SLCP

Worker Engagement Technology

Service Provider Requirements (WE TSPR)

Version 1.2

Published 25 July 2023

Change Log

This document will be updated on an as-needed basis. At least three (3) months prior to publishing updates to the WE Question Set and related materials, WE TSPs will be notified of changes. Once finalized, the revised WE Question Set and related materials will be posted on the SLCP website, with version number indicated. The older version will no longer be made available.

Date	Section	Change Summary
2023/07/04	7. Service Provider Experience 7.2.1 Contact Details re: operations in new country	7.2.1 Contact details changed from ann@slconvergence.org to just general "SLCP" to avoid updates due to staff changes
2023/07/04	Section 9: Worker Engagement Technology Summary Report	Added point 9.1: You must provide the WE Tech Summary Report to the facility and Verifier within five (5) business days of survey closure
2023/07/04	Section 10: WE TSP Communication with SLCP	Added point 10.1.2 to clarify relevance of volume for WE TSP reporting frequency
2023/07/04	Section 12: Translation	Added at end of point 12.4 "Note: All translations and review of translations will be credited accordingly.
2023/07/04	Section 14: WE Question Set	Added point 14.2 to explain that WE TSP is free to communicate WE Tech on communication materials.
2023/07/04	Section 17: SLCP WE Tech Links and Contact Details	Added new section providing links to relevant WE Tech documents/ info, as well as contact information for questions pertaining to WE Tech processes and WE Question Set.
2023/07/04	Appendix I	WE Question Set removed from Appendix I and replaced with link to account for updates and version changes.
2023/07/04	Appendix II	WE Tech Sampling methodology updated based on WE TSP input and added as Appendix II
2023/07/04	Appendix III	Link to Recommendations for Facilities on Worker Engagement added as Appendix III
2023/07/04	Entire document	Links to SLCP document resources updated to correct broken links/ outdated links.

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Terms of Use

Visit the SLCP Gateway for the CAF terms of use.

Pay special attention to:

– Rules of conduct and restrictions on permissible use

– Accuracy of Results

– Feedback and Third-Party Information

In case of questions: please contact info@slconvergence.org

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Glossary

"**Accredited Host**" or "**AH**" means the third party who is a holder of Data and is responsible for distribution of verified Data to AH Subscribers.

"**AH Subscribers**" means brands, standard holders or manufacturers who purchase a subscription or license to the AH System. AH Subscribers will submit and process their subscriber data to the applicable AH System and receive verified data from the applicable AH System.

"**AH System**" means an AH's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems), and networks, whether operated directly by the AH or through third-party services, that connects to the ITC Gateway and that the AH makes available or uses in the normal course of its business.

"**Converged Assessment Framework**" or "**CAF**" means the data collection tool and verification methodology, as developed by the SLCP and downloadable from the ITC Gateway and one or more AH Systems. The CAF consists of three elements: data collection tool; verification protocol; and guidance. WE Question Set is a subset of the data collection tool.

"**CAF Process**" means the procedure, as developed by SLCP, serving to implement the CAF, starting with self/joint-assessment for Facilities that is augmented via Verification (defined below) by external parties and Verification oversight and a methodology for data sharing by the Facility, Verifier and Accredited Host via the ITC Gateway, all as may be revised from time to time.

"**Data**" means SLCP's verified assessment data and other data collected using the CAF uploaded to the ITC Gateway and AH Systems by CAF Users.

"**Facility**" means a location where garments, footwear or other products are manufactured and where collection of social and labor data takes place by self/joint assessment of Facilities, using the CAF.

"**Public WE Tech Service Provider List**" means a publicly available list that is maintained by SLCP to share information about approved WE Tech Service Providers. The list is available online here.

"**Related Materials**" are protocols for the Facility and Verifier on how to use and implement the WE Question Set in the CAF Process, requirements for the WE Tech Service Provider (WE TSP) to uphold when acting as an SLCP approved WE TSP and other materials explaining the WE Question Set, its use and implementation. Related Materials are materials originally developed by SLCP and are available online here.

"**SLCP**" means the Social & Labor Convergence Program, an independent multi-stakeholder Program and developer and owner of the CAF. For purposes of this Agreement, references to SLCP also include reference to SAC. SLCP is not a legal entity.

"**SLCP Converged Assessment Framework Worker Engagement Question Set**" or "**WE Question Set**" is a publicly available set of questions that form a subset of the CAF data collection tool. The WE Question Set follows specific protocols and is implemented by Facilities and WE Tech Service Providers. Related Materials explain the implementation of the WE Question Set. The WE Question Set is available online here.

"**Sustainable Apparel Coalition, Inc.**" or "**SAC**" Sustainable Apparel Coalition, Inc., a Delaware nonstock corporation with a principal office at 1714 Franklin St. #100-272, Oakland, California 94612-3409.

"**User**" means an end user of the CAF, including Facilities, manufacturers, brands, Verifier Bodies, Verifiers, Accredited Hosts and VOO, registered with the ITC Gateway and/or an Accredited Host to use the Service of the ITC Gateway.

"**Verification**" means the methods and processes, as detailed in the Verification Protocol, by which a Verifier Body and Verifier obtain appropriate evidence to express a conclusion on the reliability and accuracy of the SLCP self-assessment data contained in the data collection tool (part of CAF).

