Social & Labor Convergence Program (SLCP)

Converged Assessment. Collaborative Action. Improved Working Conditions.

SLCP Webinar:
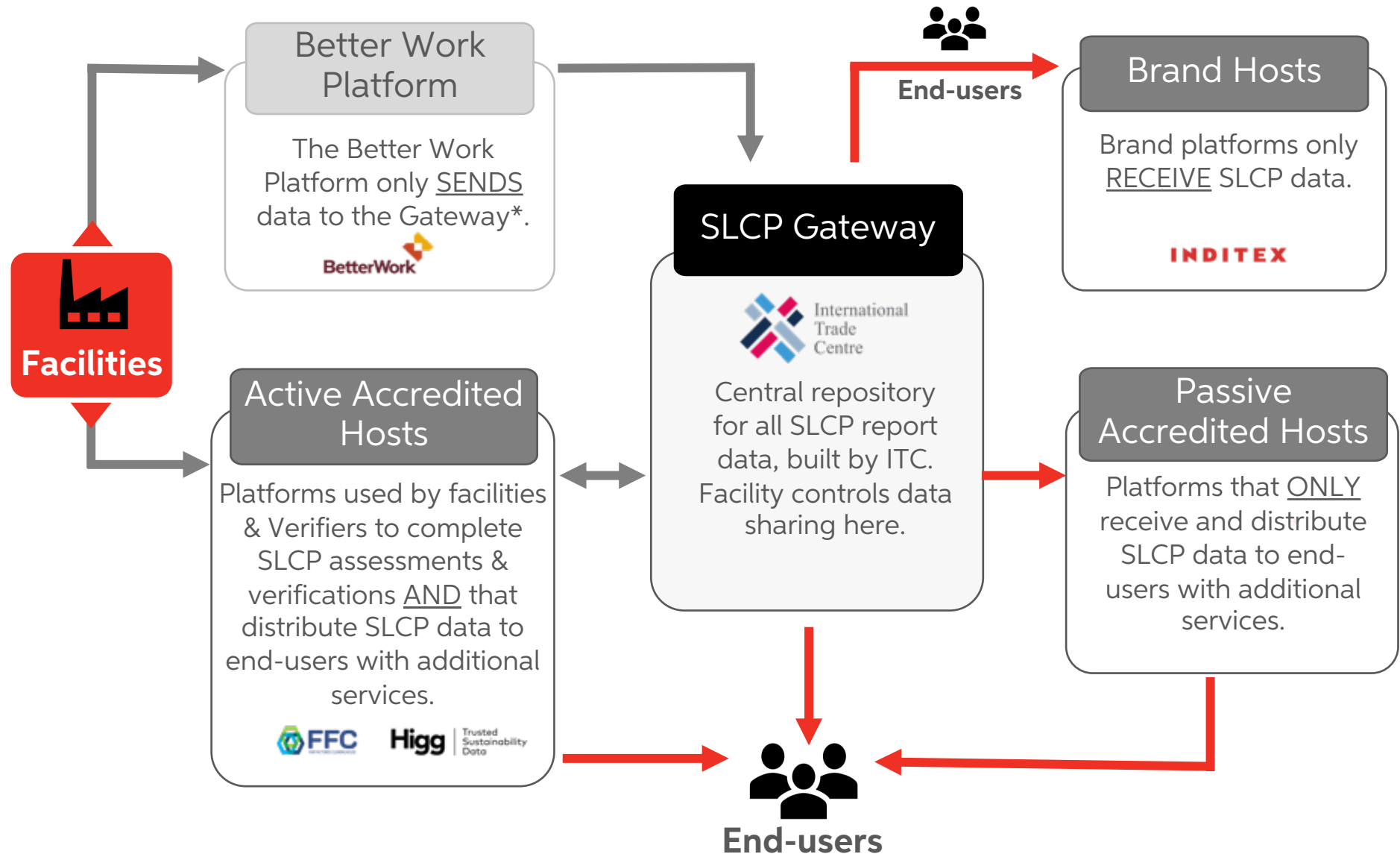Deep-dive on reading & interpreting
an SLCP report

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CONVERGENCE

Reading and interpreting an SLCP report

Quick reminder:
How to access an SLCP report

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Reminder: How to access an SLCP report

Facilities

Better Work Platform

The Better Work Platform only SENDS data to the Gateway*.

BetterWork

End-users

Brand Hosts

Brand platforms only RECEIVE SLCP data.

