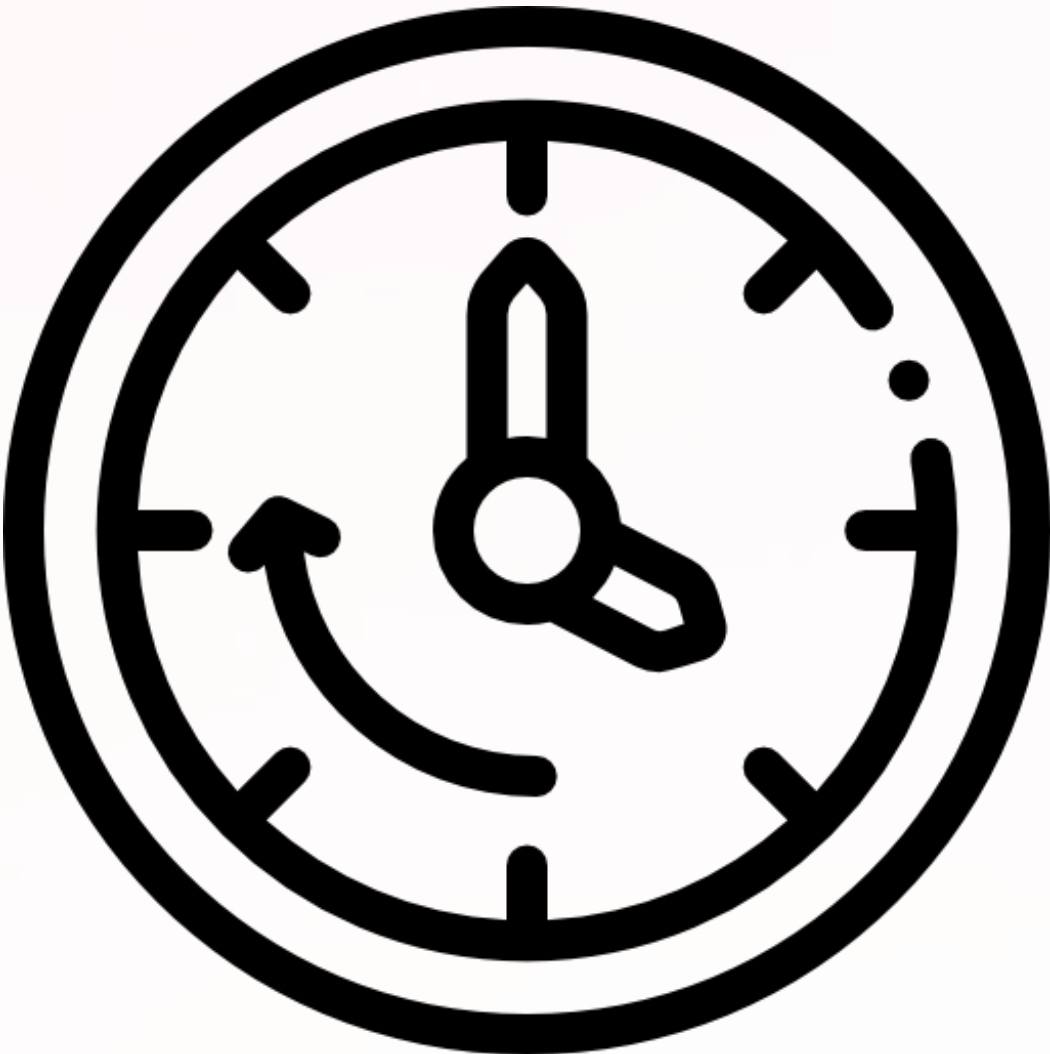
Not all brands accept SLCP results



**UPSKILLING &
RESKILLING**

Training Needs

Continuous upskilling ensures data quality



Update Effort

New SLCP versions require adaptation over time

Practical Tips for Facilities



Build Awareness

Ensure build awareness at all levels



Align Systems

Use SLCP Converged Framework internally



Identify Gaps

Use SLCP to find improvement areas



Dry Runs

Practice pre-self-assessments





Suggestions for Improvement

Expand Brand Acceptance

Promote SLCP outcomes to more brands

Regional Meetings

Encourage in-person engagement post-COVID

Meeting Coordination

Optimize timing for global participation

Version Updates – 1.6 vs 1.7

