

**Social and Labor Convergence Program (SLCP)
Verifier Guidance
Version 1.4-1.0**

6 April 2021

Disclaimer: These instructions have been created to provide guidance on how to complete the SLCP verified assessment report, with a focus on using the offline Excel Data Collection Tool. This file represents only one aspect of the SLCP assessment framework. The file should be viewed in conjunction with the other elements of the Converged Assessment Framework relevant for Verifiers and Verifier Bodies: Data Collection Tool and Verification Protocol.

Change Log

This document will be updated on an as-needed basis. Whenever there is an update, VBs are informed through technical bulletins and webinars.

Date	Section	Change Summary
2021/04/06	Entire document	<ul style="list-style-type: none"> • Removal of content and placement of content into Verification Protocol rather than Verifier Guidance • Verifier Guidance should only be a guidance document and not a requirements document • Some text in the Verification Protocol is repeated here to explain context and provide reminders
2021/04/06	Entire document	Revision of content (screenshots, examples, etc.) to mirror the new CAF v1.4 offline Excel and enhanced verification features, including more Verification Selection options and increased scope of applicable legal requirements to be applied to SLCP assessments
2021/04/06	New sections under chapter: Identifying and citing when facility is not in line with legal requirements	New scope of “applicable legal requirements” and new feature of “Law Overlay”

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Terms of use

Visit the [SLCP Gateway](#) for terms of use.

Pay special attention to the Chapter “Restrictions on Use”.

In case of questions, please contact <https://slcp.zendesk.com>.

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Glossary

“Accredited Host” Third party/ external service provider approved by SLCP to store SLCP assessment data on their platform and provide additional data analytics and sharing services to users such as brands, standard holders, and manufacturers.

“Passive Accredited Host” Third party/ external service provider approved by SLCP to 1) store SLCP assessment data on their platform and 2) provide additional data analytics and sharing services to users such as brands, standard holders, and manufacturers. The SLCP Gateway (central repository for all SLCP verified assessments) can submit data to a Passive Accredited Host if a facility initiates this sharing process. Only assessments in Verification Finalized (VRF) status are received by the Passive Accredited Host. The Passive Accredited Host is not involved in the active execution of the SLCP assessment process, i.e. self/joint assessment data gathering and verification data gathering.

“Active Accredited Host” Third party/ external service provider approved by SLCP to 1) provide a technology platform to allow data entry by facilities and Verifiers during the SLCP assessment and verification; 2) store SLCP assessment data on their platform and 3) provide additional data analytics and sharing services to users such as brands, standard holders, and manufacturers. The SLCP process must be completed on one of the Active Accredited Host platforms a facility can choose which one they want to use.

“Converged Assessment Framework” or **“CAF”** The Data Collection Tool and verification methodology, developed by SLCP and downloadable from the Gateway. Consists of three elements: 1. Data Collection Tool; 2. Verification Protocol; and 3. Guidance (Facility, Verifier).

“CAF Assessment Process” means a procedure, as developed in the context of SLCP, serving to implement the Converged Assessment Framework, starting with self/joint-assessment for facilities that is augmented via verification by external parties and verification oversight and a methodology for data sharing by the facility, Verifier and Accredited Host via the ITC Gateway.

“Data Collection Tool” or **“Tool”** Element 1 of the Converged Assessment Framework. ‘Questionnaire’ used to gather data on working conditions in a facility and used by the Verifier to verify this data. Contains all the assessment questions that a facility must answer through a self/joint-assessment. When completed, includes the answers by the facility and the Verifier. Can be filled in online on an Accredited Host platform or offline through an Excel file downloadable from an Accredited Host.

“Facility Guidance” Element 3 of the Converged Assessment Framework. The document that helps facilities understand the SLCP process and complete the self/joint-assessment by giving guidance on how to enter facility responses into in the Data Collection Tool.

“ITC Gateway” or **“Gateway”** The central repository of SLCP verified assessments. All verified assessments are stored safely on an UN server. Registered facilities have access to their verified assessments at all times and can download these. Apart from this the Gateway serves 4 critical functions:

1. Central (and open) resource of Converged Assessment Framework, SLCP process and related information and support material
2. Account Management and unique IDs for facilities, VBs and Verifiers
3. Management of statuses of the SLCP assessment cycle – by continuous updates with each of the Accredited Hosts. Facilities can see the status of their SLCP assessment throughout and at all times.

4. Re(distribution) of verified assessments (VRF status) to Accredited Hosts and other ad-hoc users, with facility permission.

“**Self-assessment**” Facility alone fills in the Data Collection Tool (CAF Element 1).

“**Joint-assessment**” Facility contracts outside help to fill in the Data Collection Tool (CAF Element 1).

“**SLCP**” means the Social & Labor Convergence Program (SLCP), an independent multi-stakeholder program which has developed the Converged Assessment Framework (CAF) and a data hosting and sharing process.

“**Verification Oversight Organization (VOO)**” Entity responsible for the day-to-day management of SLCP verifications. It manages the selection of VBs and Verifiers (qualification criteria, application and approval process), maintains an updated overview of SLCP approved Verifiers and associated VBs on the Gateway, sets Quality Assurance (QA) procedures in collaboration with SLCP, executes QA activity, develops the scoring system for SLCP approved Verifiers and VBs, collects Verifiers’ performance data, provides verification support desk for all SLCP system users, gathers feedback from SLCP system users, and handles dispute resolution between a facility and a Verifier.

“**Verification Protocol**” Element 2 of the Converged Assessment Framework. The document that contains the procedures, rules and process requirements for conducting an SLCP verification.

“**Verified assessment**” uses the CAF and follows the CAF Assessment Process and results in a report in pdf, Excel and html format made available to facilities and shareable by facilities on the ITC Gateway.

“**Verifier**” Person qualified to perform an SLCP verification to ensure the completeness and accuracy of the data collected through self/joint-assessment of facilities, using the CAF.

“**Verifier Body**” The organization to which a Verifier belongs. Is responsible for assigning Verifiers when an SLCP verification is requested.

“**Verifier Guidance**” Element 3 of the Converged Assessment Framework. The document that helps Verifiers complete the verified assessment report by giving guidance on how to verify a facility’s answers to questions in the Data Collection Tool.

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Overview of the Converged Assessment Framework

It consists of three elements:

Data Collection Tool

- Used by facilities and Verifiers
- Records facility data and verification data on social and labor conditions in facilities
- Executed through AH online platform (recommended) or through downloadable excel from AH

Verification Protocol

- Verification procedures and requirements for SLCP approved Verifier Bodies and Verifiers
- Verifier Bodies and Verifiers receive and maintain SLCP approval by following procedures and requirements outlined in the [SLCP Quality Assurance Manual](#)

Guidance

- Facility Guidance: to understand assessment process and complete the self/joint-assessment
- Verifier Guidance: to understand how to write the verified assessment report

You can access the other files on our [Helpdesk](#).

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Introduction to the SLCP Verifier Guidance

A verification must be thorough, reliable, of high quality and follow the Verification Protocol to enable sharing of trusted social and labor data, the core of SLCP. The SLCP Verification Protocol focuses on describing the verification process and its rules and procedures.

This SLCP Verifier Guidance:

- Focuses on the content the Verifier has to provide in the Data Collection Tool, either through offline completion of the Excel Tool or online completion of the Tool on an Accredited Host platform.
- Provides **instructions on how to complete specific fields in the Data Collection Tool** in order to provide sufficient information to readers of the verified assessment report.
- Provides **instructions for the offline Tool only**. For instructions for online use of the tool on each Accredited Host platform refer to the user guides here: [Helpdesk FAQs](#).
- Shows **mistakes to avoid in completing the verified assessment report**, as well as things to look out for during quality review.

Each Accredited Host must develop a user guide that will describe how to navigate the platform as a Verifier. These guides are available online: [Helpdesk FAQs](#). For instructions on **how to use the offline Tool**, refer to this Verifier Guidance.

This Verifier Guidance will be updated regularly to incorporate more lessons learned and common mistakes. Please share your thoughts and questions about this Verifier Guidance document in the feedback surveys administered by the Verification Oversight Organization on behalf of SLCP.

The Verifier Guidance works together with the Verification Protocol. VBs and Verifiers are required to read the SLCP Verification Protocol, which provides a list of mandatory requirements for VBs/ Verifiers to meet to make your SLCP verification a success.

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1. Navigating the Offline Data Collection Tool

Accessing the Tool for completion

Accredited Host (AH): To access the **Tool for a verification**, the Verifier must go to the Accredited Host of the facility's choosing to access the completed self/joint-assessment. The verification can be completed online (recommended) or through the offline Excel Tool downloaded from the Accredited Host. The Verifier is able to go from offline to online to offline again, but the process has to end online. The AH runs data checks to ensure some data quality aspects are implemented, which may mean review and revision of the offline entered verification data.

NOTE: AH quality assurance checks focus on data completion and format accuracy and are **in addition** to the quality checks that have to be done by the Verifier Body, which, for example, can determine quality failures related to narrative provided in Verification Data.

This offline capability gives the Verifier flexibility, especially when Internet connections are not stable. Once the Verifier has access to the Tool containing self/joint-assessment data, the self/joint-assessment data fields will no longer be open for editing or amendment by the facility or Verifier. The Verifier will now be in the assessment status "Verification in Progress" or VRP.

Helpdesk: For information purposes anyone can download the following Tool documents:

1. Functional Excel Tool in facility self/joint-assessment mode, which means conditional questions are hidden
2. Excel flat file that shows all fields/ all questions in the Tool so the Verifier can familiarize themselves with all questions and the full scope of the Data Collection Tool– useful for sorting/filtering data and further understanding of the Tool.

NOTE: These documents cannot be used to complete the SLCP assessment process. **Only through the Accredited Host can you access the documents for assessment completion.**

See our [Helpdesk](#) to download these documents.

The interface of the Tool online will change depending on which Accredited Host system is used for the verification but the contents of the Tool offline or online and between Accredited Hosts remains the same. See [Helpdesk FAQs](#) for training on how to use each Accredited Host platform.

In addition to the self/joint-assessment answers, the Verifier may also get access to documents or files that the facility uploaded during the self/joint-assessment process. The Verifier can obtain access to any applicable uploaded files via the Accredited Host platform.

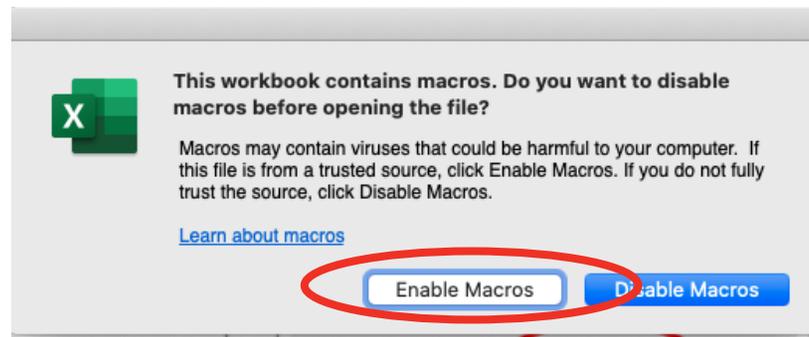
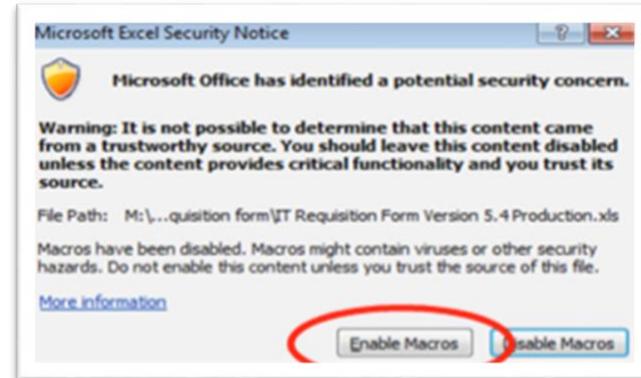
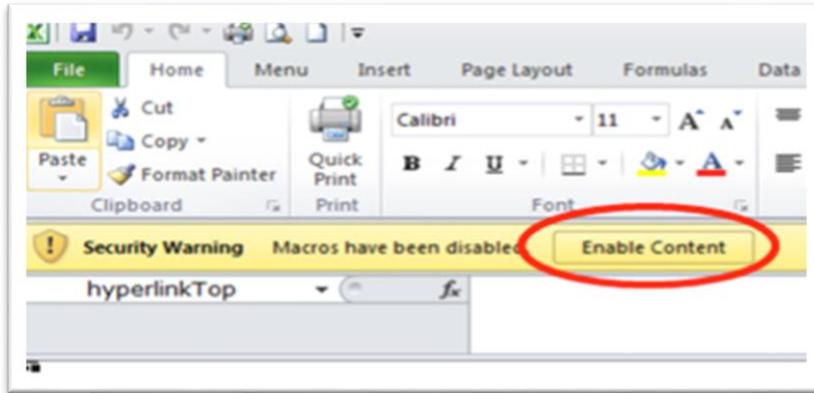
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Opening and saving the offline Tool after download from Accredited Host

You need at minimum **PC Excel 2016 or Mac Excel 2016**. If you have followed all instructions on how to handle the Tool and still the Tool constantly crashes while you are working on it, you must download a more recent version of Excel.