INDITEX

SLCP Gateway

International Trade Centre

Central repository for all SLCP report data, built by ITC. Facility controls data sharing here.

Active Accredited Hosts

Platforms used by facilities & Verifiers to complete SLCP assessments & verifications AND that distribute SLCP data to end-users with additional services.

FFC   Higg | Trusted Sustainability Data

Passive Accredited Hosts

Platforms that ONLY receive and distribute SLCP data to end-users with additional services.

End-users

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*Better Work also shares data with brands, factories and constituents directly.

Summary: 3 access pathways

Manual

Direct from Gateway

Receive a link that takes you directly to PDF and xls files of the SLCP report.
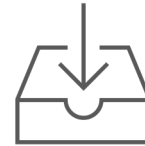
Systematic

Accredited Host

Receive SLCP data and additional value-add services from an Accredited Host platform.
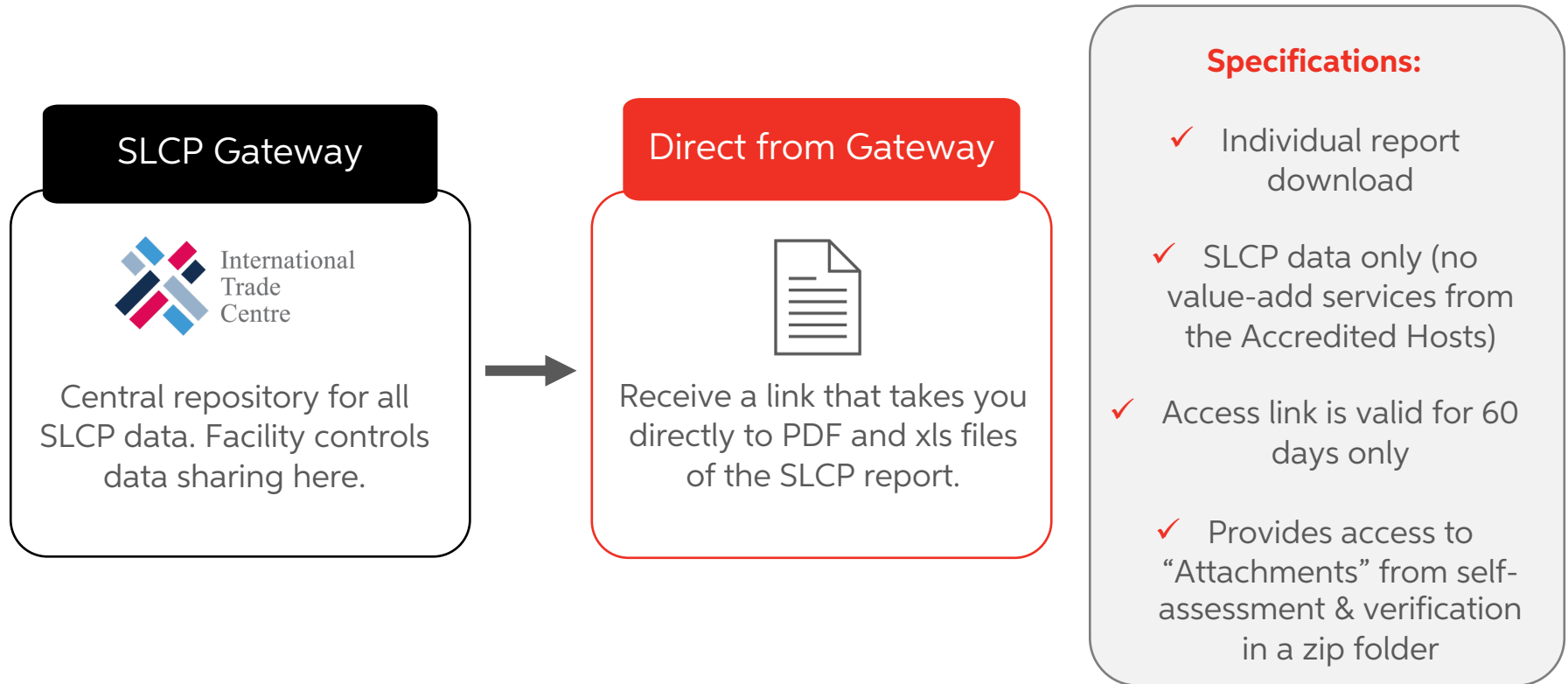
Automatic

Brand Host

Receive SLCP data directly into your brand system.

