



# Social & Labor Convergence Program (SLCP)

*Converged Assessment. Collaborative Action.  
Improved Working Conditions.*

2019 Learning & Evaluation  
Summary Report



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*This report is a summarized 2019 Ops evaluation, intended to inform and update SLCP signatories. The information presented here has been drawn from an extensive set of data and feedback gathered during 2019 Ops. The Secretariat is conducting further analysis and evaluation to ensure that all learnings are integrated into SLCP in 2020 and beyond.*



# Introduction

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# Foreword

Janet Mensink, Executive Director, SLCP

Converged Assessment.  
Collaborative Action.  
Improved Working Conditions.

*“On behalf of SLCP, I am delighted to share the following summary evaluation report of our “2019 Operation”. At the start of the year, the “Light Operation” in China & Sri Lanka concluded. We took the learnings and upgraded the Converged Assessment Framework and our training & support, quality, and technology systems. In June 2019, we “relaunched” and gradually expanded the operation into 12 countries. The purpose and scope of this evaluation is to identify further improvements for 2020 and beyond, aiming for credibility & scale.*

*The high-level take-away is that the SLCP system works – we are proud to announce that 800+ facilities have created profiles in the Gateway and have started or finished an SLCP assessment. Users see improvements in user-friendliness and quality control compared to Light Operation. Moreover, we begin to see the strategic benefits of SLCP in unlocking resources for improvement programs and driving transparency.*

*SLCP has always considered “continuous improvement” key to success. The 2019 Operation resulted in a vast wealth of learning points. What follows here is a summary of the findings: highlights from a detailed evaluation document that is driving further improvements for SLCP’s implementation of the Converged Assessment Framework. One key success factor of SLCP is the fantastic support and committed participation of many SLCP signatories. Thank you to all signatories that took part – without you this report would not have been possible.”*



# Evaluation Methodology

The report draws information from five data streams:

Statistics & Analysis	Quantitative analysis according to targets set. Feedback from stakeholders
User Feedback	Three surveys were issued: to training attendees; to Verifiers following their exam; to facilities & Verifiers that completed verified assessments
VO-Quality Assurance	Verification Oversight Organization (VOO) completed desktop reviews, counter verifications, Verifier Body management checks
TAC Views	The respective Technical Advisory Committees (TAC) made up of SLCP signatories have evaluated the 2019 Ops through a survey
Verified Assessments	Verified Assessments have been analyzed on specific data points with a focus on accuracy index and 'legal flags'



The goal of this evaluation is to:

1. Identify learnings in four key SLCP areas: Converged Assessment Framework, Country Roll-out, Verification Oversight, Data Hosting & Sharing
2. Evaluate data quality and (begin to) understand usability of SLCP verified data
3. Measure progress against the four specific strategic aims: Industry Adoption, Resources Unlocked, Data Access & Comparability, Self-Sustaining through Earned Income

This evaluation will be used to set priorities for the future of SLCP operations

# Reader Guide

**Section 1:**  
2019 Operations Analytics  
To identify learnings in four  
key SLCP areas



Converged  
Assessment  
Framework

- Data Collection Tool
- Verification Protocol
- Verifier Guidance

Country  
Roll-Out

- Country selection
- Training & translations
- Support

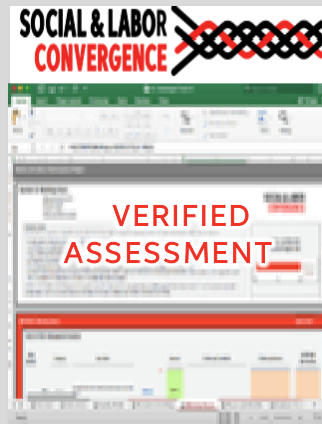
Verification  
Oversight

- Verifier Body & Verifier Selection
- Quality Assurance

Data  
Hosting &  
Sharing

- Gateway
- Accredited Hosts
- Offline tools

**Section 2:**  
Verified Assessment Insights  
Evaluation of data quality &  
usability of SLCP verified data



Vision

**Converged Assessment. Collaborative Action.  
Improved Working Conditions**

Mission

**Implement** a Converged Assessment Framework that supports stakeholders' efforts to improve working conditions **in global supply chains**

Industry  
benefits

Eliminate audit fatigue  
and duplication

Redirect resources to  
improvement actions

Greater comparability  
of social & labor data

SLCP  
Specific  
Aims

Industry  
Adoption

Resources  
unlocked

Data access &  
comparability

Financial  
resilience

2023  
Targets

25,000 verified  
assessments

\$130m for  
improvement  
actions

Industry's  
#1 source of  
verified S&L  
data

Self-sustaining  
through  
earned income





# Section 1: 2019 Operations Analytics

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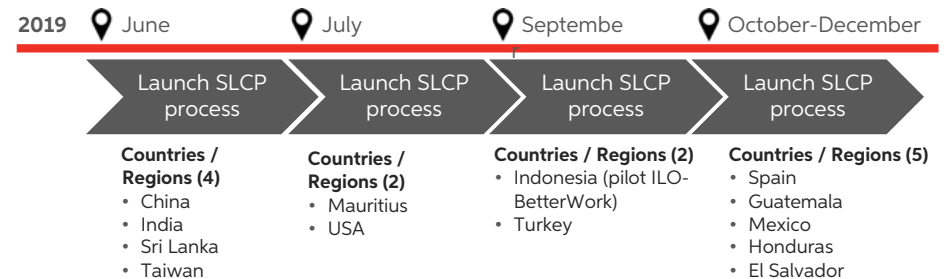
# Context: Scope of 2019 Operations

## 2019 Operations: Roll-out Objectives

- ✓ Operation in key producing countries:  
Goal: launch in 10+ countries
- ✓ Facilities implementing Converged Assessment Framework  
Goal: 1000 verified assessments; 100+ approved Verifiers
- ✓ Strategic collaboration:  
Goal: strong partners for training & support; Gateway & Accredited Hosts; Verification Oversight

## 2019 Operations Timeline:

SLCP covering operations in over 12+ countries / regions (noted LOps Jan-March in China and Sri-Lanka):





