





Social & Labor Convergence Program (SLCP)

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

*Thanks for joining this
Introduction to SLCP Worker Engagement Technology
(WE Tech) Webinar
We'll begin soon!*

Introduction to Worker Engagement Technology (WE Tech)

Today's webinar will focus on:

- An overview of WE Tech;
 -  what it is;
 -  how it works;
 -  benefits of using it, including a case study;
 -  where to find additional WE Tech resources
- Followed by a Q&A session

Housekeeping

- Please note that this webinar is being recorded and will be posted online.
- All attendees are requested to observe Chatham House Rules and follow anti-trust guidelines.
- Please use the Q&A function to ask questions. The chat box will be used to share any useful links as we progress through the webinar.





WE Tech - Background & Introduction

What is WE Tech?

Worker Engagement Technology (WE Tech) provides a digital platform for workers to **directly and anonymously** report information about their experience working at a facility.



WE Tech is a digital survey sent to a worker's mobile phone.



Workers can answer the survey questions onsite or offsite.



Worker responses are 100% anonymous.



Survey results are included in a summary report which the verifier uses to support their verification.



WE Tech is mandatory for full virtual verifications and strongly recommended for regular onsite verifications.



The power of Worker Engagement

The efficacy of social assessments can be greatly strengthened by the active participation of the workers themselves.

There are a number of benefits to engaging with workers directly:

- ✓ Firsthand insights – gaining unfiltered information that otherwise might remain hidden
- ✓ Credibility and transparency – more accurate and reliable data
- ✓ Identifying hidden issues – can uncover more substantive issues such as harassment, discrimination and exploitation
- ✓ Encouraging positive change – empowering workers by involving them in the assessment process



To read SLCP's Worker Engagement blog post, [click here](#)

Where WE Tech began: The WE Tech Pilot

November 2021 to March 2022 SLCP conducted a WE Tech pilot

- Pilot conducted to investigate:
 1. WE Tech for Full Virtual Verification in response to COVID-19 restrictions
 2. Possibility of WE Tech as a permanent, complimentary method for SLCP verifications
- What were we piloting?
 - ✓ Technology
 - ✓ Survey questions
 - ✓ Level of worker engagement
 - ✓ Benefit: facilities, Verifier, SLCP verification process, workers
 - ✓ Partnerships/ collaboration
 - ✓ How WE Tech fits within the SLCP ecosystem

Scope of SLCP 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

* Ulula for technical expertise

&Wider
ELEVATE
Labor Solutions
Timeline

WE Tech pilot outcomes

- ✓ Provides clearer **insight** into worker experience
- ✓ Contributes to the **accuracy** of SLCP data collected
- ✓ Improves verification of **sensitive data** (e.g., harassment, discrimination)
- ✓ Facilities/ worker reps/ brands all **learned something new** about working conditions and workers in their facilities
- ✓ Majority of participants asked would like to see WE Tech become a permanent part of the SLCP verification process

WE Tech is now fully operational as a sub-set of the SLCP CAF



How WE Tech Works

WE Tech: A sub-set of SLCP's Converged Assessment Framework (CAF)

Consists of the Data Collection Tool, protocols, guidance

Converged Assessment Framework (CAF)

- Data Collection Tool
 - WE Question Set
- Verification protocol
- Full Virtual Verification protocol for facilities
- WE Tech protocol for facilities
- Guidance (Verifier & facility)

Implemented in a three-stage assessment process:

SLCP assessment & verification process

1. Data collection (Tool & WE Tech summary report)
2. Verification (Tool & WE Tech summary report)
3. Data hosting & sharing (final verified assessment report & WE Tech summary report)

The verified data can be widely shared by different standards and end-users.

Actionable & credible verified data set (includes WE Tech summary report)

- Data determines compliance with International Labor Standards & National Labor Laws
- No scoring or certification
- Can map data to standard or Code of Conduct

To read more about the WE Tech protocol, visit our [Helpdesk](#)

How Workers use WE Tech

- WE Tech question set is sent to a worker's mobile phone.
- Two types of technology used: Interactive Voice Response (IVR), or online survey
 - **IVR:** Audio voice reads out question and worker selects a number to answer the question. E.g., "Press 1 to answer Yes".
 - **Online survey:** Worker reads the question and selects the correct answer. E.g., "Yes", "No" "I don't know", "Choose not to answer"
- Workers can take survey onsite or offsite.
- 20 questions for a worker to answer.
- Responses are 100% anonymous and aggregated per facility.