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Accessing data through the Gateway

SLCP Gateway

International Trade Centre

Central repository for all SLCP data. Facility controls data sharing here.

Direct from Gateway

Receive a link that takes you directly to PDF and xls files of the SLCP report.

Specifications:

✓ Individual report download

✓ SLCP data only (no value-add services from the Accredited Hosts)

✓ Access link is valid for 60 days only

✓ Provides access to "Attachments" from self-assessment & verification in a zip folder

Note: As owners of the SLCP report, facilities often download their pdf report and send that directly to their business partners. To rather obtain the excel directly from the Gateway, business partners should ask facilities to log on to the Gateway and "**Share the report via email**"

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Understanding the report data: Scope of verification

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Verification scope: Step Selection

Step 1 Themes	Step 2 Themes	Step 3 Themes
FACILITY PROFILE	FACILITY PROFILE	FACILITY PROFILE
RECRUITMENT & HIRING	RECRUITMENT & HIRING	RECRUITMENT & HIRING
WORKING HOURS	WORKING HOURS	WORKING HOURS
WAGE & BENEFITS	WAGE & BENEFITS	WAGE & BENEFITS
WORKER TREATMENT	WORKER TREATMENT	WORKER TREATMENT
WORKER INVOLVEMENT	WORKER INVOLVEMENT	WORKER INVOLVEMENT
HEALTH & SAFETY	HEALTH & SAFETY	HEALTH & SAFETY
TERMINATION	TERMINATION	TERMINATION
	MANAGEMENT SYSTEMS	MANAGEMENT SYSTEMS
		ABOVE AND BEYOND

The facility chooses which Step of the Data Collection Tool they will complete in their self-assessment.

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Verification scope: validation methods

- There are 3 ways in which SLCP assessments can be validated:
    1. SLCP Onsite Verification
    2. SLCP Virtual + Onsite Verification
    3. SLCP Full Virtual Verification

- It is important that the user understands if and how each data point was verified by an SLCP Verifier. Each data point therefore has an entry in the field called "Validation Method".

- This is a new field that was introduced with the CAF v1.5

Validation Method	Definition
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.

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Further details on validation methods

- Each Validation Method has its own chapter in the [Verification Protocol](#)

- Depending on the Validation Method, and the number of workers at the facility, the Verifier will:
  - ✓ interview a sample of workers,
  - ✓ sample the corresponding personnel records and wage and hours records for 3 months,
  - ✓ conduct a walk-through,
  - ✓ conduct documentation review and interviews with management

Some differences between Validation Methods:

- o **Virtual + Onsite Verification**: No worker interviews can be held virtually
- o **Full Virtual Verification**: No worker interviews (apart from applicable trade union and/or worker representative interviews) will be conducted; the facility must complete the SLCP Worker Engagement Question Set via an approved service provider
- o **Onsite and Virtual + Onsite Verifications**: All SLCP data points applicable to the facility will be verified, even if the facility did not complete 100% self-assessment
- o **Full Virtual Verification**: Facility is required to complete Step 2 scope as self-assessment, but Verifier does not verify all self-assessed data, as not everything can be verified remotely/ virtually

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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 data point was assessed by Better Work. Each data point therefore has an entry in the 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

Visit the Better Work website for more information about their collaboration with SLCP

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Understanding the report data: Accuracy & completion indices

Understanding accuracy & completion

⚠️ *Reminder:* SLCP reports show non-compliances with National Labor Law and International Labor Standards, but they do not provide a score or grading of any kind.

SLCP reports show the **level of accuracy and completion** by the facility in their self-assessment: these should <u>not</u> be misinterpreted as a score of their social and labor conditions.

✓ **Accuracy Index** - percentage of the self/joint-assessment that was found to be accurate during the verification

📋 **Completion Index** - percentage showing level of completeness of the self/joint-assessed data

Note on Completion Index: This index may fall below 100% after verification. For example, if the facility provided an Inaccurate - Incorrect answer, the Assessor/Verifier Response provided by the Verifier may prompt additional questions to appear that were not previously visible to the facility due to the Inaccurate – Incorrect Facility Self/Joint-Assessment Response.