Major Changes

- New question formats
- Removed redundancies

Our Approach

- Reviewed change log
- Updated SOPs and docs
- Re-trained assessment team



Key Takeaways



Transparency & Efficiency

SLCP streamlines processes



Continuous Learning

Essential for success



Collaborate Strongly

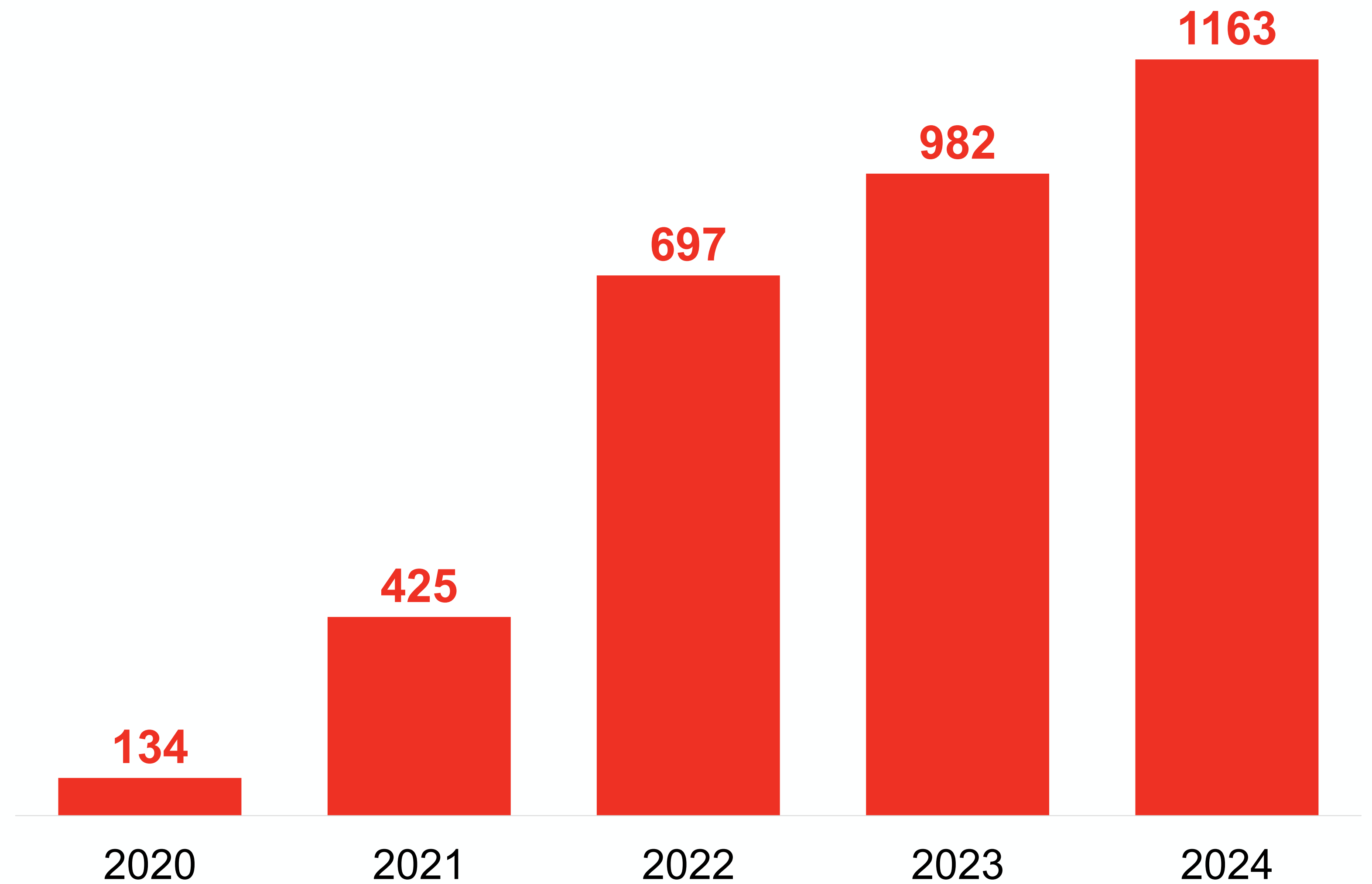
Boost adoption across supply chain



SLCP in India

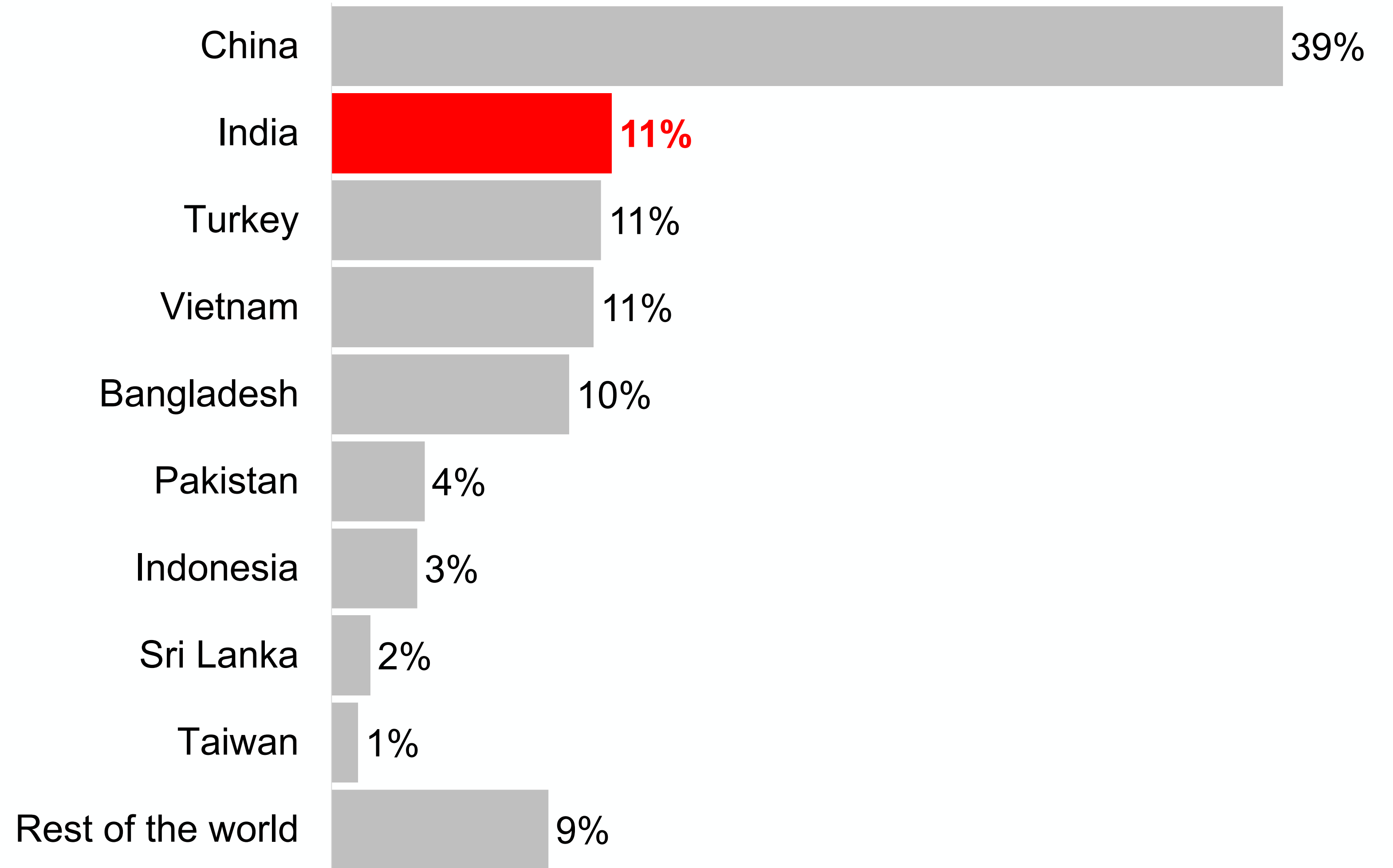
Assessment growth in India

Number of assessments per year in India

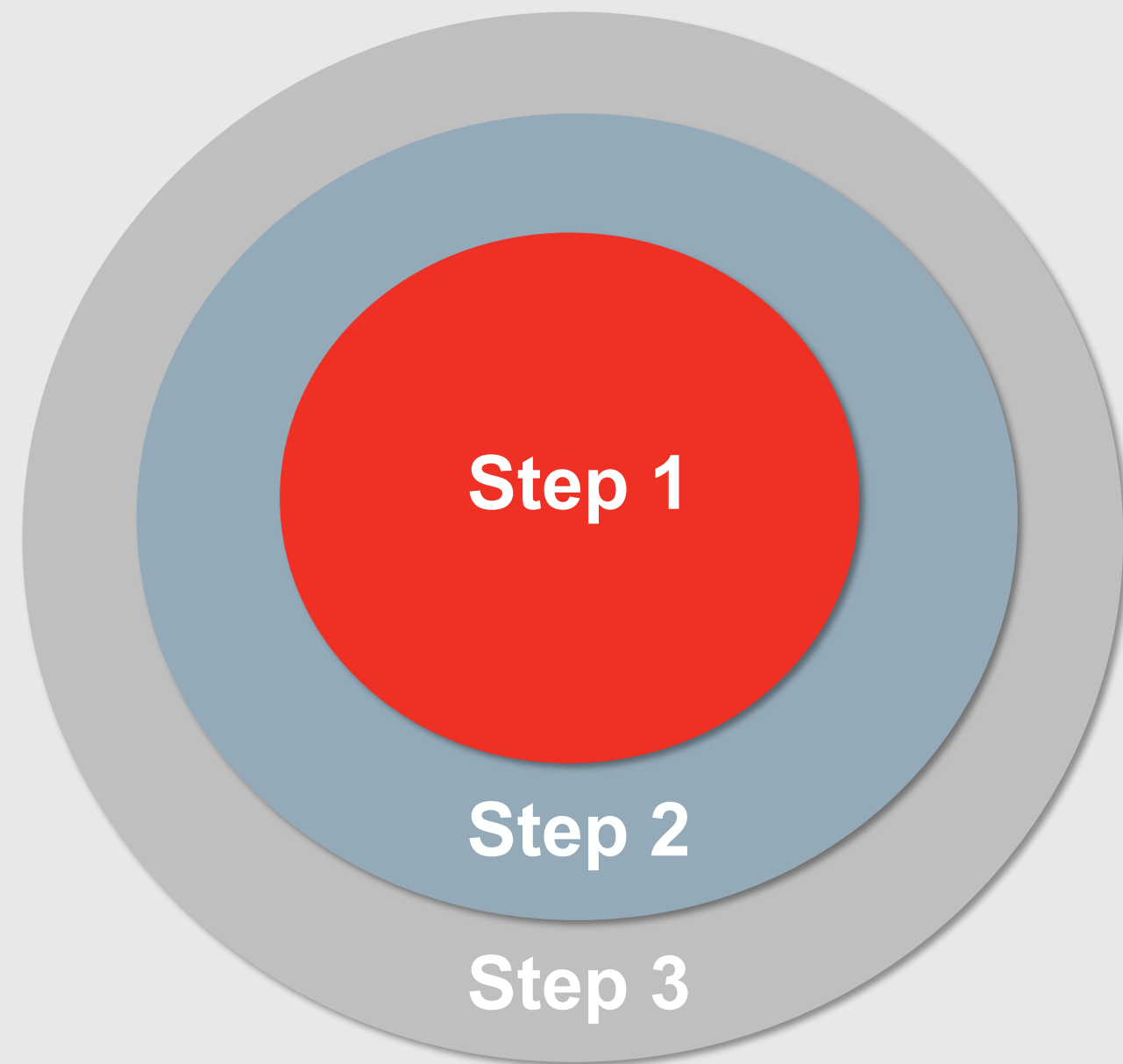


SLCP adoption by country / region

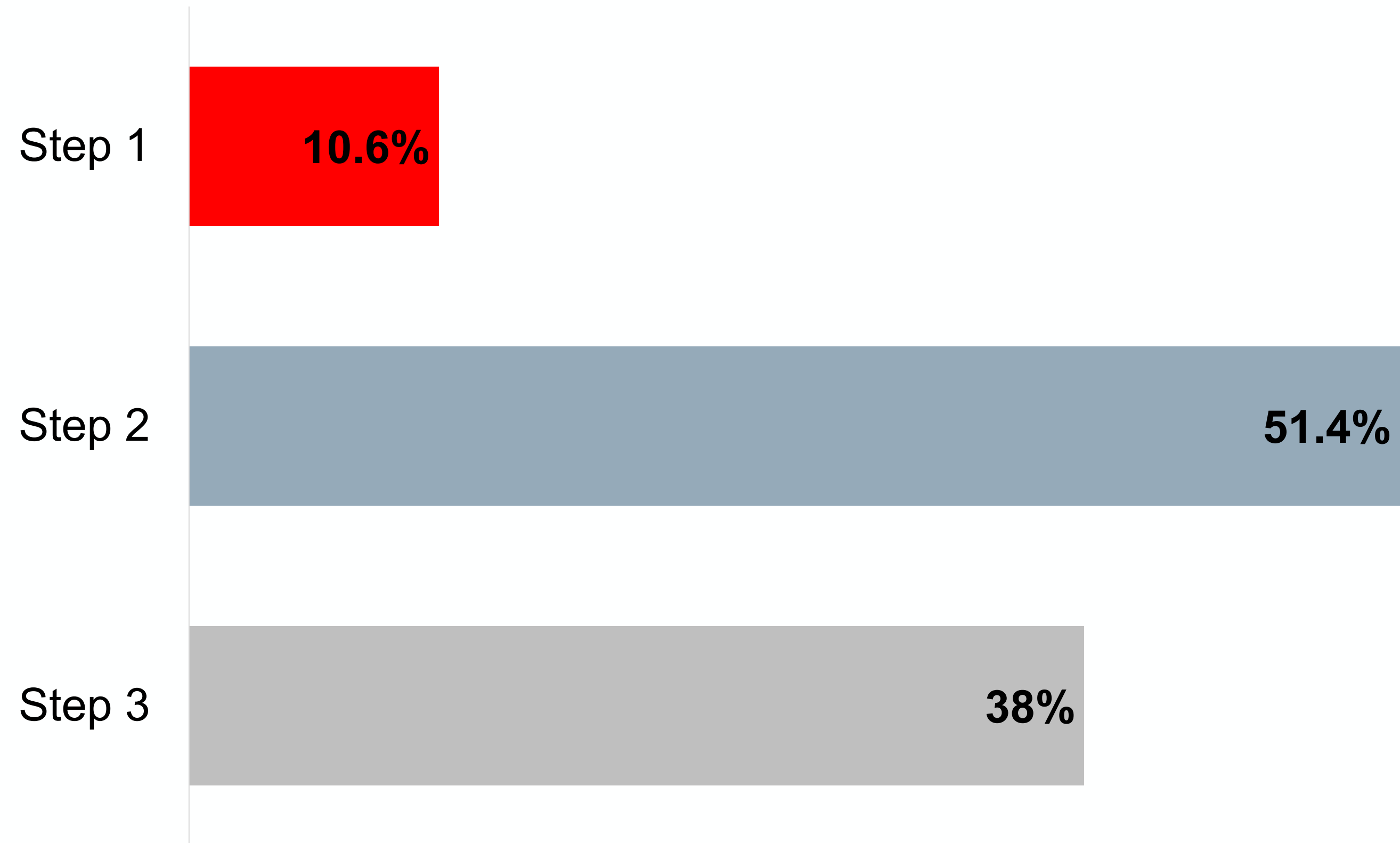
Share of assessments by country / region in 2024



India Step data



Steps Selected by Indian Facilities (2024)