# 2019 Operations: High level Stats & Figures

Including Light Ops



819\* facility profiles  
in Gateway



557 facilities in  
assessment



455 Verified  
Assessments  
completed



24 Active Verifier  
Bodies\*  
\*47 approved



247 Verifiers  
approved, trained &  
qualified

SLCP Live in 12 Countries/Regions



Sharing of SLCP Verified  
Assessments

End-user (e.g. brand) can  
access data in two  
different ways:

1. Via an Accredited Host  
(AH) of their choice
2. Directly from  
Gateway (email)

2019 Stats Gateway:

- 2,868 views (5.7  
/report). Note: incl.  
Light Ops reports
- 80 unique VRFs  
shared 146 times  
(1.8/report)

## High level conclusions

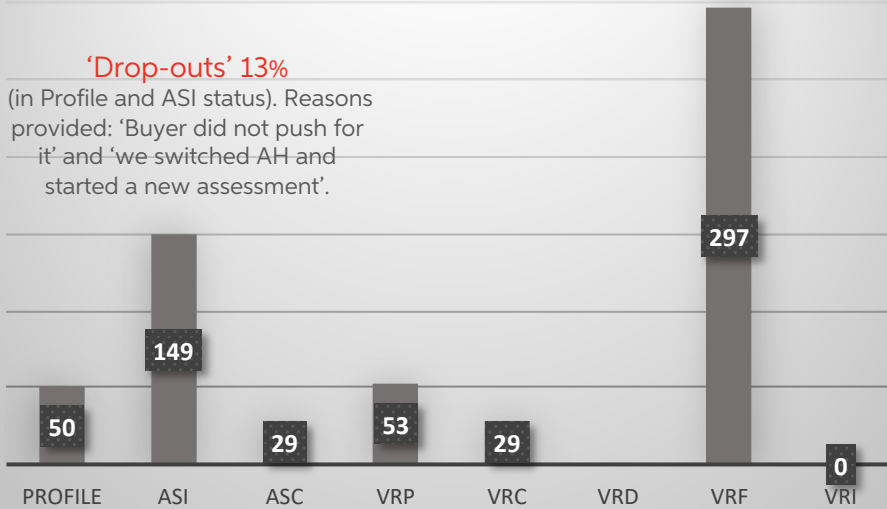
- Implementation delayed; adoption lower than targeted
- Promising number of facility profiles and assessments started
- Good involvement from Verifier Bodies and Verifiers
- Sharing of verified assessments with multiple users is happening

# 2019 Ops: Assessment Conversion Rates

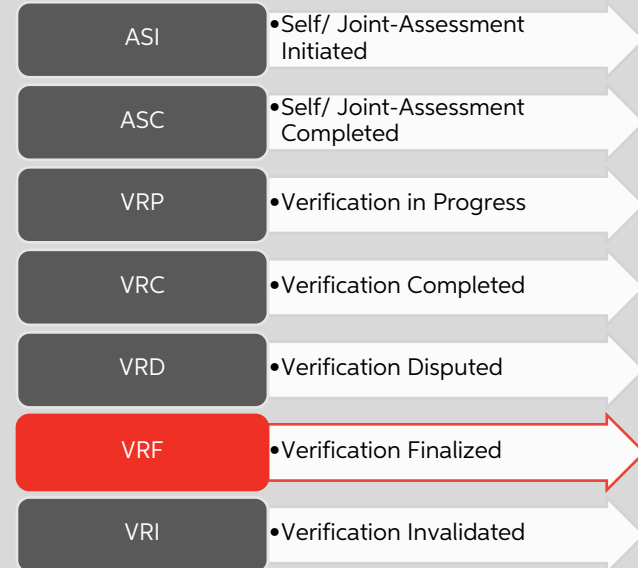
## 2019: Total Assessments per Status

'Drop-outs' 13%

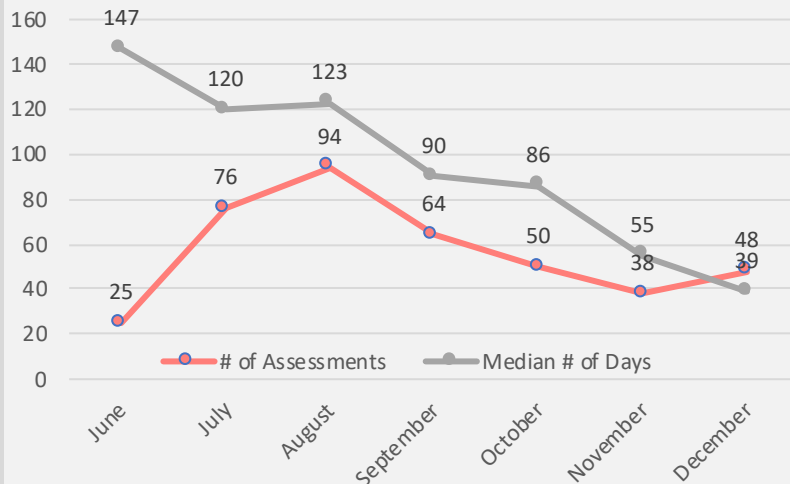
(in Profile and ASI status). Reasons provided: 'Buyer did not push for it' and 'we switched AH and started a new assessment'.