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Understanding accuracy & completion

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"

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Understanding the report data: Verifier findings

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Deep dive into the Excel report columns

- Orientation - what topic does this data point relate to

CAF v1.5 Report Terminology	
Section	Name of the Section associated with the Tool Question; there are 11 Sections FACILITY PROFILE RECRUITMENT & HIRING WORKING HOURS WAGE & BENEFITS WORKER TREATMENT WORKER INVOLVEMENT HEALTH & SAFETY TERMINATION MANAGEMENT SYSTEMS ABOVE & BEYOND VERIFICATION/ASSESSMENT DETAILS
Sub-Section	Each Section has a Sub-Section to further detail the topic of the Tool Question; e.g., Section: Health & Safety | Sub-Section: General Work Environment
Category	Some Sub-Sections have a Category to further detail the topic of the Tool Question; e.g., Section: Health & Safety | Sub-Section: General Work Environment | Category: Lighting

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- The "Key" is the most important data point in the SLCP data set. It is the unique identifier for each question. The Key is carried from one SLCP Tool Version to another to allow for continuity of the question evaluation by the unique key.

CAF v1.5 Report Terminology	
Key	This is the unique ID key for each content piece of the Tool
	Note that if the intent of the question remains the same from one version to the next (1.4.2 to 1.5.0), the key is maintained. This ensures data continuity across versions.
	This results in a mix of new keys and old keys from 1.3 to 1.5.0
	New keys have the nomenclature:
	- all lower case
	- first letter of each word in Section (column E) with max 2 letters (exception Termination which has prefix "ter") followed by first 3 (4 if there is duplicate) letters of the first Sub-Section word (column F) followed by a number.
Number	Question Number, not to be confused with Key.
	Number is the only identifier shown in the offline Data Collection Tool user templates (User, Verifier), because it is "clean"; not a mix of old and new like the Key; it is also the number the Accredited Host must show on the platform.
	Number is updated any time there is a change to the Section, Sub-Section or there is a deletion or addition of a new key.
	Numbers have the nomenclature:
	- all uppercase
	- first letter of each word in Section (column E) with max 2 letters (exception Termination which has prefix "ter") followed by first 3 (4 if there is duplicate) letters of the first Sub-Section word (column F) followed by a number and another number if follow-up or part of multi-select block.
Question	Tool question that captures the SLCP data point. Note: In the Questions & Answers sheet, the prompts that introduce a set of data points (Select all that apply with "X") are not included, as they are not data points that the facility or Verifier/Assessor answer. They are introductory. They are visible in the various sheets specific to each Section.
Facility Self/Joint-Assessment Response	Answer by the facility to the Tool question.

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- Understanding the verification outcome and if the data point is still applicable for final evaluation.

CAF v1.5 Report Terminology	
Facility Self/Joint-Assessment Response	Answer by the facility to the Tool question.
Assessor/Verifier Selection	Selection that explains the outcome of the assessment (Better Work Assessor) or verification (SLCP Verifier). There are 10 Selection options. One option (No self/joint-assessment) is specific to a type of Better Work assessment. See below for a detailed list and explanation of each Selection option. If the Assessor/Verifier Selection field is blank and the Final Response field is blank, then that specific Tool question was not applicable to this facility.
Assessor/Verifier Response	Answer by the Assessor/Verifier to the Tool question. Note, there are different types of answer options. The answer options displayed to the Assessor/Verifier are the exact same answer options displayed to the facility for their Facility Self/Joint-Assessment Response. The Tool dictates the data type for each answer. These are the possible data types: - numeric: any number between -10000000000000 (min) and 10000000000000 (max). Decimals are counted as numbers in all cases with no limit. - boolean: "X" or null for multi-select question blocks - string: open ended text max 6000 characters - date: must be a date in ""YYYY-MM-DD"" format - array: drop down list of answer options specified for the Tool question
Assessor/Verifier Explanation	Narrative text that the Assessor/Verifier enters to better explain the final outcome of the assessment or verification.
Final Response	Data that represents the final answer to the question in the Tool. It is a verified response or a response that was not verified, depending on the applicable Validation Method. If the Final Response field is blank and the Assessor/Verifier Selection field is blank, then that specific Tool question was not applicable to this facility.