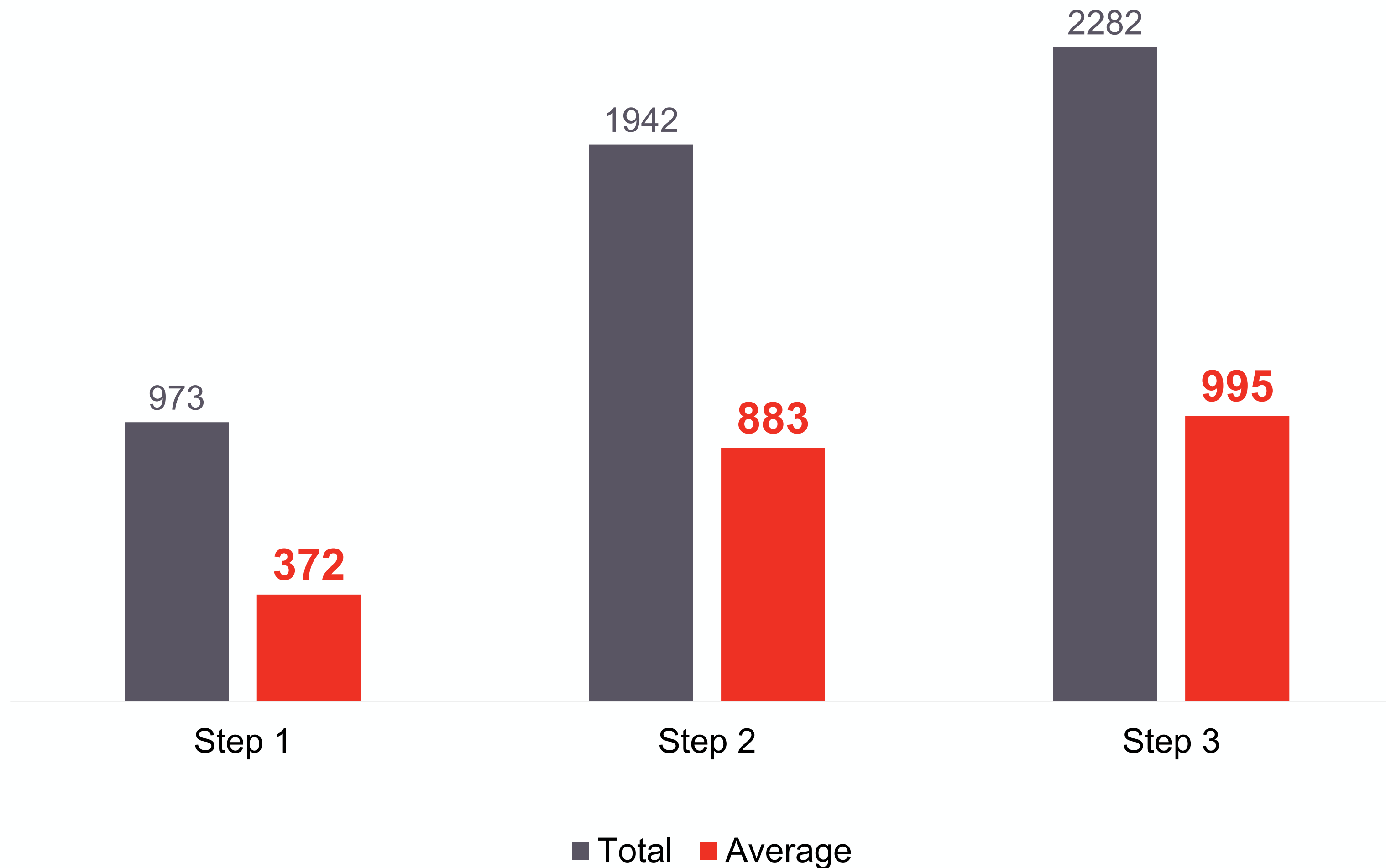
Global question data



Due to built in conditionalities in the assessment, very rarely are all questions applicable to a facility.

The average facility answers less than half of the maximum potential questions, regardless of the Step chosen.

Average questions answered in 2024



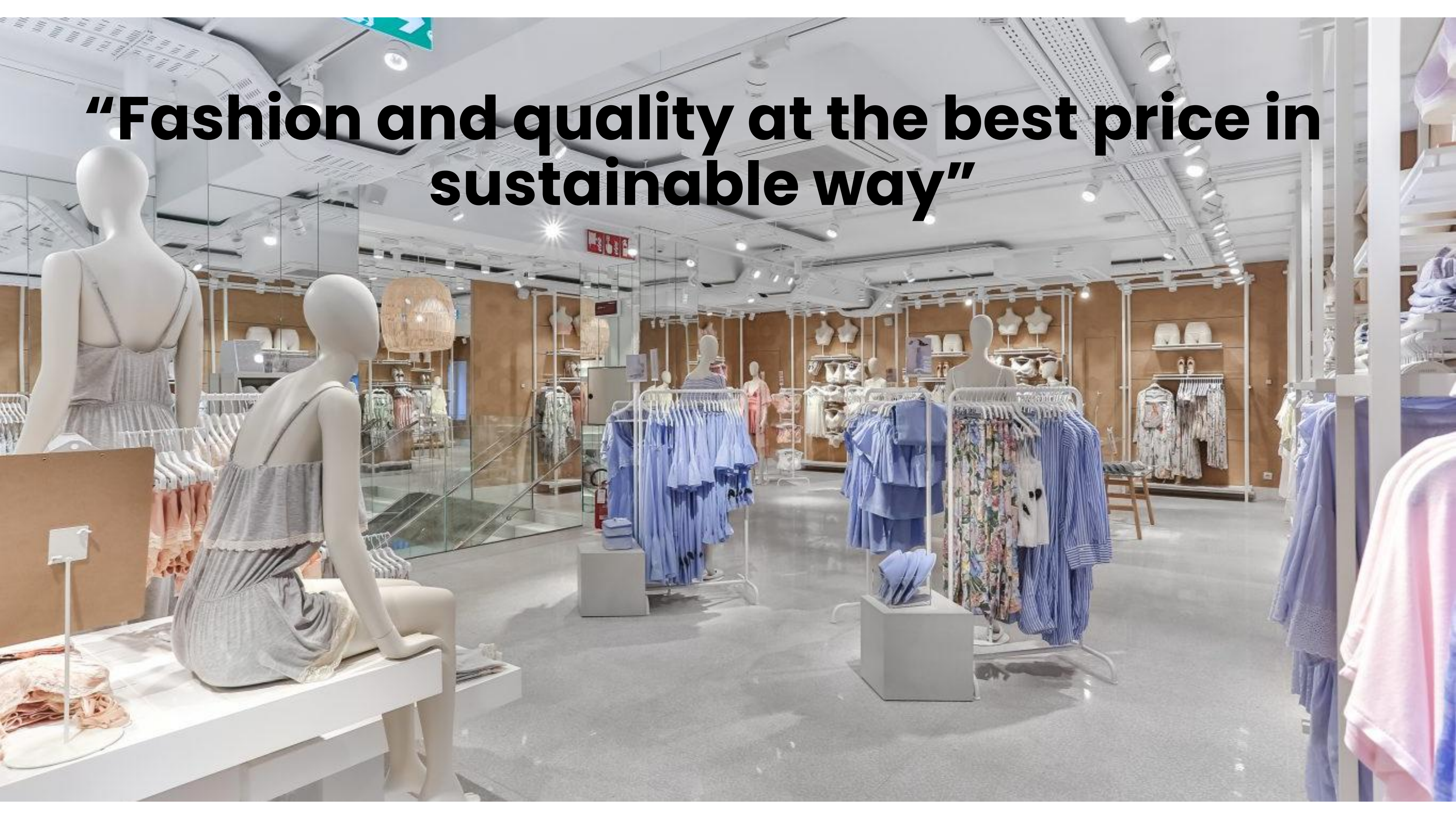
Brand Perspective



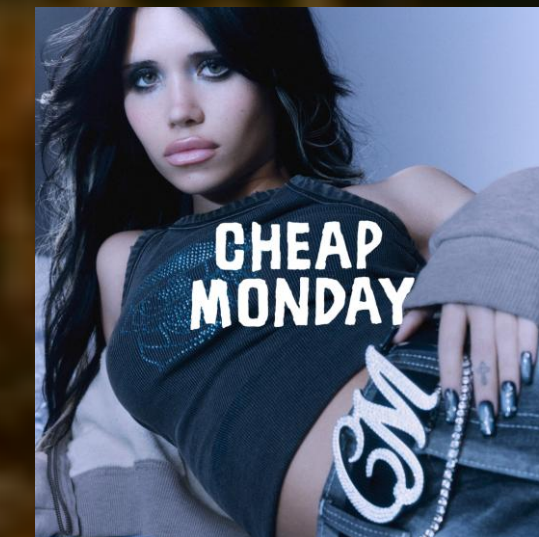
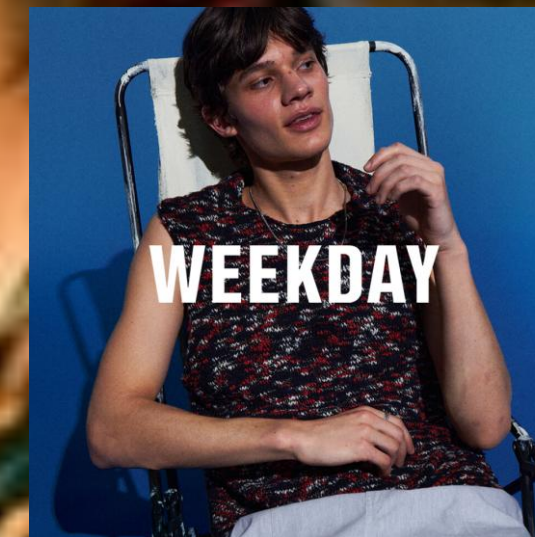
Lijo Sebastian

H&M

“Fashion and quality at the best price in sustainable way”



H&M Group's Sustainability vision; Lead the change towards circular and climate positive fashion while being a fair and equal company





How we do it ?

- We work closely with internal and external stakeholders to drive the change and achieve our sustainability ambitions.
- SLCP is one of our key stakeholder on securing social sustainability compliance agenda and set long term action plan to achieve our Sustainability goals.

SLCP Adoption Journey

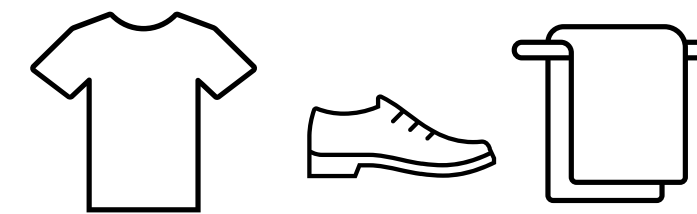
2016 - 2018

Started to adopt Higg Social and Environment Modules

2019

Initiated SLCP Pilot with our key business partners

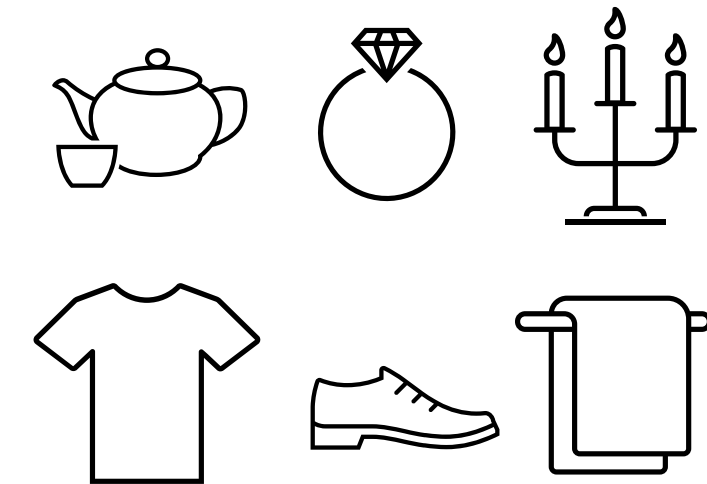
2020



Apparel, Footwear and Home Textiles Suppliers adopted SLCP

Self –assessment by Suppliers and H&M team supported in joint assessments

2021



Expanded scope to cover all Apparel, Footwear, HOME Textiles and *limited* HOME Hardgoods suppliers