## Key: Status of SLCP Assessment



## Assessment Conversion Rate (ASI to VRC)



## Conversion Rate:

- The number of days from ASI to VRC decreased significantly, indicating increasing efficiency in assessment & verification process (147 days in June to 39 days in December)
- Contributing factors:
  - ✓ Users are more familiar with the SLCP process
  - ✓ Clear guidance for users when issues arise
  - ✓ Steady increase number of Verifiers in China

# 2019 Ops: Facility Breakdown

Since June relaunch

Facility Assessment	2019 Ops	LOps
Offline Excel Tool (vs online)	44% <small>*data 1 AH only</small>	99%
<b>Break down of Steps</b>		
Step 1 only (Compliance)	20%	27%
Step 2 Step 1+2 (Management Systems)	27%	30%
Step 1+2+3 (Above & Beyond)	53%	43%

## Facility Survey (completed by 43 facilities):

- Average rating: **8.7** out of 10
- **75%:** SLCP e-learning prepared them for the verification
- **73%:** Data Collection Tool was easy to understand
- **72%:** AH platform was user-friendly

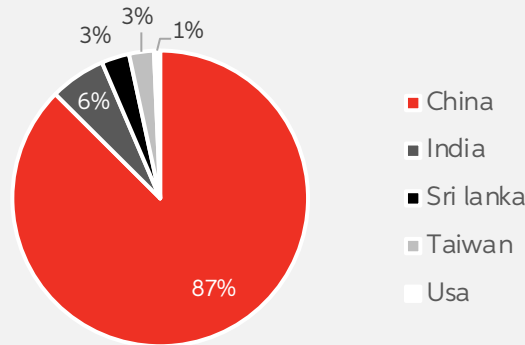
## Facility Comments on Using SLCP Verified Data

*"Based on the SLCP verified assessment data, we identified the improvement area of our performance and required our factory to take corrective actions accordingly, to improve our system"*

*"We use the data to monitor the facilities social performance and drive continuous improvements"*

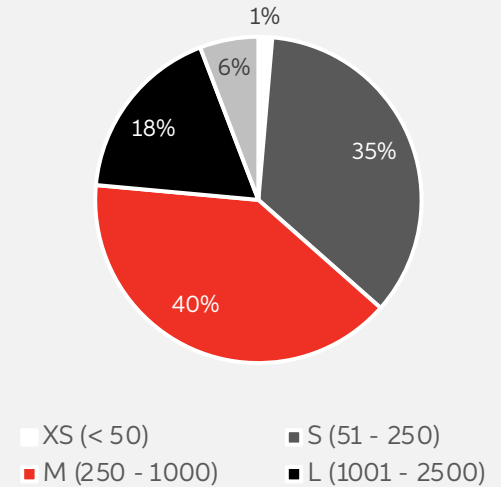
*"We used SLCP data for internal improvements and staff trainings/ education"*

### Facilities by country (completed assessments)

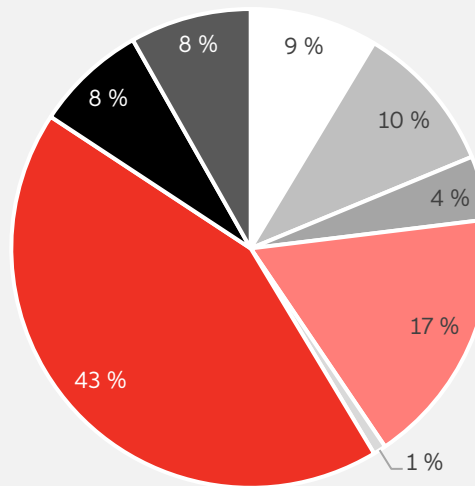


*Excludes Indonesia pilot*

### Size of facility (completed assessments)

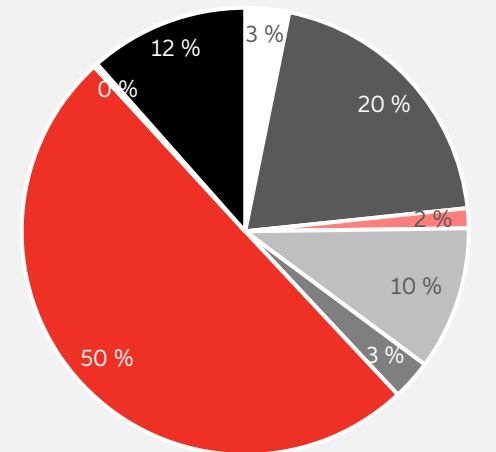


### Facility by process (tiers)



- Other
- Trim
- Materials Supplier
- Packaging
- Chemical
- Sewing or Final Product Assembly
- Printing or Dyeing
- Footwear / Leather goods

### Facility by product type



- Hard Goods
- Food and Beverage
- Accessories
- Home Furnishings
- Footwear
- Home Textiles
- Apparel
- Other

# 2019 Ops: Support

## Support in numbers

### Since kick-off in June 2019

#### **12 launch events**

in India (Bangalore, Tirupur, Mumbai, Gurugram), China and Taiwan (Shanghai, Quanzhou, Shenzhen, Taipei), and Turkey (Istanbul, Bursa, Izmir).

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#### **around 100 people per event**

packed rooms in Bangalore, Shenzhen and Istanbul

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#### **launch webinar held in Spanish for Spain and Central America**

with the participation from ITC, Levi's, Gap Inc., Sedex and Nextil

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#### **e-learning of 7 modules developed**

on SLCP, ITC, the Data Collection Tool, Verification, Quality Assurance, the Gateway and Accredited Hosts

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#### **support available in 4 languages**

e-learning, FAQs and resources translated from English into Simplified Chinese, Spanish and Turkish

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#### **support team quick to respond**

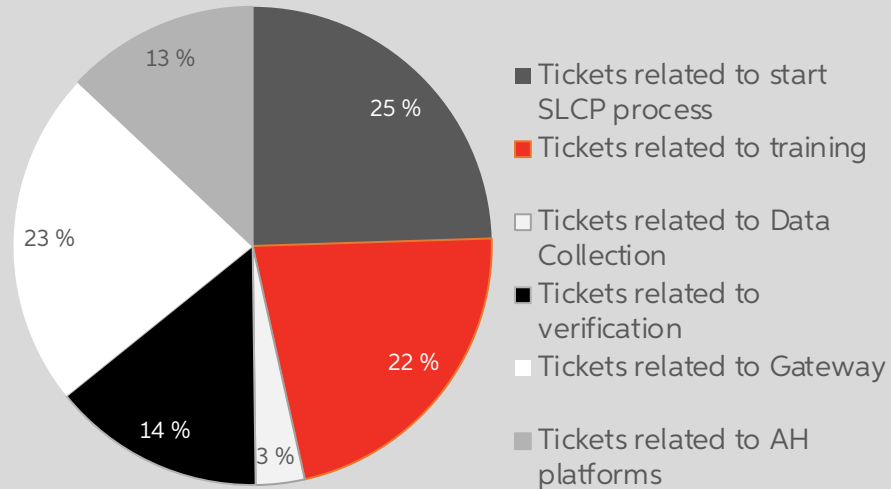
2 team members, based in Dongguan (China) and Bangalore (India), responded to just over 1,000 tickets in English and Simplified Chinese