The WE Question Set

20 Questions with mostly “Yes”, “No” or “I don’t know” response options

- 100% anonymous: results cannot be traced back to the worker
- Questions ask about personal experience of worker
- Questions fit within specific themes of CAF Tool; however, questions do not duplicate CAF Tool questions
- Questions inform CAF Tool questions and support its completion/ verification
- Questions are not repeated in onsite worker interviews
- Can be translated into any language
- Publicly available on [SLCP Helpdesk](#)

No.	Category	Question	Response options
1	Demographic	What is your gender?	1. Female 2. Male 3. Other 4. Choose not to answer
8	Discrimination	In the past twelve months, have you witnessed male and female workers in this facility getting equal opportunities for learning new skills to get higher paying jobs?	1. Yes 2. No 3. I don't know 4. Choose not to answer
9	Discrimination	In the past twelve months, have you, and everyone working with you, been free to practice religion during working hours at this facility (e.g., dress, prayer, meals)?	1. Yes 2. No 3. I do not practice a religion 4. I don't know 5. Choose not to answer
10	Harassment/ Abuse	In the past twelve months, have you, or anyone else working with you, experienced unwanted attention or sexual requests at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
11	Harassment/ Abuse	In the past twelve months, have you, or anyone else working with you, experienced physical or verbal abuse at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
12	Health & Safety	In the past twelve months, have you taken sick leave due to illness or injury from working at this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
13	Health & Safety	In the past twelve months, have you been exposed to any type of risk to your health and/or safety at work?	1. Yes 2. No 3. I don't know 4. Choose not to answer
14	Grievance mechanism	In the past twelve months, have you, or anyone working with you, been punished or faced negative consequences for making a complaint about something that happened in this facility?	1. Yes 2. No 3. I don't know 4. Choose not to answer
15	Grievance mechanism	In the past twelve months, have you or anyone working with you made a suggestion or complaint to your employer, and your employer has done something about it?	1. Yes 2. No 3. I don't know 4. Choose not to answer
16	Working conditions: worker satisfaction	If there was another job like yours available in this facility, would you recommend a relative or friend to apply for it if they were interested?	1. Yes 2. No 3. I don't know 4. Choose not to answer

WE Tech Service Providers

- Once a facility decides to (or is obligated to) include WE Tech in their verification, they must select an SLCP approved WE Tech Service Provider (WE TSP).
- The WE TSP will deploy the Worker Engagement Question Set across the facility following a specific set of rules.
- The WE TSP generates the WE Tech summary report, following a template provided by SLCP.
- WE Tech is currently available with the following service providers:



- The facility should contact the service providers to request information about WE Tech costs and availability of provision for their facility.

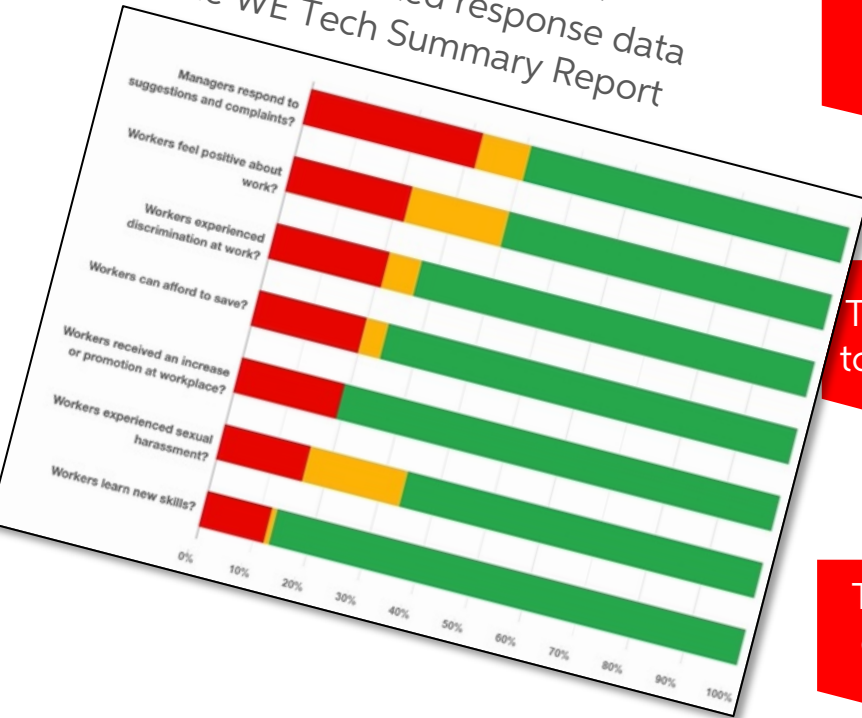
Further information about WE TSPs can be found [here](#).