When opening the file, a pop up appears and/or you see a security warning at the top of the screen. You must **ENABLE CONTENT** and/or **ENABLE MACROS**.



You can freely rename the document and save it. **Remember to save often!**

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Tool features

The 4 Sheets of the Data Collection Tool Excel Workbook in “Verifier Mode”



- 1) **OVERVIEW** – contains important information on the Tool, including enabling macros, SLCP process information and Terms of Use
- 2) **INSTRUCTIONS** – explains how to navigate the file, fill in the required content, select the appropriate Step for assessment completion, and understand the applicable standards, scope and timeframe
- 3) **SLCP Data Collection Tool 1.4** – contains questions organized into 10 different sections for the facility to complete. The questions that appear depend on what Step has been selected and the answers the facility has provided (e.g. presence of workers under 18, migrant workers, specific operational processes)
- 4) **Verification Summary** – contains a blank table that the Verifier can automatically fill in with “Inaccurate” and “Non-Compliance” items by selecting “[Click here \(no double-click\) and wait to create/update Verification Summary](#)”. After the Summary is generated, the Verifier can go back to the SLCP Data Collection Tool 1.4 to make changes and return to the Verification Summary to update it with one click of the link. Hence, the prompt notes “create/update”. Double clicking may create an error in the file, so only click once and be patient, especially if the Tool contains a lot of Inaccuracies and/or Non-Compliances.



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The Sections and Sub-Sections of the Data Collection Tool Excel Workbook in “Facility Mode”

SECTION	SUB-SECTION
1. FACILITY PROFILE	<ul style="list-style-type: none"> • Step Selection • Basic Information • Building Structures • Worker Demographics • Nationalities • Languages • Operating Licenses • Certifications • Production / Operation Information • Subcontractors Used for Production / Operation • Facility Comments
2. RECRUITMENT & HIRING	<ul style="list-style-type: none"> • Child Labor • Apprenticeship / Trainee / Internship Programs • Forced Labor • Recruitment Practices • Discrimination • Employment Practices • Homeworkers • Facility Comments
3. WORKING HOURS	<ul style="list-style-type: none"> • Working Hours • Forced Labor • Overtime • Facility Comments
4. WAGES & BENEFITS	<ul style="list-style-type: none"> • Wages and Benefits • Facility Comments
5. WORKER TREATMENT	<ul style="list-style-type: none"> • Forced Labor • Harassment and Abuse • Discrimination • Discipline • Worker Treatment • Facility Comments
6. WORKER INVOLVEMENT	<ul style="list-style-type: none"> • FOA & CB • Workplace Cooperation

	<ul style="list-style-type: none"> • Grievance Systems • Worker Feedback • Facility Comments
<p>7. HEALTH & SAFETY</p>	<ul style="list-style-type: none"> • Health & Safety • General Work Environment • Building Safety • Risk Assessment • HS Policy • Qualified HS Staff • HS Committee • HS Worker Engagement • Emergency Preparedness • Flammable and Combustible Materials • Chemicals and Hazardous Substances • Worker Protection • Materials Handling and Storage • Safety Warnings • Electrical Safety • First Aid and Medical • Contractor Safety • Dormitories • Canteens • Childcare • Children • Facilities • Facility Comments
<p>8. TERMINATION</p>	<ul style="list-style-type: none"> • Forced Labor • Employment Practices • Discrimination • Facility Comments
<p>9. MANAGEMENT SYSTEMS (STEP 2 AND 3 ONLY)</p>	<ul style="list-style-type: none"> • Plan (Policies & Procedures, Strategy and Goals) • Do (Roles and Responsibilities, Communication and Training) • Check (Monitoring, Self Assessment) • Act (Continuous Improvement) • Facility Comments

10. **ABOVE AND BEYOND
(STEP 3 ONLY)**

- Workplace Well-Being
- Community Impact
- Facility Comments

Additional Section of the Data Collection Tool visible in “Verifier Mode”

11. VERIFICATION DETAILS	<ul style="list-style-type: none">• Verification dates• Verification duration• Verification window• Verifier information• Verification participants• Virtual verification activity• Exception requests• Worker interviews• Offsite documentation review• Verification observations
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Additional Sheet of the Data Collection Tool visible in “Verifier Mode”

12. VERIFICATION SUMMARY	<ul style="list-style-type: none">• Automated information pulling from Verifier answers generated by the Tool with a Verifier click.• To facilitate the Closing Meeting and provide the Verifier and facility with a key summary of all “Inaccurate” and “Non-Compliance” items
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The below images and text show and explain to you the:

1. [Navigation menu](#)
2. [Tool sections, sub-sections and categories](#)
3. [Tool questions and facility responses](#)
4. [Tool conditional questions](#)
5. [Tool “More Info” guidance](#)
6. [Tool in Verifier Mode](#)
7. [Color to guide verification completion](#)

The 12 month self/joint-assessment period

IMPORTANT: Verification must not happen more than 2 months from completion of the self/joint-assessment.

Should the facility/Verifier Body miss this timeframe for verification, the facility must reach out to SLCP for support through the Helpdesk to revert the status of the assessment back to ASI-Assessment Initiated so the facility can update the self/joint-assessment.

The data to reference for the self/joint-assessment period (and verification) should ALWAYS be 12 months prior to the date of the self/joint-assessment submission. Exception is the Facility Profile section where the most up-to-date facility information will be used.

There is potential for a facility to complete their self/joint-assessment and wait before they submit it as "completed" on the Accredited Host platform. However, **it is the responsibility of the Verifier to check that the verification is taking place within two months of the date of Self-Assessment completion**, and this date is the date that is entered into the Tool under Facility Profile section (question FP-BAS-26 Date of self/ or joint-assessment submission (YYYY-MM-DD)).

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Navigation menu

The SLCP Data Collection Tool consists of 10 core sections in total: one (1) general Facility Profile section and nine (9) social and labor sections. In the image below, the colored boxes in the navigation menu at the top of the Tool show:

- **All 10 sections with the completion percentage for each section**
 - You can click on the applicable section name to jump to that section within the Excel sheet.
- **Total overall completion index/ completion percentage**
- **The section in which you currently are in the Tool**
 - You just have to click on a field in an applicable row to see which section, sub-section and category of the Tool you are currently in.

SOCIAL & LABOR CONVERGENCE	<u>100.00% : Facility Profile</u>	<u>100.00% : Worker Treatment</u>	<u>100.00% : Termination</u>
VERSION 1.4.0	<u>100.00% : Recruitment & Hiring</u>	<u>100.00% : Worker Involvement</u>	<u>80.37% : Management Systems</u>
	<u>94.12% : Working Hours</u>	<u>100.00% : Health & Safety</u>	<u>100.00% : Above & Beyond</u>
	<u>100.00% : Wages & Benefits</u>	You are WORKER TREATMENT - Forced Labor - Violence or Threats here:	

100.00%
99.50%
99.00%
98.50%
98.00%
97.50%
97.00%
96.50%
96.00%

■ Complete ■ Incomplete

Question Info Facility Response (ANSWERS IN ENGLISH ONLY)

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There is a specific section that has to be completed by the Verifier in addition to the verification of the facility responses. This [“Verification Details”](#) section is provided when the Tool is in [Verifier Mode](#).

The link to the [“Verification Details”](#) section is in the Navigation bar

SOCIAL & LABOR CONVERGENCE

VERSION 1.4.0

100.00% : Facility Profile	100.00% : Worker Treatment	100.00% : Termination
100.00% : Recruitment & Hiring	100.00% : Worker Involvement	80.37% : Management Systems
94.12% : Working Hours	100.00% : Health & Safety	100.00% : Above & Beyond
100.00% : Wages & Benefits	You are WORKER TREATMENT - Forced Labor - Violence or Threats here:	

Progress Chart: 100.00% Complete, 0.00% Incomplete

Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection

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Tool sections, sub-sections and categories

The Tool consists of SECTION, Sub-Section and Category.

There are 10 Sections and within each Section there are multiple Sub-Sections (listed in the [Section Instructions](#)) and many Categories to better identify the topic of the question.

The blue box in the image below indicates the section of the Tool:

- The below image shows that you are in RECRUITMENT & HIRING
- Section headings are in ALL CAPS
- Section heads appear in the light red colored box
- Each section is divided by a dark grey bar

Each Section has **Section Instructions** and is then followed by the **Sub-Section and Sub-Section Instructions**

35

36 **RECRUITMENT & HIRING**

437

438 **Section Instructions**

Section Description: The purpose of the Recruitment and Hiring section is to understand the facility's social and labor practices in the initial stages of employment. The "recruitment" process is designed to select the most appropriate candidates for employment. The "hiring" process is how new workers are brought into the organization. Social and Labor topics within this section include:

- Child Labor
- Apprenticeship / Trainee / Internship Programs
- Forced Labor
- Recruitment Practices
- Discrimination
- Employment Practices
- Homeworkers
- Facility Comments

439

440

441 **Child Labor**

442 **Sub-Section Instructions (Select/click on below cell to ensure you see all text of the cell in the formula bar above)**

Overall International Labor Standards Compliance Guidance: Child labor is work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children and interferes with their schooling by depriving them of the opportunity to attend school, by obliging them to leave school prematurely, or by requiring them to combine school attendance with excessively long and heavy work. In its most extreme forms, children are involved in illegal activities, or in work that exposes them to physical, sexual or psychological abuse. However, not all work done by children is classified as child labor that should be eliminated. Work that does not affect children's health and personal development or interfere with their schooling can be constructive.

NOTE: To read the entirety of the text in Sub-Section Instructions, you may need to click on the cell containing the instructions and view all the text of the instructions in the formula bar of the Excel sheet.

The red box in the image below indicates a sub-section of the Tool:

- The image below shows that you are in Child Labor
- Sub-Section headings are in Bold
- Sub-section headings are indented and appear in the light red colored box within the SECTION
- Sub-sections related to the ILO Core Conventions (Child Labor, Forced Labor, Discrimination, Freedom of Association and Collective Bargaining) are introduced by Sub-Section Instructions that contain Overall International Labor Stand Guidance. This law guidance can assist you in determining what applicable legal requirements should be in place at your facility.
- Not every Sub-section is followed by Sub-Section Instructions

490	FP_Sub-9.4	Email	Response Here:	
491	FP_Sub-9.5	Types of Processes Subcontracted	Response Here:	
492				
493				
494	RECRUITMENT & HIRING			
495				
496	Section Instructions			
	Section Description: The purpose of the Recruitment and Hiring section is to understand the facility's social and labor practices in the initial stages of employment. The "recruitment" process is designed to select the most appropriate candidates for employment. The "hiring" process is how new workers are brought into the organization. Social and Labor topics within this section include:			
	<ul style="list-style-type: none">• Child Labor• Apprenticeship / Trainee / Internship Programs• Forced Labor• Recruitment Practices• Discrimination• Employment Practices• Homeworkers• Facility Comments			
497				
498				
499	Child Labor			
500	Sub-Section Instructions			
	Overall International Labor Standard Compliance Guidance: Child labor is work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children and interferes with their schooling by depriving them of the opportunity to attend school, by obliging them to leave school prematurely, or by requiring them to combine school attendance with excessively long and heavy work. In its most extreme forms, children are involved in illegal activities, or in work that exposes them to physical, sexual or psychological abuse. However, not all work done by children is classified as child labor that should be eliminated. Work that does not affect children's health and personal development or interfere with their schooling can be constructive. This includes			

NOTE: If you do not know which section you are in, click on any cell in a question row and the Navigation Menu bar will show you where you are.