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# 2019 Ops: Support

Helpdesk: Main Ticket Themes



## Keep

- **E-learning** freely accessible for all: high uptake with almost 1700 registered users
- Working with **manufacturers organizations to host events** in focus countries/regions: enhances credibility and high-level of support in Taiwan, India and Turkey
- **Support team staff** with local language skills, esp. Chinese

## Evaluate

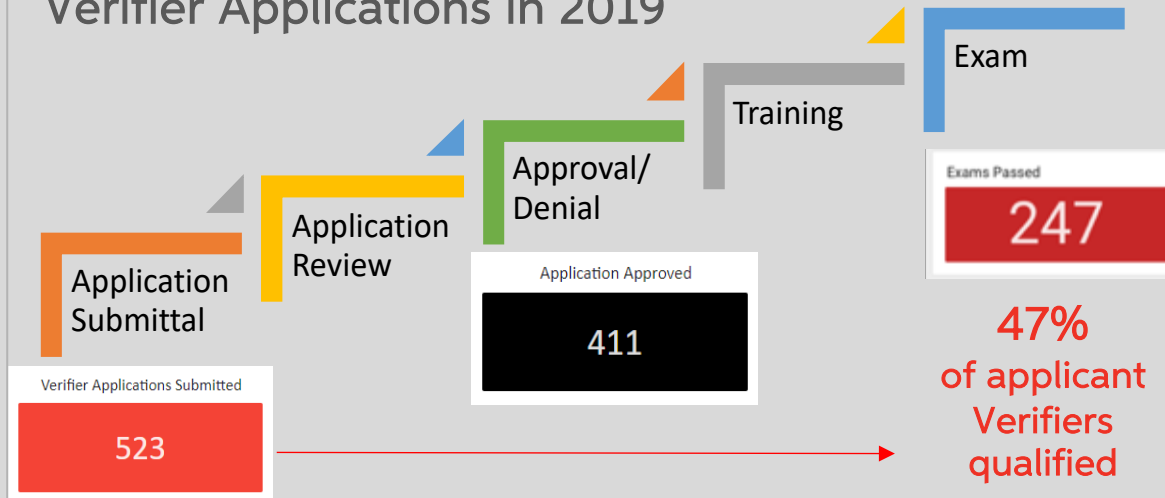
- **Need for local language e-learning** as uptake in local languages was low in 2019 (may also be due to late delivery of additional languages)
- **FAQs and resources** available on the Helpdesk: re-organize to include local brand teams and assess how often they are used
- How to **increase SLCP adoption at a distance**, i.e. virtual training for non-focus countries

## Improve

- Use **in-person meetings to train facilities** on different levels: go to the next level and provide opportunity for live support
- Deploy **additional support options on Zendesk**, i.e. chat function
- **Signatories** organizing and conducting meetings/**trainings** on SLCP

# 2019 Ops: Verification

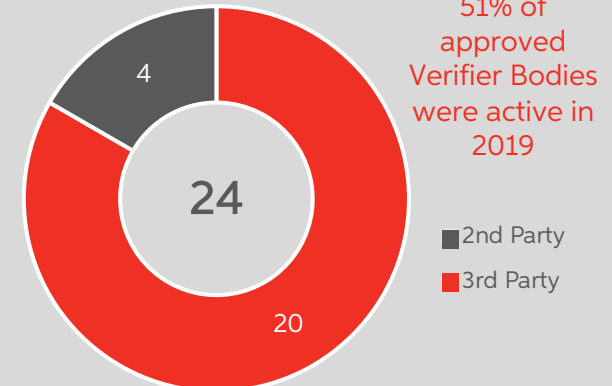
## Verifier Applications in 2019



### Stats on Verified Assessments:

- 297 Verified Assessments performed by 24 VBs and 164 Verifiers
- 73% of Verifications were announced versus semi-announced (100% for LOPs)
- 0 verifications were disputed; 0 were invalidated

### Active Verifier Bodies



### Verifier Survey (completed by 133 Verifiers):

- Overall feedback was positive
- 94%: facilities had a “positive attitude” toward verification process
- 93%: facilities were being open and honest during the verification
- 84%: facilities were well prepared for verification

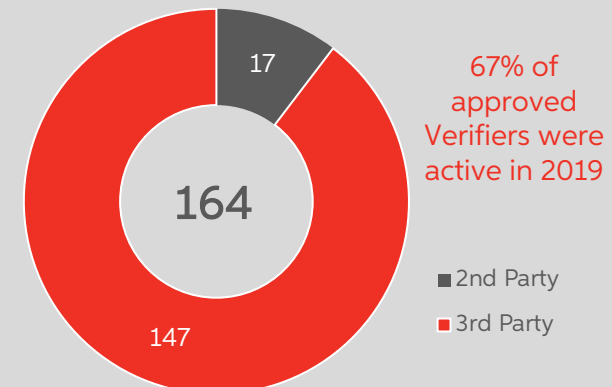
### Examples of Comments from Verifiers in Survey:

*“Provide more training for facilities on how to understand and fill the self-assessment, including the concepts and awareness of SLCP”*

*“Facility attempted to spin the answers in many cases so that their responses were more favorable to the image they chose to uphold. Even though they were reminded that it's a SA for their benefit, they treated it as an audit.”*

*“The facility had a good understanding of their social and labor performance and showed positive attitude towards the verification.”*

### Active SLCP approved Verifiers





# 2019 Ops: Verification Quality Assurance

VOO (Sumerra) QA Activities	% of Verified Assessments
Desktop Reviews	16%
Counter Verifications	2.5%
Verifier Body Management Checks	57%*

*\*VB management checks were done for 57% of active VBs (those having done 1 or more verification) and for 27% of all approved VBs*

## Verifier Body Performance Scores

(Score out of 5)

Average Score of VB's

3.0

Average Verifier Score (incl. Exam  
and Feedback Only)