WE Tech Summary Report

The facility must use the WE Tech Summary Report to complete their self-assessment.

The Summary Report is used by the verifier alongside all other supporting documentation (e.g., photos, policy documents, complaint reports, etc.) for cross checking any areas in need of further investigation as part of an SLCP assessment.

Example of a bar graph that shows aggregated response data in the WE Tech Summary Report



The facility must analyze the WE Tech Summary Report data to identify areas in need of further investigation.

The facility must use the WE Tech Summary Report data to write up an improvement action plan and share it with the verifier.

The facility should follow up with workers or the worker engagement committee on findings from the WE Tech Summary Report and proposed improvement action plan.

The WE Tech Process:

1

Facility has determined it will be using WE Tech because either; there needs to be a virtual verification; or because they have chosen to use it to compliment an on-site verification.

2

Facility selects an approved WE Tech Service Provider (WE TSP).

3

WE TSP deploys the WE Question Set across the facility using the appropriate technology and according to SLCP's WE Tech sampling methodology.

4

Workers completes the WE Question Set in the WE Tech Survey.

5

Once target worker response rate has been met, 100 anonymous results are aggregated and uploaded to the WE TSP.

6

WE TSP generates a WE Tech Summary Report from the responses showing the results in graph and table format. The Summary Report does not apply any scoring or standard.

7

WE TSP sends the WE Tech Summary Report to the facility and the Verifier Body at the same time.

8

Verifier uses the WE Tech Summary Report to triangulate information at the Verification stage of the assessment.