The purple boxes in the image below indicate the category of the Tool. Each category houses a list of related questions to be answered.

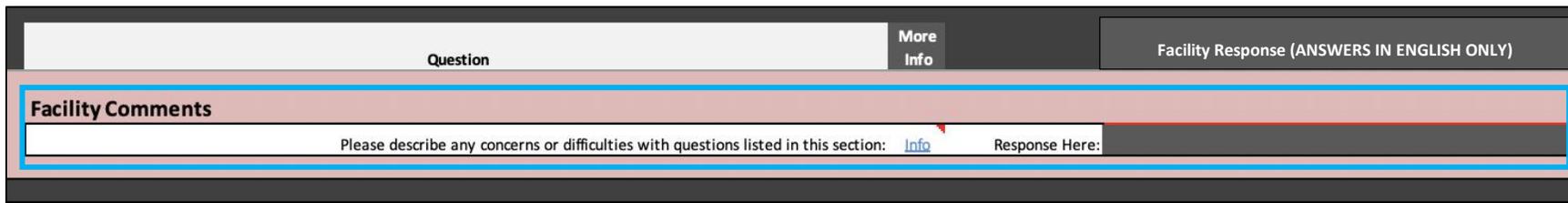
498	Child Labor		
499	Sub-Section Instructions		
500	<p>Overall International Labor Standard Compliance Guidance: Child labor is work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children and interferes with their schooling by depriving them of the opportunity to attend school, by obliging them to leave school prematurely, or by requiring them to combine school attendance with excessively long and heavy work. In its most extreme forms, children are involved in illegal activities, or in work that exposes them to physical, sexual or psychological abuse. However, not all work done by children is classified as child labor that should be eliminated. Work that does not affect children's health and personal development or interfere with their schooling can be constructive. This includes activities such as helping parents around the home, helping in a family business or earning pocket money outside school time. Whether or not work being carried out by children constitutes child labor depends on the child's age, the type and hours of work performed, and the impact of the work on the child's health, development and access to education. In addition to determining whether there are child laborers working at the facility premises, the possibility of workers taking work home should be monitored. If work is performed outside the facility premises, determine whether it is being done by underage family members.</p> <p>Core Conventions: C138 Minimum Age Convention, 1973 and C182 Worst Forms of Child Labour Convention, 1999 Other relevant ILO documents: R146 Minimum Age Recommendation, 1973; R190 Worst Forms of Child Labour Recommendation, 1999</p>		
501			
502		Age Documentation	
503			
504	CL-1	Does the facility verify minimum age requirements prior to hiring workers? Info	Select: <input type="checkbox"/>
505		If yes, please describe what legal documentation or other proof of age are reviewed to verify minimum age requirements and whether copies are maintained:	Response Here: <input type="text"/>
506			
507		Minimum Age	
508	CL-1.2	What is the age of the youngest worker in the facility? Info	Select: <input type="checkbox"/>
509	CL-1.2	If other, please describe:	Response Here: <input type="text"/>
	CL-1.3		

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The blue box in the image below indicates the Tool “Facility Comments” sub-section

At the end of each section, the facility is offered the opportunity to provide additional comments under “Facility Comments”. These comments will not be verified. Rather, the Verifier can use these comments to see where the facility had difficulties answering questions based on the facility’s specific circumstances. These comments also help SLCP to continuously improve the Tool, as well as to increase the Tool’s applicability to special circumstances.

When the Verifier first opens the Tool to view the self/joint-assessment data, SLCP recommends looking at this sub-section to see if there are any comments and things of which to be aware.



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Tool questions and facility responses

The blue box in the image below indicates the questions related to each category and the red box indicates the Facility Response cells where the facility selects or enters a response in line with its current operations.

NOTE: the top heading bar is fixed in place in the image below to show you the column headings “Questions”, “More info” and “Facility Response”. These headings do not always appear in the Tool.

- The cells for all unanswered questions are colored:



- Once the question is answered, the cell changes to:



- If you need to expand the row cell to see more text you can manually widen the row on the left of the sheet.

		Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)
14 507				
508		Age Documentation		
509	CL-1	Does the facility verify minimum age requirements prior to hiring employees?	Info	Select: Yes
510				
511		Minimum Age		
512	CL-1.2	What is the age of the youngest employee in the facility?	Info	Select:
514	CL-1.3	Are any employees under the legal minimum age for employment?	Info	Select:
515				
516		Remediation		
517	CL-2	Does the facility have a remediation system in place for when children (those under the legal minimum working age) are found to be working in the facility?	Info	Select:

The red box in the image below indicates the type of entry the cell requires:

- “Select” is a drop down menu
- “Response Here” is a free text/ narrative box with max. 1000 characters
- “Number Here” requires a number and not a text response
- Other examples of data types are requirements for dates (format provided) and “X” for multiple select options

		Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)
14				
913		Bonus		
914	WB-WAG-42	Do workers receive any type of productivity (or "production") bonus? Info		Select: yes
915	WB-WAG-42.1	If yes, please describe all types of production / productivity bonuses:		Response Here: twice annually based on exceeding double the expected quota
916				
917		Wage Payment		
918	WB-WAG-43	Are wage payments made regularly and on time and in line with legal requirements? Info		Select: yes
919	WB-WAG-44	Are workers paid their full wages in the legally required manner? Info		Select: yes
920	WB-WAG-45			How are workers paid (SELECT all that apply with a "X")
921	WB-WAG-45-1	Cash Info		"X" to select: <input checked="" type="checkbox"/>
923	WB-WAG-46-1	Check Info		"X" to select: <input checked="" type="checkbox"/>
924	WB-WAG-47	What approximate percentage of workers are paid by check?		Number Here: 20
925	WB-WAG-47-1	Direct deposit into a bank account Info		"X" to select: <input checked="" type="checkbox"/>
926	WB-WAG-48	What approximate percentage of workers are paid by direct deposit into bank accounts?		Number Here: 60

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Tool conditional questions

At times, a Verifier’s Corrected Response in [Verifier Mode](#) opens a conditional question that was not there before. In the image below [Question FP-BUI-14 has the answer “No”](#) and is followed by question [FP-BUI-17](#).

You can also see in the far left row numbering column that a row is hidden.

Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response
92	Building Floors			
93	FP-BUI-14	Facility is in a multi-floor building:	Select: No	
96				
97	Shared Building			
98	FP-BUI-17	Building is shared with other facilities/enterprises:	Select: Yes	
99				

If the answer to FP-BUI-14 is updated during Verification and changed to the Corrected Response “Yes” then two conditional questions appear FP-BUI 15 and FP-BUI-16. This is an example of two conditional questions appearing immediately after the facility response has been corrected.

Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response
92	Building Floors			
93	FP-BUI-14	Facility is in a multi-floor building:	Select: No	Updated during Verification Yes
94	FP-BUI-15	Number of all floors:	Select:	
95	FP-BUI-16	Floors have been added since original construction:	Select:	
96				
97	Shared Building			
98	FP-BUI-17	Building is shared with other facilities/enterprises:	Select: Yes	
99				

The corrected response may unhide multiple questions at once but further down in the Tool. The most important example is in the Facility Profile where answers will unhide questions in other Sections (Recruitment & Hiring, Wages & Benefits, etc.). If the Verifier finds that the facility was inaccurate by NOT selecting "X", "Yes" or entering a number >0 in employee demographics, and changes the Corrected Response to "X", "Yes" or a number above 0 then the conditional questions that were hidden for the facility become visible for the Verifier (further down in various sections of the Tool). In this case, the Verifier needs to select "Not visible to facility during SA/JA" and enter Verification Data to support the Corrected Response. If the Verifier finds that the facility answered accurately, the conditional questions remain hidden (if the facility did not select "X" or "Yes" or entered "0").

Please see [Verification Protocol](#) and provided Verifier Tutorials on the [Helpdesk](#) for more details.

IMPORTANT: As a Verifier it is important to **first go through the entire self/joint-assessment Tool** to look for empty facility responses in dark grey, see “Tool Questions and Facility Responses” above for the [explanation of facility response coloring](#). You can then immediately select the [Verification Selection](#) “Facility did not reply during SA/JA” to capture those unanswered facility responses.

Then, while you are filling in verification data and completing the Corrected Response field, if you see additional dark grey fields in the facility responses, you must select under [Verification Selection](#) “Not visible to facility during SA/JA”, because these dark grey cells are a result of your corrected response un hiding conditional questions that were not visible to the facility during the self/joint-assessment.

NOTE: if you change your Corrected Response so that the conditional questions no longer apply, the data you entered for those conditionals (e.g. Verification Data or Verification Selection) will be deleted. Be sure to make the right selection from the start so you avoid loss of data!

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Tool “More Info” guidance

More Info provides additional clarifying information to both facility and Verifiers. **When you hover (put your cursor on) the “Info” link next to the question, you will see a pop up box that explains the question and gives you More Info on how to answer the question.** The pop up size is the size of the longest More Info text in the Tool, so you will always be able to see the entire information in the More Info at first glance.

	Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)
044	Building Safety		
045	Permits & Certificates		
046	Are building certificates and permits available for review?	Info	Permits are typically issued by government authorities whereas certificates may be issued by a certified or accredited third party.
047	Are building certificates and permits in line with legal requirements?		
049			
050	Structure		
051	Do approved building plans reflect the current building's structure and use?		
052	If no, please describe how the approved building plans do not reflect the current building's structure or use:		
053	Has the facility conducted any type of professional structural safety/stability assessment?		
055	In the last 12 months within this assessment period, have there been cases of concerns about the physical integrity and stability of the facility?		
057	Are facility doors/exits/stairs in line with legal requirements?	Info	
058	If no, please describe how practices are not in line with legal requirements:		
059			

“More info” is a valuable resource and we recommend referencing this information anytime anything seems unclear. Examples of the types of explanatory information provided in “More info” include:

- Calculation methods for measurement or distance questions
- Legal compliance questions
- Distinctions for clarity across similar questions
- Details on types of programs (e.g. financing programs)
- Appropriate answers based on specific scenario (e.g. if the facility provides a weekly rest day, but not for 20 consecutive hours, answer “No”)
- Definition/explanation of terms
- The overall intent of the question

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Tool in Verifier Mode

There are 5 columns that apply to the Verifier during verification of the facility responses. These 5 columns are immediately next to the facility response in the Excel Data Collection Tool in Verifier Mode.

The columns are:

- 1** Verification Selection
- 2** Corrected Response
- 3** Verification Data
- 4** Non-Compliance
- 5** Legal Reference

Note that in the Facility Profile section, the **Non-Compliance and Legal Reference columns are whited out**. Whited out cells mean that these specific questions do not require an answer/should not be answered by the Verifier in the whited out cells. All other cells for that question with dark or light blue color do apply.

Question	Facility Response (ANSWERS IN ENGLISH ONLY)	1	2	3	4	5
Step Selection						
Please choose which tool "Step" your facility would like to complete: info Select: Step 1						
Basic Information						
Facility						
FP_B-1	Facility Name (as per business license)	Response Here				
FP_B-2	Facility Address (as per business license)	Response Here				
FP_B-3	Facility Name (in local language as per business license)	Response Here				
FP_B-4	Facility Address (in local language as per business license)	Response Here				
FP_B-5	Facility Country:	Response Here				
FP_B-6	Facility Geolocation (i.e. Latitude, Longitude. Ex: 22.346578,114.135442):	Response Here				
FP_B-7	Facility Contact Name:	Response Here				
FP_B-8	Facility Contact Title:	Response Here				

In all other sections of the Tool that require verification of data, the **Non-Compliance and Legal Reference** columns are not whited out. This means that these cells apply for these specific questions.