A "**Verifier**" means a person belonging to a Verifier Body and approved to perform SLCP Verification to ensure the completeness and accuracy of the data collected through self/joint-assessment of Facilities, using the SLCP CAF.

A "**Verifier Body**" or a "VB" means an organization that satisfies the VB requirements and to which a Verifier belongs.

"**WE Tech Service Provider**" or "WE TSP" means an organization that satisfies the WE Tech Service Provider Requirements, provides services to Facilities to implement the WE Question Set, and may provide further services to Users of the Data. A list of SLCP approved WE TSPs can be found here.

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1. Introduction

This document outlines the requirements that each Service Provider must meet as an approved SLCP Worker Engagement Technology Service Provider (WE TSP). The Requirements will be edited from time to time (informed by CAF Process changes, technology developments, Service Provider feedback, and other developments). Approved WE TSPs will be informed of the updated document and, if applicable, implementation timeframe for changes. The Requirements apply alongside the SLCP WE Tech Service Provider Terms of Use.

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2. Scope of Requirements

This document applies to all SLCP approved Worker Engagement Technology Service Providers. Approval is based on evaluation of Applicant's proposal to SLCP, signing of SLCP WE Tech Service Provider Terms of Use (TOU), and adherence to requirements listed in TOU, including requirements set out herein.

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3. General Requirements

This document applies to all SLCP approved Worker Engagement Technology Service Providers. Approval is based on evaluation of Applicant's proposal to SLCP, signing of SLCP WE Tech Service Provider Terms of Use (TOU), and adherence to requirements listed in TOU, including requirements set out herein.

3.1.   WE TSPs are subject to all requirements outlined in this document.

3.2.   WE TSPs shall respond to reasonable requests for information from SLCP in a timely manner (48 hours to 5 working days, depending on urgency of request). Examples include:

- Requests for information regarding potential Verification Protocol violations

- Requests for details on survey deployments in support of complaints, disputes, or ethics investigations

- Other reasonable SLCP requests needed to oversee the service.

3.3.   Repeat failure to respond in a timely manner can lead to deactivation or suspension at the discretion of SLCP.

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4. WE TSP Status and Eligibility

4.1.   **WE TESP Status: Approved**

4.1.1.   After applying and receiving approval from SLCP, WE TSPs are listed as an approved WE TSP on the SLCP Helpdesk.

4.1.2.   Only approved WE TSPs are granted a limited, worldwide, non-exclusive, non-transferable, non-assignable, royalty-free license (without the right to sublicense) to use the WE Question Set and Related Materials.

4.1.3.   Permission to use the WE Question Set remains in WE TSP approval status and is revoked if status has been suspended or terminated.

4.1.4.   WE TSP approval will be evaluated on an ongoing basis in accordance with performance against these Requirements. SLCP reserves the right to ask Users to evaluate performance of WE TSP through surveys or direct feedback.

4.2.   **WE TSP Status: Deactivated**

4.2.1.   SLCP holds the right to deactivate a WE TSP for poor performance related to Worker Engagement Survey deployment and related activities, as well as for failure to meet the WE TSP Requirements outlined in this document at any time.

4.2.2.   Deactivated WE TSP is listed on the SLCP Helpdesk as Deactivated and is thus ineligible to perform any SLCP Worker Engagement Survey deployment and related activities.

4.2.3.   Deactivation can result in reactivation after following a required set of activities listed by SLCP. Activities will depend on the case at hand.

4.2.4.   Once deactivated, WE TSP failure to take action to follow requirements and procedures can further escalate to suspension.

4.3.   **WE TSP Status: Suspension**

4.3.1.   SLCP holds the right to suspend any WE TSP for failure to remediate when deactivated or at any time due to the following:

- Unethical behavior (a minimum 12-month suspension applies for any unethical behavior)

- Reports of unethical behavior and/ or serious quality concerns can also be reported outside of SLCP and need not be identified by SLCP to be considered grounds for suspension

- Serious quality/ service concerns

- Repeat breaches of requirements and procedures

- Breach of SLCP Worker Engagement Service Provider Terms of Use.

4.3.2.   Suspended WE TSPs are removed from the SLCP website and are ineligible to perform SLCP activities for the defined suspension period.

4.4.   **Lifting WE TSP Suspension**

4.4.1.   To qualify for reactivation after suspension, the following must be met:

4.4.2.   The applicable suspension period must have passed.

4.4.3.   The WE TSP submits a written request for reactivation to SLCP.

4.4.4.   After approval by SLCP, the WE TSP must pay a fee (up to US$5,000) to cover cost for SLCP's review of WE TSP processes and procedures to address suspension issue/ type.

4.4.5.   The WE TSP must submit and pass the SLCP review.

4.5.   **WE TSP Status: Terminated**

4.5.1.   SLCP holds the right to terminate a WE TSP, which means permanent removal from SLCP without possible re-entry into SLCP due to the following:

- Severe breach of ethics/ integrity

- Breach of SLCP Worker Engagement Service Provider Terms of Use that results in serious harm to SLCP or similar

- Reports of severe breach of ethics/ integrity can also be reported outside of SLCP and need not be identified by SLCP to be considered grounds for termination.

