



# Understanding the CAF: Global Guidance & Insights

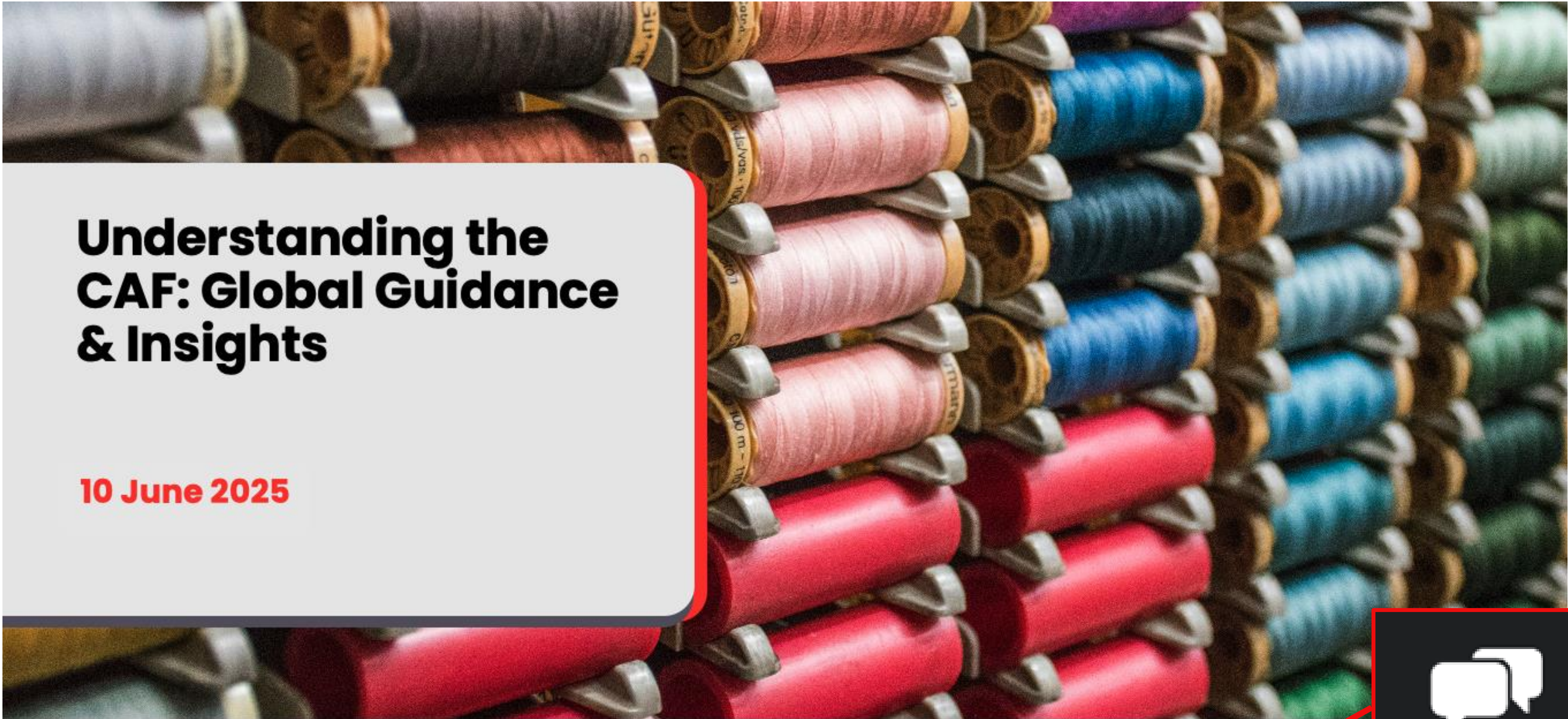
10 June 2025

**Social & Labor  
Convergence  
Program**

Decent working  
conditions in  
global supply chains



# Welcome!



**Understanding the CAF: Global Guidance & Insights**

10 June 2025

Social & Labor Convergence Program

De  
con  
glo

Q&A

Audio Settings ^ Chat Raise Hand Q&A Leave Meeting

The image shows a virtual meeting interface. The main content area features a title slide with the text 'Understanding the CAF: Global Guidance & Insights' and the date '10 June 2025'. The background of the slide is a close-up photograph of many colorful thread spools (red, blue, green, pink) arranged in rows. In the bottom right corner of the slide area, there is a dark square button with a white speech bubble icon and the text 'Q&A'. Below the slide area is a black navigation bar with several icons: 'Audio Settings' with an upward arrow, 'Chat', 'Raise Hand' with a hand icon, 'Q&A' with a speech bubble icon, and 'Leave Meeting' in red text. A red arrow points from the 'Q&A' button in the slide area to the 'Q&A' icon in the navigation bar.



# Today's team



**Elizabeth Otten**

Training Manger

SLCP



**Claudia  
Gangotena**

Training &  
Communications  
Coordinator

SLCP



**Susanne Gebauer**

Senior Manager  
Assessment Data  
and Quality

SLCP

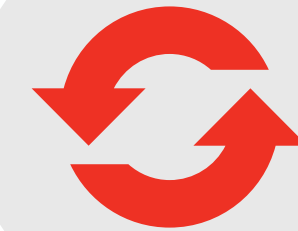


**William Lin**

Senior Social  
Sustainability  
Manager

TAL Apparel

# What will you learn today?



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



How to understand and correctly answer Wage Data questions in the assessment



Common mistakes when completing the CAF and how to avoid them



Valuable insights from a manufacturer implementing SLCP





# SLCP Refresher

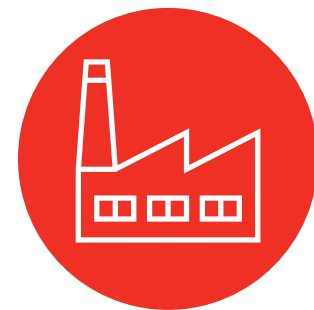


# What is SLCP?

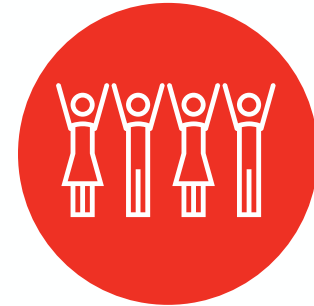
**SLCP is a multi-stakeholder initiative to reduce audit fatigue and improve working conditions.**



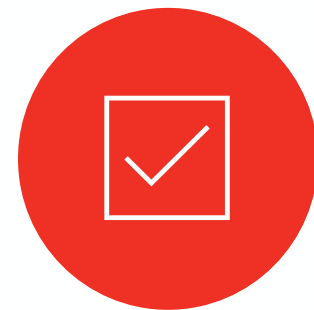
Implements the Converged Assessment Framework (CAF) to collect & verify social compliance data.



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.