SOCIAL & LABOR CONVERGENCE				Verification Details				
10.29%: Facility Profile		0.00%: Employee Treatment		0.00%: Termination				
17.63%: Recruitment & Hiring		0.00%: Employee Involvement		NA: Management Systems				
0.00%: Working Hours		0.00%: Health & Safety		NA: Above & Beyond				
0.00%: Wages & Benefits		You are here: RECRUITMENT & HIRING - Discrimination - Disability						
VERSION 1.4.0				1 2 3 4 5				
Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference	
Recruitment								
Disc-1		During the recruitment process, do materials such as job description or job application forms ever reference an applicant's race, skin color, sex (gender), religion, political opinion, national extraction, social origin, disability, HIV/AIDS status, sexual orientation, pregnancy/maternity status, marital status, age or nationality/foreign migrant worker status?	Select: No					
Hiring								
Disc-4		Have race, skin color, sex (gender), religion, political opinion, national extraction, social origin, disability, HIV/AIDS status, sexual orientation, pregnancy/maternity status, marital status, age or nationality/foreign migrant worker status been a factor in decisions regarding hiring?	Select: No					
Pregnancy and Maternity								
Does the Facility follow any of the following practices related to worker pregnancy? <small>SELECT all that apply with a "X"</small>								
Disc-7.1		Facility requires pregnancy test before or at hiring	"X" to select:					
Disc-7.2		Facility requires virginity test before or at hiring	"X" to select:					
Disc-7.3		Facility requires worker to provide commitments (verbally or in writing) that they will not become pregnant	"X" to select:					
Disc-7.4		Facility requires the use of contraceptives or other forms of birth control at hiring	"X" to select:					
Disc-7.5		None of the above	"X" to select:					

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Color guide for verification completion

The Tool works with 3 colors in the verification portion to guide the Verifier¹.

You must complete this field
 OR
 You do not have to take action, but you may choose to
You completed this field

You chose “Updated during Verification” or “Inaccurate” or completed a “Non-Compliance” & “Legal Reference” combination

Here you can see the different colors in action:

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference
Accurate				
Accurate				
Inaccurate	No	The 2004 Labor Code provides a legal and institutional framework conducive to collective bargaining as set out in the international labour Conventions.	X	fundamental labour rights and encouraging social dialogue. The Labor Code, as revised in December 2003, governs specific labor and employment issues, including:

¹ There is a limitation with regards to the dark blue color showing that you “must” enter data. See [this chapter](#) to understand that in some circumstance dark blue does not mean you “must” enter data.

How to use the colors to guide you:

Before you enter any verification data, the colors are going to be dark blue for Verification Selection and light blue for all other columns (or whited out). This alerts you to the required Verifier action of selecting a Verification Selection, mandatory for each question in the Tool.

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference

Remember when you first open the Tool and see the self/joint-assessment facility responses, look for the dark grey cells. Then immediately complete that row with Verification Selection: Facility did not reply during SA/JA.

Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection
MS-DO-17-14	Supplier/subcontractor due diligence requirements	"X" to select: X	Accurate
MS-DO-17-15	Raw materials sourcing due diligence requirements	"X" to select: X	Accurate
MS-DO-17-16	Bribery and anti-corruption	"X" to select: X	Accurate
MS-DO-17-17	Other	"X" to select: X	Accurate
Check			
Monitoring			
MS-CHE-1	Does the facility conduct regular reviews and/or assessments of social and labor practices? (SELECT all that apply with a "X")		Facility did not reply during SA/JA
MS-CHE-1-1	Facility conducts regular internal reviews and/or assessments of all social and labor policies and procedures that the facility has implemented	"X" to select: 	

Once you enter a Verification Selection, the color(s) in the verification portion will change, and it will depend on your Verification Selection choice, as each choice requires a specific follow-up action by the Verifier. Also see the chapter [Completing required verification fields](#) for more details.

The use of colors in Facility Profile:

“Updated during Verification”

- Highlighted in red so you can easily find it in order to discuss the specifics with the facility during the closing meeting.
- Means you must enter a Corrected Response and explain why the data needed to be updated in Verification Data. That is why those fields are dark blue.

“Accurate” means no need for further action. That is why the Corrected Response and Verification Data fields are light blue.

There is also no need for checking for legal Non-Compliance as the last two columns are whited out.

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference
Accurate				
Accurate				
Updated during Verification				
Accurate				

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The use of colors in sections other than Facility Profile:

“Inaccurate” means you must enter a Corrected Response and explain in “Verification Data” why the data is inaccurate.

When you enter both **“Non-Compliance”** and **“Legal Reference”** both cells change to red so you can easily find them to discuss specifics with the facility during the closing meeting. You can also use the [Verification Summary](#) to make a list of the legal Non-Compliances and Inaccurate responses to help you organize the closing meeting.

“Accurate” means no need for further action. But you can still determine a legal Non-Compliance if applicable. You can determine a legal Non-Compliance for almost every question in the Tool. If the column is not whited out you should check for any applicable legal Non-Compliances according to the [defined applicable legal requirements](#).

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“Facility did not reply during SA/JA” means you must enter a Corrected Response and explain in “Verification Data” why the facility did not respond in the self-joint-assessment. If you only complete “Non-Compliance” the Tool reminds you with dark blue to also complete the “Legal Reference” and vice versa.

“Not visible to facility during SA/JA” means you must enter a Corrected Response and you may also want to enter Verification Data, depending on your Corrected Response. To determine if this is necessary, reference the [Verification Protocol](#) for Verification Data requirements under the Report Writing Requirements.

“No longer applicable due to verification” means the entire row can be ignored as that data is no longer applicable. No further Verifier action is needed.

“Not applicable due to special facility circumstances” applies to special circumstances where the facility situation is such that the SLCP provided responses do not apply. The Verifier will determine if special circumstances do indeed apply and must explain those circumstances in “Verification Data”. In this case the Verifier does not select a Corrected Response because the question is not applicable.

The image below illustrates the different uses of color as described above:

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference
Inaccurate			X	Labor Code, 2003, No. 65-99, §§ 231--245. htt
Accurate				
Facility did not reply during SA/JA			X	
Not visible to facility during SA/JA				
No longer applicable due to verification				
Not applicable due to special facility circumstances				
Inaccurate	X	Facility response inaccurate. Verified with wage payment records.	X	Labor Code, 2003, No. 65-99, §§ 231--245. Lat

“Verification not Required” is applicable to a few questions where verification is not necessary. It is the only drop down selection option in the Verification Selection. No Corrected Response is applicable (whited out). If the Verifier chooses to add comments

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under Verification Data they can do so, but it is not required. Below is the example of the Facility Comments question. The only Verification Selection option for all the Facility Comments questions is “Verification not Required”.

	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response
Concerns or difficulties with questions listed in this section: Info		Response Here: No concerns or difficulties	Verification not required	

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How to generate the Verification Summary

The Verification Summary is an important feature to use during the **Closing Meeting**. It also helps the Verifier complete the verified assessment report because it shows an Accuracy Index and all “Inaccurate” and “Non-Compliance” selections.

Once the Verifier has completed verifying all the data, that is, all the questions that are applicable to the facility according to the Step chosen in the self/joint-assessment, then the Verifier is ready to generate the Verification Summary.

NOTE: the Verification summary **only contains Inaccurate items and items that have a “Non-Compliance” checked (no matter if Inaccurate or Accurate)**. So if you are pressed for time during the verification onsite, you do not need to fill in all of the Verification Selections fields, but **you should focus on the Inaccurate and “Non-Compliance” issues to capture them in the Verification Summary and have them ready for the closing meeting**. In addition, for the **countries where the [Law Overlay](#) is enabled**, if you complete the Non-Compliance and Legal Reference text in the offline Tool, the **automated Law Overlay will be applied once the offline Tool is uploaded to the Accredited Host platform and may erase or change your entries or add new entries**. This is a limitation of the offline to online communication as it relates to the Law Overlay feature for Verifiers.

It is not important to complete all the Verification Data or the Legal Reference information immediately onsite (regardless of the country and if the Law Overlay is in place). The Verification Summary is used to go over the main issues that should be of concern to the facility. So the Verifier can use the Summary to facilitate the conversation and keep the entries to a minimum (e.g. not final fully written out Verification Data).

However, if you want to complete ALL the content in the Verification Summary DURING the onsite verification then you must

- Complete the *Verification Start Date* in the Verification Details section, and
- the “Verification Selection”, “Corrected Response”, “Verification Data”, “Non-Compliance”, and “Legal Reference” data entries

SLCP recommends that if you are pressed for time during the onsite verification, you can leave intensive items like Verification Data and Legal Reference incomplete. Because, again, the purpose of the Summary is to facilitate the closing meeting, not to provide the facility with the full and complete Summary at the end of the verification.

NOTE: The facility will get a complete and accurate Verification Summary together with the verified assessment report for review and final approval **10 calendar days after the onsite verification**. The Verification Summary is a report writing requirement for the Verifier and is explained in detail in the [Verification Protocol](#).

The Verification Summary is the **last work sheet in the offline Tool in Verifier Mode**:



To generate the Verification Summary in the Verifier Mode Tool after verification entries, you must:

- Go to the Verification Summary sheet (the last sheet in the Tool) and select **“Click here (no double-click) and wait to create/update Verification Summary” at the top left corner of the tool** (see image below).
- Only when you press this button (and press it only once), will the data feed from the question work sheet to the Verification Summary. Any time the Verifier makes an update to the verification data they want captured in the Verification Summary, they have to click once on “Click here (no double-click) and wait to create/update Verification Summary”. This is also true for any download of the offline Verifier Mode Tool from the Accredited Host. After download, the Verification Summary is blank, but if content is already there to inform the Verification Summary, the Verifier will have to select the “Click here (no double-click) and wait to create/update Verification Summary” prompt to generate the Summary.
- Double clicking may create an error in the file, so only click once and be patient. Especially if the Tool contains a lot of Inaccuracies and/or Non-Compliances it may take some time to generate.



Sample Verification Summary:

SOCIAL & LABOR CONVERGENCE		Verification Summary				Completion: 1.49%				
Click here (no double-click) and wait to create/update Verification Summary		Facility Name:	Facility ABC		Accuracy Index: 75.00%					
		Verification Start Date:	2021-03-03							
Section	Sub-section	Category	Number	Question	Facility Response	Verification Selection	Final Verified Response	Verification Date	Non-Compliance	Legal Reference
TERMINATION	Forced Labor	Debts	TER-FOR-2	Can workers who owe	No	Accurate	No		X	Law Code 123, Article 1
TERMINATION	Forced Labor	Withholding	TER-FOR-3	Has the facility ever withheld - or threatened to withhold - or delayed wage payments in order to keep workers at the facility?	No	Inaccurate				

NOTE: The Verification Summary generates with the same row size for all entries. This means the question is not always fully visible. You can manually widen the rows like done in the sample above.

Facility Profile completion for Verification Summary generation is not necessary, as no “Inaccurate” and “Non-Compliance” selections are possible in the Facility Profile. However, the Verifier should still complete all “Updated during Verification” items to facilitate the closing meeting.

The **Final Verified Response** is the facility response if Accurate, or the Corrected Response or Verification Data by the Verifier. This is a great user feature. The user of the verified data need only focus on one column to see the final verified response.

The Verification Summary shows the facility responses in grey and the verification portion in blue.

Remember apart from the Verification Summary you also want to go through the Updated during Verification items in the Facility Profile during the closing meeting. You can just go to that section of the sheet and look for the red color items and focus on those.

To facilitate your closing meeting with the facility, the Verification Summary lists all the questions, the facility responses and then the verification portion, so you can go point by point to discuss the inaccuracies and non-compliance issues.

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Completing required verification fields

A facility can decide to complete data for:

- **Step 1 “Essential”**: key social & labor compliance questions, which are mostly connected to International Labor Standards (ILS) and National Labor Law (NLL)
- **Step 2 “Progressive”**: management system questions and supportive social & labor compliance questions, but less critical than those in Step 1.
- **Step 3 “Advanced”**: questions that go above and beyond social responsibility industry standards. These questions are not required by national or international law but rather seek to elevate workplace well-being and community impact.

NOTE: Step 2 includes all Step 1 questions. Step 3 includes all Step 1 and Step 2 questions.