Self –assessment by Suppliers and verification by accredited 3rd party verifiers

INDIA SUPPLY CHAIN DEMOGRAPHY

(Total- 256 facilities)
 205 (80%) are currently doing SLCP Assessments

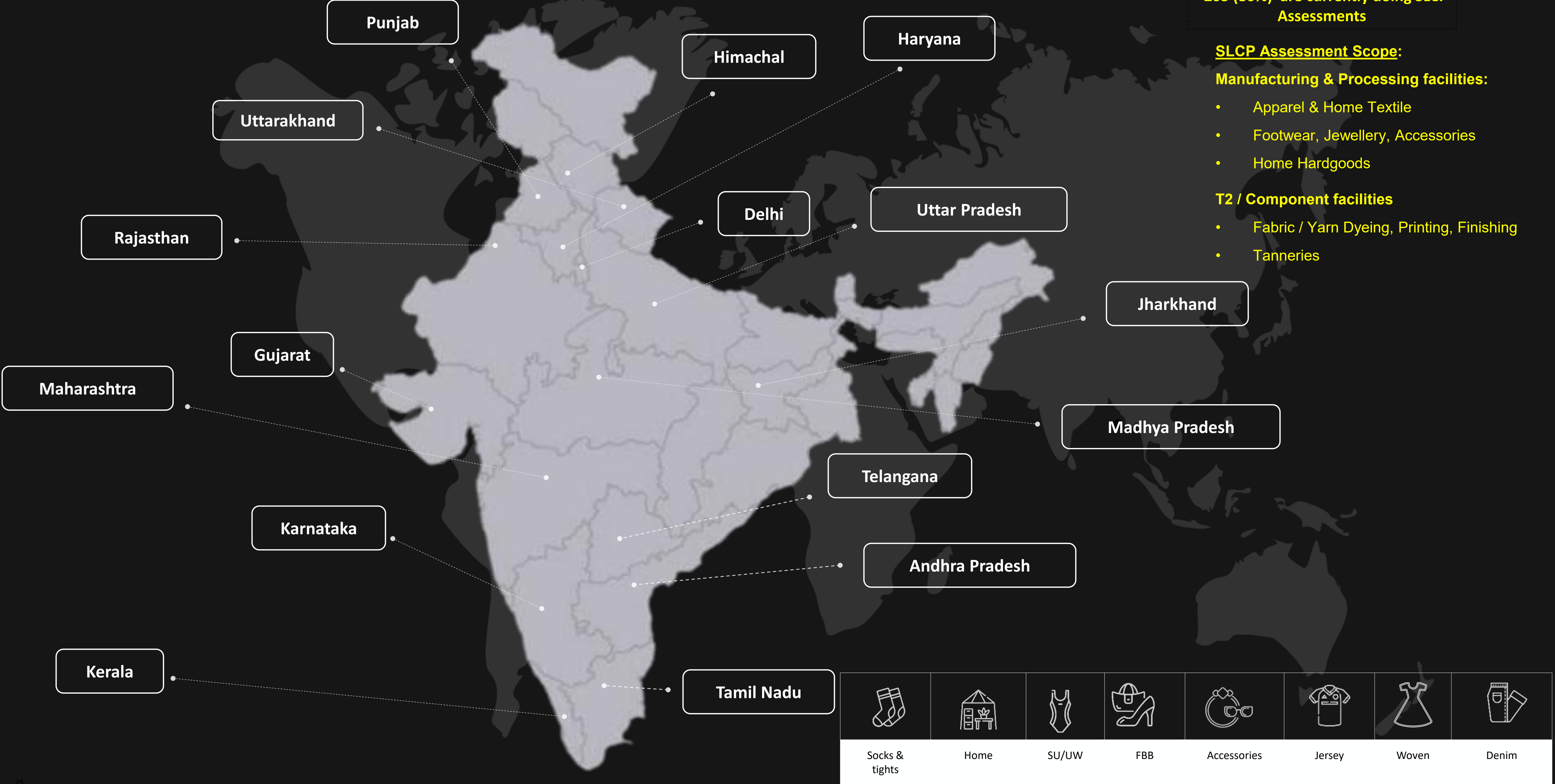
SLCP Assessment Scope:

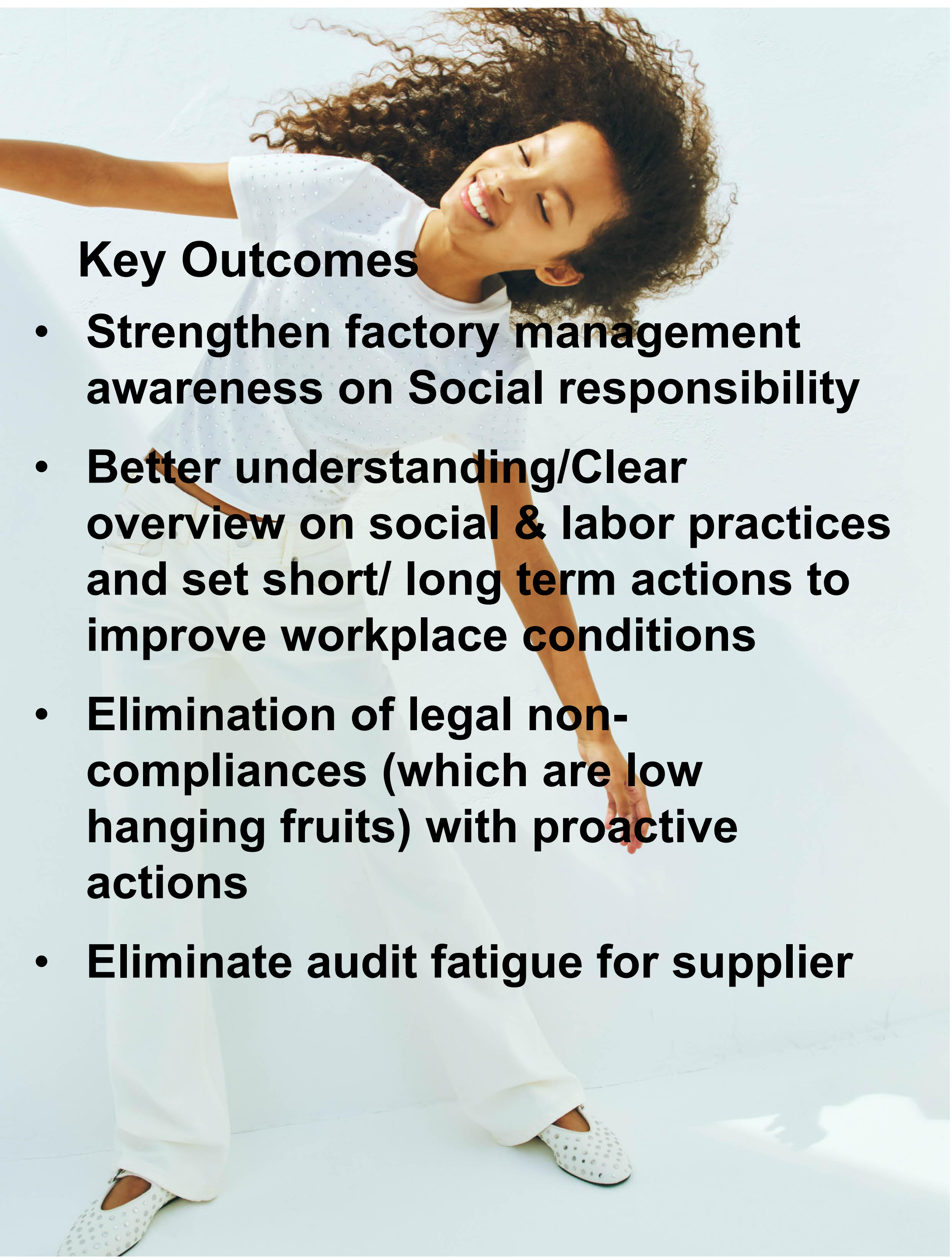
Manufacturing & Processing facilities:

- Apparel & Home Textile
- Footwear, Jewellery, Accessories
- Home Hardgoods

T2 / Component facilities

- Fabric / Yarn Dyeing, Printing, Finishing
- Tanneries





Key Outcomes

- **Strengthen factory management awareness on Social responsibility**
- **Better understanding/Clear overview on social & labor practices and set short/ long term actions to improve workplace conditions**
- **Elimination of legal non-compliances (which are low hanging fruits) with proactive actions**
- **Eliminate audit fatigue for supplier**



Future Focus and Expectations

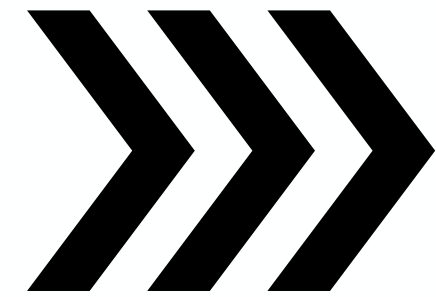
- **Further develop tools to also cover lower tier, small facilities etc.**
- **Data quality and alignment with verification bodies and facilities**
- **Strengthen the tools to address current legal compliance and meet upcoming legislations**



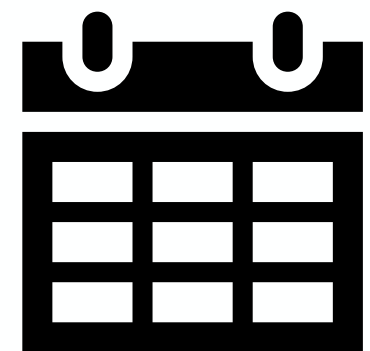
CAF Reminders

CAF v1.7 launch and sunseting

SLCP regularly updates the CAF to respond to signatory and stakeholder feedback, and to ensure the CAF remains a relevant tool. On **10 April 2025**, CAF v1.7 launched on Worldly.



When a new version of the CAF is launched on Accredited Hosts, all new assessments started from that date will use the new version.



Facilities who started their CAF v1.6 assessment before the launch of CAF v1.7 will have **six months** to finalize their assessment. This means by **10 October 2025**, all CAF v1.6 assessments must be finalized(VRF).

Visit the [SLCP Helpdesk](#) to understand the key changes from CAF v1.6 to v1.7.

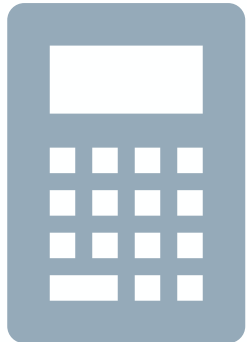
worldly[™]

**Social & Labor
Convergence
Program** 

What's new with CAF v1.7?



Questions added, deleted, and moved to a new position



Numeric data type requirements updated



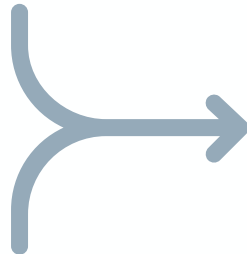
Questions that seem repetitive in Step 1 now separated and moved to Step 2



New questions to support Human Rights Due Diligence



Question wording updated to more clearly identify non-compliance



Questions in the Management Systems section streamlined

Questions rephrased to indicate non-compliance

Questions from CAF v1.6 asking if the facility was implementing a given safety measure have been replaced with new questions worded to capture what the facility is **NOT** implementing.