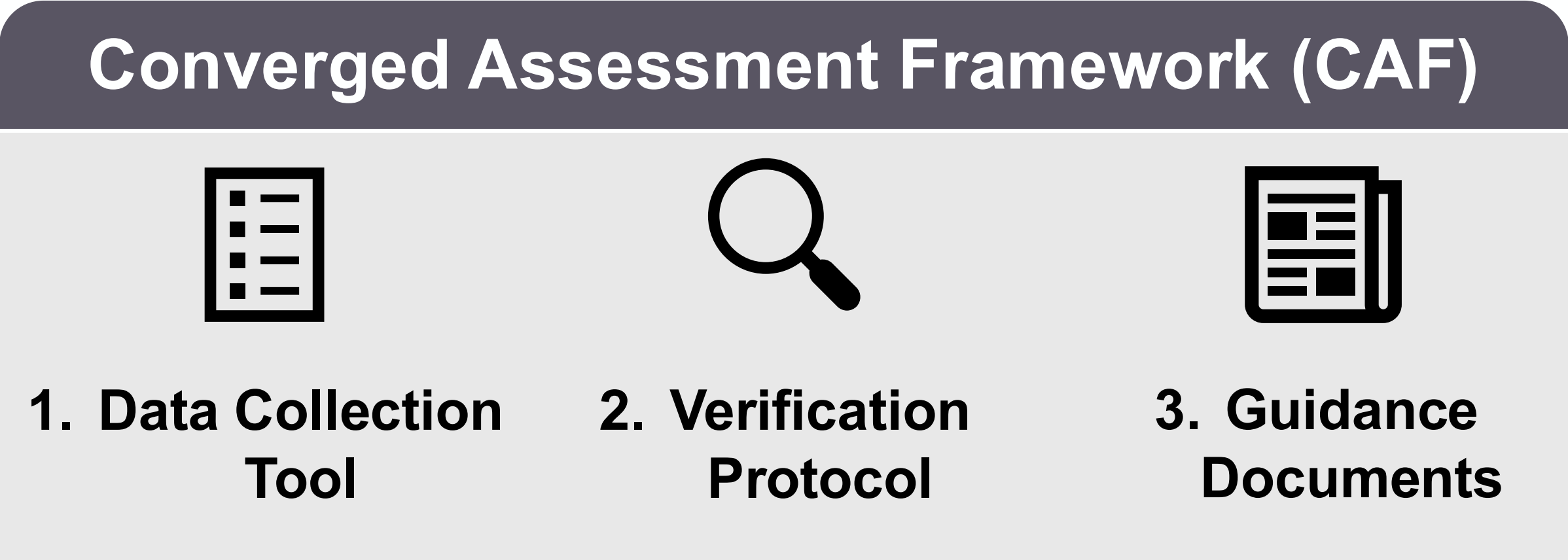


Provides credible data that supports end-users to meet due diligence requirements.

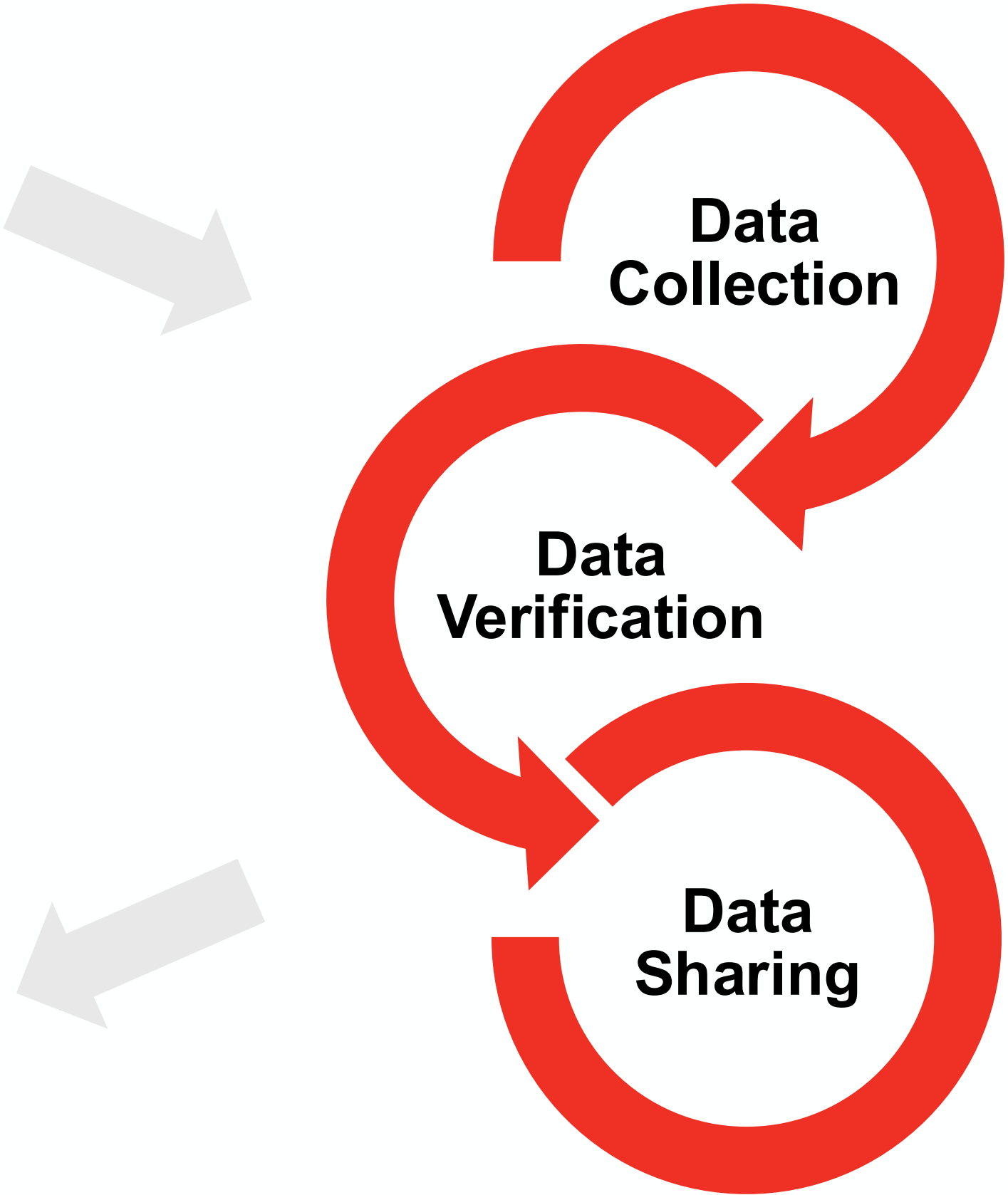




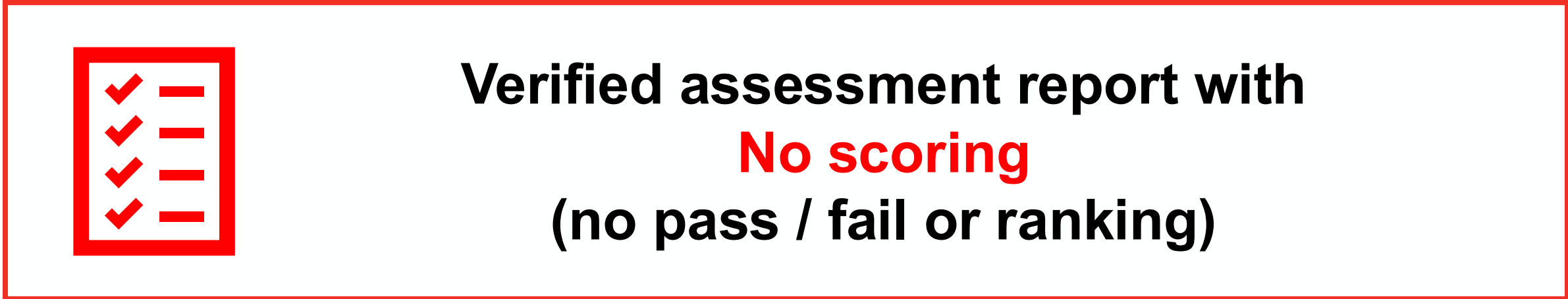
# The CAF is used to complete the SLCP assessment process