The **Verifier must verify all data*** according to the **Step chosen by the facility.**

*All data means all questions that are applicable to the facility. **Even if the facility did not provide an answer to the applicable question, the Verifier has to provide a Corrected Response.** Some Verifier Corrected Responses in the Tool will open up [conditional questions that the facility did not see during the self/joint-assessment](#) and therefore did not answer. **The Verifier must provide the correct answer to these unanswered questions.**

In addition to this, the **Verifier has to complete the Verification Details section** for more information about the verification. The Verification Details provide the Verifier with the opportunity to give further comments about the facility, such as cooperativeness of the facility and strengths of management practices.

In the Tool, the following must be completed (this is also a Requirement noted in the [Verification Protocol](#)):

- All fields in the Verification Details section of the Tool (if the Verifier does not have any information to enter, the Verifier still has to complete the field with Not Applicable)
- Uploading of photo(s) to the Accredited Host platform at question level as per the direction in the table below
- Verification columns as per the table below

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference	Photo/ File upload to AH
NEVER BLANK For every question that appears in Tool (even if no response provided)					
		NEVER BLANK if Non-Compliance selected Must fill in narrative to explain the non-compliance so users of the verified data can make corrective action plans.	IF NON-COMPLIANCE OF APPLICABLE LEGAL REQUIREMENTS Non-Compliance selected with "X" ²	NEVER BLANK if Non-Compliance selected Must fill in legal reference information	MUST UPLOAD if Non-Compliance selected and if proof/ documentation available
Updated during Verification selected	NEVER BLANK Must select or fill in	NEVER BLANK Must fill in narrative to explain why update is necessary.			If proof/ documentation available to emphasize a point shared in Verification Data then must upload
Inaccurate selected	NEVER BLANK Must select or fill in	NEVER BLANK Must fill in narrative to explain why the facility's response was inaccurate and share facility details so users of the verified data can make corrective action plans as necessary.	As applicable	If Non-Compliance selected, must fill in narrative	MUST UPLOAD if proof/ documentation available

² Note that there is automation for Non-Compliance selection and Legal Reference narrative completion on the Accredited Host platform for select countries and for Step 1 only. Please see more information under the chapter [Identifying and citing when facility is not in line with legal requirements](#).

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference	Photo/ File upload to AH
Facility did not reply during SA/JA selected	NEVER BLANK Must select or fill in	NEVER BLANK Must fill in narrative to explain why the facility did not respond and share facility details so users of the verified data can make corrective action plans as necessary.	As applicable	If Non-Compliance selected, must fill in narrative	If Non-Compliance selected OR if there is an issue that as per Verifier social audit experience would result in a Code of Conduct finding AND if proof/ documentation available THEN must upload
Not visible to facility during SA/JA selected	NEVER BLANK Must select or fill in	As applicable If there is a Non-Compliance must fill in narrative. If there is an issue that as per Verifier social audit experience would result in a Code of Conduct finding, the Verifier must share facility details so users of the verified data can make corrective action plans as necessary.	As applicable	If Non-Compliance selected, must fill in narrative	If Non-Compliance selected OR if there is an issue that as per Verifier social audit experience would result in a Code of Conduct finding AND if proof/ documentation available THEN must upload
Accurate selected		As applicable Must fill in narrative if <ul style="list-style-type: none"> • Verifier wants to provide additional information about facility circumstances • If there is a Non-Compliance • If there is an issue that as per Verifier social audit experience would result in a Code of Conduct finding, the Verifier must share facility details so users of the verified data can make corrective action plans as necessary 	As applicable	If Non-Compliance selected, must fill in narrative	If Non-Compliance selected OR if there is an issue that as per Verifier social audit experience would result in a Code of Conduct finding AND if proof/ documentation available THEN must upload

Verification Selection	Corrected Response	Verification Data	Non-Compliance	Legal Reference	Photo/ File upload to AH
Not applicable due to special facility circumstances selected		NEVER BLANK Must fill in narrative to explain why there is a special facility circumstance that results in the Corrected Response not being applicable			If proof/ documentation available to emphasize a point shared in Verification Data then must upload
No longer applicable due to verification selected					
Verification not Required		Verifier can choose to leave comments			

Remember to pay attention to the [color coding in the Tool](#) which alerts you to items that still have yet to be answered.

A final check on the completeness of required verification data will be executed on the Accredited Host site, when the Verifier changes the assessment status from “Verification in Progress” (VRP) to “Verification Completed” (VRC). The AH ensures that when the Verifier selects “inaccurate”/ “updated during verification” the facility response is indeed different from the corrected response. However, it is the duty of the Verifier and Verifier Body (through quality checks) to ensure a high level of quality of the verified data, paying special attention to the narrative the Verifier provides in the Verification Data column.

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Example narrative for Verification Details when virtual + onsite verification occurs³

Number	Type	Category	Question	More info	Verifier Response
VD-VER-1	Question	Verification Dates	Verification Start Date (YYYY-MM-DD):	<i>Special Note (not in current More Info): Verification Start Date is the start date of onsite verification activity.</i>	2021-03-01
VD-VER-2	Question	Verification Dates	Verification End Date (YYYY-MM-DD):	<i>Special Note (not in current More Info): Verification End Date is the end date of onsite verification activity.</i>	2021-03-02
VD-VER-3	Question	Verification Duration	Verification Duration:	<i>Special Note (not in current More Info): Verification Duration must include all person days Verifier(s) spent on verification activity, including onsite and virtual verification activity, as applicable. Example calculations: 1) 2 Verifiers for 2 calendar days is 4 person days. 2) 1 Verifier 1 calendar day virtual and 2 Verifiers 1 calendar day onsite is total 3 person days.</i>	5.5 days
VD-VER-4	Question	Verification Duration	Did the verification take place over consecutive days?	<i>Special Note (not in current More Info): This applies to onsite verification activity only.</i> "Consecutive days" means there was no break in verification days, e.g. due to holiday or facility closure.	Yes

³ Look at the More Info. It will have special information/guidance that is not currently in CAF v1.4. SLCP will make improvements at a later stage.

Number	Type	Category	Question	More info	Verifier Response
VD-VER-6	Question	Verification Window	Verification Window:		Announced
VD-VER-7	Question	Verifier Information	Verification Body Type:		3 rd party (Service Provider)
VD-VER-8	Question	Verifier Information	Verification Body Name:		ABS Quality Evaluations Inc.
VD-VER-9	Question	Verifier Information	Verifier Name(s) (First and Last Name):		Adilah Berrada Mohammad Saidi
VD-VER-10	Question	Verification Participants	Were any interpreters present during verification?	If yes, please provide detailed information in the question below about parties involved in verification activity.	No
VD-VER-11	Question	Verification Participants	Identification details (First and Last Name and Organization) of all parties present for verification activity:	Please include First and Last Name and Organization of every individual (other than the Verifier(s) and facility personnel) involved in the verification activity, meaning observing and/or actively participating in the verification. Individuals may include trainees, interpreters, agents, brand customers, etc. If not applicable, answer Not Applicable.	Not Applicable
VD-VER-12	Question	Virtual Verification Activity	Was any part of the verification conducted virtually?	If any part of the verification activity was conducted virtually, i.e. not on-site at the facility but	Yes

Number	Type	Category	Question	More info	Verifier Response
				<p>off-site via desktop review, telephone, the web or other means, choose the appropriate answer.</p> <p>It is also mandatory to attach the Verification Plan to this question via the Accredited Host platform if any virtual verification activity occurred. The plan must outline all times, dates and description of activity for virtual verification activity and onsite verification activity.</p>	
VD-VER-13	Question	Exception Requests	Were any exception requests granted by the Verification Oversight Organization for this verification?	Exception requests relate to exceptions to the Verification Protocol that can be requested in advance through the Verification Oversight Organization.	No
VD-VER-15	Question	Worker Interviews	What is the total number of worker interviews conducted?	Please provide total number of workers involved in formal worker interviews.	36

Number	Type	Category	Question	More info	Verifier Response
VD-VER-16	Question	Worker Interviews	Provide details about number and type of workers interviewed:	Details shall include number and gender breakdown for: migrant worker (type, nationality), salaried/ rate by unit workers, agency/ temporary/ contract workers, newly hired worker, worker on probation, pregnant worker, and any other notable worker type.	<p>6 Full time: 3 female (1 returning from maternity leave, 1 salaried, 1 homemaker)/ 3 male (1 newly hired and on probation, 2 salaried)</p> <p>6 Part time: 3 female (1 temporary, 1 piece rate, 1 homemaker)/ 3 male (1 temporary, 2 permanent)</p> <p>6 Domestic migrant: 3 female (1 pregnant, 2 piece rate, 1 salaried)/ 3 male (1 short term contract, 1 homemaker, 1 agency worker)</p> <p>6 Foreign migrant: 3 female (2 contract workers, 1 temporary)/ 3 male (1 agency worker, 1 new hire, 1 piece rate)</p> <p>6 Young workers: 3 female (1 trainee, 1 apprentice, 1 permanent/ 3 male (2 apprentice, 1 rate by unit)</p> <p>Extra interview: Non-production worker: 1 female canteen worker/ 1 male security guard</p> <p>1 Trade Union representative (male)</p> <p>2 Emergency response team representative (female)</p> <p>2 Health and safety committee representative (male)</p> <p>1 Grievance committee representative (female)</p>
VD-VER-17	Question	Offsite Documentation Review	Did the facility request an offsite documentation review prior to onsite verification?	<i>Special Note (not in current More Info): Offsite documentation review is one of the permitted virtual verification activities. This question is asking: Did the facility request virtual verification activity</i>	Yes

Number	Type	Category	Question	More info	Verifier Response
				<p><i>that included offsite documentation review?</i> <i>Note, as per the Verification Protocol, if a facility chooses virtual verification activities, all virtual activities have to be conducted prior to the onsite verification.</i></p> <p>Offsite review is the activity that can take place prior to onsite verification, where the Verifier reviews documentation that the facility provided in the self-assessment/ joint-assessment.</p>	
VD-VER-18	Question	Offsite Documentation Review	Did the Verifier(s) conduct an offsite documentation review?	<p><i>Special Note (not in current More Info): This question is asking: Did the Verifier conduct offsite documentation review as part of the virtual verification activity?</i></p>	Yes
VD-VER-19	Question	Offsite Documentation Review	Please provide details regarding offsite document review:	<p>If the offsite review took place, briefly describe the activity that took place (what kinds of documents reviewed, how long the activity took).</p> <p><i>Special Note (not in current More Info): If the offsite review took place, you can attach the Verification Plan that must have details of the documents that were reviewed, when and for how long; or you can add the information in</i></p>	<p>Documents reviewed virtually:</p> <ul style="list-style-type: none"> – Policies and procedures related to Mgt Sys section – Occupational health and safety certificates & operation records – Production and quality records – Employee handbook & Facility rules – Production and quality records – Emergency Response Plan – Evacuation procedures – Complaints/ dispute resolutions procedures

Number	Type	Category	Question	More info	Verifier Response
				<p><i>the response field if less than 1,000 characters.</i></p> <p>If the offsite review did not take place, briefly describe why the review did not take place (the facility did not request the review, there was no time for the review prior to onsite verification, etc.).</p>	Documents were reviewed in 2 hours
VD-VER-20	Question	Verification Observations	1. Cooperativeness of facility	<p>The intent of this observation topic is to understand how cooperative the facility was during the engagement and how involved the management was.</p> <p>For example, did management grant access to all documents/ facility grounds/ workers, photos etc. as required by the Verification Protocol; which parties attended the opening and closing meeting; was facility management attitude positive or negative; how did the facility react to any negative findings; were there any concerns that the facility as not completely open and honest?</p>	<p>Management granted access to all documents, both virtually as well as onsite; permission was granted for photographs for virtual walkthrough as well during onsite verification.</p> <p>The opening and closing meetings were attended by: Mr. M. Alaoui, Facility Manager Ms. B. El Mostafa, HR Manager Mr. C. Chraibi, Production Manager Mr. A. Dahbi, Trade Union Representative</p> <p>Management was very helpful and seemed keen to learn of areas where they could improve. Two non-production workers were interviewed to clarify some minor concerns observed on the production floor, which proved not to be an issue. Management was very helpful in providing access to all resources necessary to clarify.</p>
VD-VER-21	Question	Verification Observations	2. Strengths of management practices	<p>The intent of this observation topic is to understand the strengths of management practices.</p>	<p>Strengths of management practices place strong emphasis on gender equality and empowerment. The facility overall recognizes the value in training women workers and providing promotional</p>

Number	Type	Category	Question	More info	Verifier Response
				In other words, are there any aspects of the facility's management (i.e. best practices or other social and labor strengths) not covered by the tool?	opportunities. Interviews with women workers confirmed that women are provided with a host of opportunities to advance in the facility if they are interested.
VD-VER-22	Question	Verification Observations	3. Any other comment	<p>The intent of this observation topic is to understand if there is any additional information regarding the verification that would be helpful to share with the facility or other users of the verified assessment report.</p> <p>For example, were there any impacts to the facility as a result of a pandemic or special facility circumstance; did the facility change their operations in response to a pandemic or special facility circumstance; did the Verifier encounter any scenarios in which they believe there is imminent danger or risk to workers or the facility?</p>	No connectivity issues with virtual verification. The facility was set up and well prepared. The virtual part of the verification went very smoothly.
VD-VER-23	Question	Verification Observations	4. Are there any photos you would like to add to the verification that did not directly correspond to a question?	On the Accredited Host platform, Verifiers are able to upload photos for each question. You must upload photos if they directly fit to the question. If there are photos that do not directly fit to a question, you may upload them here, using the Accredited Host platform and using a word document to capture multiple	No additional photos to add.

