



Social & Labor Convergence Program (SLCP)

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

Converged Assessment Framework v1.5
Launch Webinar
November 2022

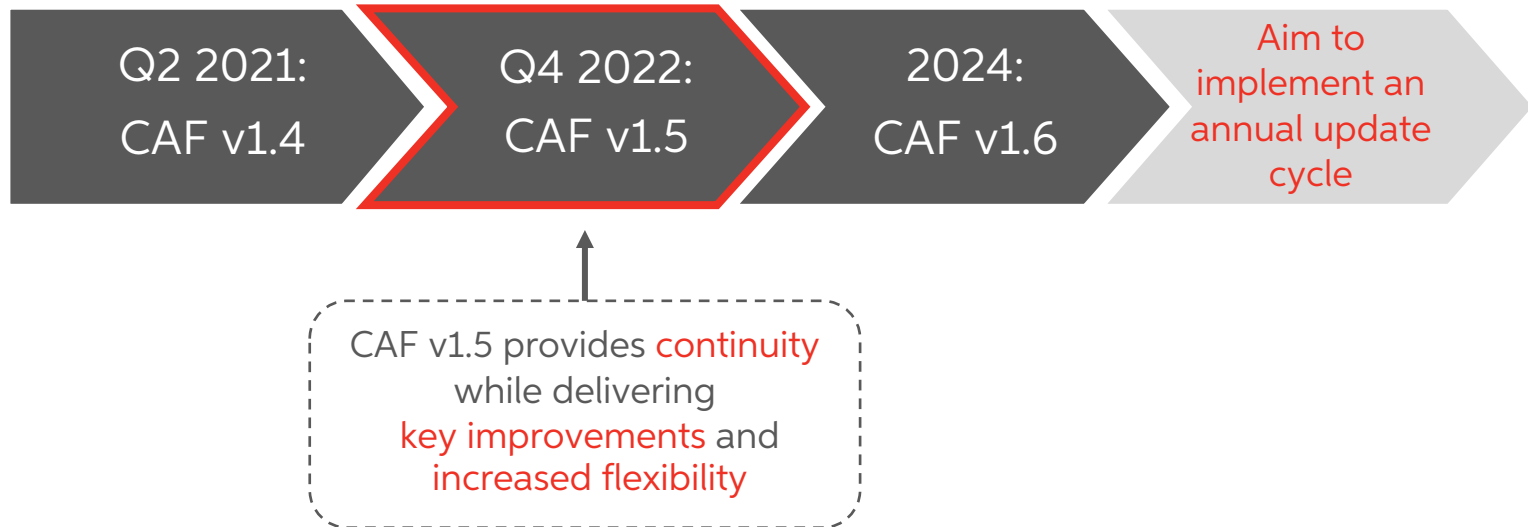


Why & when are we updating the CAF?

Updates to the CAF

The **Converged Assessment Framework (CAF)** is regularly updated to respond to signatory and stakeholder feedback, and to remain a relevant tool.

Updates will become less frequent to ensure stability for users.



Converged Assessment Framework v1.5

November
2022

Why do we need the CAF v1.5?

1. Better alignment with BW: making the data more meaningful in the context of local law
2. Flexibility in data validation methods (including virtual)
3. Better interpretation options for SLCP data

What are the main changes in the CAF v1.5?

- Country-specific questions
- Improvements to question wording & More Info
- Introduction of full virtual verification
- Introduction of WE Tech
- Improvements to report readability

Limited impact on mapping

When is CAF v1.5 launching?

Launch on Accredited Hosts:



Launched on **3 November**



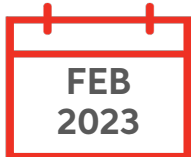
Launching in **early December**

When an Accredited Host launches the new version, all new assessments started from that date will be in the **CAF v1.5**.

Sunsetting the CAF v1.4



Following the launch of a new CAF version, facilities have **three months** to complete assessments started with the previous version.



Therefore, facilities have until the **end of February 2023** to complete any ongoing CAF v1.4 assessments.