4.5.2.   Upon expiration or termination of this Agreement, WE TSP shall discontinue all use of the WE Question Set, Related Materials, and SLCP Logo licensed under TOU.

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5.   Data Protection

5.1.   The WE TSP must be fully General Data Protection Regulation (GDPR) compliant and have the ability to offer the facility a menu of options that align with their internal data protection policies as well as GDPR.

5.2.   All survey responses for each facility must be aggregated and 100% anonymous for compilation and provision of summary results. There can be no exceptions.

5.3.   WE TSP must maintain a documented information security program ("ISP") to protect and safeguard the Data, including without limitation SLCP's Confidential Information, as well as WE TSP's clients' Data, including without limitation the clients' Confidential Information.

5.4.   WE TSP shall, upon request, provide a copy of its ISP to SLCP. The ISP shall include administrative, technical, and physical safeguards that utilize commercially available industry best practices.

5.5.   WE TSP shall ensure that the storage, handling, and transmission of the data complies with all current and then-existing national and local laws, rules, regulations, and standards (collectively, "Personal Information Statutes").

5.6.   Upon written request, WE TSP shall provide SLCP with documentation on the current state of WE TSP's ISP and disaster recovery program, and/or third-party certification or security assessment documentation.

5.7.   In absence of security assessment documentation, SLCP may require that WE TSP conduct a security assessment and provide the results.

5.8.   If WE TSP does not wish to conduct its own security assessment, WE TSP must allow SLCP to conduct a security assessment of WE TSP, using either SLCP's staff or a contracted third party.

5.9.   The scope of this assessment will be limited to data protection controls applicable to the Data and SLCP's Confidential Information solely and will not require access to any of WE TSP's clients' Data or other Confidential Information.

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6.   Technology

6.1.   **Technological Requirements**

 Note: these requirements must be adhered to for each survey deployed.

6.1.1.   You must **offer cost-free tech channels**: SMS surveys can trigger costs to workers, so they need to be offered alongside cost-free channels. Even when free USSD SMS surveys are used, other cost-free channels are required as this format does not always offer an easy user experience for workers, which may impact data validity.

6.1.2.   **Every tech channel must be offered with an explicit warning**, where applicable, that participating via SMS may incur costs or use up data (or other similar warnings).

6.1.3.   You must provide an **inclusive technology** as part of the suite of tech channels available to

workers, NOTE: Interactive voice response (IVR) meets this criterion as it is accessible to low literacy or illiterate workers, and/or workers without smartphones.

6.1.4. You must provide the facility with **either online survey or IVR survey deployment options or both.** If both are required in the same facility, due to different literacy levels, you must have the ability to provide both to deploy the survey effectively.

6.1.5. You must provide both **opt-in and opt-out methods** to encourage high response rates. The methodology involving a phone number for workers to call upon receiving a prompt is referred to as an 'opt-in' method.

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7. Service Provider Experience

Note: these requirements must be adhered to for each survey deployed.

7.1. You must have experience implementing **both Online and IVR survey deployment** methods in a broad range of contexts (e.g., facility size, literacy rates, etc.).

7.2. You must have experience implementing Worker Engagement Technology in the **countries where you are proposing to work**.

7.2.1. If you want to deploy a survey in a facility located in a country for which you have not previously provided evidence of experience, you must notify SLCP.

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8. Survey Deployment

8.1. **The WE TSP must undertake a situation analysis of each facility** to understand technological needs of workforce (e.g., online and/or IVR survey deployment).

8.2. The WE TSP must **engage with each facility** to clearly explain the process used for implementing the WE Question Set in the facility. This includes providing the facility with any needed communication materials (posters, handouts, or other such materials) the facility can use. Note: Although SLCP will include WE Tech information in mandatory trainings for both the facilities and Verifier Bodies, the Service Provider should also communicate clearly to the Facility and Verifier Body (or Verifier), as needed, how to read, interpret, and utilize the Worker Engagement Summary Report.

8.3. **The WE TSP must maintain ongoing communication with the facility** (including, but not limited to, facility management, worker engagement committee representatives, union representatives, and/or worker representatives) to determine if target response rates have been met and, as needed, extending the closing of the WE Question Set until target response rates have been achieved.

8.4. **The Service Provider must support the facility in reaching target response rates**, including working with the brand partner, if necessary, to help promote increased participation of the survey.

8.5. The Service Provider must **establish appropriate timelines and duration of survey** implementation according to facility verification timelines.

8.5.1. While it is the responsibility of the facility to provide the Service Provider with verification details (e.g., Verifier Body, date of verification) at the start of the working relationship with the Service Provider, **the Service Provider must be proactive in ensuring they receive the necessary information from the facility.**

8.5.2.   Date of planned verification will inform survey timing.

8.5.3.   Verifier Body details are needed for the Service Provider to send the Worker Engagement
Summary Report to the Verifier Body before verification activity starts.

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9.   WE Tech Summary Report

9.1.   You must provide the WE Tech Summary Report to the facility and Verifier within five (5) business days
of survey closure.