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Number	Type	Category	Question	More info	Verifier Response
				photos and descriptions of photos, as necessary.	

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Uploading the offline Tool and photos/ files/ documents to the Accredited Host platform for completion

Once the Verifier obtains access to the Tool for verification from the Accredited Host platform, they can upload and download the Tool as many times as necessary to facilitate completion of the verified assessment report. However, the **last step is to upload the offline Tool to the Accredited Host platform** and:

- allow the **Accredited Host to run data validation/ checks** to ensure specific verification fields are complete and completed appropriately with regards to use of English language, character limit, date and number formats (the quality and accuracy of the data is for the Verifier and Verifier Body to ensure when they review the report before submission)
- **upload/ attach any documentation/ files/ photos** to each verified question, as required. For upload instructions, please refer to the user guides of each Accredited Host, available on the [SLCP Helpdesk](#).

NOTE: the last question in the Verification Details work sheet allows the Verifier to upload files/photos/documents and does not directly relate to a question. If the Verifier chooses to upload multiple photos/ documents, it is recommended to create one document (Word or PDF) that contains all files and to label the files/photos appropriately to give the user a clear description of the item.

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Data privacy

Verifier shall **follow all applicable data privacy laws and regulations** when conducting the verification, this includes taking pictures of and uploading documents in conjunction with the verified assessment report. SLCP recommends only taking a sample and blacking out all private information/ information that can be traced back to an individual when providing proof/ documents to back up the verification outcome.

If a facility does not permit photos of work in progress to be submitted due to confidentiality, then the verifier must note in the verification report under “Verification Details” that the facility did not permit a photo of the work in progress/ production line (or other) due to confidentiality/ visibility of brand logos, etc.

2. Trouble Shooting/ Errors Guide for Offline Excel Tool

Verification Selection

- When completing the Verification Selection **you must ‘select’ your answer from the dropdown menu rather than copying and pasting text from one cell to another**. Not all dropdown menus are the same and copying and pasting will cause an error in the color coding of subsequent cells. If this happens, **DO NOT SAVE THE FILE**, quit out of Excel entirely, relaunch the file, enabling macros. You will lose the data you entered since the last time you saved, so save often!
- **If you attempt to enter text in a Verification Selection dropdown menu, you will get an alert saying, “invalid selection”**. In this case, just select “retry” in the error window, click the delete key to delete your highlighted entry and then make the proper selection in the dropdown menu.

Macros

While testing the file in Verifier mode, there have been instances where the macros do not work properly. In some cases, the program/ Excel **does not show an error message before the macros shut down**. This error happens especially on MAC Operating Systems.

You should periodically test to ensure macros are working. To do this, you should **check that the navigation bar is accurately indicating where you are in the Tool**. Click on a few different cells in different categories to confirm that “You are here...” does indeed show where you are. If the navigation bar information does not change then your macros have stopped working properly. In this case, quit Excel entirely, relaunch the file and enable macros. You will lose the data you entered since the last time you saved, so save often!

Once you have relaunched Excel, reopened the file and enabled macros, if the navigation bar tells you correctly where you are then you know that the macros are working.

If you are experiencing persistent errors with macros, it is recommended to work in the online Tool to alleviate this issue.

Minor offline Tool limitation

There is currently a slight limitation of the offline Tool for **Multi-select dropdown menus that provide the option for the facility to select ‘X’ or to leave blank** indicating no selection. If the Verifier identifies an “X” selection made by the facility as inaccurate and **selects “Inaccurate”**, the **Corrected Response cell remains dark blue** because the Corrected Response technically has no data selected...even though the blank cell is the Corrected Response.

The image below shows one such example. The facility selected “Travel and lodging” and the Verifier has determined this as inaccurate. The facility should not have selected “X” and left the response blank (as in “Equipment costs”). The Corrected Response is therefore a blank cell.

Since there is no information selected in the Corrected Response cell the cell remains dark blue instead of appearing light blue, which is typical of the Verifier completing the Corrected Response cell.

	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response
Administrative costs	Info	"X" to select: X	Accurate	
Travel and lodging	Info	"X" to select: X	Inaccurate	
Equipment costs	Info	"X" to select:	Accurate	

This also occurs for multi-select options when the Verifier selects: "Updated during Verification" in the Facility Profile section, "Not visible to facility during SA/JA" (if conditionalities were hidden based on a Facility's inaccurate response) and Facility did not reply during SA/JA.

	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response
s and procedures that the facility has implemented	Info	"X" to select:	Facility did not reply during SA/JA	
their supply chain, i.e. of suppliers and contractors, including raw materials suppliers	Info	"X" to select:	Facility did not reply during SA/JA	X

If, in the top row in the example above, the Verifier selects Facility did not reply during SA/JA and the Corrected Response is blank (no selection) the Corrected Response cell remains dark blue instead of light blue as in the row below indicating a completed Corrected Response.

When reviewing the offline Tool before submission to the AH platform, the Verifier should confirm these dark blue and blank cells are indeed Corrected Responses rather than responses that have been overlooked.

Formulas

If you accidentally enter a formula in a free text response cell, i.e. equal sign = or +, this will create an error. In this case, quit Excel entirely, relaunch the file and enable macros. You will lose the data you entered since the last time you saved, so save often!

3. Quality of Verification Data

To achieve a verified assessment report that is of high quality and meets the user's needs, it is important to:

- make the right Verification Selection,
- provide corrected information in the Verification Data so that users can refer to the document to understand how to create a corrective action plan or start remediation activities with the facility
- identify any instances of breach of applicable legal requirements.

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Completing the Verification Selection

There are eight different Verification Selection options throughout the Tool for the Verifier to choose. They are explained here:

1. **Accurate:** Information provided by the facility is 100% correct and supported by data.
2. **Updated during Verification:** This can only be found in the Facility Profile. When the Verifier arrives on-site the Facility Profile circumstances may be different from what they were during the self/joint-assessment. For all other questions, the assessment period only includes the 12 months prior to the submission date of the self/joint-assessment. However, for Facility Profile information, the Verifier must include the most up-to-date information which may require an update. These changes are not considered “Inaccuracies” but rather updates to the provided facility data.
3. **Inaccurate:** Information provided by the facility has one or more errors; at least one data point shows that the answer is incomplete or incorrect (i.e. the facility answer is not 100% accurate) or information cannot be verified (i.e. the Verifier cannot prove that the facility answer is accurate).
4. **Facility did not reply during SA/JA:** The facility did not provide a response at all. Note, in the offline Tool this will be visible through the dark grey color, indicating that the facility has not provided a response. When the facility provides a response, the color changes to light grey.
5. **Not visible to facility during SA/JA:** The Verifier’s Corrected Response has opened up conditional questions that were not there before for the facility to answer during self/joint-assessment, and therefore the facility response is blank.
6. **Not applicable due to special facility circumstances:** This is likely to be rarely used. It offers Verifiers the option of noting if something is ‘not applicable’ if the question has no “Not Applicable” option. Facility circumstances that SLCP has not considered can come up and it is the responsibility of the Verifier to decide if these special circumstances mean that all answer options SLCP provides are not suitable.
7. **No longer applicable due to verification:** The Verifier’s Corrected Response makes the conditional questions that were answered (or not answered) by the facility in the self/joint assessment no longer applicable. The Verifier can just select this and then not need to explain the Verification Selection choice in Verification Data. For the user of the verified data the Verification Selection alone is clear that this data can now be ignored due to verification.
8. **Verification not required** is applicable to a few questions where verification is not necessary. It is the only drop down selection option in the Verification Selection. No Corrected Response is needed. If the Verifier chooses to add comments under Verification Data they can do so, but it is not required.

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Completing the Corrected Response

The Corrected Response is:	Images to present examples from the Tool:
<p>A drop down with specific responses the Verifier can choose from, e.g.:</p>	
<p>drop down with blank “ ” entry or “X” entry prompted with phrase “X” to select:</p> <p>As the Verification Selection for “Sex/Gender” is “Inaccurate” the Response should be the opposite, namely “ ” rather than the “X”. You will just leave the cell blank.</p> <p>As the Verification Selection for “Political Opinion” is “Inaccurate” the Response should be the opposite, namely “ X” rather than the “ ”. Dark blue color guides you to provide a response.</p>	
<p>drop down with pre-populated answers, including phrases, numbers, “Yes”, “No”, “Not Applicable”, “No applicable legal requirements” prompted with the word “Select”:</p> <p>Verifiers must pay special attention to the “More Info” links to choose the appropriate answer.</p>	
<p>A free text cell where the Verifier can enter:</p>	
<p>narrative prompted with the phrase “Response Here”:</p> <p>Note, you can enter max 1000 characters</p>	
<p>a number prompted with the phrase “Number Here”:</p>	

<p>a date prompted with phrase Date Here:</p> <p>Note, it indicates that you must enter the date in the format (YYYY/MM/DD)</p>	
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Important: When completing the Verification Selection **you must ‘select’ your answer from the dropdown menu rather than copying and pasting text from one cell to another** as this will cause an error in the color coding of subsequent cells.

After upload of the offline Tool to the platform, the **Accredited Host** will **run some data checks** to ensure the Verifier:

- enters only a number where only a number should be
- enters the date in the proper format, as prompted in the question
- enters narrative with a maximum of 1000 characters
- does not enter a “Corrected Response” when the “Verification Selection” is “Accurate”
- enters only English language text

The Corrected Response is not applicable for Follow-up Questions where the facility provides a description. Therefore, the Corrected Response field is whited out. See below.

Because all Follow-up Questions have free narrative answers, the Verification Data field is sufficient to offer an opportunity for the Verifier to provide the correct information and additional details on the facility’s circumstances, if necessary.

Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	Corrected Response
If yes, how many cases were reported by female workers?	Number Here: 52		Accurate	
Effective remediation processes in place to address cases of harassment or abuse?	Info	Select: Yes	Accurate	
If yes, please describe the processes:	Response Here:	Investigation, disciplinary measures	Accurate	
Does the facility employ (or contract services for) security personnel on-site?	Select:	Yes	Accurate	

More instructions on how to complete the Verification Data field are in the next chapter.

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Completing Verification Data narrative

There are **up to 3 parts of a Verification Data narrative**:

1) **Reason for the specific Verification Selection**, examples include:

- Why is the Facility Response “Inaccurate”?
- Why did the facility not provide a response (“Facility did not reply during SA/JA”)?
- Why was the facility information “Updated during Verification”?
- Why did the facility answer incorrectly during the self/joint-assessment (misunderstanding of the question, limited information available at the time, mistake made, etc.)?

2) **Details about the current circumstances at the facility**, applying, if applicable:

- number of persons affected,
- name of the policy or procedure in question
- dates of the relevant records,
- place of incidence or activity,
- any other information that the user of the data should know to assist them with future follow-up or corrective actions, which are outside of the SLCP assessment process.