SLCP and ILO Better Work collaboration

Reminder: SLCP & Better Work Collaboration

Better Work and SLCP have found common ground in promoting credible and actionable data to be shared between a broad range of industry actors to act upon, including governments and workers' and employers' organizations.



2021:

- Co-leading development of CAF v1.4: Step 1
- Joint launch in Indonesia, Bangladesh & Vietnam
- BW provision of Law Overlay for National Labour Law in Indonesia, Bangladesh, and Vietnam available on SLCP Accredited Host platforms

2022:

- Co-leading development of CAF v1.5: Step 1 including country-specific questions
- Preparing to expand roll-out to other BW countries & development of additional Law Overlays
- BW access to SLCP data for analysis

2023 and beyond:

- BW to continue to co-lead updates to Step 1 of the CAF
- Continuation of roll-out to other BW countries & development of additional Law Overlays



Better Work launch of the CAF v1.5



From **early December**, in countries where the ILO Better Work program supports facilities to have an “SLCP compatible” assessment, their assessment tool will be fully aligned with **Step 1 of the CAF v1.5**.



Better Work will continue to provide SLCP compatible assessments (aligned with CAF v1.5) in **Indonesia, Bangladesh and Vietnam**

In addition, Better Work will immediately begin rolling out SLCP compatible assessments in **Pakistan**.

Launch in **Cambodia** is being discussed with the key stakeholders – currently no fixed launch date.



When a facility enrolled in the Better Work program has an SLCP compatible assessment, they can choose to share it to the SLCP Gateway and to the SLCP Accredited Hosts.

“SLCP compatible” BW assessments



Better Work only uses **Step 1** of the Data Collection Tool for factory assessments, but a factory can choose to do a **Step 2 or 3** self-assessment if they want to be able to share this additional data to the SLCP Gateway



With CAF v1.5, the **self-assessment will become optional for Better Work facilities only**: they can have a BW assessment without completing a self-assessment first if they choose (but this will mean they cannot do the Step 2 or Step 3 self-assessment either)

A grayscale photograph of a garment factory. In the foreground, a woman in a white shirt and a patterned sari is seated at a sewing machine, focused on her work. The machine is a white industrial model with 'JUKI' branding. Behind her, other workers are visible at their stations, some also using sewing machines. The factory floor is cluttered with stacks of fabric and various tools. The overall atmosphere is one of busy industrial production.

The main changes in the CAF v1.5

A grayscale photograph of a garment factory. In the foreground, a woman is seated at a sewing machine, focused on her work. Behind her, other workers are visible at their stations. The room is filled with stacks of fabric and sewing equipment. The overall atmosphere is one of a busy industrial environment.

The main changes in the CAF v1.5

Country-specific questions

Introduction of country-specific questions

What are country-specific questions?



Based on the country that the facility selects in Facility Profile, questions specific to that country will appear in Step 1 of the Tool.

Why are we introducing country-specific questions?



To strengthen alignment of the tool with national labor law, Better Work has recommended introducing a limited number of country specific questions to track compliance against laws that are very country specific and not applicable to all locations.

Which countries will have country specific questions and how many?

- **Bangladesh:** 8 questions
- **Cambodia:** 11 questions
- **Indonesia:** 3 questions
- **Pakistan:** 1 question
- **Vietnam:** 15 questions



The main changes in the CAF v1.5

Improvements to question wording & “More Info”

Improvements to the wording of questions and additions to “More Info”



SLCP analyzed the data points with the most “Misunderstanding” notifications by the Verifier and introduced better question wording and/or More Info



Examples are the double negative questions that had a high frequency of “Misunderstanding”



SLCP will continue to evaluate need for further question changes and additions to More Info

Example of improvement to question wording

Example of double negative question:

- Key: **wb-wag-68**
- Section / Sub-Section / Category: **WAGES & BENEFITS / Wages and Benefits / Leave**

OLD Main text

Is the facility not correctly providing workers time off for any of these types of leave as legally required:

NEW Main text

Is the facility failing to correctly provide workers time off for any of these types of leave, as legally required:

Example of improvement to question wording

Example of double negative question:

- Key: **wb-wag-89**
- Section / Sub-Section / Category: **WAGES & BENEFITS / Wages and Benefits / Other Legal Requirements**

OLD Main text

Are facility practices out of compliance with any legal requirements not covered elsewhere regarding Wages and Benefits?