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

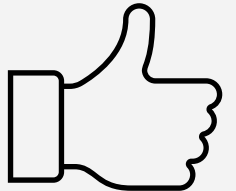
**Industry Adoption**

**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

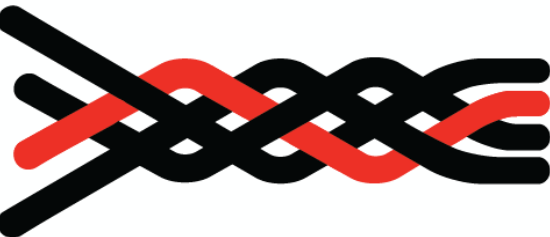


CAF available  
in **119**  
countries  
& regions



**57**  
approved  
Verifier Bodies  
and **1000+**  
Verifiers

Goal of  
**10,500**  
assessments  
in 2025





# Widespread acceptance of SLCP data

107 companies and organizations including:



(See [website](#) for full list)





# Widespread use of SLCP by manufacturers

**Over 16,000 facilities** have created an account on Gateway and started their SLCP assessment process, including from the manufacturers below:



For an overview of individual facilities participating in the SLCP assessment process, view the [public facility list](#).



# Manufacturer speaker



**William Lin**

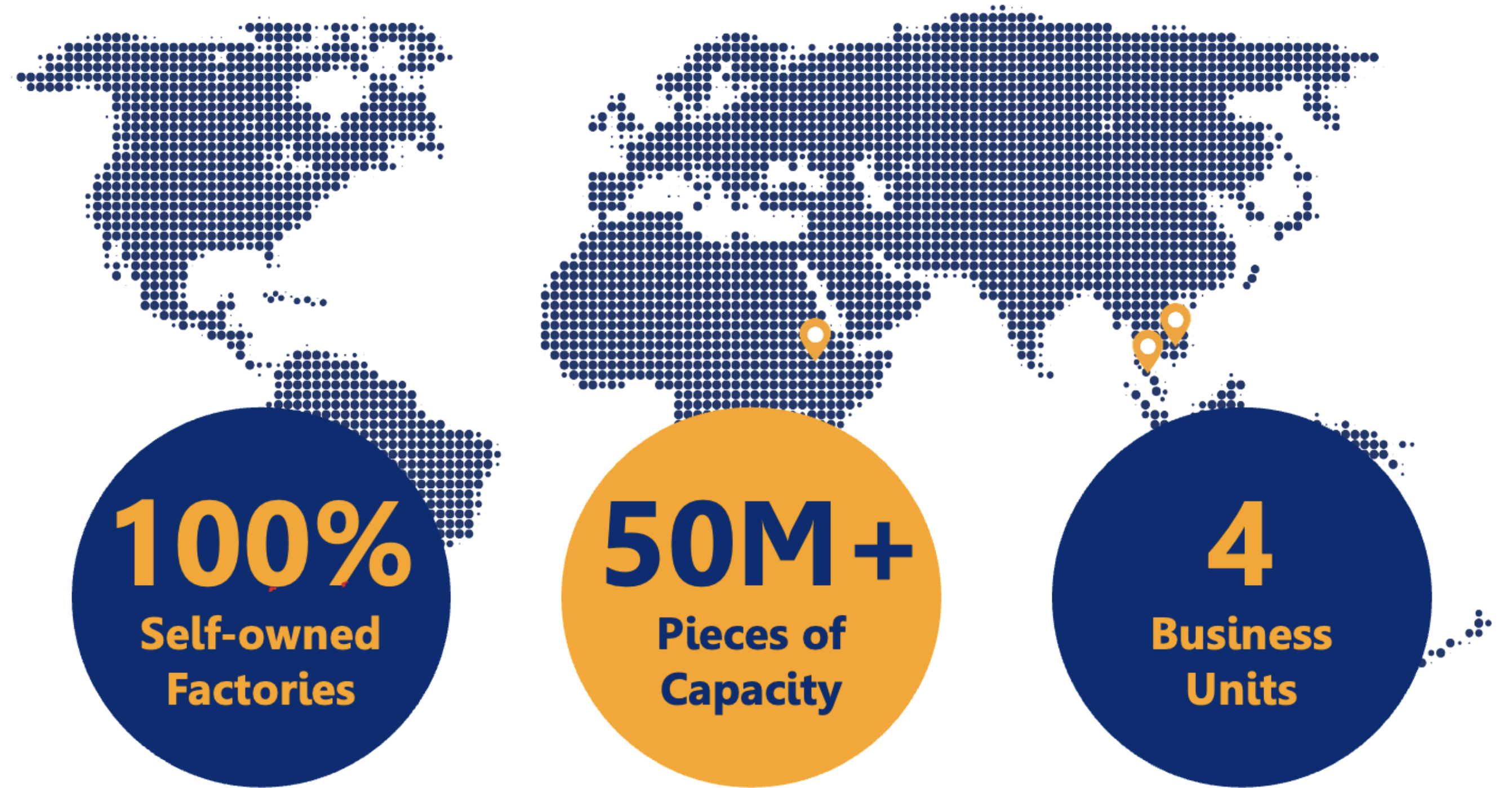
TAL Apparel



# Headquartered in Hong Kong, TAL Apparel is The World Leader in The Production of Innovative Clothes

We Believe Every Man Deserves Quality Garments

**TAL Apparel:**  
**INNOFACTURER®**  
75+ years of Heritage  
The Art Of Innovation

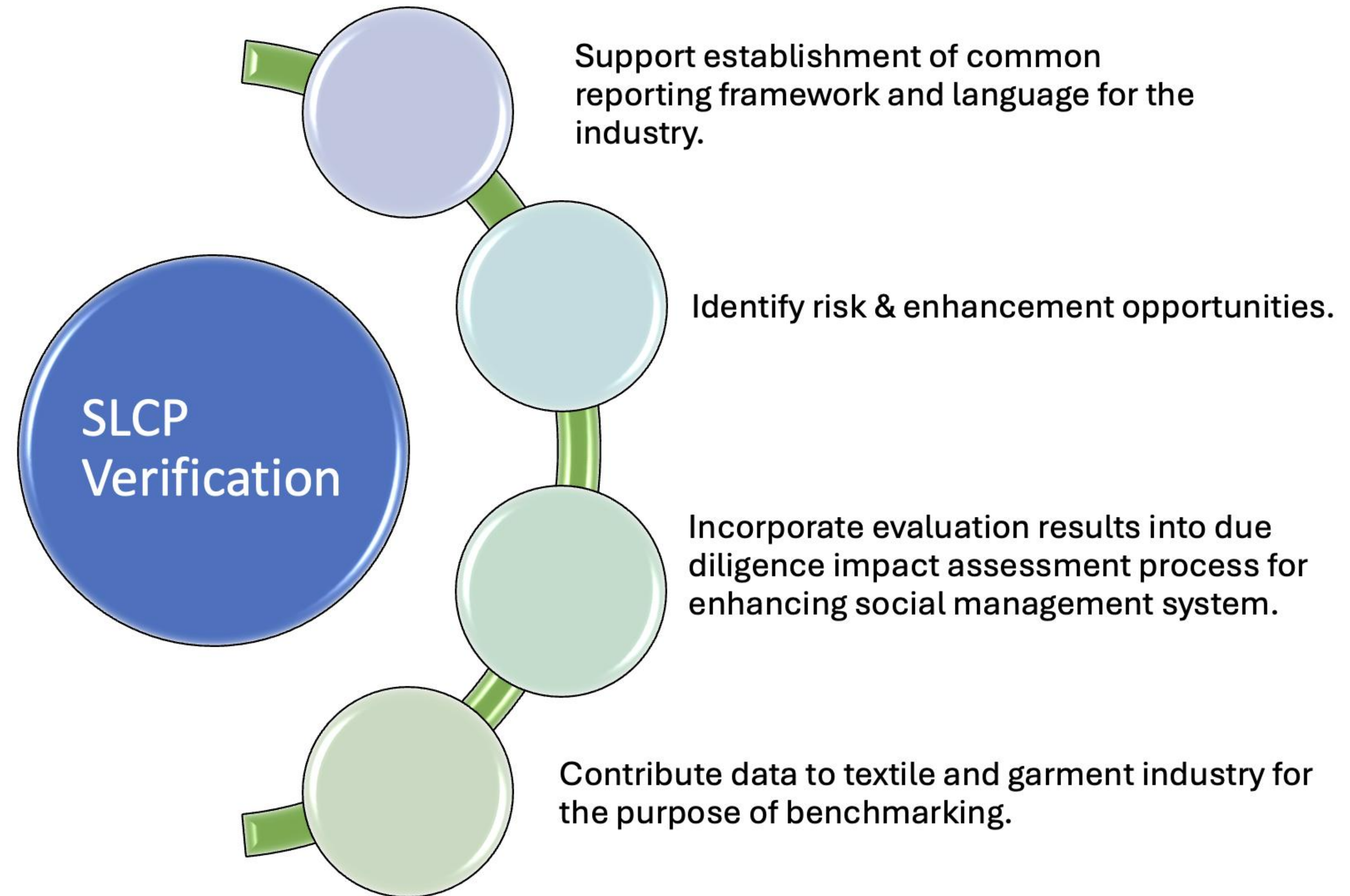


Ethiopia • Thailand • Vietnam





## As SLCP Signatory, TAL Apparel adopts SLCP Converged Assessment Framework (CAF)







## Verification Experience Sharing

- The purpose of self-assessment (Verification vs Compliance Audit)
- Senior staff who well understand company's operations & systems
- In addition to the compliance questions, make use of CAF to identify areas of improvement (e.g. "management system" and "above and Beyond" sections)
- Contact verification body sooner to arrange audit schedule.
- Benchmark data available for identifying company's strength and weakness.





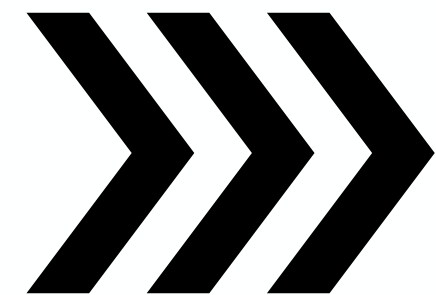
A photograph of a textile spinning machine. The machine features a horizontal wooden bar at the top with several vertical spindles. Below this bar, a large number of white thread spools are arranged in a row. The spools are partially filled with white thread. The background is a plain, light-colored wall. A red horizontal line is visible near the top of the image, and a white horizontal band is visible near the bottom of the image.

# CAF Reminders

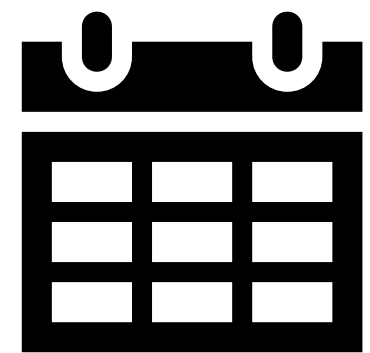


# CAF v1.7 launch and sunseting

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.

**worldly**<sup>™</sup>

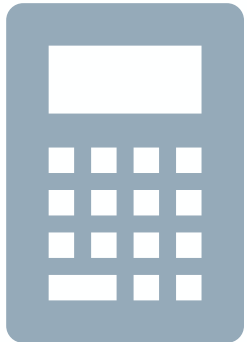
**Social & Labor  
Convergence  
Program** 



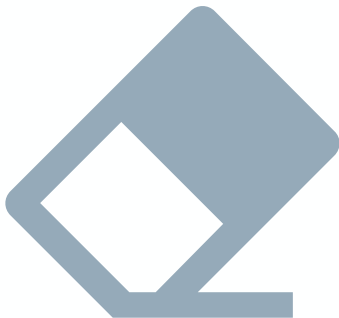
# What's new with CAF v1.7?



Questions added, deleted, and moved to a new position



Numeric data type requirements updated



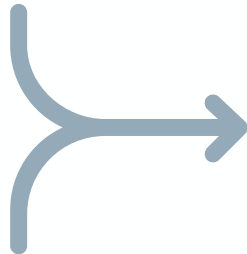
Questions that seem repetitive in Step 1 now separated and moved to Step 2



New questions to support Human Rights Due Diligence