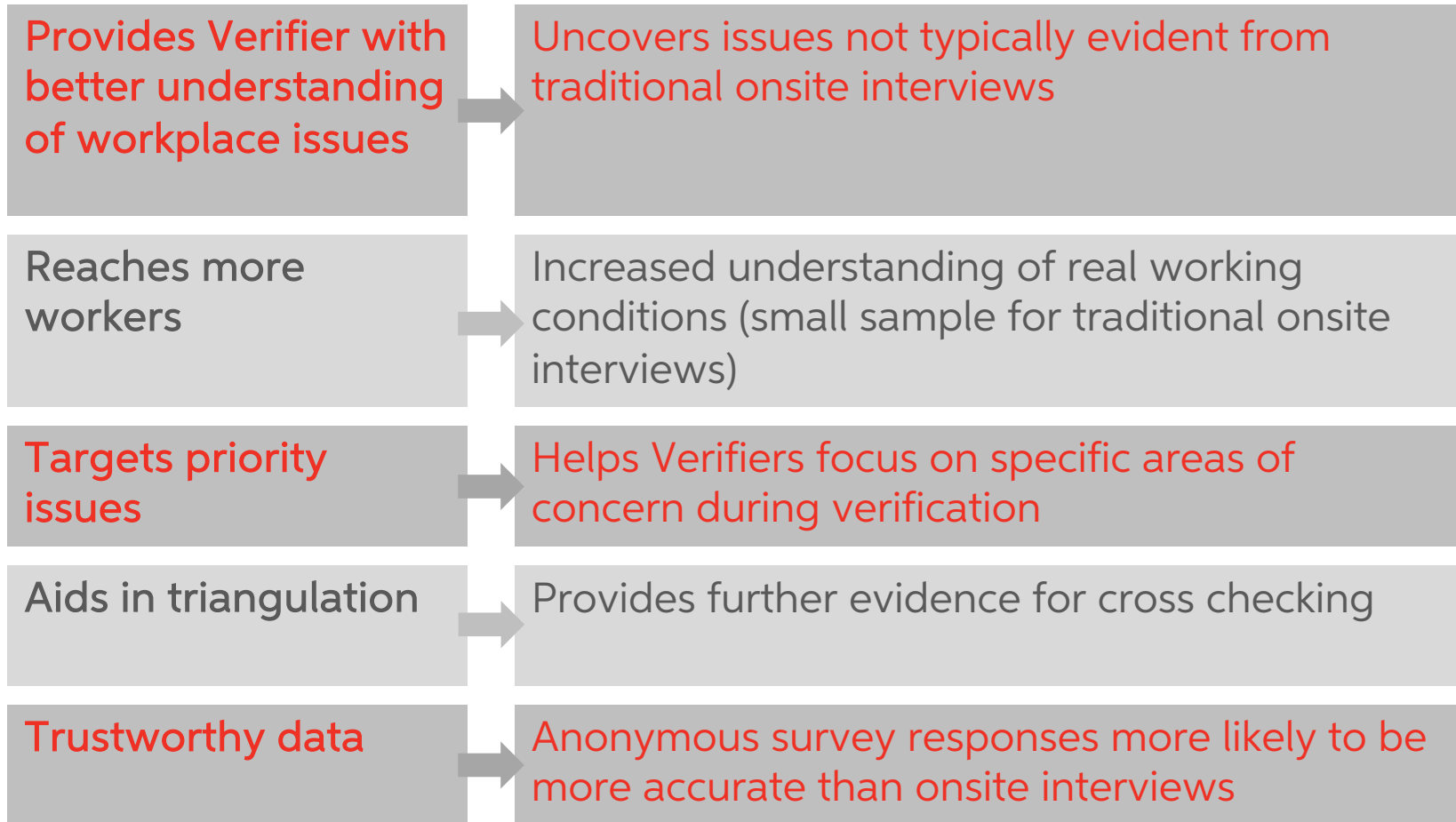
9

WE Tech Summary Report is included alongside the final verified assessment report at the data hosting and sharing stage.



Benefits of using WE Tech

WE Tech Benefits for Verification



WE Tech Benefits for Facilities & Brands

Better understanding of workplace issues



Uncovers issues not typically evident from traditional onsite interviews

Reaches more workers



Wider reach of more vulnerable workers (e.g., migrant, women workers)

Surveys can be conducted privately



Workers more relaxed than in traditional onsite interviews

Builds trust



Facility viewed as innovative and responsive to workers' needs

Strengthens business relationships



Brands eager to use WE Tech and may have increased confidence in facilities that do

Increases worker engagement



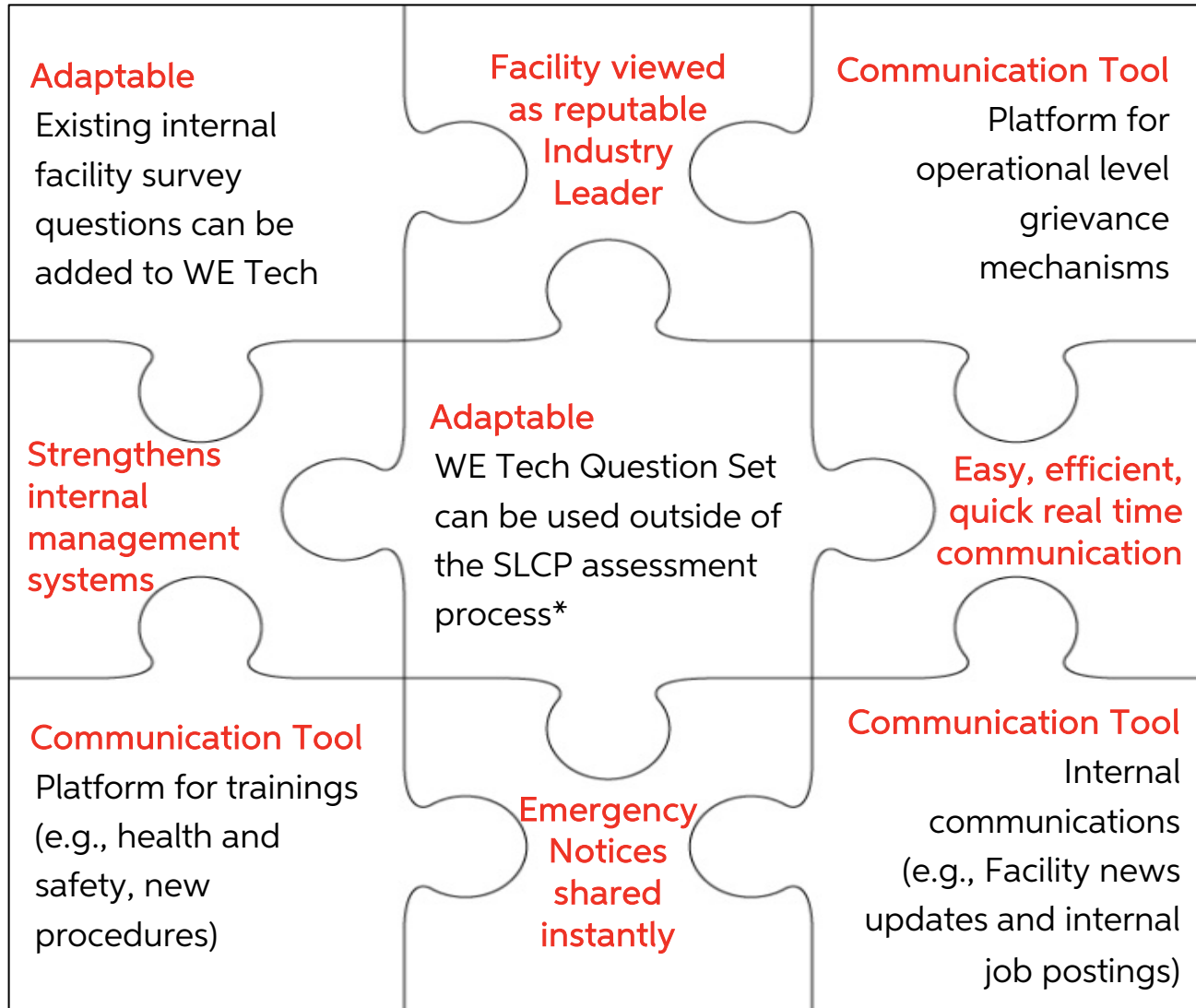
Increases worker wellbeing /operational effectiveness & efficiency /increased profit