Why? This way the Non-Compliance is marked with an 'X' instead of being left blank.

A total of 272 questions were impacted in five sections:

- Working Hours
- Wages & Benefits
- Worker Involvement
- Health & Safety
- Recruitment & Hiring



Be sure to read each question carefully to understand the intent before answering!

Example

CAF v1.6

HS-HSC-9: Does the facility observe any of the following practices related to the OSH committee?
(*SELECT all that apply with a "X"*)

- Safety committee meetings are held on a monthly basis
- Safety committee meetings are held at least quarterly
- Safety committee meeting minutes are shared with the workforce
- ...
- None of the above

CAF v1.7

HS-HSC-9: Is the facility **failing to implement** OSH committee practices?
(*SELECT all that apply with a "X"*)

- Safety committee meetings are **not held** at least once a month
- Safety committee meetings are **not held** at least quarterly
- Safety committee meeting minutes are **not shared** with the workforce
- ...
- None of the above – the facility follows all practices listed above regarding OSH committees

New questions to support Human Rights Due Diligence (HRDD) and reporting

SLCP added 35 new questions to capture additional information to align with HRDD frameworks and legislation in four sections:

Facility Profile
(1 question)

Recruitment & Hiring
(1 question)

Worker Involvement
(30 questions)

Health & Safety
(3 questions)

The new questions cover **Grievance Systems, Worker Demographics, Verification/Assessment Details, Employment Practices** and **Work Environment**.

Use the guidance in the assessment!

Valuable clarifying information is included in the assessment and should be referenced for every applicable question.

Examples of guidance in the assessment:

- Calculation methods for measurement or distance questions
- Legal compliance questions support
- Distinctions for clarity across similar questions
- Appropriate answers based on specific scenarios (e.g., if the facility provides a weekly rest day, but not for 20 consecutive hours, answer “No”)
- Definition/explanation of terms
- The overall intent of the question

“Guidance” in the online assessment

Có đủ cửa thoát hiểm từ tất cả các trạm làm việc và khu vực nghỉ ngơi, và trên mỗi tầng không?

Chọn... ▾

[? Xem hướng dẫn ^](#)

Trả lời Có nếu có ít nhất 2 lối ra khả thi từ tất cả các trạm làm việc và khu vực nghỉ ngơi (2 cầu thang trong các tòa nhà nhiều tầng); và các lối ra được đặt cách xa nhau. Một số nơi hoặc khu vực có thể chỉ cho phép một (1) lối ra, ví dụ: các phòng kín (ví dụ, văn phòng) có thể có một lối ra nếu cửa mở ra một lộ trình thoát. Các quy định và quy tắc an toàn có thể yêu cầu thêm các lối ra khác.

“More Info” in the offline assessment

HS-EME-13	Cửa thoát hiểm	Trả lời Có nếu có ít nhất 2 lối ra khả thi từ tất cả các trạm làm việc và khu vực nghỉ ngơi (2 cầu thang trong các tòa nhà nhiều tầng); và các lối ra được đặt cách xa nhau. Một số nơi hoặc khu vực có thể chỉ cho phép một (1) lối ra, ví dụ: các phòng kín (ví dụ, văn phòng) có thể có một lối ra nếu cửa mở ra một lộ trình thoát. Các quy định và quy tắc an toàn có thể yêu cầu thêm các lối ra khác.	g? Info	Select:
HS-EME-14	Có		a? Info	Select:
HS-EME-15	Tất cả các cửa thoát hiểm		m g? Info	Select:
HS-EME-17			g? Info	Select:
HS-EME-18	Thủ tục Sơ tán		lý g? Info	Select:
HS-EME-20	Nhà máy có tổ chức		g? Info	Select:



Spotlight: Wage Data

Wage data

In some countries, wage levels are legally defined (Grade 1, Grade 2, etc. or skilled, semi-skilled). In India, while there is no unified national grading system, wage levels are legally defined by state governments based on skill levels (Highly skilled, skilled, semi-skilled and unskilled) and occupation categories. Facilities may build on these legal baselines to define their own internal wage structures.

In India, wage grades / levels are generally defined as:

- **Grade 01:** Highly Skilled Workers (Sr. Operator/Tailor, Sr. Quality Checker, Sr. Cutter, Maintenance Technician)
- **Grade 02:** Skilled Workers (Operator/Tailor, Quality Checker, Cutter, Line Leader, Embroidery Machine Operator)
- **Grade 03:** Semi-Skilled Workers (Jr. Operator, Jr. Quality Checker, Helper in Stitching, Finishing Jr. Operator)
- **Grade 04:** Unskilled Workers (Helper, Asst. Quality Checker, Housekeeping Staff, Packing Assistant)

Important: Wage data questions (WB-WAGE-62 to WB-WAGE-75) apply to all workers in the wage grade, including workers that have resigned and/or did not work the full 12-month assessment period.

Wage Data Lowest

Wage Data Lowest			
WB-WAGE-62	<u>Lowest wage grade / level:</u> Average monthly basic wage - male	Info	Number Here:
WB-WAGE-63	<u>Lowest wage grade / level:</u> Average monthly basic wage - female	Info	Number Here:
WB-WAGE-64	<u>Lowest wage grade / level:</u> Average monthly overtime earnings - male	Info	Number Here:
WB-WAGE-65	<u>Lowest wage grade / level:</u> Average monthly overtime earnings - female	Info	Number Here:
WB-WAGE-66	<u>Lowest wage grade / level:</u> Average monthly allowance/ incentive/ bonus earnings - male	Info	Number Here:
WB-WAGE-67	<u>Lowest wage grade / level:</u> Average monthly allowance/ incentive/ bonus earnings - female	Info	Number Here:
WB-WAGE-68	<u>Lowest wage grade / level:</u> Average monthly take-home pay - male	Info	Number Here:
WB-WAGE-69	<u>Lowest wage grade / level:</u> Average monthly take-home pay - female	Info	Number Here:

“Lowest wage grade / level”
 Facilities should answer questions in this category with the wages for workers who fall into the **lowest** wage grade / level in the facility.

Wage Data Lowest

Wage Data Lowest			
WB-WAGE-62	Lowest wage grade / level: <u>Average monthly</u> basic wage - male	Info	Number Here:
WB-WAGE-63	Lowest wage grade / level: <u>Average monthly</u> basic wage - female	Info	Number Here:
WB-WAGE-64	Lowest wage grade / level: <u>Average monthly</u> overtime earnings - male	Info	Number Here:
WB-WAGE-65	Lowest wage grade / level: <u>Average monthly</u> overtime earnings - female	Info	Number Here:
WB-WAGE-66	Lowest wage grade / level: <u>Average monthly</u> allowance/ incentive/ bonus earnings - male	Info	Number Here:
WB-WAGE-67	Lowest wage grade / level: <u>Average monthly</u> allowance/ incentive/ bonus earnings - female	Info	Number Here:
WB-WAGE-68	Lowest wage grade / level: <u>Average monthly</u> take-home pay - male	Info	Number Here:
WB-WAGE-69	Lowest wage grade / level: <u>Average monthly</u> take-home pay - female	Info	Number Here:

"Average monthly" means

1. the average calculated for each month taking a consecutive period of 12 months (a full year) into account
2. adding all those averages of 12 months together and
3. dividing the sum of the 12 averages by 12 to arrive at a final monthly average over a 12-month (full year) period.

Wage Data Lowest

Wage Data Lowest			
WB-WAGE-62	Lowest wage grade / level: Average monthly <u>basic wage</u> - male	Info	Number Here:
WB-WAGE-63	Lowest wage grade / level: Average monthly <u>basic wage</u> - female	Info	Number Here:
WB-WAGE-64	Lowest wage grade / level: Average monthly <u>overtime earnings</u> - male	Info	Number Here:
WB-WAGE-65	Lowest wage grade / level: Average monthly <u>overtime earnings</u> - female	Info	Number Here:
WB-WAGE-66	Lowest wage grade / level: Average monthly allowance/ incentive/ bonus earnings - male	Info	Number Here:
WB-WAGE-67	Lowest wage grade / level: Average monthly allowance/ incentive/ bonus earnings - female	Info	Number Here:
WB-WAGE-68	Lowest wage grade / level: Average monthly take-home pay - male	Info	Number Here:
WB-WAGE-69	Lowest wage grade / level: Average monthly take-home pay - female	Info	Number Here:

“Basic wage”
 Means the rate of pay for a standard work period excluding additional payments like bonuses and overtime.

“Overtime earnings”
 Means pay earned for hours performed outside of regular daily, weekly, or monthly working hours, including any overtime performed at night, on weekly rest days, or on public holidays.

Wage Data Lowest

Wage Data Lowest			
WB-WAGE-62	Lowest wage grade / level: Average monthly basic wage - male	Info	Number Here:
WB-WAGE-63	Lowest wage grade / level: Average monthly basic wage - female	Info	Number Here:
WB-WAGE-64	Lowest wage grade / level: Average monthly overtime earnings - male	Info	Number Here:
WB-WAGE-65	Lowest wage grade / level: Average monthly overtime earnings - female	Info	Number Here:
WB-WAGE-66	Lowest wage grade / level: Average monthly <u>allowance/ incentive/ bonus earnings</u> - male	Info	Number Here:
WB-WAGE-67	Lowest wage grade / level: Average monthly <u>allowance/ incentive/ bonus earnings</u> - female	Info	Number Here:
WB-WAGE-68	Lowest wage grade / level: Average monthly <u>take-home pay</u> - male	Info	Number Here:
WB-WAGE-69	Lowest wage grade / level: Average monthly <u>take-home pay</u> - female	Info	Number Here:

"Allowance/ incentive/ bonus earnings"

Means additional pay earned or given related to bonuses (e.g., annual bonus, seniority bonus), incentives (e.g., attendance bonus, productivity bonus), allowances (e.g., housing/ transportation/ meal allowances), or similar.

"Take-home pay"

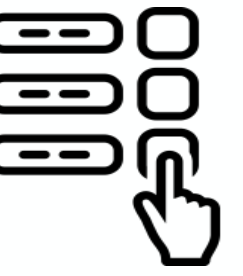
Means the net amount of income the worker receives after deductions (e.g., deductions related to taxes, benefits and other contributions). It includes all earnings the worker takes home, including overtime and allowance/ incentive/ bonus earnings, as applicable.