NEW Main text

Is the facility failing to comply with any legal requirements not covered elsewhere regarding Wages and Benefits?

Example of additions to “More Info”

SLCP will continue to evaluate need for further question changes and additions to More Info:

- Key: **disc-1**
- Section / Sub-Section / Category: **RECRUITMENT & HIRING / Discrimination / Recruitment**

OLD More info

The intent of this question is to understand if hiring materials (such as job descriptions of application forms) ever mention certain elements that potentially could be considered discriminatory.

NEW More info

Answer Yes if hiring materials (such as job descriptions or application forms) ever mention any of these elements. However, regarding age, Answer No if recruitment materials refer to age in order to meet the legal minimum age requirements, including legal minimum age requirements for hazardous work.

Example of additions to “More Info”

SLCP will continue to evaluate need for further question changes and additions to More Info:

- Key: **wh-9--1**
- Section / Sub-Section / Category: **WORKING HOURS / Working Hours / Rest Days**

OLD More info

Consult applicable legal requirements before answering this question. If there are no applicable legal requirements, answer No applicable legal requirements..

NEW More info

This question refers to the actual weekly rest days provided in the assessment period, which may or may not be in line with the overall facility policy in the previous question. Consult applicable legal requirements before answering this question. If there are no applicable legal requirements, answer No applicable legal requirements.



The main changes in the CAF v1.5

Full Virtual Verification

Introducing Full Virtual Verification

What is SLCP Full Virtual Verification?

Verification conducted 100% offsite if the facility is experiencing force majeure and is unable to undergo onsite verification.

Full Virtual Verification will:

- ✓ Only be possible in a **limited set of exceptional circumstances** (related to lockdowns etc.)
- ✓ Include **Worker Engagement Technology** (WE Tech) survey as a mandatory element
- ✓ Verify a **sub-set of the CAF questions** (some data will be self-assessed only)

Reminder:

SLCP will continue to allow partial virtual verification (Virtual + Onsite). Virtual + Onsite Verification aims to keep the onsite verification time to 1 day only where exposure to COVID is a concern.

When can a facility request Full Virtual Verification?



A facility is allowed to request an SLCP Full Virtual Verification (FVV) if the facility is experiencing force majeure and is unable to undergo onsite verification.

- **SLCP defines force majeure as:** “A significant event that cannot be reasonably anticipated or controlled, that significantly impacts the party’s ability to fulfil its obligations, and is not the result of negligence, malfeasance, or usual/ commonplace consequences of external forces.”
- **The term “force majeure” can only be used to refer to emergency situations** that would reasonably be expected to affect the ability of the facility to complete an SLCP onsite verification.
- **Emergency situations can include**, but are not limited to, fires, floods, storms, earthquakes, other natural disasters, war, labor disputes, riots, explosions, and other unforeseen or uncontrollable change, which includes governmental shutdowns due to a pandemic.
- **Such emergencies can result in** any inability to travel due to lockdown/ social distancing situations; legal requirements banning official, business or other non-essential travel, gatherings or any restrictions in transportation; limitations in receiving/admitting visitors on site to avoid health risks to Verifiers and facility personnel.

Requirements for Full Virtual Verification



Facilities requesting a Full Virtual Verification must meet the following requirements:

- **Online form** declaring why the facility requires Full Virtual Verification to be shared with Verifier Body before verification
 - The facility must provide evidence that:*
 - a. The facility is currently experiencing a restriction in operations due to force majeure.
 - b. The restrictions have continued for the past three (3) months or more.
 - c. The restrictions will not change within the next month or longer.
- Facility must meet certain requirements including minimum operational capacity, electronic record keeping system, Internet and software capabilities, detailed and up-to-date facility map
- Facility (and the Verifier) must complete SLCP Full Virtual Verification online training course
- Mandatory use of **Worker Engagement Technology** survey
- The facility must complete Step 2 of the Tool.
- SLCP Full Virtual Verification cannot be completed for facility if most recent verification was also a Full Virtual Verification .