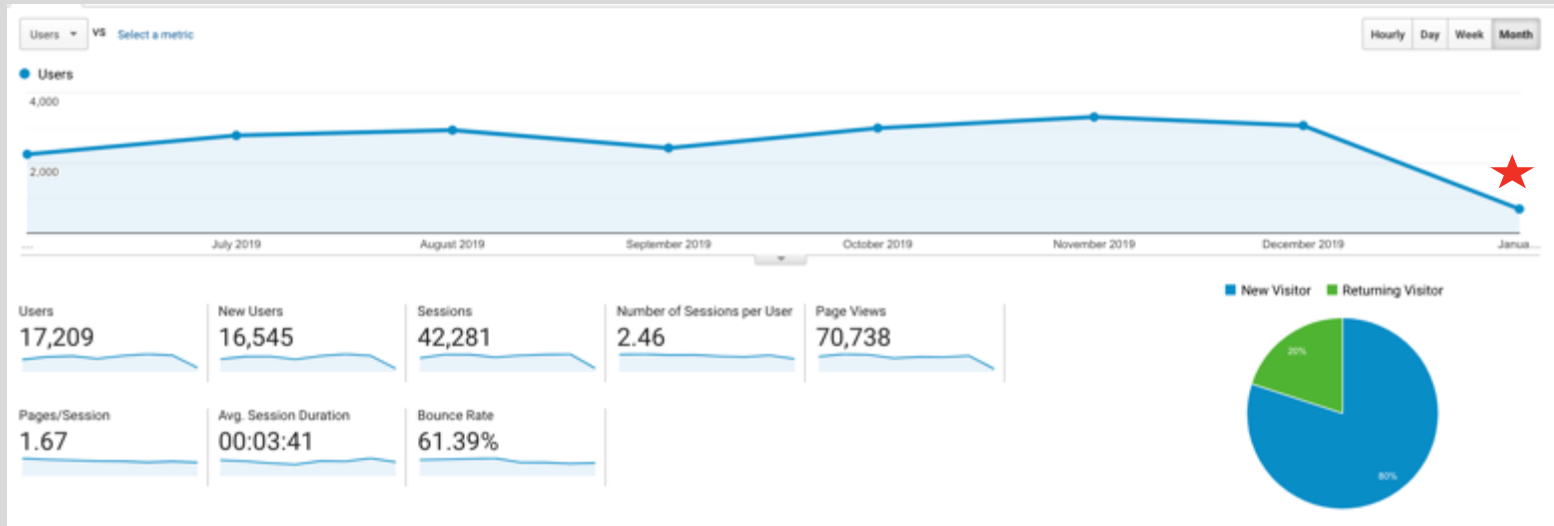
2.95

- Match with SLCP criteria
- Verifier exam scores
- Desktop Review outcomes
- Counter Verification outcomes
- Duplicate Verification outcome
- Shadow Verification outcomes
- Facility feedback
- Brand/report user feedback
- Disputes
- External partner review, i.e. APSCA information

View the full Quality Assurance Manual [here](#)

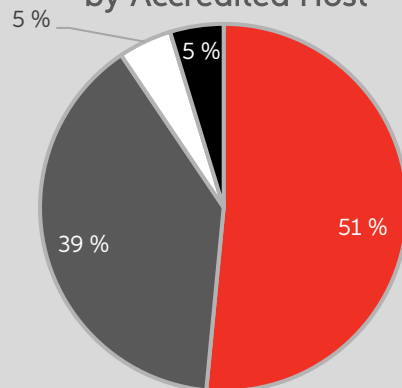
# 2019 Ops: Data Hosting & Sharing

## Gateway Activity



★ The January drop-off correlates with the start of the COVID-19 pandemic

### Verified Assessments by Accredited Host



### Observations

- Monthly user figures on the Gateway +/- 2500-3000 compared to 850 in LOps.
- Most Gateway users from China (38.5%). The second highest was from USA\* (18.98%).

\*brands viewing the Gateway or facilities using American based VPN

## Learnings in Each Area

	Achievements	Learnings & Opportunities
Converged Assessment Framework	<ul style="list-style-type: none"> <li>• Updated &amp; more robust CAF since LOps: Tool, Verification Protocol and Guidance</li> <li>• Support material and system integration based on updated CAF (V1.3)</li> <li>• Positive facility feedback on updated CAF</li> <li>• Shorter conversion rate (start-end assessment) over the months of operation</li> </ul>	<ul style="list-style-type: none"> <li>• Data Collection Tool is (too?) comprehensive and can be overwhelming for facilities, particularly smaller facilities</li> <li>• In Tool review: Consider "Essential" Tool version in CAF, prioritize compatibility with legislation and inclusion of worker engagement in self/joint assessment</li> <li>• Invest in alignment with MSIs, OECD DDG etc.. Include CAF in ITC Sustainability Map to compare</li> </ul>
Country Roll-Out	<ul style="list-style-type: none"> <li>• Launched in 4 continents, 12 countries/regions</li> <li>• CAF and training materials available in 3 languages</li> <li>• Great partnership with ITC in training and support</li> <li>• Successful roll-out in China. Other countries limited or just starting (verified assessments expected in 2020)</li> </ul>	<ul style="list-style-type: none"> <li>• Shorten 'lead-time' for roll-out in new markets</li> <li>• Strengthen e-learning and support. Mix of in-person and virtual</li> <li>• Close collaboration with major adopters (brands) in roll-out countries remains a top priority</li> <li>• Ensure inclusivity throughout: focus S/M facilities, S/M brands; 2nd party Verifiers in trainings</li> </ul>