9.2.   You must adapt your PDF WE Tech summary report to the template developed and provided by SLCP
(Section 16) and use this template for every SLCP facility for which you conduct the WE Question Set.

9.3.   **You must provide guidance to facilities and VBs** on how to interpret the Worker Engagement Survey
Summary Report.

9.3.1.   **SLCP's WE Tech summary report template requires guidance** to be included in each section

9.3.2.   The WE TSP must provide additional guidance to any facility/ VB that requests it.

9.4.   The WE Tech Summary Report shall only contain the scope of the WE Question Set and not any
additional surveys deployed at the same time (see section 14 for additional information regarding
summary report).

9.5.   The WE TSP must specify if the survey was used for Full Virtual Verification, Virtual + Onsite verification
or normal Onsite Verification. This WE TSP must ensure this information is provided to them by the
facility. Note: currently the use of worker engagement technology is only mandatory for SLCP Full
Virtual Verification; however, SLCP encourages all facilities to use worker engagement technology for
the self-assessment process.

9.6.   The WE Tech Summary Report must indicate the version number of the WE Question Set used for
survey deployment in each facility (see section 15: Updates to WE Question Set and Related Materials
below).

9.7.   Although not implemented at this stage in the SLCP program, but an essential future component of
data submission and storage: You **must** have the **capability to transfer WE Question Set results to SLCP
Active Accredited Hosts so they can host the data and display the data** to facilities and Verifiers on
their platforms, as these users engage with the online Accredited Host platforms during the SLCP
process.

Facilities will review the WE Question Set results during self-assessment and Verifiers will review the
same results prior to starting and during verification. The future intent is to have the data set available
as part of the overall SLCP data set in the SLCP verified assessment report and not as a static pdf report
attachment. Having a data set will also allow SLCP to run data insights more efficiently. WE TSP and all
relevant SLCP tech partners (AHs, International Trade Centre (ITC)) will convene to further discuss and
define data transfer and sharing frameworks.

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10. WE TSP Communication with SLCP

10.1.   **Every six months (2 reports per year), you must send SLCP summary aggregated and anonymized
data** (reporting data) of WE Question Set outcomes across all applicable SLCP participating facilities at
no cost. This requirement may be updated and deleted once data is submitted to SLCP data storage as

per 9.7. At that point, SLCP may be able to run its own aggregated analyses with all data provided by WE TSPs.

    10.1.1. **Reports must include** general program metrics regarding execution of the WE Question Set. General program metrics will be jointly developed with approved WE TSPs. These reports will inform SLCP WE Tech and program enhancements.

    10.1.2. Requirement 10.1 assumes that volume of survey deployment will be adequate enough for the provision of two reports per year. If volume does not make reporting twice a year feasible, please contact SLCP to discuss. SLCP understands that the frequency of reporting needs to be manageable for the WE TSP.

10.2. All WE TSP as a group must attend mandatory quarterly (or less frequent if so determined) check-in meetings with SLCP.

    10.2.1. The agenda for these meetings will be developed by SLCP and will provide WE TSP the opportunity to discuss any concerns, advancements and/or developments in processes. These regular meetings/ check-ins will inform SLCP WE Tech and program enhancements.

    10.2.2. Meetings will be conducted via Zoom and invites/ pre-reads will be sent one (1) week in advance.

10.3. Individual WE TSPs can reach out to SLCP to schedule meetings at regular intervals, as needed.

10.4. During onboarding of new WE TSPs, likely more frequent meetings will be necessary and may be held individually or as a group depending on discussion topics.

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11. Payment of Fees

11.1. **The WE TSP must discuss all associated fees up front with the facility** and make clear that the cost of services is in addition to and separate from all SLCP assessment and verification costs.

11.2. **All WE TSP payment processes are conducted between the facility and the WE TSP**. It is not SLCP's responsibility to follow up on late/ missed payment by any facility.

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12. Translation

12.1. WE TSP shall not in any event, without SLCP's prior written consent, authorize third parties to create translations without ensuring that SLCP obtains ownership of such translation. All translations shall be the property of SAC on behalf of SLCP.

12.2. **WE TSP may translate the WE Question Set and Related Materials into other languages**; however, WE TSP remains solely responsible for any errors or miscommunications that occur through such translation.

12.3. WE TSP may not authorize any third party to create such a translation without ensuring that such **third party agrees to comply with the Worker Engagement Technology Service Provider Terms of Use** with respect to transfer of rights, title or interest it may obtain in the translations to SAC on behalf of SLCP.

12.4. SLCP will strive to provide WE TSPs with **translations paid for/ provided by SLCP** and available to the public through our Helpdesk. SLCP welcomes WE TSPs to share their translations with SLCP at no cost and/or provide contacts to known translation companies to be contracted by SLCP for needed

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translations. Any translations provided to SLCP at no cost by WE TSPs will be shared with the public and we will welcome improvements to the translations by any party. SLCP will work with internal staff, signatories, and other SLCP stakeholders to create translations and improve translations, as well as translation companies when necessary. **Note: All translations and review of translations will be credited accordingly**.

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13. Scope of Work

The SLCP approved Worker Engagement Technology Service Provider is responsible for:

13.1. **Reading and complying with all SLCP timelines and relevant processes** as outlined in the SLCP Verification Protocol and Full Virtual Verification Protocol for Facilities.

13.2. **Undertaking only one role per facility.** If you are an SLCP approved Verifier Body, you cannot act as a WE Tech SP and a Verifier Body/ Verifier for the same facility. You can only perform one function for one facility.

13.3. **Ensuring that the WE Question Set responses are 100% anonymous and guaranteeing no responses can be traced back to any specific worker by facility management**. It is the responsibility of the Service Provider to communicate with and assure the facility/ worker rep/ union rep/ workers of the anonymous aspect of the survey.

13.4. **Implementing the SLCP WE Question Set to facility workers with the option of completing both online and IVR survey formats**. If you have the capacity for only online survey deployment you cannot engage with facilities that require both online and IVR.

13.5. **Implementing the WE Question Set over the period agreed with by the facility/ Verifier Body,** which includes a buffer for the potential of extending the timeline if necessary to achieve target response rates.

13.6. Once the WE Question Set is closed out, **the Service Provider must provide the facility and Verifier Body with a PDF of the Worker Engagement Summary Report** using the standard template provided by SLCP. See Section 17 for guidelines.

13.7. The Worker Engagement Summary Report must show aggregated, 100% anonymous worker responses in an easy to read, simple and concise format. See Section 17 for guidelines. Should the Service Provider wish to present the facility with WE Question Set or related information in another manner (online, more in depth metrics, etc.) they are free to do so; however, the SLCP requirement still applies. As noted, in the future this information must be transferable to SLCP Active Accredited Hosts.

13.8. **Whenever possible, the Service Provider should illustrate the added benefits of survey technology beyond the SLCP process** (e.g., health and safety training, communications, grievance mechanism, worker incentive programs, important notices, internal worker satisfaction surveys, etc.).

Note: SLCP will work in tandem with the Service Provider to showcase these benefits. Considering the proven benefits of this technology for all SLCP stakeholders, the goal is to have facilities and brands incorporate Worker Engagement Technology as a permanent feature in their internal processes and their regular SLCP assessments (not just for Full Virtual Verification).

13.9. Submitting on a regular basis (jointly determined between Service Provider and SLCP), summary aggregated and anonymized data (reporting data) of WE Question Set outcomes across all applicable SLCP participating facilities to SLCP.

13.10. **The Service Provider will also regularly report on general program metrics regarding execution of the**

WE Question Set. These reports along with regular meetings/ check-ins between SLCP and the Service Provider individually as well as between SLCP and the group of approved WE Tech Service Providers will inform SLCP WE Tech enhancements. General program metrics will be jointly developed with approved WE Tech Service Providers.

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14. WE Question Set

The SLCP WE Question Set is part of the CAF, governed by the SLCP CAF Terms of Use, and is the sole property of SLCP. The SLCP WE Question Set consists of 20 questions following the Yes/ No/ I don't know response format.

The WE Question Set content does not match up to specific questions in the CAF. The intent of these 20 questions is to support completing and verifying the CAF questions. The facility (in the self-assessment process) and Verifier need to triangulate all supporting documents, policies, incident reports/ etc., to look for any consistencies that will help make clearer the working conditions in any given facility.

14.1.   WE TSP shall not in any event, without SLCP's prior written consent:

   14.1.1. Alter, modify, translate, adapt, or otherwise create derivative works or improvements of the WE Question Set and Related Materials, except as permitted by SLCP

   14.1.2. Remove, delete, alter, or obscure any copyright, trademark, patent, or other intellectual property or proprietary rights notices from any part of the WE Question Set and Related Materials (including SLCP logo), except as permitted by SLCP

   14.1.3. Include WE TSP logo on the WE Question Set and Related Materials or include SLCP's logo on materials developed by WE TSP, except as permitted by SLCP

   14.1.4. Describe use of the WE Question Set and Related Materials in a way that implies that SLCP has certified or endorsed WE TSP or WE TSP's team's qualifications, expertise, credentials, or services.

14.2.   The WE TSP is free to communicate on websites, newsletters, events, etc. about work with SLCP and WE Tech capabilities. The WE TSP is welcome to submit the relevant text to SLCP for review.

14.3.   WE TSP is free to compile additional materials, such as customized training material, and expand the SLCP service provided, e.g., including additional questions to the WE Question Set, but with the following exceptions:

   14.3.1. Both the facility and the WE TSP agree to execute a survey alongside the WE Question Set.

   14.3.2. The original WE Question Set and Related Material must not be revised, and any content developed by the WE TSP must not be attributed to SLCP.

   14.3.3. To the extent WE TSP develops or uses materials in addition to the WE Question Set and Related Materials, ownership/ copyright of such materials must be clarified prior to WE Question Set implementation.

   14.3.4. The WE TSP must ensure that any user participating in the survey and its outcomes is made clear on the distinction between the SLCP WE Question Set scope and any additional survey scope.

   14.3.5. The WE TSP is permitted to execute a survey alongside the WE Question Set if the facility and the WE TSP agree to do so.

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15. Updates to WE Question Set and Related Materials

15.1.   At least three (3) months prior to publishing updates to the WE Question Set and related materials, WE TSPs will be notified of changes so they can prepare.

15.2.   Once finalized, the revised WE Question Set and related materials will be posted on the SLCP website, with version number indicated. The older version will no longer be made available.

15.3.   SLCP will strive to provide updates to all existing translations of the previous WE Question Set within two (2) months after release of the new version.

15.4.   The WE TSP can close out any surveys in progress using the older version of the WE Question Set but must commence all new surveys using the newest version.

15.5.   The WE TSP can, if desired, deploy the updated version of the WE Question Set prior to the three (3) month deadline.

15.6.   It is the responsibility of the WE TSP to ensure the latest version of the WE Question Set is deployed once the three (3) month deadline for preparing for any updates has passed.

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16. Guidelines for Structure of the Worker Engagement Summary Report

The objective of these guidelines is to ensure that all SLCP Worker Engagement Summary Reports maintain a level of consistency across service providers so that SLCP approved Verifiers can easily identify and navigate the information needed to best inform facility data.

To this end, the following guidelines provide a set of basic instructions to all SLCP approved WE TSP on what to include in the summary report and a general overview of how this information should be presented. The general flow of the Worker Engagement Summary Report should follow the sequence of questions outlined in the WE Question Set within the framework specified below:

1. Name of facility and date report generated [date format yyyy-mm-dd]

2. Introduction

3. Response rate

4. Demographic info

5. Overall theme results

6. Overall question results

7. Concluding remarks (optional)

16.1.   **Name of facility and date report generated**

The Worker Engagement Summary Report should clearly state the name of the facility and the dates [yyyy-mm-dd format] (duration of days) in which the Worker Engagement Survey was deployed in that facility.

16.2.   **Introduction**

The introduction of the Worker Engagement Summary Report should include: "what", "where", "when", "why" and "how". For example:

These are the summarized results from the [WE TSP] SLCP survey deployed at [xxx] facility and generated on yyyy-mm-dd. The Worker Engagement survey was undertaken as a mandatory requirement for [Full Virtual Verification] and is intended to capture a more accurate situation of worker experience to better support the facility in completing the self-assessment and the Verifier in verifying the self-assessment. [WE TSP] used both

online and IVR survey deployment methods.

16.2.1. **What**: "… summarized results from the [WE TSP] SLCP survey."

16.2.2. **Where**: "… deployed at [xxx] facility."

16.2.3. **When:** "… and generated on yyyy-mm-dd."

16.2.4. **Why**: "The Worker Engagement survey was undertaken as a mandatory requirement for Full Virtual Verification and is intended to capture a more accurate situation of worker experience to better support the facility in completing the self-assessment and the Verifier in verifying the self-assessment."

16.2.5. **How**: [WE TSP] used both online and IVR survey deployment methods.

Note: Currently the use of worker engagement technology is only mandatory for SLCP Full Virtual Verification. However, SLCP encourages all facilities to use worker engagement technology for the self-assessment process. The WE TSP should specify if the survey was used to assist in Full Virtual Verification, Virtual + Onsite Verification or normal Onsite Verification. This WE TSP must ensure this information is provided to them by the facility.

16.3. **Response Rate**

After the introduction, the WE TSP should show visually the response rate of the facility, specifically:

16.3.1. Total number of workers who participated in the survey,

16.3.2. Percentage of workers who completed the survey,

16.3.3. Percentage of workers who did not complete the survey,

16.3.4. Percentage of workers who opted out of taking the survey,

16.3.5. Percentage of workers who were unreachable.

This visual can be demonstrated in pie or bar graph.

16.4. **Demographic information**

16.4.1. Responses provided for the demographic questions section of the survey should follow the section on response rates.

16.4.2. Demographic information should be depicted visually, clearly showing the split between types of workers who responded to the survey (e.g., gender, age group, contract type, etc.). Pie charts are a good visual to use.

16.5. **Results per theme**

16.5.1. Guidance should be provided to help the user understand presentation of data. This can appear before the graphs or alongside the graphs. For example:

> "This section shows Results of the Worker Engagement Survey by theme. You can see where the facility is doing well, and which areas improvements are needed. Begin by looking at the theme with the longest red bar, as this, according to workers, is where the most improvement is needed."

16.5.2. The section on overall responses per theme should follow the section on demographic information in the report.

16.5.3. Discrimination, grievance mechanisms, health & safety, etc.
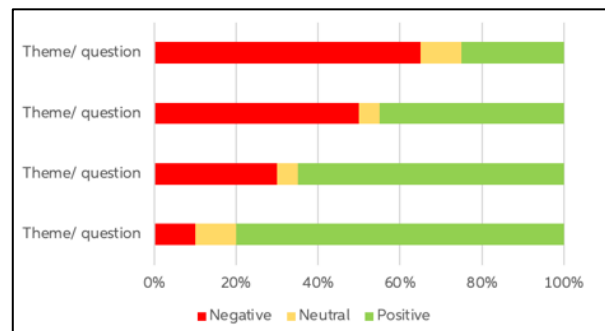
16.5.4. This information should be presented visually in bar graph format.

16.5.5. Colors must clearly contrast one another so the user can easily identify positive, negative and neutral responses.

16.5.6. Colors must be consistent across all graphs used in each section. For example, positive responses should not be green in some graphs and red in others, but rather green in all graphs.

16.5.7. Presentation of results should start with the highest number of negative responses and end with the lowest number of negative responses so both the facility and Verifier can easily identify the areas in need of more attention.

See Table 1 below for examples of dos and don'ts for the correct use of graphs and color for visual representation of data.

16.6. Results per question

16.6.1. Guidance should be provided to help the user understand presentation of data.
This can appear before the graphs or alongside the graphs, but it must be evident for which graphs the guidance applies. For example:

This section shows Results of the Worker Engagement Survey by question. You can see where the facility is doing well, and which areas improvements are needed. Begin by looking at the theme with the longest red bar, as this, according to workers, is where the most improvement is needed.

16.6.2. The section on overall responses per question should follow the section on overall responses by theme in the report.

16.6.3. This information should be presented visually in bar graph format.

16.6.4. Colors must clearly contrast one another so the user can easily identify positive, negative and neutral responses.

16.6.5. Colors must be consistent across all graphs/ charts used in each section. Positive responses should not be green, for example, in some graphs and red, for example, in others, but rather green in all graphs.

16.6.6. Presentation of results should start with the highest number of negative responses and end with the lowest number of negative responses so both the facility and Verifier can easily identify the areas in need of more attention.

See Table 1 below for examples of dos and don'ts for the correct use of graphs use of graphs and color for visual representation of data.

16.7. Concluding remarks

Although not necessary, this section could include:

16.7.1. WE TSP contact information

16.7.2. Disclaimers

16.7.3. Noteworthy observations re: survey deployment process

Return to the top.

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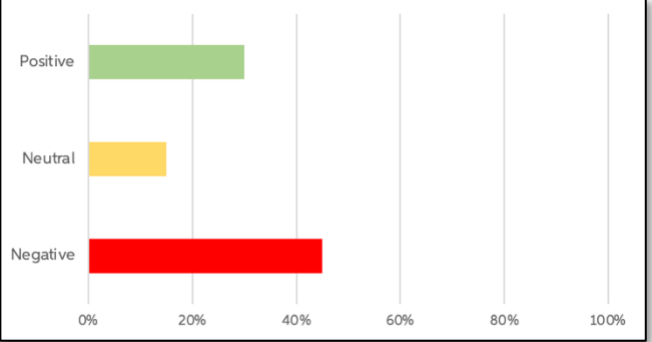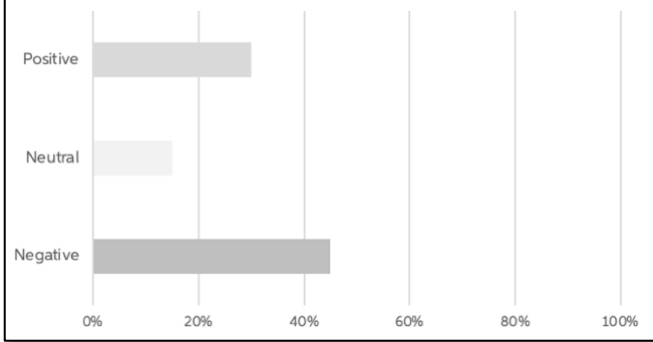## 17. SLCP WE Tech Document Links and Contact Details
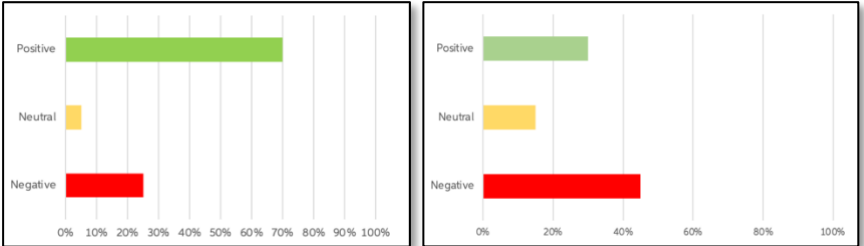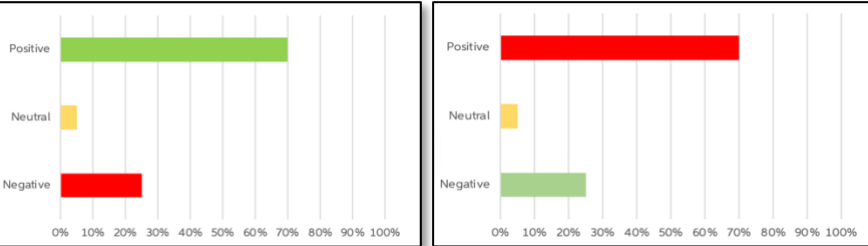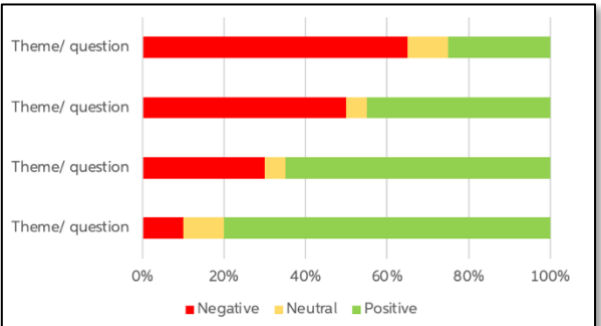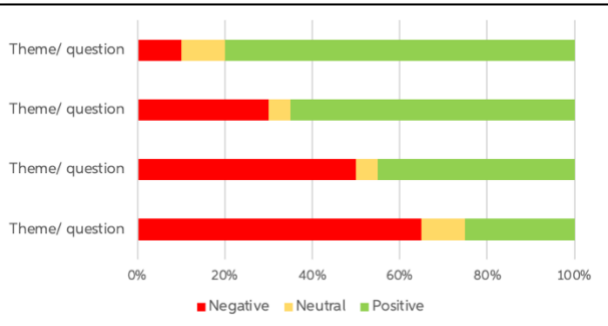
General: SLCP CAF Terms of Use

