



SLCP Shadow Verifications Info-Pack

Social & Labor
Convergence
Program

Decent working
conditions in
global supply chains

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About Shadow Verifications

Why conduct Shadow Verifications?

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

Who should conduct Shadow Verifications?

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

Process Overview for Interested Stakeholders

1

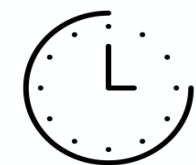


2



3

Onboarding call with SLCP

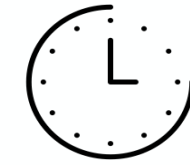


1 hour

SLCP explains how to

1. Request the facility approval
2. Observe the verification
3. Complete the **Shadow Observation Report**
4. Submit the Shadow Observation Results

Shadow verification

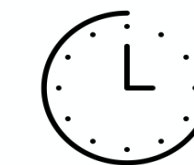


Approx. 1/2 months

Interested stakeholders

1. Schedule and conduct the Shadow Verification
2. Complete the the **Shadow Observation Report**
3. Submit the Shadow Observation Results

3. SLCP discussion on findings (optional)



1 hour

SLCP reviews the shared results and, if needed, schedules a follow-up call to gather more information



Step-by-Step Process

1. Identify the Facility

Check the Facility list on Gateway to identify the facility for the Shadow Verification

2. Request facility approval

Inform the facility about your plans to conduct a Shadow Verification and submit the Shadow/Observation Request Form for facility approval and inform the VOO

3. Facility approves

The facility approves the verification request and informs you of the verification details

4. Get ready

Review the SLCP Verification Protocol

5. Observe the verification

Complete the Shadow Observation Report with your onsite observations

6. Submit the results

Submit the Shadow Results and attach the Shadow Observation Report*

*If needed, schedule a joint call to analyse the results and share feedback with SLCP

How to get ready?

Review the SLCP Verification Protocol

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

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

SLCP's Shadow Verification Guidelines

The observers ARE ALLOWED:



- ✓ To periodically ask the Verifier questions for clarification, but this should not interfere with the Verification process.
- ✓ To witness one group interview, provided prior consent is obtained from the workers.
- ✓ To fill in the External Shadow Verification Template (see slide 8)

The observers ARE NOT ALLOWED:



- To actively participate or interfere in the verification
- To ask the facility questions about their self-assessment data;
- To ask the facility questions about their compliance with Standards (e.g., the brand's Code of Conduct/requirements);
- To interpret questions in the SLCP Data Collection Tool.

DISCLAIMER: The presence of observers during the verification has the potential to impact the impartiality of the verification. If at any time the Verifier feels the presence of the observer is impeding their ability to conduct an impartial verification, the Verifier may ask the observer to leave. This should be reported to the VOO.

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

How to share your feedback?

Fill in the Shadow Observation Report

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

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

Assessment criteria:

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

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

Shadow Reviewer comments

- 3. After the verification, observers are required to submit the Shadow Result and attach the Shadow Observation report to it.



Thank you!

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