## Learnings in Each Area (Continued)

	Achievements	Learnings & Opportunities
Verification Oversight	<ul style="list-style-type: none"> <li>• Collaboration with Verification Oversight Organization (VOO) smooth and synergetic</li> <li>• Solidified system for Quality Assurance: Improvements to systems have been made: Business Rules update for AHs; QA checks by VOO facilitated through Gateway</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain and communicate solid Verification Protocol and Verification Oversight and related processes (including Quality Assurance)</li> <li>• Increase data quality and Integrity through data validation (Tech)</li> <li>• Review possibilities to work with strategic partners on VO</li> <li>• Ensure business value for more approved Verifier Bodies and Verifiers</li> </ul>
Data Hosting & Sharing (Tech)	<ul style="list-style-type: none"> <li>• The semi-decentralized model has been proven to work and is fit for purpose</li> <li>• Well functioning partnership with ITC on SLCP Gateway</li> <li>• Enhanced Tech specs and Business Rules</li> <li>• Solidified CAF implementation on Gateway and Accredited Hosts (AH)</li> <li>• Chinese, English and Spanish rolled out in the Tool and e-learning platform</li> <li>• Sharing of verified assessments is happening</li> <li>• Increased number of actors in system: 3 AH; 1 Passive AH added; 1 Active AH pilot</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance documentation of processes</li> <li>• Continue to automate processes to increase scalability</li> <li>• Build checking mechanism prior to submission of data</li> <li>• Improve User Experience for facilities and Verifiers</li> <li>• Improve visibility of verified assessment statuses for brands and other stakeholders across the system</li> <li>• Limited expansion on Accredited Hosts (AHs), due to onboarding burden and extensive testing requirements</li> <li>• AH performance review and enhanced criteria to drive improvement</li> <li>• Ensure business value for AHs</li> </ul>



## Section 2: Insight into Verified Assessments

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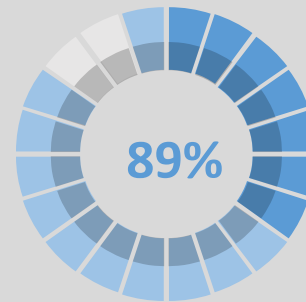
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# Context: Data Integrity

## Accuracy of SLPC Assessments

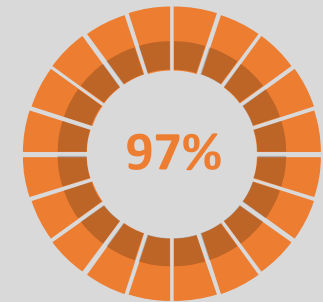
**Definition:** The accuracy index describes the overlap between the self/joint assessed response and the verified response.

	A	B	C
1	<b>ID</b>	<b>Question</b>	<b>Response</b>
2			
3	<b>Verification Summary</b>		
4	Completion		99.4%
5	Accuracy Index		94.4%
6			
7	<b>Child Labor</b>		
8	cl-1--1-3x	Facility reviews a secondary proof of legal age documentation for all employees	X
9		Verification Selection	Inaccurate
10		Verification Data	Misunderstanding
11			
12	<b>Child Labor</b>		
13	cl-1--1-4x	Facility maintains a copy of a secondary proof of legal age documentation on file for all employees	X
14		Verification Selection	Inaccurate
15			. As per hiring procedure and management interview, the
16		Verification Data	
17	<b>Employment Practices</b>		
18	ep-3--9	Is the facility's practice around limits on the use of fixed-term contracts in line with legal requirements?	No



### Average Accuracy Index

- Average Accuracy Index is 89%, appropriate for maturity of SLCP
- Lowest 32% and highest 99%
- Average Accuracy Index for Joint Assessment is 90%



### Average Completion Index

- VRF report should be 100% completed when submitting
- Corrected responses entered during verification can cause accuracy rates of less than 100%

### Conclusions:

- Verification ensures higher quality data than self/joint-assessment alone
- Joint-assessment does not lead to significantly higher accuracy of facility assessed data



# Quality Assurance Findings

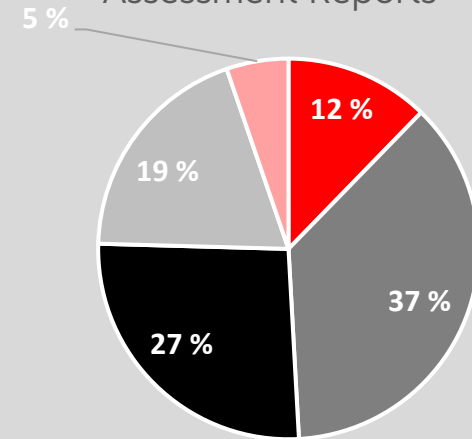
VOO (Sumerra) QA Activities	% of Verified Assessments
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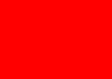





\*VB management checks were done for 57% of active VBs (those having done 1 or more verification) and for 27% of all approved VBs

Top 5 Most Common Issues (Desktop Reviews)	% of Total Issues
Verification selection not entered correctly	31%
Insufficient verification data	21%
Corrected response not entered correctly	17%
Technology issue	13%
Inconsistent information	7%

In Desktop Review an average of **13** issues: typically in the range of 5-10 significant issues and 5-10 minor issues per verified assessment report (out of potential **1000+** data points), **This qualifies the average verified assessment as "good"**

Quality of Verified Assessment Reports



	High quality report: 5 or fewer minor issues or 2 or fewer significant issues
	Good report. 10 or fewer minor issues or 5 or fewer significant issues
	Acceptable report. The report had 6-12 significant issues
	Less than satisfactory report. The report had 13-20 significant issues
	Poor report: 21 or more significant issues
	Invalidated report

*Significant issues are defined as those which cause a report to have an incorrect or misleading information*

# Detail: Legal Flags

**Definition:** Legal flags are assigned if the Verifier identifies that the facility is not in line with local legal requirements (no matter if the facility data is 'accurate' or 'inaccurate') during the verification

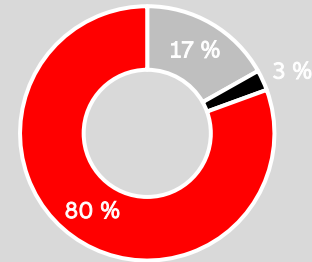
## Legal flags on verified assessments (VRFs)

% VRFs with flags	71%
Average # legal flags per VRF	7.9
% of VRFs with 10+ flags	26%

## Questions in CAF Tool accounting for a high proportion of legal flags (% total of all legal flags raised)

- 1. 11%** Are all overtime working hours in line with legal or collective bargaining agreement requirements?
- 2. 6%** Are facility contributions (both calculations and types required) in line with legal requirements?
- 3. 4%** Were the weekly rest days provided by the facility in line with legal or collective bargaining agreement requirements?
- 4. 3%** Does the facility provide a weekly rest day?
- 5. 3%** Does the facility contribute funds for government-mandated "Social Insurance" or "Social Security" programs?