The main changes in the CAF v1.5

Worker Engagement Technology

What is WE Tech?



WE Tech: Provides a digital platform for workers to directly report information via mobile phone survey

From November 2021 to March 2022 SLCP ran a WE Tech pilot

- **Reasons for pilot:**

1. For implementation of virtual verification in the face of COVID-19 restrictions
2. As a permanent, complimentary method for conducting SLCP verifications

Scope of SLCP 2022 WE Tech Pilot

10

Facilities

Bangladesh
China
India
Pakistan
Taiwan

5

Countries & regions

Bengali
Chinese
English
Hindi
Punjabi
Telegu
Turkish
Urdu

8

Languages

Yes/ No/ I
don't know
Likert Scale

2

Surveys

33

Participating
organizations

Facilities
Brands
Manufacturers
VBs
Standard Bodies
Service providers
Industry Associations
Partners

5

Verifier Bodies

Bureau Veritas
Intertek
Stantec
SGS
TUV Rheinland

4

Service Providers

&Wider
ELEVATE
Labor Solutions
Timeline
Ulula*

*Note: Due to last minute facility cancellation, Ulula was unable to participate in survey implementation; however, due to their extensive provision of expertise and assistance, Ulula is considered a WE Tech participating service provider.

WE Tech Pilot outcomes

1. Provided clearer insight into worker experience
2. Contributed to the accuracy of SLCP data collected
3. Improved verification of sensitive data (e.g., harassment, discrimination)
4. Facilities/ worker rep/ brands **learned something new** about working conditions and workers in a facility
5. Majority of participants liked to see WE Tech as a permanent part of SLCP verification process

How will SLCP use WE Tech in 2023?



Mandatory for full virtual verification

Before finalizing the self/joint-assessment, the facility must work with an SLCP approved service provider to complete the [Worker Engagement \(WE\) Question Set](#) with their workers.

- a. The facility selects an SLCP approved WE Technology Service Provider and conducts a worker survey prior to verification (cost paid by facility).
- b. The facility uses the report from the service provider to help complete the self/joint-assessment and must provide evidence of how they used the report in the self/joint-assessment.
- c. The facility must use an existing worker engagement committee or worker/ trade union representatives to help complete the worker engagement.
 - If the facility has no worker engagement committee in place, SLCP encourages the facility to democratically elect one.



Highly encouraged for all verifications

How does WE Tech work?

Survey contains 20 questions covering:

- Demographic
- Promotion/ advancement
- Discrimination
- Harassment/ abuse
- Health & safety
- Grievance mechanism
- Worker satisfaction
- Forced labor
- Worker well-being
- Training & personal development
- Wages & benefits



Answers in **yes/ no/ I don't know** format



Facility must first contact [SLCP approved Service Provider](#) to provide technology necessary to deploy survey in facility.

WE Tech Service Providers



Facility must first contact [SLCP approved Service Provider](#) to provide technology necessary to deploy survey in facility.

- Potential SLCP approved Service Providers are those involved in WE Tech Pilot
- Facility must inform WE Tech Service Provider of verification details (VB contact information, verification date, etc.).



WE Survey must be completed prior to verification



Once WE Survey completed by target number of workers in facility and results uploaded to Service Provider, Service Provider generates 100% anonymous, aggregated summary report that:

- supports the Verifier in completing the SLCP verification
- is attached by the Verifier to the final verified assessment report



SLCP will collaborate with the approved WE Tech Service Providers to further enhance WE Tech execution, services and the Question Set in 2023 and beyond.