Question wording updated to more clearly identify non-compliance



Questions in the Management Systems section streamlined

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



# 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**.



# 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.



# 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
- Guidance on 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		g?	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:	




# The SLCP assessment is available in five languages!

The screenshot displays the Worldly SLCP assessment interface. At the top, the 'worldly' logo is on the left, and navigation links for 'Insights', 'Assessments', 'Facility Data Manager', and 'Product Impacts' are in the center. On the right, there are notification, help, and user profile icons, with the user identified as 'Stichting SLCP Elizabeth Otten'. Below the navigation bar, the main content area is titled 'Higg FSLM' and 'Dashboard'. A dropdown menu for 'May 2025' is open, showing 'Overview' and 'Assessment' options. The 'Assessment' section is active, displaying 'Saved', 'Answered 4', 'Unanswered 764', and 'Required 124' items. A 'Topics' dropdown is also visible. On the left, a sidebar shows progress bars for various categories: 'Facility Profile 1%', 'Recruitment & Hiring 0%', 'Working Hours 0%', 'Wages & Benefits 0%', 'Worker Treatment 0%', 'Worker Involvement 0%', 'Health & Safety 0%', 'Termination 0%', 'Management Systems 0%', and 'Above & Beyond 0%'. The main content area is titled 'Step Selection' and contains a text box with the instruction: 'This information provides more context/ explanation concerning the Accredited Host/ Platform used to complete this assessment/ verification:'. Below this, a question mark icon is followed by the text 'Higg FSLM completed on Worldly'. On the right side of the interface, a 'Translate' dropdown menu is open, listing the following languages: English, Español (Spanish), Português (Portuguese), Tiếng Việt (Vietnamese), Türk (Turkish), 中文 (Chinese), Italiano (Italian), 日本語 (Japanese), and বাংলা (Bengali). Red arrows point to the first five languages: English, Español (Spanish), Português (Portuguese), Tiếng Việt (Vietnamese), and Türk (Turkish).

Remember: Answers must be given in **English**, regardless of the language the assessment is viewed in (unless prompted otherwise in the question).



A close-up photograph of a spinning machine in a factory. The machine features a horizontal wooden beam with numerous spindles attached. Each spindle is wrapped with white thread, forming a series of vertical spools. The background is slightly blurred, showing the industrial setting. A semi-transparent white banner with a red top edge is overlaid across the middle of the image, containing the text 'Spotlight: Wage Data'.