Informs action plans



Helps to identify issues of priority

Did you know... WE Tech provides benefits to the facility far beyond the SLCP process!



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A Real Life WE Tech Success Story!

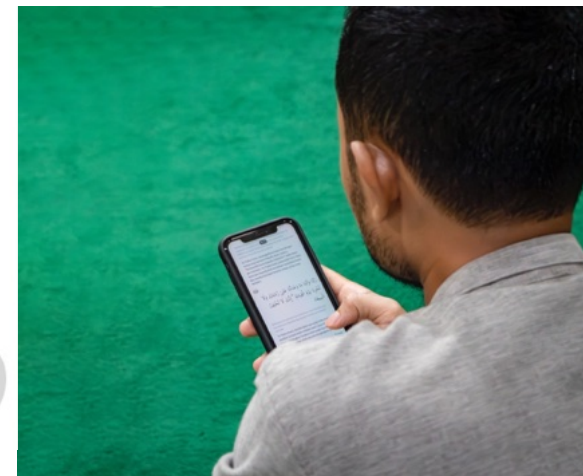
Manufacturer Crescent Textile Mills Ltd. took part in the WE Tech pilot

According to Sher Ali, Chief Sustainability Officer, The Crescent Textile Mills Ltd.:

WE Tech was easy to implement. We displayed posters and banners around the facility to promote the technology to workers. The survey questions were provided to workers in local language Urdu, by our chosen WE Tech Service Provider.

Because WE Tech is facilitated by a third party, it provides a credible platform for collecting feedback directly from workers.

We shared the WE Tech survey results with a number of our customers. Using WE Tech and sharing the surveys with our business partners distinguishes us and strengthens our customer relationships.



Based on worker feedback collected from the survey, Crestex created a WE Tech Action Plan and made improvements in three key areas:

Grievance Mechanisms

Crestex implemented a permanent, third-party operated mobile phone application platform which can be used by workers to report written, audio or video complaints and have committed to addressing all grievances within 24 hours of receipt.

Working Hours

Working hours policies were reviewed and amended.

Supervisor Behavior

training sessions have been provided to improve supervisor interaction with other workers and a follow-up survey has been included to monitor for improvements.

Read the full case study [here](#).

Find out more



[SLCP Helpdesk](#) includes further information about [WE Tech Service Providers](#), the [WE Tech Protocol](#) and the [WE Tech Question Set](#).



[SLCP Website](#) includes general information about [WE Tech](#), the [blog post focused on WE Tech](#) and the [full manufacturer case study](#).

Questions?





Thank you!

Please contact us if you would like more information about WE Tech:
info@slconvergence.org