## Legal Flags vs Accurate/Inaccurate S/J Assessment



□ "Accurate"   ■ No response   ■ "Inaccurate"

- 80% of legal flags were raised on questions marked as inaccurate during verification:
- The facility was either unaware they were not meeting a legal requirement or were not transparent in their self assessment about legal requirements.

## Observations

- Majority of verified assessments (71%) had legal flags with an average of 7.9 flags per verified assessment
- The legal flags exist primarily in 3 areas: Wages & Benefits, Working Hours, and H&S
- Huge gap between S/J assessed data vs responses on legal items: accuracy index is significantly lower on these items than the average
- Verification is a necessary step to add credibility to the SCLP process
- Wide range of VB performance (some VBs have significantly less legal flags than others)

# Verified Assessments: Progress & Opportunities

	Achievements & Learnings	Opportunities in 2020
Verification Quality	<ul style="list-style-type: none"> <li>• 2019 QA activities showed that the overall quality of verification is good but there is room for improvement.</li> <li>• Mistakes and oversights in the verification process are common, but these generally do not result in a significant impact to the credibility of the verification process.</li> <li>• Issues with the verification process are typically not due to Verifier competency issues, but are more likely due to the learning curve associated with rolling out a new system.</li> </ul>	<ul style="list-style-type: none"> <li>• In 2020, the mechanism for providing feedback to VBs on the quality of their work will be strengthened, helping drive improvement.</li> <li>• Training and similar measures can address gaps in Verifier knowledge and increase the overall quality of Verifications. The Verifier Status Maintenance Program will ensure that Verifiers are keeping their SLCP skills up to date.</li> <li>• In 2020, VB scores will be made public, allowing users to select high performing VBs.</li> </ul>
Quality Assurance	<ul style="list-style-type: none"> <li>• SLCP mix of different QA methods works well and is necessary in order to monitor all parts of the system and detect different types of issues. Counter Verifications and Duplicate Verifications are essential tools for confirming that questions marked as “accurate” are in fact accurate. On-site QA uses more resources and is therefore done less than Desktop Reviews but can cover most active VBs.</li> <li>• VB management checks are an important aspect of ensuring consistency in the verification process.</li> <li>• QA activities are allocated using a risk-based approach and stratified sampling – this allows for sufficient coverage of SLCP activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Introduce updated VB requirements to increase overall VB performance. In 2020, regular calibrations with VBs will provide ongoing support and ensure SCLP requirements are understood.</li> <li>• Consider defining high risk countries or issues: QA activities can be targeted to ensure that information on risks is accurately represented in SLCP reports.</li> </ul>

## Verified Assessments: Progress & Opportunities (continued)

	Achievements & Learnings	Opportunities in 2020
Data integrity through Tech	<ul style="list-style-type: none"> <li>Automation in data validation and data quality introduced throughout 2019 has helped in the efficiency of Verification Oversight and increased data integrity of verified assessments.</li> </ul>	<ul style="list-style-type: none"> <li><b>Verification Data:</b> Further automation of data quality checks on verification data</li> <li><b>Quality Assurance:</b> use technology to identify trends and issues that require follow up through QA activities</li> <li><b>Feedback loop:</b> Ongoing analysis of user experience to identify common misunderstandings in data entry and automizing these where possible</li> </ul>
Other	<ul style="list-style-type: none"> <li>The <b>quality of verification</b> and the <b>integrity of data</b> are essential to ensuring SLCP verified data is of a high quality.</li> <li>High quality data is important in creating <b>trust in the SLCP system</b>.</li> <li>The verified assessment data provide rich source for <b>data analysis</b> (initial 2019 analysis includes for example ‘<b>legal flags</b>’).</li> </ul>	<ul style="list-style-type: none"> <li><b>Multiple actors (SLCP, VOO, TAC) play a role</b> in ensuring SLCP data quality and carry out many quality assurance activities and processes.</li> <li><b>Transparency</b> about QA activities and aggregated data analysis and <b>regular communication</b> with stakeholders are important to the success of SLCP.</li> </ul>



## Section 3: Progress against Strategy

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- Context: Aims of 5 Year Strategic Plan 23
- Summary of 2019 impact 24
- Specific Aims: Progress & Opportunities 25