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- Deep dive into the different Assessor/Verifier Selections to inform your evaluation of the Final Response

Assessor/Verifier Selection	Definition
Accurate	The self/joint-assessment response from the facility is accurate. The Final Response will be the same as the Facility Self/Joint-Assessment Response.
Updated during Verification	The data in the Facility Profile may not be the most up to date anymore, as the validation of the data may take place weeks later. If the data is updated to reflect the circumstances at the point of assessment/ verification, the data is Updated during Verification. If the facility answered incorrectly at the point of closing the self/joint-assessment, the data will not be evaluated as Updated during Verification but rather Inaccurate - Incorrect.
Inaccurate - Incorrect	The self/joint-assessment response from the facility is inaccurate. The Final Response will be the Assessor/Verifier Response.
Inaccurate - Misunderstanding	If the facility has provided an Inaccurate Facility Self/Joint-Assessment Response because of misunderstanding the question. E.g., the wrong understanding of the SLCP term "worker" by including supervisors in the interpretation of the term.
Facility did not reply during SA/JA	This means that the facility did not provide a response at all in their self/joint-assessment data. This Selection option is automated for the Assessor/Verifier to ease data entry.
Not visible to facility during SA/JA	The Assessor/Verifier Response opens conditional questions not previously visible for the facility to answer during self/joint-assessment, and therefore the Facility Self/Joint-Assessment Response is blank. This Selection option is automated for the Assessor/Verifier to ease data entry.
Not applicable due to special facility circumstances	This is likely to be rarely used. It offers Assessors/Verifiers the option of noting if something is 'not applicable' if the question has no "Not Applicable" answer option. Facility circumstances that SLCP has not considered can come up and it is the responsibility of the Assessor/Verifier to decide if these special circumstances mean that all answer options SLCP provides are not suitable. If this Assessor/Verifier Selection is chosen, then the Assessor/Verifier Response column remains blank and must not be completed because the question is not applicable. The Assessor/Verifier Explanation should be completed to explain the special circumstances.
No longer applicable due to verification	The Assessor/Verifier Response makes the conditional questions that were answered (or not answered) by the facility in the self/joint-assessment no longer applicable. This Selection option is automated for the Assessor/Verifier to ease data entry.
Verification not required	Applicable to a few questions where verification is not necessary. It is the only drop-down selection option in the Assessor/Verifier Selection. No Assessor/Verifier Response can be completed/is needed. If the Assessor/Verifier chooses to add comments under Assessor/Verifier Explanation they can do so, but it is not required.
No self/joint-assessment	This Assessor/Verifier Selection applies only to a Better Work Enterprise Assessment. It will be selected in cases where the facility did not complete a self/joint-assessment.

Understanding compliance

- Compliance against applicable legal requirements: Applicable legal requirements include the ILO Core Conventions, and 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).

CAF v1.5 Report Terminology	
Non-Compliance	Indication with "X" if a legal non-compliance is present. Automatically applied on the online Active AH platform if a Better Work Law Overlay is provided.
Legal Reference	The relevant source of law to explain the legal non-compliance.
Validation Method	The last column entry in the Questions & Answers sheet. There are currently 7 Validation Methods. Explains how the data point was assessed or verified.

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Recap: Full list of Validation Methods

- In the final 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.
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Mapping an SLCP report to a standard or CoC

Quick reminder:
Options for interpreting & integrating SLCP data

How to integrate and interpret SLCP data

DATA INTERPRETATION Fit for Purpose	ACCESSIBILITY	SCOPE OF DATA INTERPRETATION
REGULATORY Law alignment from SLCP report	**Link shared by supplier** ➢ manually - directly from Gateway (emailed individual SLCP assessment report) **or** ➢ through Accredited Host (with scaling options).	**Non-compliance findings against National Labor Law and Int'l Labor Standards:** in the verification summary of the report, you'll find the data points where there was no alignment with the local law and ILO-Conventions. For some countries, there is a Law Overlay, which will highlight non-compliances in a standardized fashion.
EXTERNAL Industry standard/score/ compliance level	**Via value added services** on top of SLCP data that some Accredited Hosts provide.	**Compliance/ranking on social supply chain issues, as set by MSI or association**
INTERNAL Brand specific standard/score/ compliance level	➢ Via internal mapping **or** ➢ Via a service provider, including through value added services on top of SLCP data that some Accredited Hosts provide	**Brand specific and tailored data interpretation on social supply chain issues.**

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Support available from Accredited Hosts

FFC — FAIR FACTORIES CLEARINGHOUSE

Higg | Trusted Sustainability Data

- **Translation to brand Principles or Code of Conduct (CoC):**
  - Mapping of SLCP data to brand's Code of Conduct
  - Identified violations are presented as Findings.
  - Brand scoring systems can be applied to the Findings automatically.
  - Brands use the Findings to build Corrective Action Plans for follow-up.
- **Benchmarking: showing non compliances to industry standards**

- **Higg FSLM scoring & benchmarking:**
  - Scored version of CAF: Higg Facility Social & Labor Module (FSLM)
  - Benchmarking to compare social impact within a supply chain and against industry peers.
  - Consistent measurement across indicators to all Higg users.