Wage Data Most Representative

Wage Data Most Representative			
WB-WAGE-70	<u>Wage grade / level most represented in the facility: Average monthly basic wage - male</u>	Info	Number Here:
WB-WAGE-71	<u>Wage grade / level most represented in the facility: Average monthly basic wage - female</u>	Info	Number Here:
WB-WAGE-72	<u>Wage grade / level most represented in the facility: Average monthly overtime earnings - male</u>	Info	Number Here:
WB-WAGE-73	<u>Wage grade / level most represented in the facility: Average monthly overtime earnings - female</u>	Info	Number Here:
WB-WAGE-74	<u>Wage grade / level most represented in the facility: Average monthly allowance/ incentive/ bonus earnings - male</u>	Info	Number Here:
WB-WAGE-75	<u>Wage grade / level most represented in the facility: Average monthly allowance/ incentive/ bonus earnings - female</u>	Info	Number Here:

"Wage grade / level most represented in the facility"

Facilities should answer questions in this category with the wage grade/ level that most of the workers in the facility belong to / the wage group in which the majority of the workers fall into.



Example: WB-WAGE-62

Lowest wage grade / level: Average monthly basic wage – male

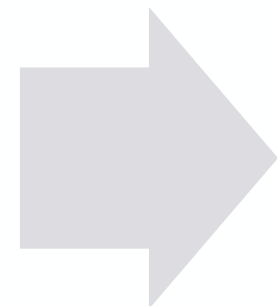
Example data to calculate the average monthly basic wage for male workers in the lowest wage grade / level.

Note: Worker 2 was hired in April, while Worker 4 did not continue working in the facility after May.

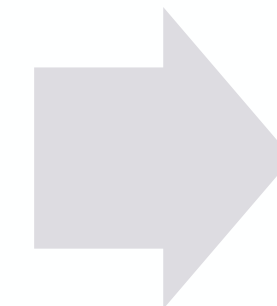
Worker Wage	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Worker 1	100	110	105	100	100	100	105	102	110	115	120	105
Worker 2				110	104	102	100	110	110	113	102	107
Worker 3	100	104	105	102	102	103	105	102	105	105	110	110
Worker 4	110	105	103	104	103							
Total Wage	310	319	313	416	409	305	310	314	325	333	332	322
Number of male workers	3	3	3	4	4	3	3	3	3	3	3	3
Average by Month	103,3	106,3	104,3	104,0	102,3	101,7	103,3	104,7	108,3	111,0	110,7	107,3

Calculate the average for each month (for 12 consecutive months)

Total wage / number of workers = average by month



Add the average of all 12 months together



Divide the sum of the 12 averages by 12 to get the final monthly average over a 12-month period





Common Misunderstandings



Step 1

WI-FOA-2

Are workers free to join a trade union of their choosing?



- There was no union presence in the facility during the assessment period, but the facility allows workers to join trade unions of their choosing so they answer “Yes”.



- Facility must read the More Info / Guidance before answering the question.
- Make sure to check the previous questions as it is interconnected
- If there was no union presence in the facility during the assessment period, facility should select the answer: **Not applicable. No union presence in the facility during assessment period.**

More Info / Guidance

A "trade union" refers to a workers' organization constituted for the purpose of furthering and defending the interests of workers.

Union presence in the facility includes the existence of a company union and/or the affiliation of workers from the company to higher level unions (such as sectoral unions).

ILO Convention 87 on Freedom of Association and Protection of the Right to Organize Convention (1948) provides that workers have the right to join organizations of their own choosing without previous authorization, subject only to the rules of the organization concerned.

If there was no union presence in the facility during the assessment period, select the answer: Not applicable. No union presence in the facility during assessment period.

Step 1

WI-FOA-37

Can the trade union(s) freely form and join federations and confederations of their choice without interference?

Read the question, More Info / Guidance, and scenario below, then select the correct answer.

Scenario: Facility A allows trade union(s) to freely form and join federations and confederations without interference. During the assessment period there was no union presence in Facility A.

How should the facility answer this question in their assessment?

- a) Yes
- b) No
- c) Not applicable. No union presence in the facility during assessment period.

More Info / Guidance

Federations and confederations are organizations formed by and made up of trade unions.

Union presence in the facility includes the existence of a company union and/or the affiliation of workers from the company to higher level unions (such as sectoral unions).

Consult applicable legal standards to determine whether there are restrictions in place that may influence the answer to this question.

Workers' organizations should have the right to form and join federations and confederations of their choosing, subject to the rules of the organizations concerned, and without any previous authorization. It is for the federations and confederations themselves to decide whether or not to accept the affiliation of a trade union, in accordance with their own constitutions and rules.

If there was no union presence in the facility during the assessment period, select the answer: Not applicable. No union presence in the facility during assessment period.

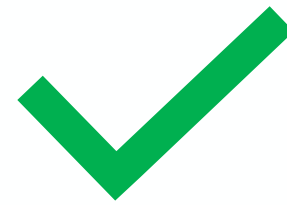
Step 1

WI-FOA-38

Does the facility require workers to join a trade union?



Facilities commonly answer this question as “**No,**” as management believes that they do not force workers to join a trade union.



Facility must read the More Info / Guidance before answering the question.

If there was no union presence at the facility during the assessment period, the appropriate response is: **Not Applicable – No union presence at the facility during the assessment period.**

More Info / Guidance

Union presence in the facility includes the existence of a company union and/or the affiliation of workers from the company to higher level unions (such as sectoral unions).

Union security clauses are used to ensure the membership and funding of unions. These clauses may require workers to join the union, or they may require an employer to hire only union workers, or to deduct union dues from non-union workers. Under international standards, it is acceptable for a country’s laws to allow for union security clauses, or to forbid them. However, in order for these clauses to be compatible with ILO Convention 87, they must be freely negotiated between the union and the employer.

Consult applicable legal requirements before answering this question, to determine whether workers may be required to join a union in line with a freely negotiated union security clause.

If applicable legal standards do not permit union security clauses then workers may not be forced to join a union.

If national law permits union security clauses: Union security clauses are used to ensure the membership and funding of unions. These clauses may require workers to join the union, or may require an employer to hire only union workers, or to deduct union dues from non-union workers.

A union security clause is a collective bargaining agreement clause that is used to ensure that workers are excluded from a bargaining unit if they either:

- Do not support the union.
- Do not wish to pay union dues associated with union membership.
- Do not want to pay fees associated with a union representing the workers' bargaining unit.

If there was no union presence in the facility during the assessment period, select the answer: Not applicable. No union presence in the facility during assessment period.

Step 1

WI-FOA-49

Has the facility management tried to control, manipulate or interfere with any of the unions in the facility?



Facilities commonly answer this question as “**No**,” as management believes that they do not attempt to control, manipulate, or interfere with any union, even when no union exists at the facility.



Facility must read the More Info / Guidance before answering the question.

If there was no union presence at the facility during the assessment period, the appropriate response is: **Not Applicable – No union presence at the facility during the assessment period.**

More Info / Guidance

Union presence in the facility includes the existence of a company union and/or the affiliation of workers from the company to higher level unions (such as sectoral unions).

Interference is indicated when the employer:

- takes action in an effort to dominate, control or undermine workers' organizations
- is involved in union decision-making, in the formation of the constitution and rules, in union activities, administration, finances or elections
- tries to gain control of the union by financing it in a way that is not intended by national law
- tries to undermine the union by offering bribes to union activists to withdraw from the union, or by artificially promoting them in an effort to impede their participation in union affairs
- provides incentives to workers to keep them from joining a trade union or engaging in trade union activities, and/or
- promotes the formation of a workers' organization to compete against existing union(s)

If there was no union presence in the facility during the assessment period, select the answer: Not applicable. No union presence in the facility during assessment period.

Take note of answer option...

“Not applicable. No union presence in the facility during assessment period.”

Six* of the top **ten** common misunderstandings for facilities in **India** are due to facilities incorrectly answering questions that have this option.

- Be sure to read the **Guidance / More Info** and follow the instructions carefully.
- If there was no union presence in the facility during the assessment period, select the answer: **Not applicable. No union presence in the facility during assessment period.**


WI-FOA-39

* Do trade union representatives have access to workers in the workplace?

✓ Choose...
Yes
No
Not applicable. No union presence in the facility during assessment period.

View Guidance ^

Union presence in the facility includes the existence of a company union and/or the affiliation of workers from the company to higher level unions (such as sectoral unions). Access entails: -- Trade union representatives can communicate freely with their members, non-members and/or potential members, provided they do not disrupt the company's regular operations. (Employer consent may be required during times when workers are required to work, but free access should be allowed during breaks and before and after work.) -- Trade union representatives employed by the facility have access to workplaces (including in the facility and on the premises) so they can communicate with workers and carry out their representative functions. -- Access is not restricted to a particular union(s). -- Representatives of a union who are not employed in the facility, but whose union has members working in the facility also are granted access. -- When workers reside on the premises of the facility or industrial zone, suitable arrangements are made to allow onsite access after work hours even if the union does not have members employed by the facility. -- Access to free trade zones is provided during working hours, including so that union representatives can inform workers about the potential advantages of unionization. (Permission can be required to enter the zone, but should not be unreasonably withheld.) If there was no union presence in the facility during the assessment period, select the answer: Not applicable. No union presence in the facility during assessment period.

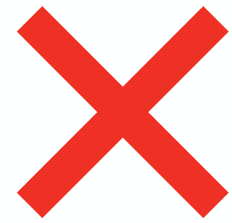


*Questions: WI-FOA-37, WI-FOA-2, WI-FOA-49, WI-FOA-39, WI-FOA-38, WI-FOA-48

Step 1

WB-WAGE-7

Is the facility failing to pay any worker AT LEAST the basic wage required under the Collective Bargaining Agreement for any regular hours worked?



- Facility believes they are paying all workers AT LEAST the basic wage required so they answer “No”.



- Facility must read the More Info / Guidance before answering the question.
- If there is no Collective Bargaining Agreement in the facility, facility should answer “Not applicable.”

More Info / Guidance

Answer Yes if any worker(s) are not paid the basic wage required under the Collective Bargaining Agreement (above the legal minimum wage, if established, not including bonuses or other supplemental payments). This basic wage can be paid hourly or by piece/unit or other work output.

This question covers all categories of workers.

If there is no basic wage required under the Collective Bargaining Agreement (above the legal minimum wage, if established), answer Not applicable.

Step 1

FP-BAS-16

Normal Hours of Operation per day:

Read the question, More Info / Guidance, and scenario below, then select the correct answer.

Scenario: Facility is operational for 8 hours per day, from 8:00 – 17:00.

How should the facility answer this question in their assessment?

- a) One business day
- b) 8 hours
- c) 8:00 – 17:00
- d) 24 hours

More Info / Guidance

Normal Operating Hours means the hours of operation of the facility on any one day in which workers are authorized to work.

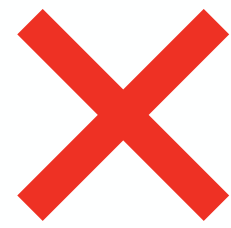
Normal Operating Hours make up a business day, which refers to the typical hours in a day when normal business operations take place (e.g., 8:00 - 17:00; or 8am - 5pm).

