

Social and Labor Convergence Program (SLCP)
CAF Worker Engagement Question Set
Version 1.0

26 May 2022

Disclaimer: The Worker Engagement Question Set is part of the SLCP Converged Assessment Framework (CAF). There are three elements of the CAF: Data Collection Tool, Guidance (Facility, Verifier) and the Verification Protocol. The CAF Worker Engagement Question Set is a subset of the Data Collection Tool.

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Background

It is in the facility's best interest to involve workers and, if applicable, worker representatives in the SLCP self/joint-assessment process. The people who work at the facility are not only important to the self-assessment process of gathering accurate facility data, but they are also key contributors to the SLCP verification process as interviewees. SLCP recommends involving workers/ worker representatives in the SLCP process as much as possible, such as through forming a worker management committee to serve as a forum for communications, consultation and deliberation between a facility and representatives of trade unions (if applicable) or workers. A worker management committee is also responsible for identifying, reporting and verifying issues. The overall aim is to increase workers' productivity and welfare, which in turn will ensure the sustainability of the business.

To this end, SLCP piloted the use of Worker Engagement Technology in the SLCP assessment process in November 2021 to February 2022. Worker Engagement Technology provides a digital platform for workers to directly report information in the form of worker surveys via automated calls or texts on mobile devices. The survey requires responses to a manageable set of questions related to working conditions. This technology also allows for two-way communication within an organization enabling facilities to provide workers with work related critical information (e.g., health and safety, complaints mechanisms).

The SLCP Worker Engagement Technology pilot results underscored the benefits this technology has for all stakeholders within the SLCP ecosystem: from reaching out to more workers while ensuring complete anonymity, to helping the facility identify issues that would not necessarily be apparent otherwise, to supporting Verifiers in conducting the SLCP verification process even more thoroughly. The pilot revealed the importance of making Worker Engagement Technology a permanent part of the SLCP verification process.

How it works...

The SLCP Worker Engagement Question Set is a subset of the Data Collection Tool. The Question Set consists of 20 questions aimed at **supporting the questions in the Data Collection Tool**. The questions are not intended to match any one specific question in the Tool; for example, one Worker Engagement question could speak to a number of different health and safety issues. The demographic questions also help support CAF topics through an assessment of overall results to help determine, for example, if situations of discrimination against workers of a certain age, gender or ethnic background exist in the facility. Demographic questions can also shed light on labor turnover, which then in turn could work in tandem with other questions to identify patterns and provide insights into possible reasons for a high worker turnover.

As per Protocols applicable to the facility and Verifier, results of the SLCP Worker Engagement Question Set are incorporated into both the self-assessment and verification processes and triangulated with facility data and all other supporting documentation. The SLCP Worker Engagement Question Set helps the facility complete the self-assessment more accurately and supports the Verifier in achieving the most comprehensive understanding of facility conditions, thereby contributing to overall rigor of SLCP verification.

Both the facility and Verifier need to have a good understanding of how to leverage the SLCP Worker Engagement Question Set to achieve the maximum benefits from using this technology. Facilities and Verifier Bodies/ Verifiers will be obliged to undergo specific Worker Engagement training, and to read and be quizzed on all accompanying Protocols and Guidance before using the SLCP Worker Engagement Question Set for SLCP self-assessment and verification.

The SLCP Worker Engagement Question Set, like the CAF, applies to facility conditions over the past twelve months. All responses must describe the worker experience during this time frame (or less if the worker has been at the facility less than 12 months). The CAF Terms of Use apply for all users of the SLCP Worker Engagement Question Set. The CAF Terms of Use can be found [here](#).

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CAF Worker Engagement Question Set

No.	Category	Question	Response options
1	Demographic	What is your gender?	1. Female 2. Male 3. Other 4. Choose not to answer
2	Demographic	What is your age?	1. 12-17 years old 2. 18-39 years old 3. 40-59 years old 4. 60+ years old 5. Choose not to answer
3	Demographic	Did you have to leave your home city, province or country to get this job?	1. Yes, I left my home city 2. Yes, I left my home province 3. Yes, I left my home country 4. No 5. Choose not to answer
4	Demographic	What is your type of employment in this facility?	1. Temporary or seasonal or project or task based 2. Part time (piece rate) 3. Part time (hourly rate) 4. Full time (piece rate) 5. Full time (hourly rate) 6. I don't know 7. Choose not to answer
5	Demographic	How long have you been working at this facility?	1. Less than 6 months 2. Between 6 months and 1 year 3. Between 1 year and 3 years 4. Between 3 years and 10 years 5. More than 10 years 6. Choose not to answer
6	Promotion/ advancement	In the past twelve months, have you received a pay increase or job promotion at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
7	Discrimination	In the past twelve months, have you, or anyone else working with you, been treated unfairly in this facility because of: <ul style="list-style-type: none"> • where you are from, or • your age, or • your gender, or • your religion, or • a disability, or • what you look like, or • what you can do? 	1. Yes 2. No 3. I don't know 4. Choose not to answer

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8	Discrimination	In the past twelve months, have you witnessed male and female workers in this facility getting equal opportunities for learning new skills and getting higher paying jobs?	1. Yes 2. No 3. I don't know 4. Choose not to answer
9	Discrimination	In the past twelve months, have you, and everyone working with you, been free to practice your religion during working hours at this facility (e.g., dress, prayer, meals)?	1. Yes 2. No 3. I do not practice a religion 4. I don't know 5. Choose not to answer
10	Harassment/ Abuse	In the past twelve months, have you, or anyone else working with you, experienced unwanted attention or sexual requests at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
11	Harassment/ Abuse	In the past twelve months, have you, or anyone else working with you, experienced physical or verbal abuse at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
12	Health & Safety	In the past twelve months, have you taken sick leave due to illness or injury from working at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
13	Health & Safety	In the past twelve months, have you been exposed to any type of risk to your health and/or safety at work?	1. Yes 2. No 3. I don't know 4. Choose not to answer
14	Grievance mechanism	In the past twelve months, have you, or anyone working with you, been punished or faced negative consequences for making a complaint about something that happened in this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
15	Grievance mechanism	In the past twelve months, have you or anyone working with you made a suggestion or complaint to your employer, and your employer has done something about it?	1. Yes 2. No 3. I don't know 4. Choose not to answer
16	Working conditions: worker satisfaction	If there was another job like yours available in this facility, would you recommend a relative or friend to apply for it if they were interested?	1. Yes 2. No 3. I don't know 4. Choose not to answer

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17	Working conditions: forced labor	During your working hours in this facility, do you use the toilet and drink water whenever you need to?	1. Yes 2. No 3. I don't know 4. Choose not to answer
18	Working conditions: worker wellbeing	Most days, do you leave work at the end of your shift feeling positive about your job and the people you work with at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
19	Working conditions: training, personal development	In the past twelve months, have you learned new skills at this facility that will help you get a better job in the future?	1. Yes 2. No 3. I don't know 4. Choose not to answer
20	Wages & benefits	Over the past twelve months, aside from your basic monthly living expenses, have you had extra money left over every month from the pay you receive from this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer