

**SLCP Verifier Body Requirements**

**Version 1.0**

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**Introduction**

This document outlines the requirements that SLCP Verifier Bodies (VBs) must meet to maintain their status as approved VBs.

**Scope**

This document applies to all SLCP approved VBs.

**Requirements**

**General**

**1. General Requirements**

1.1. VBs are subject to the Quality Assurance procedures outlined in the [QA Manual](#).

**Resource & Personnel Requirements**

**2. Competence**

2.1 VBs must have procedures that address how VBs ensure Verifiers meet the SLCP Verifier requirements (see the SLCP QA Manual for complete list of SLCP Verifier Requirements).

2.2 Competency requirements must cover non-assessor staff.

2.2.1 Report reviews must take SLCP e-learning and have knowledge of social auditing.

2.2.2 Program support staff must have an understanding of SLCP Requirements.

2.3 VBs must maintain records that demonstrate how SLCP competence requirements are met.

**3. Training**

3.1 VBs must have procedures on how they provide onboarding training on SLCP.

3.1.1 Onboarding training must be provided to new hires and currently employed assessors who become SLCP Verifiers. This must be provided in addition to the required SLCP e-learning.

3.1.2 Global onboarding training procedures may be used, but onboarding training must cover SLCP specifically.

3.1.3 Procedures must define the length of SLCP onboarding training.

3.2 VBs must provide all Verifiers with ongoing training on SLCP.

3.2.1 This training must be provided at minimum once a year.

3.2.2 This training must be linked to the outcomes of performance monitoring.

3.2.3 Ongoing training must be provided if there are significant changes to the SLCP system. The VOO will notify VBs when this type of ongoing training is required.

3.3 VBs must maintain records that show all Verifiers have undergone onboarding and ongoing training.

3.4 VBs are responsible for ensuring trainings are effective. SLCP does not define the length, format and content for these trainings.

3.5 SLCP Verifier Body (VB) Calibration webinars can be used to meet ongoing training requirements if information is shared with Verifiers.

#### **4. Performance Monitoring**

- 4.1 VBs must have procedures for monitoring Verifier performance.
  - 4.1.1 VBs must conduct an internal quality review of 100% of SLCP reports before the reports are finalized.
- 4.2 VBs must define the actions they take when Verifier performance is less than acceptable.
  - 4.2.1 At minimum, VBs must require ongoing training AND witness Verifier in the field if performance is less than acceptable. Witness audits for other programs/schemes may be used for this purpose.
- 4.3 SLCP Verifier Scoring must be taken into account in performance monitoring. See the SLCP QA Manual for details on Verifier Scoring.
- 4.4 Global procedures for performance monitoring covering multiple schemes may be used, but VBs must be able to demonstrate how SLCP is covered.

#### **5. Calibration**

- 5.1 VBs must have methods to ensure the consistency of SLCP verification outcomes among Verifiers.
- 5.2 Calibrations ensure verifications are conducted consistently. Performance monitoring activities should be used to identify where calibration is needed.
- 5.3 A documented procedure on calibration is not required if VBs can describe and demonstrate their internal measures for calibration.
- 5.4 Ongoing training and performance monitoring can be used to meet this requirement if VBs can demonstrate how the outcomes of these activities are used to calibrate Verifiers.

#### **6. Knowledge of SLCP Subject Areas**

- 6.1 VBs must make available to Verifiers up-to-date, appropriate resources on labor and health and safety laws.
- 6.2 Verifiers must be able to access this information before or during a verification.

##### **Changes to VB Staffing**

#### **7. Informing the VOO of staff changes**

- 7.1 If a Verifier ceases to be employed by a VB, the VB must inform the VOO immediately. VBs can inform the VOO by emailing [SLCP@sumerra.com](mailto:SLCP@sumerra.com).
- 7.2 Any delays in informing the VOO of these staffing changes may result in VBs being charged Verifier Access Fees for these Verifiers. If a Verifier leaves the Verifier Body prior to the invoice being issued and they have not yet conducted any verifications, and the VB informs the VOO immediately of their departure, SLCP will waive the Verifier Access fee. For more information on Verifier Access Fees, see the list of [SLCP Fees](#).

#### **8. Transfer of SLCP Verifier approvals**

- 8.1 VBs that add an existing Verifier to their employ can maintain their approval status. Reapplication is not required if a Verifier transfers from one approved VB to another.
- 8.2 To maintain his approval status, the Verifier or VB must complete [this form](#).

##### **Use of Translators**

#### **9. Translator Qualifications**

- 9.1. VBs must have a procedure for vetting translators to ensure they are trained in and understand social compliance topics.

- 9.2. VB is responsible to ensure that translators understand and abide by the VB's internal Code of Conduct, confidentiality requirements and all applicable terms of the SLCP Verifier Code of Professional Conduct.

### **Ethics and Integrity**

#### **10. Ethics and Integrity Procedures**

- 10.1 VBs must have a professional Code of Conduct that covers ethics, integrity and impartiality.  
10.2 Verifiers must receive and understand the Code of Conduct.  
10.3 VBs must provide annual training on ethics and integrity.  
10.4 VBs must have procedures that address how Verifiers can raise concerns about ethical issues, including bribery.

#### **11. Impartiality**

- 11.1 VBs must undertake regular assessment of threats to impartiality and of the conflicts of interest that arise when providing SLCP services. Conflicts of interest can arise from a VB's relationship with its clients and unrelated bodies or from its relationship with related bodies.  
11.1.1 For each SLCP verification a VB undertakes, they must ensure there are no conflicts of interest that arise from a past or present relationship between the facility and the Verifier(s) and/or VB.  
11.2 The VB must document all possible conflicts of interest that relate to provision of SLCP services and make this documentation available to SLCP and/or the VOO.  
11.3 VBs must be able to demonstrate how they eliminate or control any threats to impartiality or conflicts of interest.  
11.4 If a VB or its Verifiers engaged in consulting work (including but not limited to advisory and training services) at a facility, they are prohibited from conducting verifications at that facility for a period of 2 years.

### **Provision of Training**

#### **12. Facility Training**

- 12.1 VBs may not provide external training to facilities on SLCP unless they are approved as an SLCP training body.  
12.2 VBs that wish to provide external training to facilities should [contact SLCP](#) for a training body application.

#### **13. Other External Trainings**

- 13.1 If VBs provide external trainings on SLCP to Verifiers, brands and other stakeholders that are not facilities, they must ensure the information on SLCP is accurate and up to date.

### **Payment of SLCP Fees**

#### **14. VB Fees**

- 14.1 By signing the SLCP Verifier Body Terms of Use (ToU), VBs commit to paying all applicable fees (e.g. Verifier Access Fees and Verification Upcharge Fees).  
14.2 As noted in the ToU, failure to comply with the commitments can result in immediate termination of the VB approval.  
14.3 Current SLCP fees are maintained [here](#).  
14.4 Payment terms for all SLCP invoices are net 30 days.

**15. Penalties for non-payment**

15.1 SLCP will issue payment reminders for all invoices not settled within 30 days. SLCP will inform the Verification Oversight Organization (VOO) if a VB fails to pay their invoice on time and will continue to update the VOO until payment is received. The VOO will monitor non-payment of fees and implement the following penalties:

15.1.1 Invoice unpaid after 90 days: the VOO will issue the VB with a warning that failure to pay will result in suspension of the VB from SLCP.

15.1.2 Invoice unpaid after 120 days: the VOO will inform the VB that they have been temporarily suspended from SLCP. The VB will be able to complete any assigned verifications but will not be permitted to be selected for new verifications.

15.1.3 Invoice unpaid after 150 days: the VOO will inform the VB that they have been permanently suspended from conducting SLCP verifications.

15.1.4 Repeated late payment of fees: VBs that are consistently late in paying their SLCP invoices (if two or more invoices are not paid within 60 days) will also be subject to a warning and at risk of suspension if further invoices are not paid on time.