Step 2

WB-WAGE-74



Wage grade / level most represented in the facility: Average monthly allowance/ incentive/ bonus earnings - male



- ❑ Facility incorrectly answers the earnings of the highest paid wage grade without understanding the intent of the question.



- ❑ Facility must read the More Info / Guidance before answering the question.
- ❑ The facility should select workers level/grade in which most of the workers in the facility belong to / the wage group in which most of the workers fall into. "Average monthly" means the average calculated by month taking a period of 12 months into account.

More Info / Guidance

In the wage grade / level most represented in the facility, what is the average monthly allowance/ incentive/ bonus earnings for male workers?

"Wage grade / level most represented in the facility" means the wage grade/ level that most of the workers in the facility belong to / the wage group in which the majority of the workers fall into.

"Average monthly" means

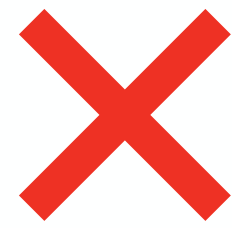
- 1) the average calculated for each month taking a consecutive period of 12 months (a full year) into account
- 2) adding all those averages of 12 months together and
- 3) dividing the sum of the 12 averages by 12 to arrive at a final monthly average over a 12 month (full year) period.

"Allowance/ incentive/ bonus earnings" means additional pay earned or given related to bonuses (e.g., annual bonus, seniority bonus), incentives (e.g., attendance bonus, productivity bonus), allowances (e.g., housing/ transportation/ meal allowances), or similar.

Step 2

WB-WAGE-85

The facility paid an Attendance Bonus



- Facility answers **Yes, in line with legal requirements**, even when there is no legal requirement for providing an attendance bonus.



- Facility must read the More Info / Guidance before answering the question.
- Since there is no legal requirement in India for providing attendance bonuses, the facility should follow the guidance and answer:
 - If the facility has paid a Bonus, answer **Yes, not legally required (voluntarily)**.
 - If the facility has NOT paid a Bonus, answer **No, not legally required**.

More Info / Guidance

Consult applicable legal requirements before answering this question.

If there are applicable legal requirements and the facility has paid a Bonus, answer "Yes, in line with legal requirements".

If there are applicable legal requirements and the facility has NOT paid a Bonus, answer "No, out of line with legal requirements".

If there are no applicable legal requirements and the facility has paid a Bonus, answer "Yes, not legally required (voluntarily)".

If there are no applicable legal requirements and the facility has NOT paid a Bonus, answer "No, not legally required".

Step 1

CAF v1.6: WB-WAGE-88

CAF v1.7: WB-WAGE-88, 89, 90

The facility paid a Housing allowance

The facility paid a transportation allowance

The facility paid a meal allowances

Read the question, More Info / Guidance, and scenario below, then select the correct answer.

Scenario: The facility provides a transportation allowance to all workers in addition to minimum wages. According to local labor law, there is no legal requirement for employers to provide a such allowances.

How should the facility answer this question in their assessment?

- a) Yes- in line with legal requirements
- b) Yes- not legally required (voluntarily)
- c) No- not legally required
- d) No- out of line with legal requirements

More Info / Guidance

Consult applicable legal requirements before answering this question.

If there are applicable legal requirements and the facility has paid a Bonus, answer "Yes, in line with legal requirements".

If there are applicable legal requirements and the facility has NOT paid a Bonus, answer "No, out of line with legal requirements".

If there are no applicable legal requirements and the facility has paid a Bonus, answer "Yes, not legally required (voluntarily)".

If there are no applicable legal requirements and the facility has NOT paid a Bonus, answer "No, not legally required".

Step 1

CAF v1.6: WB-WAGE-94
CAF v1.7: WB-WAGE-96

Are wage payments made regularly and on time and in line with legal requirements?



Facility commonly answer this question as **Yes**, without understanding the intent of the question. They believe that they always pay on time and in line with legal requirements even when they are paying after the legal pay period after 10 days of the previous months.

- Refer to Payment of Wages Act, 1936
- Wages must be paid:
 - Before the 7th of the following month in establishments with <1000 workers.
 - Before the 10th of the following month in establishments with >1000 workers.

Consult applicable legal requirements before answering this question.

If there are no applicable legal requirements, answer No applicable legal requirements.

Step 2

HS-EME-8.1

Please describe the types of firefighting equipment used and in which areas of the facility the firefighting equipment is present:



- Facility answers "Fire extinguishers, buckets, etc. are available"



- Facility must read the More Info / Guidance before answering the question.
- Facility's answer must be more specific and include the types and locations of the firefighting equipment in the facility.

More Info / Guidance

For example, "Production area xxx: fire extinguishers"; "Warehouse xxx: automatic sprinkler system"

Step 2

CAF v1.6: HS-BUI-18
CAF v1.7: HS-BUI-17

Is there on-site vehicle traffic at the facility?



- Facility has a parking area for cars on-site, so they answer **Yes**.



- This question is asking about on-site vehicle traffic where there are workers working.
- Facility should answer “Yes” if they determine that vehicles (e.g., cars, trucks, forklifts, golf carts, etc.) are operated anywhere where workers are working.
- Facilities should answer “No” if vehicles are not operated near the production area where workers are working.

More Info / Guidance

On-site traffic may include cars, trucks, forklifts, golf carts, or any motorized vehicle operating on the facility work site.

Step 3

AB-WOR-1-1

Are all workers offered any of the following types of developmental programs by the facility? (SELECT all that apply with a "X"):

Health Education



- The facility provides internal Health & Safety training, so they select "Health Education" from the list.



- Facility must read the More Info / Guidance before answering the question.
- For this question, Health & Safety training does not fall under a Health Education program.
- If the facility does not have any structured developmental programs, then select "None of the above".

More Info / Guidance

A health education program does NOT include first aid training or medical kits. A program that teaches female workers about good menstrual hygiene is an example of an Above and Beyond program.

Q&A



**Social & Labor
Convergence
Program**



Human Rights Due Diligence (HRDD) resources

Handbook for Due Diligence Implementation in the Textile Sector



The Handbook is intended to support the European Commission in formulating comprehensive guidelines for the textile sector and beyond, as required by the Directive on Corporate Sustainability Due Diligence (CSDDD)

Guidance on the EU Corporate Sustainability Reporting Directive (CSRD)



The Guidance illustrates which aspects of CSRD compliance SLCP's CAF can support with, and which are out of SLCP's scope.

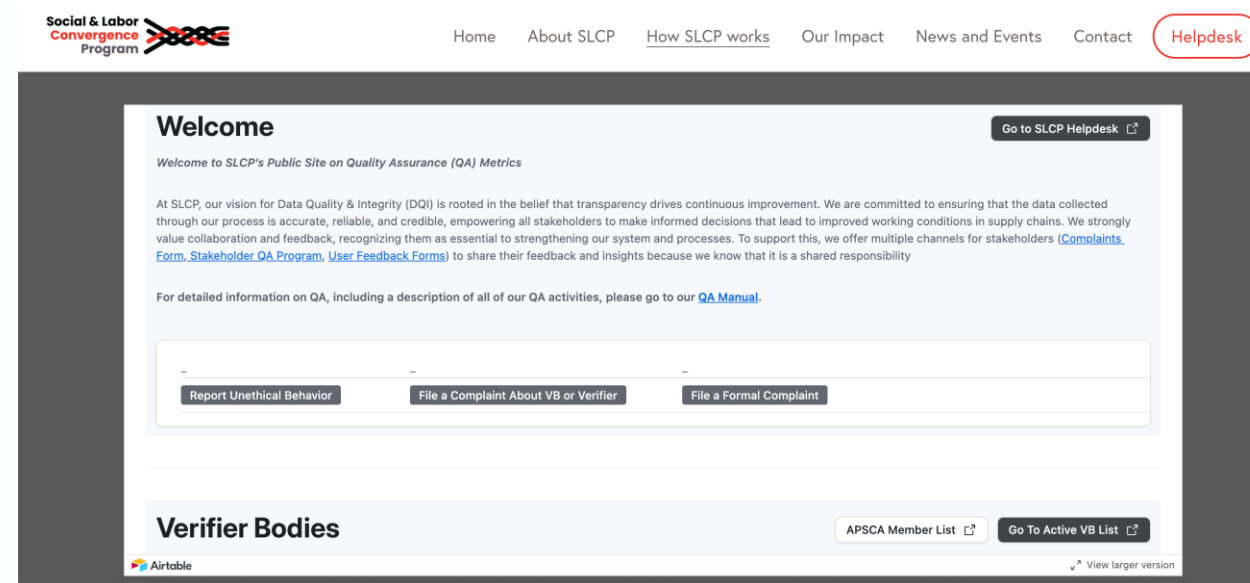
SLCP Human Rights Due Diligence Toolkit 2.0



The HRDD Toolkit outlines how SLCP's social assessment tool – the Converged Assessment Framework (CAF) – can help users comply with new due diligence legislation.

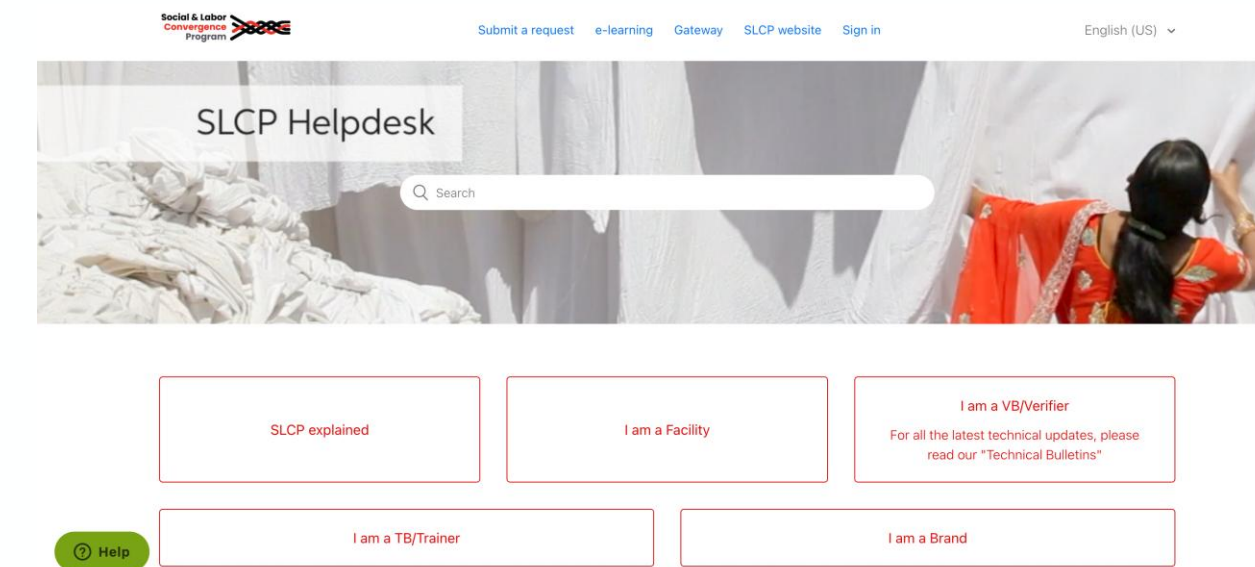
Data Quality & Integrity (DQI) resources

SLCP DQI Dashboard



The Dashboard includes the latest data on DQI, covering approved VBs, Verifiers, and QA activities. You can also submit a complaint using the forms on the Dashboard.