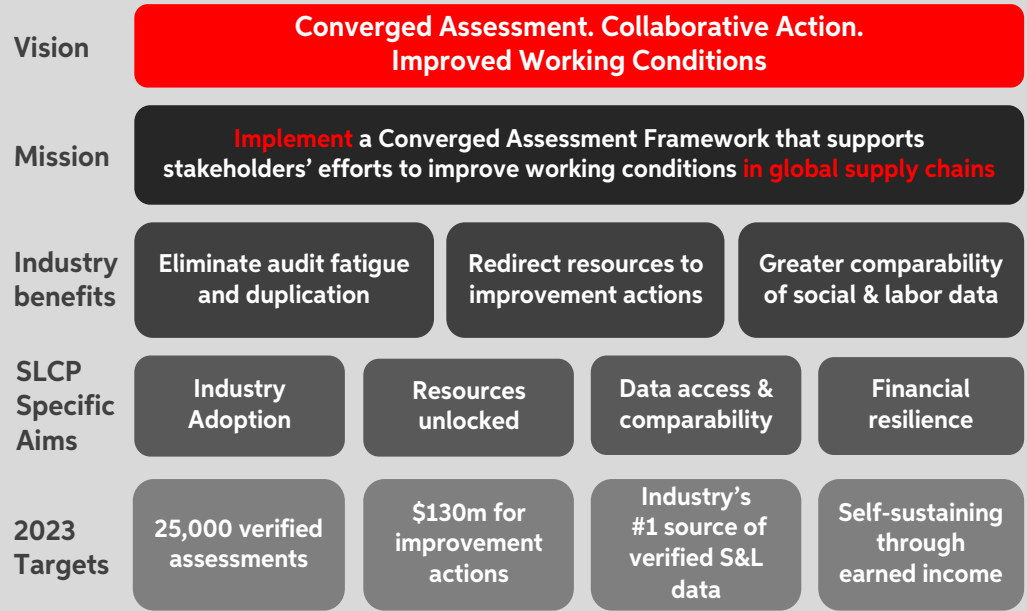
# Context: 5-Year Strategic Plan

## Four Strategic Aims:

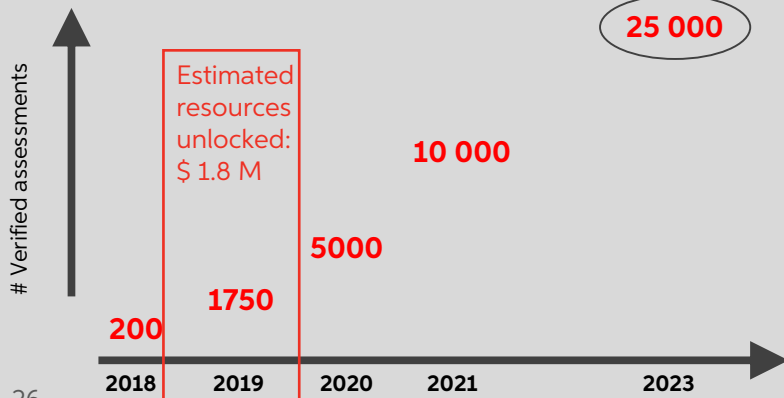
1. Industry Adoption
2. Resources Unlocked
3. Data Access & Comparability
4. Self Sustaining through Earned Income



## Original Adoption Targets Set out in 5-Year Strategic Plan:



SLCP verified assessment adoption targets















Key Collaboration Areas Identified in 5-Year Strategic Plan





# 2019 Operations: Summary of Impact

Operations	 <p>455 verified assessments completed</p>	 <p>1.5 shares per assessment*</p>	 <p>\$568k USD unlocked*</p>	 <p>15% of total revenue from earned income</p>
Adoption	 <p>70% of SLCP signatories started using the CAF**</p>	 <p>53% of SLCP signatory brands used CAF instead of proprietary tools**</p>	 <p>Case study: one manufacturer saved 20 audits in 2019</p>	 <p>Case studies: brands using SLCP as main source of social supply chain data</p>
Next Steps	 <p>Signatory brands to make public commitment to SLCP</p>	 <p>SLCP to expand partnerships including with ILO-BW</p>	 <p>62% of SLCP signatories expect to redeploy resources through use of SLCP by 2023**</p>	 <p>SLCP to enhance research on verified data and start aggregated reporting to drive transparency</p>

\*This is the estimated average share per report in 2019 & estimated amount of resources unlocked based on SLCP methodology

\*\*SLCP signatory survey in December 2019 with 47 respondents (12 manufacturers and 35 brands)

## Specific Aims: Progress and Opportunities

	Achievements & Learnings	Opportunities in 2020
1. Industry Adoption	<ul style="list-style-type: none"> <li>• Buyer influence remains driving factor in SLCP adoption</li> <li>• Industry, particularly brands, supportive of SLCP and committed to phase in SLCP Converged Assessment Framework (CAF) and give up proprietary audits</li> <li>• Adoption by facilities and buyers below expectation, reasons include: comprehensiveness &amp; complexity of Tool, internal change management needs more time</li> </ul>	<ul style="list-style-type: none"> <li>• Increase adoption by facilities: need to improve CAF applicability and user-friendliness and support materials &amp; systems</li> <li>• Increase adoption by brands and other stakeholders: facilitate compatibility between agnostic verified data and value-added information</li> <li>• Public statements from SLCP key signatories required on acceptance of SLCP verified assessments and phasing out of proprietary tools</li> </ul>
2. Resources Unlocked	<ul style="list-style-type: none"> <li>• Case studies on savings and resources unlocked with signatories.</li> <li>• Collective resources unlocked theoretically, as in transition time additional resources required for change management.</li> <li>• Resources saved linked to industry adoption, which was behind target.</li> </ul>	<ul style="list-style-type: none"> <li>• Create partnerships with organizations that can use SLCP verified data for Remediation, Transparency, Better Buying Practices and Standards</li> <li>• Prioritize potential of re-sharing verified assessments in adoption strategy (e.g. in country roll-out strategy)</li> </ul>

## Specific Aims: Progress and Opportunities (Continued)

	Achievements & Learnings	Opportunities in 2020
3. Data Access & Comparability	<ul style="list-style-type: none"> <li>• Verified assessments provide credible and rich source of relevant data</li> <li>• Scope for further enhancements to ensure data quality</li> <li>• Call for (more) transparency on SLCP verified data from stakeholders, particularly civil society</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritize data quality in Verification Oversight and Technology</li> <li>• Collaboration with ILO-BW to align tools and enhance interpretation of data</li> <li>• Leverage international recognition for SLCP verified data as the industry source and solidify credibility of data</li> <li>• Further work on analysis of (aggregated) verified assessments</li> <li>• Consider semi-public reporting on key figures</li> </ul>
4. Self-sustaining through earned income	<ul style="list-style-type: none"> <li>• Financial model based on different income streams related to use and benefits of verified assessments has been validated</li> <li>• Due to lower adoption than targeted, lower % earned income than expected</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritize adoption to increase % earned income</li> <li>• Enhance and highlight business opportunities for partners (Accredited Hosts and Verifier Bodies)</li> </ul>

A woman in a red sari is seen from behind, holding up a large white cloth that fills the left side of the frame. The background is a solid grey color.

# Thank You

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SLCP would like to thank all the signatories that supported SLCP implementation in 2019.

Feedback and further information:

- Please contact [info@slconvergence.org](mailto:info@slconvergence.org) for feedback or questions
- Please visit the [Gateway](#) for the latest information on SLCP roll-out
- For questions about the SLCP assessment & verification process, consult the [FAQs](#) on our helpdesk