# Spotlight: Wage Data



# Wage Grades / Levels

Wage Grades / Levels			
WB-WAGE-19	How does the facility define wage grades/ levels?	<a href="#">Info</a>	Select: <input type="text" value="Grade (1/2/3/4/5/6/7)"/>
WB-WAGE-20	How many wage grades/ levels does the facility have?	Number Here:	<input type="text" value="Grade (1/2/3/4/5/6/7)"/> <input type="text" value="Skill (skilled/ semi-skilled/ un-skilled)"/> <input type="text" value="Other"/> <input type="text" value="Facility does not have wage grade/levels"/>
NOTE: The Tool supports a maximum of 7 wage levels (7 entries for facility data). Level 1 means lowest paid grade level. For selection of "Skill" as wage level definition (for facility data). If you have more wage levels, select "Other" for how the facility defines wage grades/ levels.			
WB-WAGE-21	TOTAL number of workers in wage level 1 (lowest wage grade level)	Number Here:	<input type="text"/>
WB-WAGE-22	Number of FEMALE workers in wage level 1 (lowest wage grade level)	Number Here:	<input type="text"/>
WB-WAGE-23	TOTAL number of workers in wage level 2	Number Here:	<input type="text"/>
WB-WAGE-24	Number of FEMALE workers in wage level 2	Number Here:	<input type="text"/>

In some countries/states, wage levels are legally defined. In others they are not, and facilities may assign their own.

## Examples of common wage grades / levels

1. Grade 1, Grade 2, Grade 3 ...
2. Level 1, Level 2, Level 3 ...
3. Highly skilled workers, skilled workers, semi-skilled workers, unskilled workers



# Wage Data Lowest

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

**Lowest wage grade / level**  
 Facilities should answer questions in this sub-section 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	<a href="#">Info</a>	Number Here:
WB-WAGE-63	Lowest wage grade / level: <u>Average monthly</u> basic wage - female	<a href="#">Info</a>	Number Here:
WB-WAGE-64	Lowest wage grade / level: <u>Average monthly</u> overtime earnings - male	<a href="#">Info</a>	Number Here:
WB-WAGE-65	Lowest wage grade / level: <u>Average monthly</u> overtime earnings - female	<a href="#">Info</a>	Number Here:
WB-WAGE-66	Lowest wage grade / level: <u>Average monthly</u> allowance/ incentive/ bonus earnings - male	<a href="#">Info</a>	Number Here:
WB-WAGE-67	Lowest wage grade / level: <u>Average monthly</u> allowance/ incentive/ bonus earnings - female	<a href="#">Info</a>	Number Here:
WB-WAGE-68	Lowest wage grade / level: <u>Average monthly</u> take-home pay - male	<a href="#">Info</a>	Number Here:
WB-WAGE-69	Lowest wage grade / level: <u>Average monthly</u> take-home pay - female	<a href="#">Info</a>	Number Here:

## Average monthly

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

**Basic wage**  
 The rate of pay for a standard work period excluding additional payments like bonuses and overtime.

**Overtime earnings**  
 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	<a href="#">Info</a>	Number Here:
WB-WAGE-63	Lowest wage grade / level: Average monthly basic wage - female	<a href="#">Info</a>	Number Here:
WB-WAGE-64	Lowest wage grade / level: Average monthly overtime earnings - male	<a href="#">Info</a>	Number Here:
WB-WAGE-65	Lowest wage grade / level: Average monthly overtime earnings - female	<a href="#">Info</a>	Number Here:
WB-WAGE-66	Lowest wage grade / level: Average monthly <u>allowance/ incentive/ bonus earnings</u> - male	<a href="#">Info</a>	Number Here:
WB-WAGE-67	Lowest wage grade / level: Average monthly <u>allowance/ incentive/ bonus earnings</u> - female	<a href="#">Info</a>	Number Here:
WB-WAGE-68	Lowest wage grade / level: Average monthly <u>take-home pay</u> - male	<a href="#">Info</a>	Number Here:
WB-WAGE-69	Lowest wage grade / level: Average monthly <u>take-home pay</u> - female	<a href="#">Info</a>	Number Here:

## Allowance/ incentive/ bonus earnings

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

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>	<a href="#">Info</a>	Number Here:
WB-WAGE-71	<u>Wage grade / level most represented in the facility: Average monthly basic wage - female</u>	<a href="#">Info</a>	Number Here:
WB-WAGE-72	<u>Wage grade / level most represented in the facility: Average monthly overtime earnings - male</u>	<a href="#">Info</a>	Number Here:
WB-WAGE-73	<u>Wage grade / level most represented in the facility: Average monthly overtime earnings - female</u>	<a href="#">Info</a>	Number Here:
WB-WAGE-74	<u>Wage grade / level most represented in the facility: Average monthly allowance/ incentive/ bonus earnings - male</u>	<a href="#">Info</a>	Number Here:
WB-WAGE-75	<u>Wage grade / level most represented in the facility: Average monthly allowance/ incentive/ bonus earnings - female</u>	<a href="#">Info</a>	Number Here:

**Wage grade / level most represented in the facility**

Facilities should answer questions in this sub-section 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

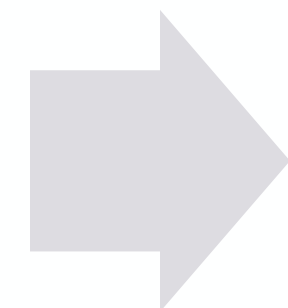
Example data to calculate the average monthly basic wage for male workers in the lowest wage grade / level.

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

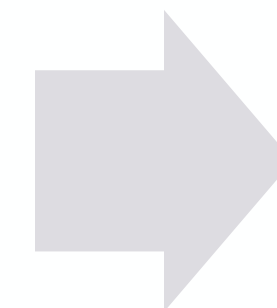
Worker Wage	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Worker 1	100	110	105	100	100	100	105	102	110	115	120	105
Worker 2				110	104	102	100	110	110	113	102	107
Worker 3	100	104	105	102	102	103	105	102	105	105	110	110
Worker 4	110	105	103	104	103							
<b>Total Wage</b>	<b>310</b>	<b>319</b>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

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

$\text{Total wage} / \text{number of workers} = \text{average by month}$



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

**Correct answer: 105,60**





# Common Misunderstandings



## 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 9 hours per day, from 8:00 – 17:00.

**How should the facility answer this question in their assessment?**

- a) One business day
- b) 9 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).



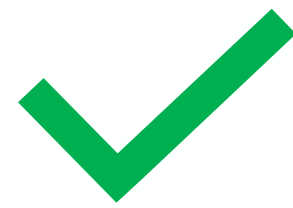
# Step 1

FP-BAS-27

Were workers' representatives and/or workers involved in the self/joint-assessment process?



Facility implements worker engagement methods but did not follow the SLCP WE Tech Protocol with an approved Service Provider, so they answered **"No."**



- Facility must read the More Info / Guidance before answering the question.
- If worker engagement methods other than WE Tech are used, facility should answer **"Yes. Other worker engagement activity was implemented."**
- If no worker engagement methods were used to complete your assessment, answer **"No."**

## More Info / Guidance

This question is asking if the facility involved workers' representatives (e.g., trade union or other workers' representatives, bipartite committee members, worker committee members) or workers in the self/joint-assessment process.

In the [Facility Guidance](#) on the SLCP Helpdesk, SLCP provides information on how to engage workers in the self/joint-assessment process through

- a) a worker engagement committee or through
- b) the SLCP Worker Engagement Question Set which is implemented with the help of an SLCP approved WE Tech Service Provider.