DQI on the Helpdesk



You can find a series of FAQs related to DQI on our Helpdesk, including more detailed information on QA activities and DQI on your Verified Assessment Report.

SLCP Complaints form



SLCP Complaints Form

Thank you very much for your participation in the SLCP. This form is for the purpose of documenting a formal complaint and to provide details to the VOO for processing.

This form is for Complaints specific to a verification or general Complaints about the SLCP process. The VOO takes each Complaint seriously and reviews complaints in accordance with section 5.3 of the [QA Manual](#).

Once the Complaint review process has been initiated, the timeline will vary depending on the nature of the verification feedback raised and can take up to 2-3 months to fully reach an outcome. Complaint outcomes will be incorporated into the QA process and may impact Verifier and VB Scores. Based on the nature of the Complaint, the Complaint may or may not be fully resolved.

Please contact the VOO if you have any questions about a specific Complaint (brand participation in the QA Stakeholder Program is recommended for SLCP/VOO engagement related to Complaints).

Facility Note: This form is not intended for the purposes of logging a dispute regarding the verification results. If you are logging a dispute of your verification, this should be done on the Accredited Host within the permitted protocol timeframe.

If you are available to be contacted for questions about this complaint with the VOO, select 'No' to the below question, "Do you want this complaint to remain anonymous?" and fill in the Contact Details.

If a facility or brand notices issues with the Verifier, a Verifier Body (VB) and/or the verification process, they can file a complaint. Complaints can be related to the quality of service, an issue with the verification process, technology issues, inappropriate Verifier/VB behavior/conduct, an issue with VB communications, or an issue related to transparency.

Coming soon: New VB Selection Model

Over the past months, SLCP worked on developing a new Verifier Body (VB) selection model that will be fully implemented by the end of 2025.

The new VB Selection Model encourages facilities to select VBs **based on quality and high performance** for their assessments.

How will facilities select VBs in the new model?



Facilities will choose from a **VB Selection List**, that will show a more limited number of pre-selected VBs.



VBs will continue to be pre-selected based on eligibility criteria (e.g., country approval, language match) and now also quality performance.



In the VB Selection List, facilities will see: Name, SLCP ID, and **Quality Score information** of the selected VBs.



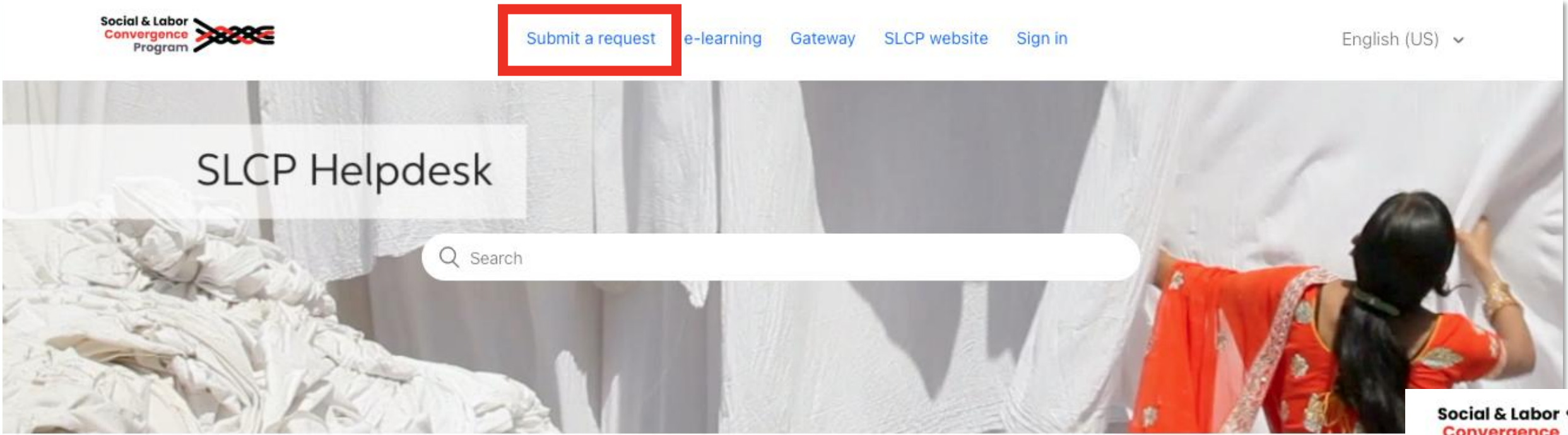
Facilities must contact VBs for quotes and availability and then make a selection.



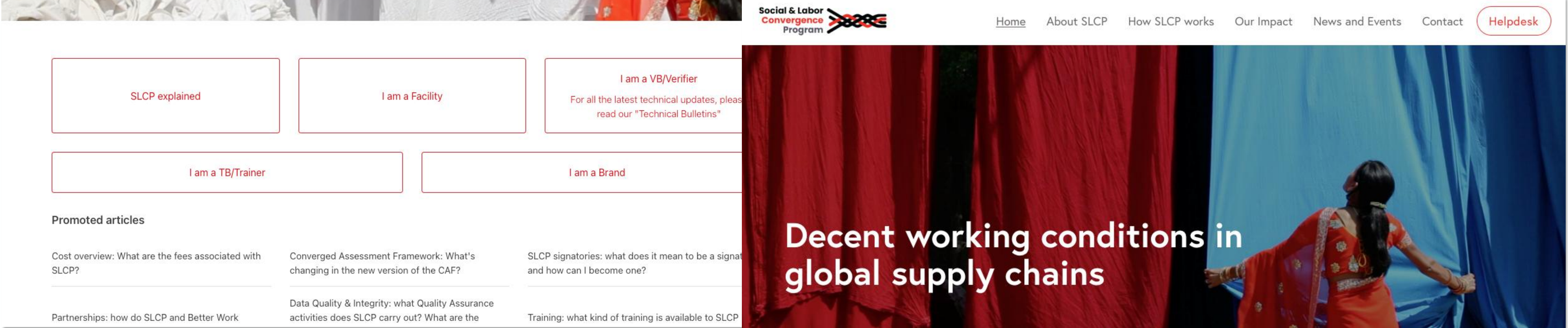
Facilities cannot select the same VB two years in a row.

This new model incentivizes better VB performance and enables facilities to make a more informed quality-based VB selection.

If you're ever lost...



www.slconvergence.org



Decent working conditions in global supply chains

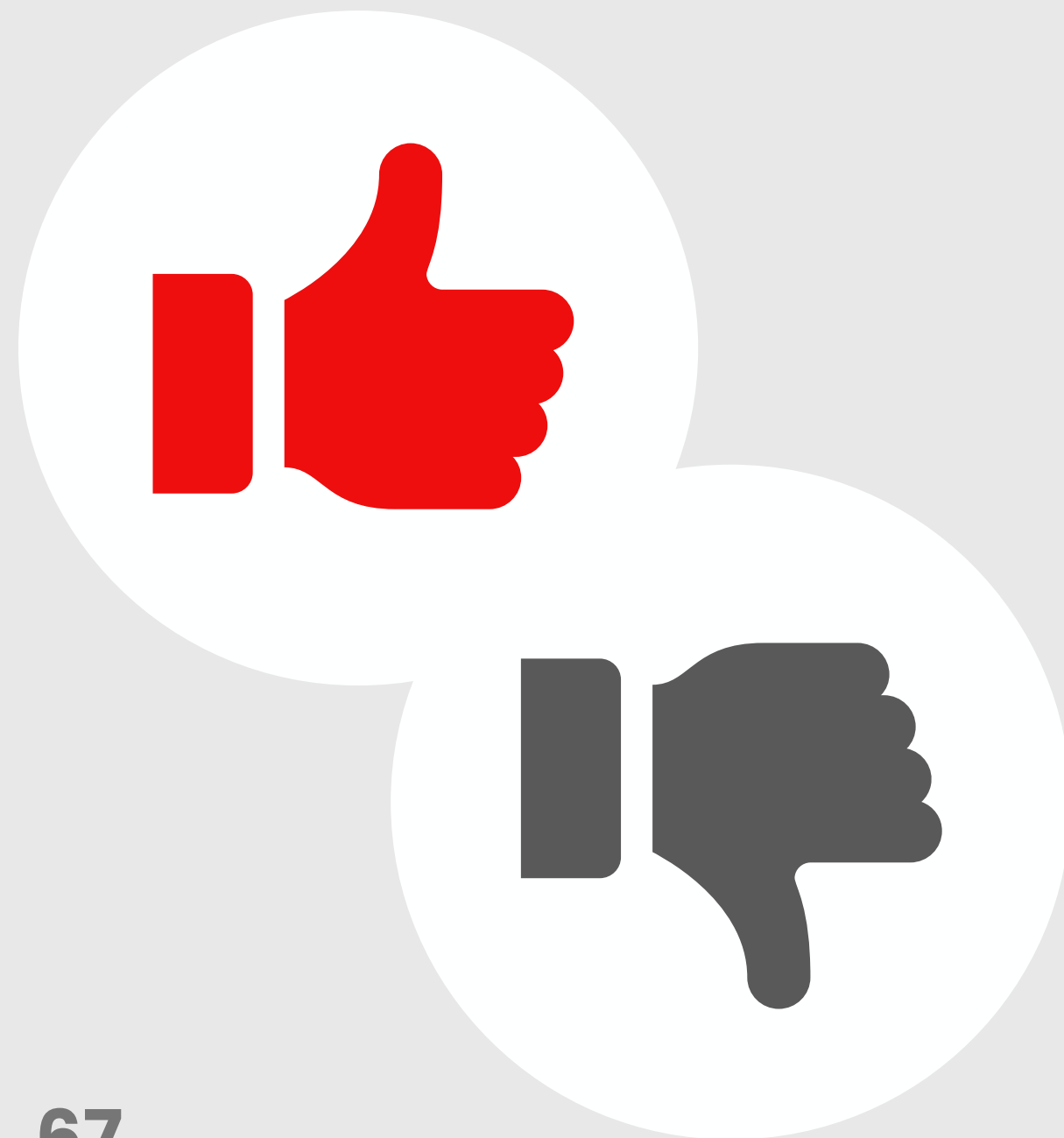
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