The main changes in the CAF v1.5

Improvements to report readability

Validation Methods

- As SLCP has 3 types of validations:
 1. SLCP Onsite Verification
 2. SLCP Virtual + Onsite Verification
 3. SLCP Full Virtual Verification
- It is important to understand if and how the question/data point was verified by an SLCP Verifier. Each question/ data point will have an entry in the new field “Validation Method”.
- Possible entries are:

SLCP Onsite Verification	The question was verified onsite at the facility as part of an in-person verification.
SLCP Virtual Verification	The question was verified virtually in accordance with the Virtual + Onsite Verification or Full Virtual Verification protocol and guidelines.
Self/joint-assessment only	The question was not verified. This will only occur in a Full Virtual Verification where not all questions are verified.

Better Work Validation Methods

- In addition to the various SLCP validation methods, other validation methods can apply when the assessment is conducted by Better Work.
- It is important to understand if and how the question/data point was assessed by Better Work. Each question/ data point will have an entry in the new field “Validation Method”.

BW Advisory	The question was not assessed, but is considered to be equivalent to verified data as it is within the scope of the BW Advisory activities
BW Compliance Assessment	The question was assessed by a BW Enterprise Advisor, in-person
BW Virtual Compliance Check	The question was assessed by a BW Enterprise Advisor as part of a Virtual Compliance Check (VCC)
BW Enterprise Assessment	The question was assessed by a BW Enterprise Advisor in person but without any self-assessment data from the factory

Full list of possible Validation Methods

- In the final verified assessment report, the reader will be able to see at data point/ question level if the data point was verified/assessed and how.
- One of the below designations will appear in the new field "Validation Method":

SLCP Onsite Verification	The question was verified onsite at the facility as part of an in-person verification.
SLCP Virtual Verification	The question was verified virtually in accordance with the Virtual + Onsite Verification or Full Virtual Verification protocol and guidelines.
Self/joint-assessment only	The question was not verified. This will only occur in a Full Virtual Verification where not all questions are verified.
BW Advisory	The question was not assessed, but is considered to be equivalent to verified data as it is within the scope of the BW Advisory activities
BW Compliance Assessment	The question was assessed by a BW Enterprise Advisor, in-person
BW Virtual Compliance Check	The question was assessed by a BW Enterprise Advisor as part of a Virtual Compliance Check (VCC)
BW Enterprise Assessment	The question was assessed by a BW Enterprise Advisor in person but without any self-assessment data from the factory

Renaming of fields

- Data fields in CAF v1.5 have been relabeled from that of CAF v1.4. These changes are to increase clarity, and to be more inclusive of Better Work and their use of the term “Assessor” rather than “Verifier”.

CAF v1.4 Terminology	CAF v1.5 Terminology
Response	Facility Self/Joint-Assessment Response
Verification Selection	Assessor/Verifier Selection
Corrected Response	Assessor/Verifier Response
Verification Data	Assessor/Verifier Explanation
Verification Details	Verification/Assessment Details
Final Verified Response	Final Response

Assessor/Verifier Selections

In CAF v1.5 the list of Assessor/ Verifier Selection options has been updated with the introduction of:

- Inaccurate – Incorrect
- Inaccurate – Misunderstanding

Note:

For CAF v1.5 only data points marked as “inaccurate – Incorrect” will impact the Accuracy Index, and not ‘Inaccurate – Misunderstanding”

In total, there are now 9 Assessor/Verifier Selection options:

1. Accurate
2. Updated during Verification
3. Inaccurate – Incorrect
4. Inaccurate – Misunderstanding
5. Not applicable due to special facility circumstances
6. Facility did not reply during SA/JA (automated)
7. Not visible to facility during SA/JA (automated)
8. No longer applicable due to verification (automated)
9. Verification not required

Note:

Three of the options are automated for the Verifier during Tool completion



How to find out more

CAF v1.5 resources

What resources are available to support SLCP users?



Helpdesk [FAQ](#)

Resources will be added as they become available & will include:

- **Changes to the Data Collection Tool**
 - Diff file in excel
 - Tutorial videos
- **Introduction of Full Virtual Verification**
 - Verification Protocol
 - Process overview
- **Improvements to the readability of an SLCP verified assessment report**
 - Report template
 - Sample verified assessment



Coming in February!