SLCP highly recommends involving workers' representatives, including trade union representatives, in the self/joint-assessment process and through this question is assessing whether the facility followed SLCP's recommendation.

**Select "Yes. Facility followed SLCP WE Tech Protocol with approved Service Provider."** if you conducted WE Tech and followed the Protocol with an approved Service Provider. If you select this option, you must attach the improvement plan you created based on the WE Tech summary report.

**Select "Yes. Facility Guidance on the SLCP Helpdesk was followed."** if you chose to follow the Recommendations on the [Helpdesk](#) and create a worker management committee and you did not implement the Worker Engagement Question Set.

**Select "Yes. Other worker engagement activity was implemented."** if you engaged in a different activity and did NOT follow the WE Tech Protocol for Facilities and did NOT follow Helpdesk Recommendations.

**Select "No"** if you did not engage in any worker engagement to complete your self/joint-assessment.



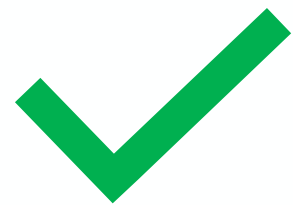
# Step 1

## FP-BAS-27.3 (follow-up)

If yes, please describe how workers' representatives and/or workers were involved in the self/joint-assessment process:



- Facility answered, "WE Tech report attached" or "we followed the WE Tech protocol to involve workers in the self-assessment process".



- Facility must read the More Info / Guidance before answering the question.
- If the facility answered "Yes ..." to FP-BAS-27, then they should provide **detailed** information on how they involved workers or their representatives in the self-assessment process, including:
  - The roles of the workers' representatives who were involved
  - The roles of the workers involved
  - Details of how workers and/or workers' representatives were engaged in the assessment
- Attached documentation to support your answer.

## More Info / Guidance

Please indicate the roles of the workers' representatives or workers who were involved in the self/joint-assessment (do not provide names, but rather indicate their representative roles in the facility, e.g., trade union officials, workers' representatives on the xxx committee) and/or the role of the workers involved, e.g., production workers, etc.

Please describe details of how workers and/or workers' representatives were engaged in the self/joint-assessment process.

Attach documentation as applicable.



## 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?



- The facility doesn't have a basic wage requirement under a Collective Bargaining Agreement but 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 basic wage required under a Collective Bargaining Agreement or there is no CBA, 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 2

WB-WAGE-18

Are overtime allowances provided/paid in line with legal requirements?



- Facility provides free dinner and transportation when workers work overtime so they answer “**Yes**”, even though these allowances are not required by law.



- Facility must read the More Info / Guidance and review legal requirements before answering the question.
- If the facility is not required by law to provide/pay overtime allowances, then they should answer “**No applicable legal requirements**”.

## More Info / Guidance

For example, workers who work past a stipulated time in the evening may be due a meal and/or transportation allowance, if specified by law.

Consult applicable legal requirements before answering this question.

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



# Step 1

CAF v1.6: WB-WAGE-122  
CAF v1.7: WB-WAGE-123

Does the facility fail to collect and forward workers' contributions (both amounts and types required) to any of the following social insurance or social security programs in line with legal requirements? (SELECT all that apply with an "X")

- WB-WAGE-123-3: Work-related injury/ illness/ death not collected/ forwarded
- WB-WAGE-123-5: Maternity not collected/ forwarded



- Workers do not have to legally pay into social security for illness/ death or maternity. The facility is in compliance with the law, so they answer "**blank**" - they **do not select "X"**.

- Facility must read the More Info / Guidance.
- If there are no laws concerning workers' contributions for injury/ illness/ death and maternity, the facility should answer "**No applicable legal requirements**".

If the facility is in compliance with all legal requirements on collecting and forwarding workers' contributions, ONLY select "X" for "None of the above (facility collects and forwards all legally required contributions (total or broken down) in line with legal requirements)". Do not select any other options.

Consult applicable legal requirements before answering this question.

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



## Step 1

CAF v1.6: WB-WAGE-143

CAF v1.7: WB-WAGE-147

Are workers paid during breastfeeding breaks in line with legal requirements?



- Facility answers “**Yes**” because it is their policy to pay workers during breastfeeding breaks, but they are unclear if there are legal requirements for them to do so.



- Facility must read the More Info / Guidance and review legal requirements before answering the question.
- If there are no workers breastfeeding in the assessment period AND there are applicable legal requirements, the answer is “**Not Applicable**”.
- If there are no applicable legal requirements, the answer is always “**No applicable legal requirements**”.
- If there are workers breastfeeding and there are applicable legal requirements, the facility should answer “**Yes**” or “**No**”.

## More Info / Guidance

This includes payment of hourly wage and piece-rate workers.

Consult applicable legal requirements before answering this question.

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

Answer Not Applicable if no workers gave birth and returned to work during the assessment period.



## Step 1

CAF v1.6: WB-WAGE-148  
CAF v1.7: WB-WAGE-152

Does the facility pay workers correctly during work stoppages in line with legal requirements?



- Facility's policy is to pay workers 100% of their salary in the event of work stoppages so they answer "**Yes**", even when there were no work stoppages during the assessment period.



- Facility must read the More Info / Guidance and review legal requirements before answering the question.
- Facility should answer "**No applicable legal requirements**" if there were no work stoppages during the assessment period or if there are no legal requirements for paying workers during work stoppages.

## More Info / Guidance

The intent of this question is to understand if the facility pays as required during work stoppages.

Consult applicable legal requirements before answering this question. For example, legal requirements might stipulate that workers must be paid even when production has slowed or stopped.

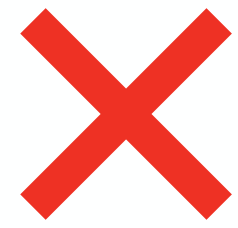
If there are no applicable legal requirements, or there were no work stoppages, answer No applicable legal requirements.



# Step 1

WT-DIS-15

Are the facility's practices around making accommodations for physically disabled persons in line with legal requirements?



- Facility thinks this question is asking IF they would make accommodations for physically disabled persons if necessary, so they answer “**Yes**”.



- Facility must read the More Info / Guidance and review legal requirements before answering the question.
- If there are no legal requirements to make accommodations for physically disabled persons, facility should answer “**No applicable legal requirements**”.
- Facility should only answer “**Yes**” or “**No**” if there are laws require accommodations for disabled persons.

## More Info / Guidance

For example, legal requirements might require that certain accommodations be made for disabled persons working (or potentially working) in the facility.

Consult applicable legal requirements before answering this question.

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



# Step 1

WT-WOR-1

Has the facility failed to implement any applicable court orders, arbitration awards, conciliation agreements and/or settlements?



Facility hasn't failed to implement any court orders, arbitration awards, conciliation agreements and/or settlements so they answer "**No**", even though they weren't subject to any during the assessment period.



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

If the facility wasn't subject to any court orders, arbitration awards, conciliation agreements or settlements during the assessment period then they should answer "**Not applicable**".

## More Info / Guidance

Answer Not Applicable if the facility is not subject to any court orders, arbitration awards, conciliation agreements and settlements.

Court Orders: Consider only legally binding court orders that are not subject to appeal. Court orders may be issued by courts of general jurisdiction or by specialized labor courts.

Arbitration awards: Arbitration awards may be issued by an individual arbitrator, a board of arbitrators or an arbitration court (not acting as a court of law), who decide on the outcome of a dispute.