- **Reporting & performance improvement functionality:**
  - Areas of Focus and Improvement report: based on high-level mapping of SLCP questions to Better Work Zero Tolerance Protocols, ILO Core Conventions, and the level of risk to the employees and facility.
  - Flagged questions: highlights non-compliance with core ILO conventions
  - Verifier report: displays inaccuracies found during verification
  - Legal compliance report: Opportunities for improvement and focus, based on legal requirements.

For more info, visit https://slconvergence.org/system

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How to work with **SLCP's mapping document**

SLCP's mapping document - key takeaways

Mapping tips

- Pay special attention to the Column Explanation sheet

- Only Master Type "Question", "Follow-up" will have answers to use for mapping to a standard

- Pay attention to the Option List sheet to understand all possible answers to a Question or Follow-up

- The following fields should be used for mapping outcomes:
  - Final Response (mapped to your non-compliance answer)
  - Non-Compliance and Legal Reference if either of them filled in

Uses of document

✓ Key document if working to digest SLCP's data without an Active Accredited Host

✓ Must be used in conjunction with GW excel report template for manual intake of SLCP data

✓ Once you have mapped, you could then program your own excel to validate or format SLCP data specific to your grading/compliance evaluation

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Examples from brands with SLCP mapping experience

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C&A Code of Conduct mapping

Content mapping	• Identify data points to be included in C&A translation • Assign compliance classifications to each data point ➢ 1 ½ to 2 months
Technical implementation	• Review test assessments on FFC platform • Adjust, where needed ➢ 1 month
Quality assurance	• Review C&A translations by QA team (cross-country) ➢ ongoing

C&A

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Common mistakes: learnings from manufacturers

SLCP Data Misinterpretation

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Signatory of SLCP since 2017.

Fashion for Climate
Fashion Industry Charter for Climate Action

Founding signatory of UNFCCC Fashion Industry Charter for Climate Action as of Q4 2018.

GLOBAL ORGANIC TEXTILE STANDARD · GOTS ·

ORGANIC 100 content standard ©TextileExchange

ORGANIC BLENDED content standard

I-REC STANDARD

OEKO-TEX® CONFIDENCE IN TEXTILES STANDARD 100

SEAQUAL INITIATIVE

Global Recycled Standard

RECYCLED 100 claim standard ©TextileExchange

RECYCLED BLENDED claim standard

ISO 9001:2015

ISO 14001:2015

ISO 45001:2018

ISO 27001:2013

WOMEN'S EMPOWERMENT PRINCIPLES EQUALITY MEANS BUSINESS

1 Establish high-level corporate leadership for gender equality.
2 Treat all women and men fairly at work – respect and support human rights and nondiscrimination.
3 Ensure the health, safety and well-being of all women and men workers.
4 Promote education, training and professional development for women.
5 Implement enterprise development, supply chain and marketing practices that empower women.
6 Promote equality through community initiatives and advocacy.
7 Measure and publicly report on progress to achieve gender equality.

United Nations Global Compact

UN WOMEN

Signatory of UN Global Compact Women's Empowerment Principles (WEPs) as of 2017.

SLN Tekstil

Women Employment; Board 100%, Management 68%, Total 54%

Annual Corporate Carbon Footprint Measurement & Reporting

Refugee Integration

Annual Sustainability Bulletins

LCA

LEAN

Voice of Workers

Circularity

CDP DRIVING SUSTAINABLE ECONOMIES

Capacity Building Programs

100% Renewable Energy Sources on Electricity

Higg Index

Women Empowerment Program

Ø **ZDHC** Zero Discharge of Hazardous Chemicals

GRI Sustainability Reporting

SUSTAINABLE DEVELOPMENT GOALS

Delivered by

DHL

GOGREEN

SLCP Achievements

Shared with brands which cover 75% of SLN production.

70% of SLN core supply chain adopt SLCP.

33% Social Audits Reduced.

33% of SLN Facilities adopt SLCP Self-Assessment.

Goal to achieve 100% SLCP adoption.