In sum, addressing, as applicable:

- Who
- What
- Why
- Where
- When
- How
- How often, etc.

NOTE: When possible, triangulate the evidence. This means including multiple sources of supporting information (e.g. documents, walkthrough evidence, worker and management interviews).

3) **Details about what is not in compliance if Non-Compliance** is applicable:

- Once, 1) and 2) above have been addressed, the Verifier can then provide details about what is not in compliance with [applicable legal requirements](#). **The only standard that applies to SLCP and must be addressed for every question outside of the Facility Profile is national labor law and international labor standards.**

Refer to the [Verification Protocol](#) for specific Requirements concerning Verification Data narrative.

More information about “Non-Compliance” and “Legal References” is in the next main chapter.

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Examples of Verification Data from poor to best

Color Key

XXX = Context

XXX = Types of evidence / Details of evidence

XXX = Link to question

Question	Does the facility have ergonomic measures in place that consider the requirements of both women and men?
Facility Response	Yes
Verification Selection	Inaccurate
Corrected Response	No
Non-Compliance	Non-Compliance “X”*
Legal Reference	Law name, year, law article (minimum) Law name, year, law article, relevant law text/ paragraph
Verification Data	
<i>*Although the question itself does not ask for “in line with legal requirements”, each question outside of the Facility Profile must be evaluated against applicable legal requirements, and if the facility is not following such, Non-Compliance must be selected. And if Non-Compliance is selected, the Verifier must provide the Legal Reference and details about the Non-Compliance in the Verification Data.</i>	
Poor	No ergonomic measures
Better	No documents to prove that facility has ergonomic measures in place. Observations indicated that sewers used chairs without back support.

Best	Although the facility has indicated that they have ergonomic measures in place, insufficient supporting evidence has been provided. During the verification, a review was conducted of existing health & safety procedures, and no documented ergonomics risk assessment, policy or procedures were found. Interviews with employees indicated that no policy has been communicated. Visual observations indicate that no specific ergonomic safety measures (e.g. adjustable workstations, standing mats) were provided. See attached photos. The facility is not in line with legal requirements of needing a risk assessment, a policy based on the risk assessment and implementation of ergonomic measures according to the risk assessment.
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Question	Has the facility management tried to control, manipulate or interfere with any of the unions in the facility?
Facility Response	Yes
Verification Selection	Inaccurate
Corrected Response	No
Verification Data <i>Example of "Misunderstanding"</i>	
Poor	Factory misunderstood
Better	Misunderstanding. Interviews and document review onsite indicated no manipulation was used.
Best	Misunderstanding. Although the facility has indicated that they provide incentives to employees to keep them from joining a trade union or engaging in trade union activities, it is clear that they have misunderstood the question, and this is inaccurate. During the verification, a review was conducted of policies and there is no documentation of such incentives. Interviews with employees indicated that no incentives had been provided to keep them from joining a union.

Question	Are workers allowed access to toilets/restrooms at any time?
Facility Response	Yes
Verification Selection	Accurate*
Corrected Response	Correctly left empty because the Verification Selection is Accurate
Verification Data	
<i>*Verifiers should provide Verification Data, even in cases when the facility answer is "Accurate", if Verifiers think the users of the verified data will benefit from the details in Verification Data.</i>	
Poor	Empty, no Verifier entries

Better	Employees were observed accessing bathrooms with no restriction.
Best	The facility has accurately indicated that there are no restrictions on access to restrooms. This was confirmed through document review (facility has policy of no restriction on freedom of movement), visual observations of employees freely entering the restroom, and employee interviews which indicated that they did not experience any restriction of access to restrooms. See attached photo of policy no. 1-234 from January 2015.

Question	Did the facility comply with legal requirements to inform and/or get permission from governmental authorities in order to work overtime?
Facility Response	No
Verification Selection	Inaccurate
Corrected Response	Yes*
Verification Data	
<i>*Providing the Corrected Response 'Yes' opens an additional conditional question that was not there before for the facility, and thus the facility did not answer.</i>	
Poor	Facility has exemption.
Better	The accurate answer is Yes. Remark: Facility has exemption from authority issued on 13 th May, 2018.
Best	Although the facility indicated No, upon further interview with management, they identified an overtime exemption waiver issued by the ABC municipal authority on 13 th May 2018, valid until 12 th June 2018. See attachment. Management forgot about this exemption waiver and did not indicate it in the response because although issued, it was not used during that period.

Question	Are exemption terms accurate, current, valid and followed by the facility?
Facility Response	Question not shown to facility based on prior answer, thus response blank
Verification Selection	Not visible to facility during SA/JA
Corrected Response	Yes
Verification Data	
<i>Examples of "accurate"</i>	
Poor	Exemption terms accurate.
Better	For the designated period 13 th May 2018 until 12 th June 2018, the exemption was accurate and valid. For the assessment period, this is the only exemption; there are no further current, valid overtime waivers.

Best	The facility did not provide a response, because they answered the question about existence of waiver inaccurately. Document review showed for the designated period 13 th May 2018 until 12 th June 2018, the exemption was accurate and valid. See attachment. The facility did not use the exemption; its overtime hours did not exceed the legal minimum without waiver. For the assessment period, this is the only exemption; there are no further current, valid overtime waivers.
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Examples of required Verification Data even if “Accurate” and no legal non-compliances

See the below two examples for Step 1 scope where the user of the report will benefit from Verification Data to better understand facility circumstances:

WH-WOR-11 in WORKING HOURS section: Are all overtime working hours in line with legal limits?

Answer options are Yes, No, No applicable legal requirements.

Whatever the Facility and Verifier answer, this question will always benefit from Verification Data completed by the Verifier that explains:

- 1) What are the overtime working hours at the facility (“what”) according to the sample (“how”) used by the Verifier.
- 2) What is the minimum and maximum (“what”), during which week/ month/ day (“when”, “how often”), affecting which workers (“who”), which department (“where”).

WB-WAG-8 in WAGES & BENEFITS section: Is the facility not paying any workers correctly for any of these types of overtime hours as legally required:

- Ordinary overtime hours
- Overtime hours performed at night
- Overtime hours performed on weekly rest days
- Overtime hours performed on public holidays?

Answer options are Yes, No, No applicable legal requirements.

If the Facility answers No, that means they *are* paying workers correctly for all types of overtime as legally required. But are they paying exactly what is legally required, or are they above the legal requirement? Consider users who may have a specific overtime rate requirement. They can only determine compliance with their specific requirement if they obtain that information from the Verifier. So, the Verifier should complete the Verification Data cell and explain:

- 1) What types of overtime are worked at the facility?
- 2) What amount/ what specific rate above the regular rate is the facility paying for each specific type of overtime worked at the facility?
- 3) Is the rate/ payment at or above the legal requirement?

Reminder: Always consider the user of the report and that they will require details to be able to determine compliance against their code/ standards and how to remediate non-compliances.

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Identifying and citing when facility is not in line with legal requirements

SLCP does not come to any conclusions on compliance with any brand's code of conduct or any certification standard. However, this does not mean that the Tool is completely void of reference to any type of standard. SLCP actually requires the facility and Verifier to reference applicable legal requirements when answering questions. For the Verifier this applies to all questions outside of the Facility Profile section.

Any incidence of Non-Compliance (no matter the Verification Selection or Corrected Response) will be reflected in the Verification Summary for easy reference.

Tool meaning of "Consult applicable legal requirements"

This Tool is aligned with international labor standards and national laws.

Any time a question references the law (e.g. "in line with legal requirements", "legally required"), the facility (and Verifier) must consult applicable legal requirements to assess the answer (verified answer) to the question. "More Info" provides instructions on what to do if there are no applicable legal requirements.

Applicable legal requirements include:

- The ILO Core Conventions
 - The ILO Core Conventions provide the baseline for determining compliance with the fundamental rights at work:
 - Child Labour (C138 Minimum Age Convention, 1973 and C182 Worst Forms of Child Labour Convention, 1999)
 - Discrimination (C100 Equal Remuneration Convention, 1951 and C111 Discrimination (Employment and Occupation) Convention, 1958)
 - Forced Labour (C29 Forced Labour Convention, 1930 (and Protocol) and C105 Abolition of Forced Labour Convention, 1957)
 - Freedom of Association and Collective Bargaining (C87 Freedom of Association and Protection of the Right to Organize Convention, 1948 and C98 Right to Organize and Collective Bargaining Convention 1949)
- Other conventions in force in the country in question
- Laws and regulations that apply in the jurisdiction in question
- Collective Bargaining Agreements
 - Where the provision in question is at least as favorable for workers as relevant legal requirements

Applicable legal requirements are set out in the "[Law Overlay](#)" for select countries.

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If applicable legislation does not cover or sufficiently address an issue regarding compensation, contracts, occupational safety and health or working time, other benchmarks based on international standards and good practices may be used, where these are derived from international instruments, or materials developed within the ILO and in consultation with tripartite constituents.

NOTE: If not required by law but the facility still addresses a specific issue (e.g. time off for breastfeeding), the Verifier selects “No applicable requirements” and notes down in Verification Data that the facility addresses the issue regardless of the absence of legal requirements.

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Questions based on legal requirements

There are variances in legal requirement questions in the Tool. In some cases the data point asking if practices are in line with legal requirements is inclusive of asking if the specific practice takes place (see Examples A in the table below). In other instances the data point asking if practices are in line with legal requirements is conditional on a separate data point asking if the specific practice takes place (see Examples B below).

The reason for these variances are:

- For A examples: Legal compliance is the main basis and the most important aspect to assess.
- For B examples: It is first important to assess whether something is taking place/ is provided no matter what the law states. This is especially important in instances where the requirement may go above and beyond common legal practices or where brand codes or standards require the facility to implement something even if it is not legally required.

A-Data point	A-More info	B-Data point	B-More info
RH-REC-8: Are recruitment fees and related costs paid by workers in line with legal requirements?	Consult applicable legal requirements before answering this question. If there are no applicable legal requirements, answer No applicable legal requirements. [...]	RH-DIS-2: Which of the following elements are referenced in written job descriptions or job applications? (SELECT all that apply with a "X") Race / Skin Color Are written job descriptions or job application forms that reference an applicant's race / skin color in line with applicable legal requirements?	Consult applicable legal requirements before answering this question. If references to race / skin color are in line with applicable legislation that allows for preferential treatment in hiring, answer Yes. If there are no applicable legal requirements that allow for preferential treatment in hiring, apply ILO Convention 111 and answer No.
WH-WOR-3: Does the facility maintain only one accurate set of working hour records that is in line with legal requirements?	The intent of this question is to understand if the facility maintains one working hour record only for workers and if it is accurate, complete, and in line with legal requirements. Consult applicable legal requirements before answering this question.	HS-EME-3: Does the facility have a fire detection (e.g., smoke/heat detector) system in place? HS-EME-4: Is the fire detection system in line with legal requirements?	The purpose of a fire detection system is for early detection and reporting, so as to reduce the time needed to implement fire-fighting measures and to limit the impact of the fire. Consult applicable legal requirements.

	If there are no applicable legal requirements, answer No applicable legal requirements.		If there are no applicable legal requirements, answer No applicable legal requirements.
WB-WAG-3: Does the facility maintain only one accurate payroll record that is in line with legal requirements?	The intent of this question is to understand if the facility maintains one payroll only for workers and if it is accurate, complete, and in line with legal requirements. [...]	HS-EME-5: Does the facility have an emergency alarm system in place to notify workers of emergencies? HS-EME-6: Is the emergency alarm system in line with legal requirements?	An emergency alarm system ensures that the emergency (fire or other event, e.g. chemical spill, earthquake) can be communicated clearly and effectively to all facility staff. Consult applicable legal requirements. If there are no applicable legal requirements, answer No applicable legal requirements.

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Data Collection Tool “Law Overlay” and Automated Entry of Non-Compliance and Legal Reference

Law Overlay will be provided by ILO-Better Work for select countries and only for Step 1 scope. Information on country-specific laws will be attached to each applicable question in Step 1 *on the Accredited Host platform* in the form of “Law Guidance”. Similar to More Info, the facility and Verifier will have access to country-specific “Law Guidance” on the Accredited Host platform.