For any questions regarding WE Tech processes and requirements please contact Susanne Gebauer: susanne@slconvergence.org

The below documents/ information relevant to WE Tech can be accessed via the links provided:

- – List of approved WE Tech Service Providers

- – WE Question Set (all languages)

- – WE TSP Requirements

- – WE Tech Protocol for Facilities

- – SLCP Verification Protocol (see section on WE Tech)

Please ensure that you are working with the latest version of all documents.

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Table 1: Correct use of graphs and color for visual representation of data

Correct	Avoid
Use contrasting colors	Do not use similar tints of the same color
Use consistent use of color across same graphs	Do not switch colors up across same graphs
Themes/ questions with highest number of negative responses appear first.	Themes/ questions with highest number of positive responses should not appear first.

Appendix I: CAF Worker Engagement Question Set

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. 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.

The WE Question Set can be found here. SLCP will notify you when an update to the WE Question Set has been made, please always ensure you are deploying the latest version of the WE Question Set.

Appendix II: WE Tech Sampling

Onsite vs. remote survey deployment require different sets of response rate parameters/ requirements due to the different ways in which these two sets of survey respondents are recruited. Both onsite and offsite survey deployment have their advantages.

Offsite survey deployment is more cost effective and provides workers with the flexibility to respond when/ where they feel most comfortable. For very sensitive information, this could be beneficial for ensuring the worker feels confident that their responses are indeed anonymous. On the other hand, onsite survey deployment provides support for workers to complete the survey if they have any questions, and workers can feel like the process is more interactive and may, therefore, feel more engaged. Onsite survey deployment can thus lead to increased confidence in the quality of data.

SLCP is all about continuous improvement and the data collected from the WE Tech Question Set surveys will be instrumental in highlighting areas in need of improvement moving forward. It is therefore important that the data collected is statistically significant, especially considering how relatively new Worker Engagement Technology is and how WE Tech survey results have the potential to educate the industry. Therefore, the SLCP requirements for WE Tech sampling methodology are aimed at a high level of statistical significance, and alignment with more commonly accepted industry standards, i.e., Nike's Engagement and Well-Being Survey sampling methodology. The WE Tech sampling methodology[1] is as follows:

1) Surveys must be deployed with a target sample enabling 95% confidence level with 5% margin of error across the SLCP defined workforce.

    a. In the WE Tech Summary Report, WE TSP must explicitly state for each set of results which confidence level was achieved in a particular employment (using the number of respondents, overall population of workforce size, and margin of error of 5%).

    b. If the margin of error is above 10 percent, results will no longer be regarded as reflecting the workforce as a whole. Such results should be classified as whistleblowing results – reflecting, rather, the experience of the workers who answered the survey.

2) A standard Sample Size Calculator is available at: http://www.surveysystem.com/sscalc.htm. The facility must aim for a slightly bigger sample size to include a buffer for any void surveys or survey takers who may be unavailable. Please note that the sample size calculated on this website is the minimum sample size.

3) For onsite surveys: Each survey should be based on a random representative sample of workers. **Note,** remote surveys are based on a non-random representative sample of workers, as it is not feasible for service providers to have access to a full list of worker contacts.

4) The method of random sampling is available at: https://www.randomizer.org. The list of numbers obtained via this website can be used as a sampling list in conjunction with the numbers on the employee roster.

SLCP worker scope for the survey is the same as the CAF worker scope. Workers are defined as: Persons working on/with the facility's product or directly involved in the operations of the facility. They are non-supervisory, which means no one reports to them. Workers include those involved in production of goods and those involved in operations related to the product, e.g., distribution. Examples of "workers" are cutters, sewers, QC, packers, etc. (all workers who contribute to producing the product), boiler workers, mechanics (machine repair persons), and workers who load product onto trucks.

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[1] The WE Tech sampling methodology was determined based on collaboration with the approved WE Tech Service Providers.

Appendix III: Worker Engagement Committee

SLCP strongly recommends involving workers in the self/joint-assessment process. One way to achieve this is to establish a Worker Engagement Committee. A Worker Engagement Committee is responsible for identifying, reporting, and verifying issues. If established, the Committee can play a vital role in promoting the WE Question Set survey and working together with facility management to identify and prioritize issues, determine root causes, and create improvement plans.

Please see the SLCP Recommendations for Facilities on Worker Engagement for more details.