Conciliated/mediated agreements: During conciliation/mediation, a third party assists the parties to a dispute to negotiate an agreement.

Settlements: Consider only legally binding settlements.



# 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 they are 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-52

Were terminations of trade union official(s) (if any) in line with applicable legal requirements?

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

### Scenario:

In the country where Facility B is located, there are legal requirements regarding the terminations of trade union officials. During the assessment period there are three registered trade unions in Facility B, but no union officials were laid off.

### 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.
- d) Not applicable. No trade union officials were terminated.**
- e) No applicable legal requirements.

## 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).

Consult applicable legal requirements before answering this question.

If trade union officials were terminated, but there are no applicable legal requirements, answer No applicable legal requirements.

If no trade union officials were terminated, select the answer: Not applicable. No trade union officials were terminated.

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.



A background image of a textile spinning machine. The top part shows a horizontal bar with several bobbins. The bottom part shows a row of many spindles, each with a bobbin of white thread. A semi-transparent white banner is overlaid in the center, containing the text.

# **Data Quality & Integrity**



# What is our DQI program?

The DQI program is made up of three pillars:

## 1. POLICIES

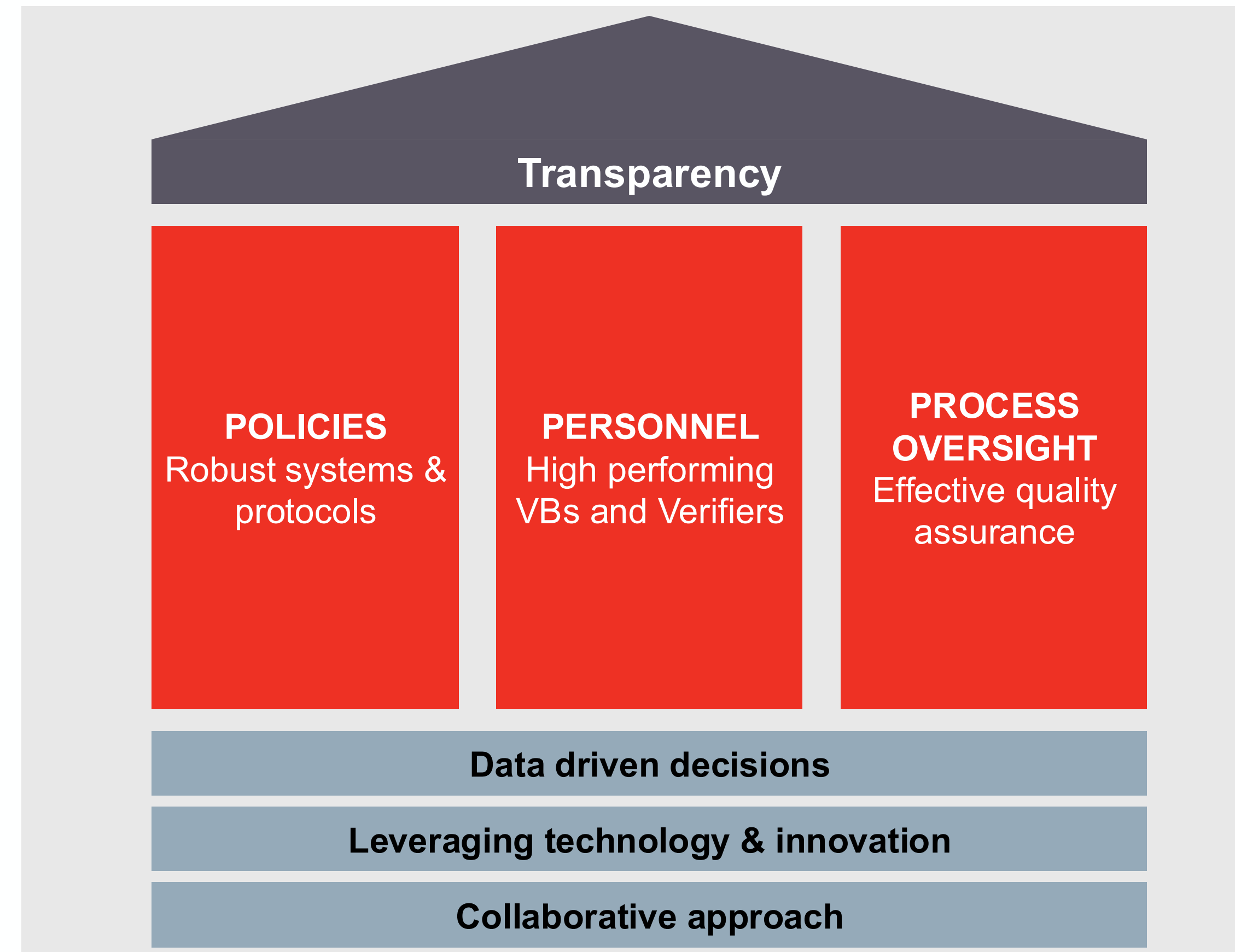
SLCP has robust systems and protocols to ensure that VBs and Verifiers are aware of SLCP standards and processes and are equipped to provide high quality reports.

## 2. PERSONNEL

SLCP aims for high performance from VBs and Verifiers by ensuring skilled and qualified VBs and incentivizing high quality performance.

## 3. PROCESS OVERSIGHT

SLCP monitors performance through our effective quality assurance measures, including Counter and Duplicate Verifications, Desktop Reviews and data-driven analytics models.





# Manufacturers responsibilities

As data owners, manufacturers have the responsibility to:

- Provide accurate and honest data in the self-assessment
- Make informed decisions based on quality when selecting VBs
- Always act honestly and ethically during the verification process
- Ensure a thorough review of the assessment report before finalizing it
- Cooperate with the VOO to schedule QA activities when requested (e.g., Duplicate, Counter, or Shadow Verifications)
- Proactively share complaints and feedback on the verification process and Verifier performance



# 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.



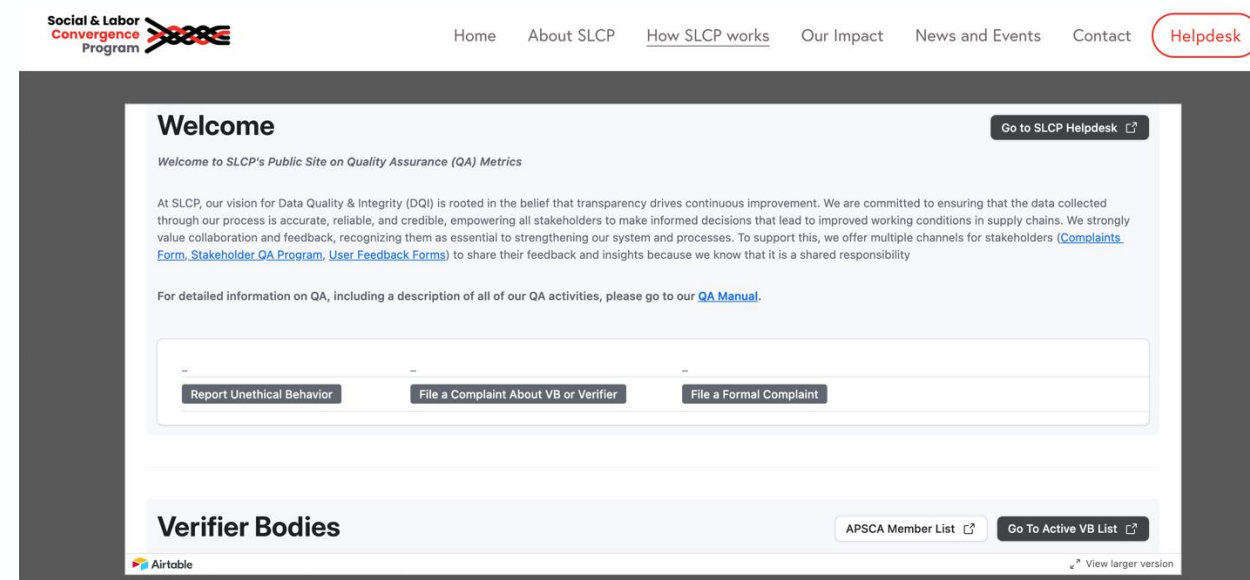
**Facilities cannot select the same VB two years in a row.**