For offline use, facilities and Verifiers will have access to an Excel document that contains, in a flat file, all applicable law guidance by country and by Tool question.

Note, there is Law Guidance in the offline Excel Tool, but it is only contained in the Section Instructions and Sub-Section Instructions and only references international labor standards, i.e. it is not country specific.

Law Guidance and the automated application of the law information depending on the Verifier’s actions, together, make up the Law Overlay. If the Final Verified Response determined by the Verifier results in a Non-Compliance, and ILO-Better Work has provided Law Guidance to SLCP for that specific country in which the verification is taking place, then the automatic Law Overlay will be implemented on the Accredited Host platform.

- Final Verified Response means the facility response if the Verification Selection is “Accurate” or it is the Verifier’s Corrected Response.
- Automatic Law Overlay means upon determination of the Final Verified Response, the Accredited Host will automatically complete the Non-Compliance “X” and the Legal Reference narrative as per ILO-Better Work provided information. For Step 1 questions *with Law Guidance*, the Verifier no longer has to determine whether a specific facility circumstance is not in compliance with applicable legal requirements. The system will automatically do it for them. This feature increases report quality through standard application of non-compliances and legal references.

Remember, Law Overlay is not included for all countries and all questions. There may also be non-compliances to applicable laws in Step 1 that are not included in the Law Overlay. It is still the Verifier’s responsibility to ensure all non-compliances with applicable legal requirements are identified in the verified assessment report.

The Verifier can override the automatic completion of Non-Compliance and Legal Reference, though it is highly unlikely that the Verifier will need to do so. If the Verifier overrides the automatic completion, this special circumstance (that would usually result in a Non-Compliance but in this special facility case does not) must be explained in Verification Data.

See also our [Helpdesk for more information](#).

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4. Verifier/ Verifier Body Quality Review

Before submitting the verified assessment report for facility review, the Verifier Body/Verifier must do a quality check. The Accredited Host ensures some minimal data quality review through data validation and completion checks, but the **accuracy of the Verification Selection and Non-Compliance applicability, along with the quality of the content of the Verification Data and Legal Reference are the responsibility of the Verifier/ Verifier Body.**

Key points to remember when finalizing the review

- Verification entries are in English
- Correct use of spelling and grammar
- Verification entries, including photos, do not contain employee names or any personally identifiable information for reasons of confidentiality and privacy. If facility does not permit photographs due to confidentiality, then please note in report under the Verification Details section that the facility did not permit a photo of the work in progress/ production line (or other) due to confidentiality/ visibility of brand logos, etc.
- Photos are attached, at minimum, where the Verification Selection is “Inaccurate” and the Verifier has visual proof
- Photos/ attachments are clear, i.e. it is clear what question or what topic they refer to
- Where the Verifier identifies that the facility is not in line with applicable local laws, Verification Data, Non-Compliance and Legal Reference are included
- If the “Inaccurate” selection is a result of a misunderstanding or misinterpretation on the part of the facility, Verifier must start with word “Misunderstanding” in the Verification Data
- If any part of the Facility Response is inaccurate, i.e. the Facility Response is not 100% accurate, “Inaccurate” must be selected
- When applicable, any time the Verification Data field is completed, the Verifier must provide a thorough response considering the key characteristics of Verification Data narrative

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Mistakes to avoid

The below provides a list of things to keep in mind while completing the Tool and represent some commonly made mistakes by Verifiers. If in doubt, please refer back to “More info” as well as to relevant sections of this guidance.

- 1) **Enter the “Verification Data” correctly when marking a question as “Inaccurate”.**
 - Cite the type of evidence reviewed to determine the question was “Inaccurate”
 - Provide details on whether the issue was “systemic” or “isolated”
 - Fully describe the circumstances (the who/what/when/where of the issue)
 - Do not write the narrative like a non-conformance (e.g. “facility should install an eyewash station”)
- 2) **Any instance of inaccuracy must result in a Verification Selection of “Inaccurate”.** There have been instances where the verifier attempts to convey “partially inaccurate” by entering a Verification Selection of “Accurate” and then explaining the details of partially inaccurate in the Verification Data
- 3) **Use “Facility did not reply during SA/JA” as a Verification Selection when the facility did not respond to a question.** There were many instances where a facility did not respond to a question and a Verifier marked it as “Accurate” rather than “Facility did not reply during SA/JA”.
- 4) **If facility response is “Facility did not reply during SA/JA”, the Verification Data must be a short statement of what information was reviewed to support the Corrected Response.**
- 5) **The Verification Data must positively support the Verifier’s verification selection.** Verifiers have entered a Verification Selection of “Accurate” but then included Verification Data that indicated the Facility Response is inaccurate.
- 6) **If the facility selects any one option in the selection list of questions that require the facility to “SELECT ALL THAT APPLY” then the blank fields are considered as answered “no” for the facility.** Verifiers have selected “Facility did not reply during SA/JA” in some cases when no “X” has been selected. Since all options are unlikely to apply to one facility, it stands to reason some options will remain blank.

In the offline Tool, color is a good indication of the facility having answered the “SELECT ALL THAT APPLY” question. The color changes from dark grey to light grey. Below is a correct example, where the Verifier did not enter “Facility did not reply during SA/JA” but rather assessed all as “Accurate”.

Question	More Info	Facility Response (ANSWERS IN ENGLISH ONLY)	Verification Selection	
	Info	What are the units for rate of pay for production workers? (SELECT all that apply with a "X")		
Hourly	"X" to select:	X	Accurate	
Daily	"X" to select:		Accurate	
Weekly	"X" to select:		Accurate	
Twice a month	"X" to select:		Accurate	
Monthly	"X" to select:	X	Accurate	
Unit Rate	"X" to select:	X	Accurate	
Other	"X" to select:		Accurate	

- 7) **There have been instances whereby the Verifier did not provide more detail if the facility's free text responses did not provide a sufficient or clear description** (this is mostly applicable to Follow-up Questions)
- 8) Verifiers did not **enter legal issues correctly**. This includes:
 - Raising a Non-Compliance when an "Inaccurate" Verification Selection relates to a legal requirement
 - Raising a Non-Compliance when an "Accurate" Verification Selection relates to a legal requirement
- 9) There have been instances where **consulting "More Info" would have alleviated the error**. Consulting "More Info" avoids misunderstanding or misinterpretation of the questions and ensures correct verification.
- 10) **Verifiers need to assess the accuracy and completeness of the information provided by the facility**. Verifiers have marked questions as "Inaccurate" because of perceived non-compliances, rather than properly assessing the information, which has resulted in incorrect verification.
- 11) If the final verified response shows a result that according to Verifier's social auditing experience would normally result in a code of conduct or standard non-compliance (no matter if the Verification Selection is Accurate or Inaccurate), **Verification Data must include details so that the user of the report can better inform remediation efforts**.
- 12) **Any information that would be considered useful to the user of the report should be included in Verification Data and/ or attached as a file upload on the Accredited Host platform**.
 - Verification Data example: Details on number of records reviewed for wages and working hour questions, including the months reviewed.
 - Attachment example: Facility map that the facility manages to provide accurate information on firefighting equipment, which should be attached to the question about the types of firefighting equipment the facility has if Step 2 scope is selected.

- 13) **If facility response includes more than one selection due to different processes occurring in the facility**, the Verifier must provide users of the report with enough detail to explain the reason/processes behind the selections.
- Example: The facility has different processes for clocking in and out for different types of workers (e.g. line workers clock in themselves but those who work in packing/shipping are clocked in by security guards). Therefore, there is more than one selection for the question “Who performs the clock-in/clock out function for workers?” – the individual worker and management. In this situation, verification data should explain that for some categories/types of workers the clocking in and out process is different.
- 14) **Legal Reference, at minimum, must consist of the specific location of the applicable law in the law text:**
- Name of law or regulation
 - Year or version no. or other identifying number of the law or regulation
 - Location of the applicable text in the published law or regulation, e.g. paragraph, article
 - The Legal Reference may also contain excerpts of the law or a summary of the information, as long as the information is in English.

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5. Verification Plan Sample (virtual + onsite)⁴

Rabat Design and Apparel: SLCP Verification Plan

Verified Facility:	Rabat Design and Apparel	Job No.:	000001
Facility address:	123 Morocco Enclave, Rabat, Morocco 10000	Assessment ID:	PRJ000001
No of employees:	498	Verifier(s):	Ussman Abbar, Adilah Berrada
Step completed	3	Person-days virtual:	1.5
Verification Start Date:	2021-03-01	Person-days onsite:	2
Verification End Date:	2021-03-02	Total Person-days:	3.5

2021-03-01: Day 1 Virtual

Duration	Team A: Adilah Berrada	Team B: Ussman Abbar
09:00 – 10:00	Virtual pre-verification meeting with Mr. Iffa (HR Manager) <ul style="list-style-type: none"> – Testing video conferencing software including in production areas – Explanation to facility management on virtual verification methodology – Question and answer period 	
10:00 – 10:15	Opening Meeting with <ol style="list-style-type: none"> 1) Mr. Iffa (HR Manager) 2) Xxx (Facility Manager) 3) Xxx (OSH Manager) 4) Xxx (Trade Union Representative) 	

⁴ This is not a real sample. Time spent on activities is not an accurate representation.

10:15 – 11:00	Verification Team Internal Meeting + documents review of soft copies provided: <ul style="list-style-type: none"> – Policies and procedures as attached by facility in Mgt System section – Occupational health and safety certificates & operation records – Production and quality records – Employee handbook & Facility rules – Production and quality records – Emergency Response Plan – Evacuation procedures – Complaints/ dispute resolutions procedures 	
11:00 - 12:30	Virtual Management interview with Xxx (Facility Manager) <ul style="list-style-type: none"> – Follow up questions re: documentation reviewed Virtual document review with Mr. Iffa (HR Manager) <ul style="list-style-type: none"> – Training records 	Virtual walkthrough (refer to facility map) with Xxx (OSH Manager) <ul style="list-style-type: none"> – Areas listed in map as: Workshop, Warehouse, Production
12:30 – 13:30	Lunch Break + Verification Team Internal Meeting	
13:30 - 17:00	Virtual document review with Mr. Iffa (HR Manager) <ul style="list-style-type: none"> – “Real time” review of wage and hours records (8 x set of 3 = 24) 	
17:00 – 17:30	Wrap up meeting with Management Representative	

Note: The above scheduled activities may be adjusted per actual situation.

2021-03-02: Day 2 Onsite

Duration	Team A: Adilah Berrada	Team B: Ussman Abbar
09:00 – 10:45	Onsite documents review: <ul style="list-style-type: none"> – Business license – Operational permits and certificates – Machinery and equipment maintenance records – Verification of presence of hardcopy documents matching soft copy documents used for virtual verification 	Onsite worker individual interviews: <ul style="list-style-type: none"> – Individual worker interviews (15 in total) <ul style="list-style-type: none"> – Full time (3 female/ 4 male) – Part time (3 female/ 5 male) 1 returning from maternity leave 1 pregnant 2 new hires 1 under probation
10:45–12:00	Onsite worker records review: <ul style="list-style-type: none"> – Personnel files (30) – Accident incident records – Complaints/ dispute resolutions reports 	
12:00 - 13:00	Lunch Break + Verification Team Internal Meeting	
13:30 – 16:00	Onsite worker records review: <ul style="list-style-type: none"> – Wage and hours records review 19 x 3 (57) 	Onsite worker interviews (group interviews): <ul style="list-style-type: none"> – 15 total, 3 groups of 5 – Domestic migrant (3 female/ 3 male) – Foreign migrant (all Indonesian) (3 female/ 3 male) – Young workers (all 16 years old) (1 female/ 2 male) <p>Assist with: Wage and hours records review</p>
16:00 – 17:00	Pre-closing Meeting <ul style="list-style-type: none"> – Verifier completes all “Inaccurate”, “Non-Compliance” and “Updated during Verification” items to create the Verification Summary and prepare for meeting – Final conversation with Xxx (Trade Union Representative) 	

17:00 – 17:30	Closing Meeting with <ol style="list-style-type: none">1) Mr. Iffa (HR Manager)2) Xxx (Facility Manager)3) Xxx (OSH Manager)4) Xxx (Trade Union Representative)
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