30% of the Brands Accepting.
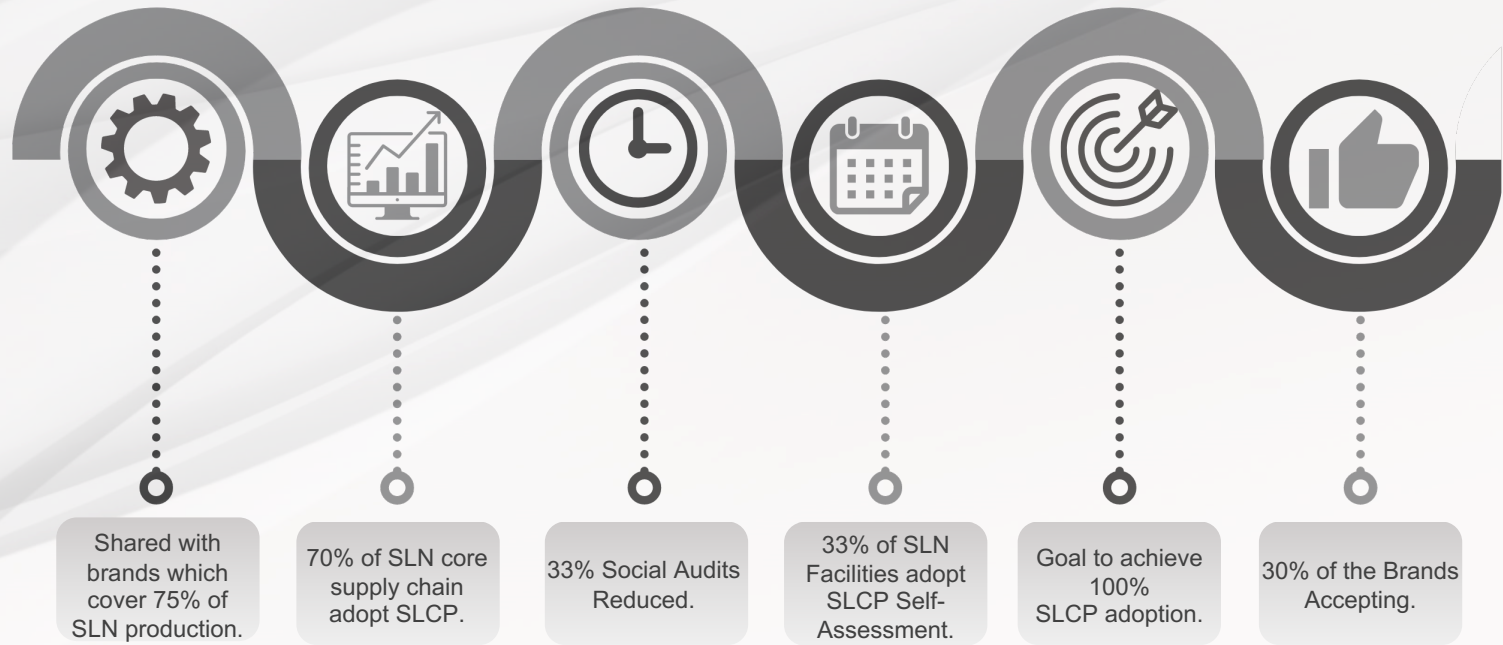
SLCP Achievments

Broader collaboration with various stakeholders which helps to improve overall management systems and transparency.

Helps to identify issues easily & systematically and guides for the action plan.

More focus on sustainable developments.

Comprehensive update on universal standards.

Reducing audit fatigue is minimizing duplication effort on money, time and effectiveness.

Minimizing the differences in mapping between brands and the Accredited Hosts can ease the process.

SLN Tekstil

Mapping Errors

During the conversion of the verified SLCP report by brands to audit reports; there may be some mapping mistakes between Accredited Hosts and brands tools, and this generally means extra explanation and effort by manufacturers.

RH-DIS-19	Which of the following is a factor in decisions on hiring? (SELECT all that apply with a "X")

RH-DIS-29-1	Age	X
Facility Response: X		
Verification Selection: Accurate		

✖

RH-DIS-30	Is an applicant's age factored into hiring decisions in line with legal requirements?	Yes
Facility Response: Yes		
Verification Selection: Accurate		

✔

Mapping Errors

- According to Turkish local law, an employer needs to contribute mandatory social security funds on behalf of an employee as it is selected in the questionnaire.

- There is no «other» social insurance contribution requirement by Turkish regulation, that's why it is verified as "Accurate".

- If there was any non-compliance, Verifier would have raised the Legal Flag. The Legal Flag was not raised as there was no legal violation of insurance payment and contribution.