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



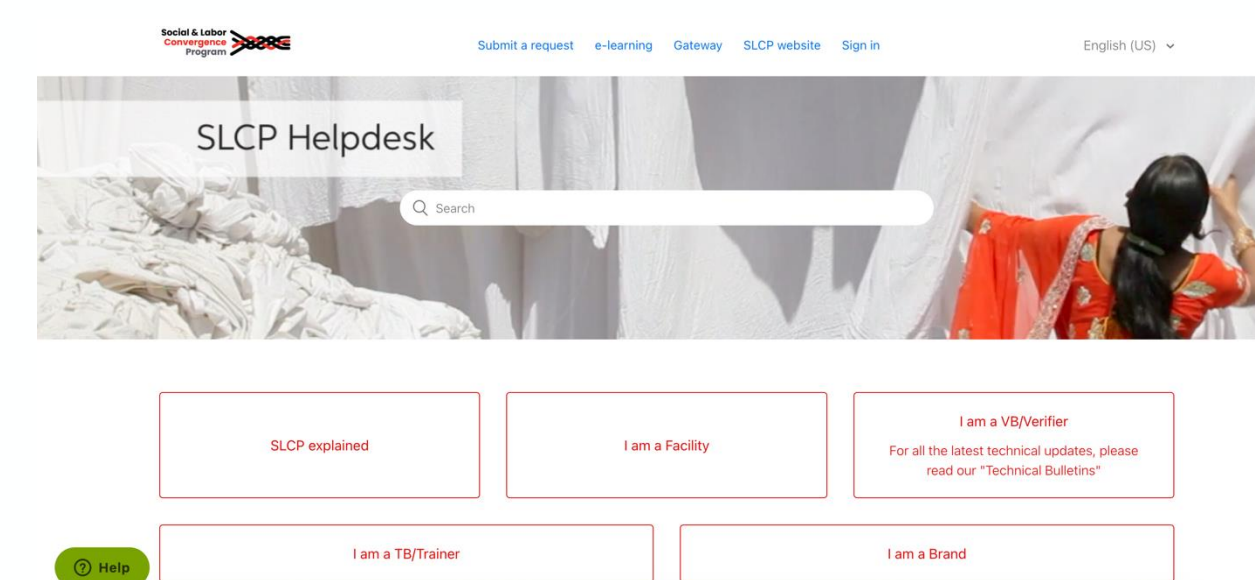
# Data Quality & Integrity (DQI) resources

## 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.



# Q&A

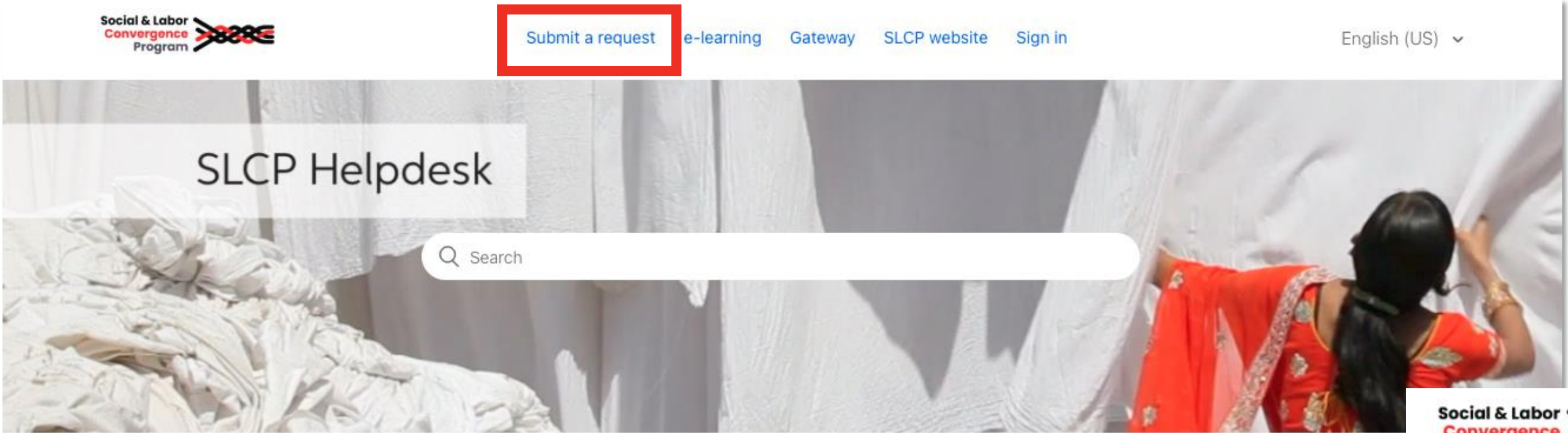


**Social & Labor  
Convergence  
Program**

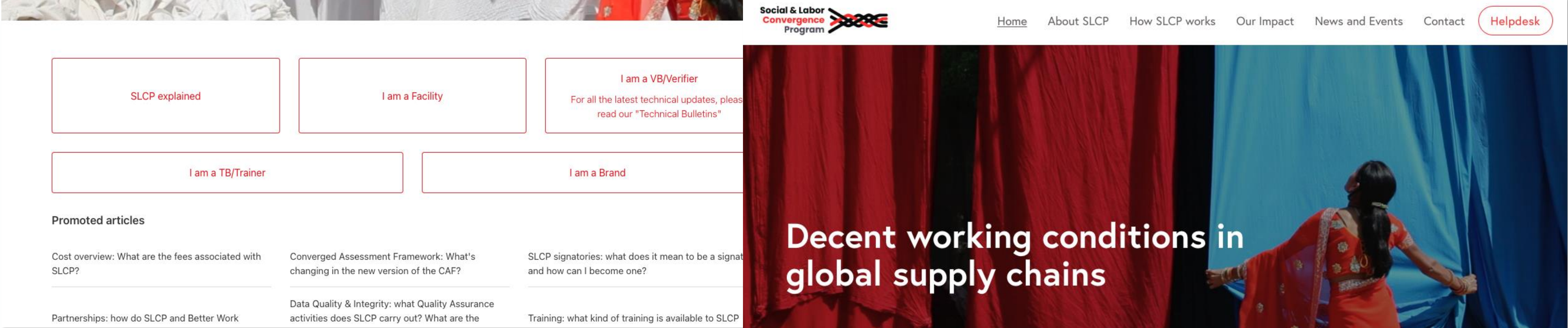




# If you're ever lost...



[www.slconvergence.org](http://www.slconvergence.org)



[www.slconvergence.org/helpdesk](http://www.slconvergence.org/helpdesk)



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# Thank you!

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