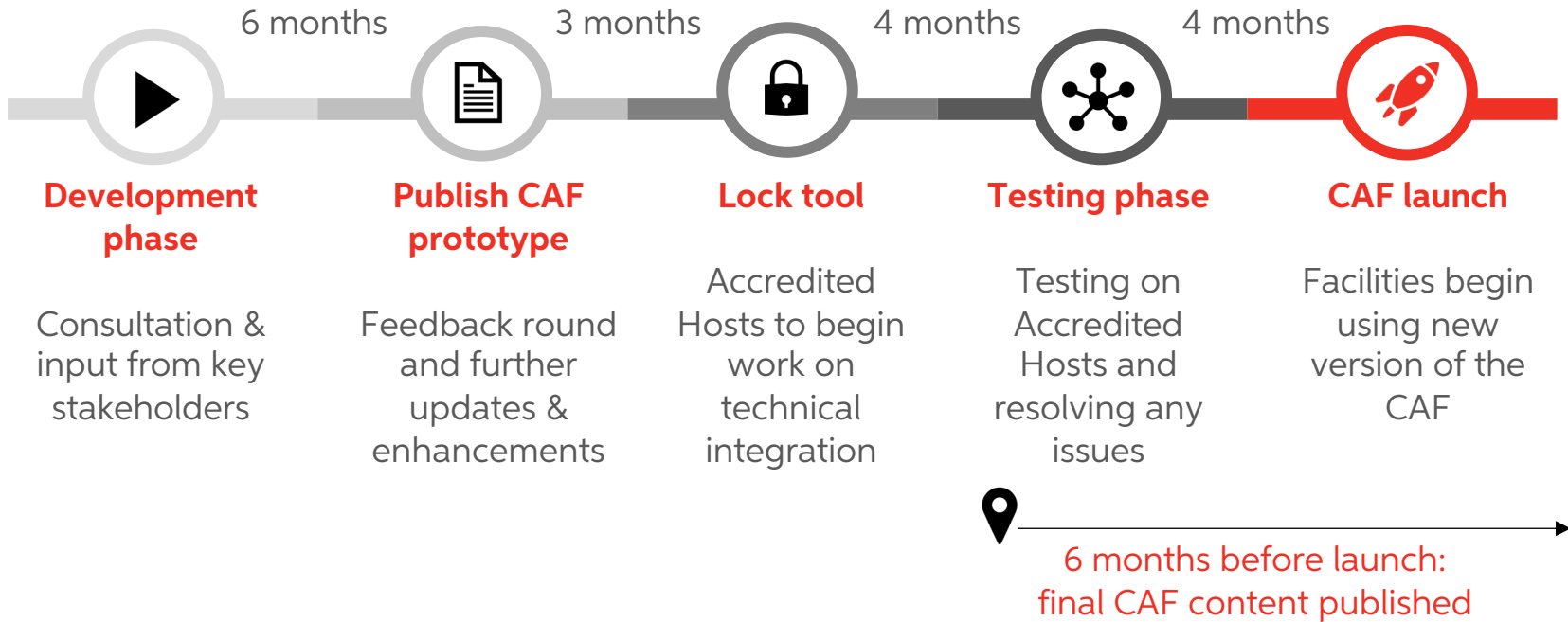
Technical webinar to support brands to read a report and the sample verified assessment.

A grayscale photograph of a garment factory. In the foreground, a woman is seated at a sewing machine, focused on her work. The machine is a white industrial model with 'BLAKE' written on it. Behind her, other workers are visible at their stations, some also using sewing machines. The factory floor is cluttered with fabric, thread spools, and other materials. The overall atmosphere is one of busy, manual labor.

Looking ahead to CAF v1.6

Planning CAF updates

Provisional high-level timeline – based on learnings from previous versions



CAF v1.6: Stakeholder engagement

How is SLCP engaging signatories and users in the development of CAF v1.6?