WB-WAG-71	Which of the following facility social insurance contributions (both calculations and types required) are in line with legal requirements? (SELECT all that apply with an "X")	
WB-WAG-71-1	Pension/ Provident fund	X
	Facility Response: X	
	Verification Selection: Accurate	
	Verification Data: Document review, Employee interviews.	
WB-WAG-71-2	Medical	X
	Facility Response: X	
	Verification Selection: Accurate	
	Verification Data: Document review, Employee interviews.	
WB-WAG-71-3	Work-related injury/ illness/ death	X
	Facility Response: X	
	Verification Selection: Accurate	
	Verification Data: Document review, Employee interviews.	
WB-WAG-71-4	Unemployment	X
	Facility Response: X	
	Verification Selection: Accurate	
	Verification Data: Document review, Employee interviews.	
WB-WAG-71-5	Maternity	X
	Facility Response: X	
	Verification Selection: Accurate	
	Verification Data: Document review, Employee interviews.	
WB-WAG-71-6	Other	
	Facility Response:	
	Verification Selection: Accurate	
	Verification Data: Document review, Employee interviews.	
WB-WAG-71.1	If other, please describe:	
	Facility Response:	
WB-WAG-71-7	None of the above	
	Facility Response:	

Mapping Errors

If brands communicate with manufacturers before the report is published, the problem can be resolved upfront.

SLCP should inform Accredited Hosts (AH) and brands to make notification regarding cross check questions.

Collaboration is needed between SLCP, AH, Brands & Manufacturers

Verifier should highlight such questions during the verification and notify brands that there is not an issue.

These kinds of misinterpretations do not appear in the Verification Summary part of the SLCP verified report.

THANK YOU!

Brand example

Final Verified Response:

[TER-EMP-1]Is the facility failing to comply with legal requirements regarding worker resignation or termination related to: • prior notice, • workers' opportunity to defend, • valid reasons for termination, • outstanding wages, • termination payments, • termination payments all paid on time, • compensation for unused annual leave, and/or • reinstatement/ compensation orders?
Yes

[TER-EMP-2]Please specify which of the items below apply (SELECT all that apply with a "X")

[TER-EMP-8X]The facility did not comply with any order(s) to reinstate or compensate workers who were found to be unjustly terminated=

[TER-EMP-9]Does the facility comply with legal requirements before suspending workers or reducing the size of the workforce due to economic, technological, structural, operational or other similar changes?
Yes

Correct response by Member:

[TER-EMP-1]Is the facility failing to comply with legal requirements regarding worker resignation or termination related to: • prior notice, • workers' opportunity to defend, • valid reasons for termination, • outstanding wages, • termination payments, • termination payments all paid on time, • compensation for unused annual leave, and/or • reinstatement/ compensation orders?
No OR no applicable legal requirements

[TER-EMP-2]Please specify which of the items below apply (SELECT all that apply with a "X")

[TER-EMP-8X]The facility did not comply with any order(s) to reinstate or compensate workers who were found to be unjustly terminated=

[TER-EMP-9]Does the facility comply with legal requirements before suspending workers or reducing the size of the workforce due to economic, technological, structural, operational or other similar changes?
Yes OR no applicable legal requirements

Verification detail:

1. The factory might have answered incorrectly.
2. The Verifier either did not correct or not confirm by providing additional details.

➤ As we do not have further details, we need to consider as finding.

The importance of data quality

A word on quality

- As part of SLCP data intake, there is also quality review.

- We know that like any audit scheme, there will be verifications with quality defects - we [track](#) SLCP data quality transparently.

- We value feedback, and without it we can only improve based on our scheduled QA activities. Brands have more insights. Ideally every user of an SLCP report would report back on quality to drive our QA data.

- How to report to SLCP on QA:
  - ➢ [General feedback for users of SLCP data](#)
  - ➢ [Complaint about a Verifier or VB/ serious quality issues with report](#)

- If you have a quality review team/ formal mechanism, consider becoming part of the [Stakeholder QA Program](#)

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Purpose of quality assurance

Constant review of mapping methodology

- Identify needs to adjust mapping (e.g., grouping)
- Identify country-specific issues

Verifier feedback

- Identify issues with Verifier / VB quality, such as incomplete details, wrong citing
- Feedback to Sumerra as part of the Stakeholder QA Program

Factory training

- Identify common mistakes in answering the self-assessment

All steps important for improving overall data quality

C&A

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