



FAQ

SLCP and ILO-BW Shared FAQ 2021 Operations

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Section 1: General FAQs - Launch of SLCP in Better Work countries

1- When will the SLCP Converged Assessment Framework (CAF) become available in Better Work countries? Which countries will be included in the 2021 launch?

The SLCP Converged Assessment Framework (CAF v1.4) will be launched with the 'Law Overlay' developed with Better Work, once national constituents (government, employers and workers) have signed off on the new Tool. From that moment onwards, the CAF v1.4 will be available for implementation in all factories





in the country, including non-Better Work-registered facilities. Pending any unforeseen objections from constituents, the following 2021 roll-out timetable is expected. Better Work will do its best to meet agreed upon deadlines but will need to be mindful of changing national priorities and context due to the Covid-19 pandemic.

- ◆ 31 May: Indonesia, Bangladesh
- ◆ 30 June: Vietnam (to reflect the new labour laws)
- ◆ Other Better Work countries: Better Work is beginning consultation on SLCP in Cambodia and Ethiopia alongside development of national level overlays. The programme will review learnings in July/August from roll out in the first three countries before making a final decision on rollout in new countries.

As agreed with SLCP, brands will not introduce CAF v1.4 in BW enrolled factories until the tool is formally approved by constituents. Until the official joint launch, the use of the CAF in non-Better Work facilities in Bangladesh, Indonesia and Vietnam is technically possible but strongly discouraged by both SLCP and Better Work, as it will not yet include the 'Law Overlay' which is essential for compliance determination. Moving forward without sign off from the constituents also risks undermining the consultation process. If brands proceed to use CAF v1.4 in their non-enrolled factories in BW countries, BW would not be formally connected to it.

Better Work will continue to work with SLCP to bring Step 1 of the Data Collection Tool (under CAF) into full alignment with the data sharing needs agreed upon with national constituents. This will include reducing questions in Step 1 and including data points related to social dialogue, management systems and other compliance areas. The updates will be incorporated in v1.5 of the Tool (launch Jan/Feb 2022). These revisions will also be based on constituent feedback upon review of the data collected through the Tool.

2- What does the launch of the Converged Assessment Framework v1.4 with the Law Overlay mean in practice in Better Work countries?

Once the CAF is launched and available in a Better Work country, Step 1 will have a Law Overlay, a guide containing information on core international labor standards, national laws and ILO norms, to support compliance determinations in each particular country.

Both Better Work and non-Better Work facilities will have access to the national Law Overlay, which will also be available via SLCP's Accredited Hosts.



Throughout 2020, ILO-BW and SLCP collaborated to review and update Step 1 of the Tool under the Converged Assessment Framework (CAF) v1.4. As a result of this process, and pending approval from their constituents, Better Work will use the Step 1 of the SLCP Data Collection Tool, which captures data from the Better Work Compliance Assessment Tool (agreed with national constituents in each Better Work country) and includes essential data points to determine compliance with national laws and international labor standards. It will be possible for facilities to share their data from a Better Work assessment through the SLCP Gateway to share with business partners on other platforms.

3- When will the SLCP Converged Assessment Framework v1.4 become available in non-Better Work countries?

SLCP will launch the CAF v1.4 in all of the non-Better Work countries where the CAF v1.3 was available at the end of March 2021. At the same time, SLCP will launch operations in approximately twenty additional countries. For a list of countries where SLCP is active and further information, see the [SLCP Gateway](#).

4- Will the Law Overlay also be available for SLCP assessments in non-Better Work countries?

Not yet. In 2021, the Law Overlay will only be available for select Better Work countries, following agreement with national constituents. Over time, SLCP will introduce Law Overlays in other countries. Better Work will support the development of overlays for other Better Work countries and will explore how to support overlay development for non-Better Work countries in the next iteration of Step 1 of the Tool. It is important to Better Work and SLCP that national constituents, along with other industry actors, trust in the Tool and data and see that their feedback is also incorporated. Once Step 1 of the Tool (under CAF) is optimized through this initial implementation period, Better Work anticipates it will be more manageable to support updates and scaling of the Tool to other Better Work countries. At that point, the ILO may be in a position to support development of Law Overlays in non-BW countries, on the condition that such a future version of the Tool (v1.5) reflects its needs in relation to laws, ILS and social dialogue data.



5- How can a facility in a Better Work country complete their assessment and share its data through SLCP?

Participation in the SLCP will depend on which category a facility falls into:

- ◆ **Facilities that are enrolled** in the Better Work program: can complete a Better Work assessment and share their data through the SLCP Gateway. Section 2 of these FAQs apply to facilities in this category.
- ◆ **Facilities that are not enrolled** in the Better Work program: can follow the standard SLCP assessment process explained on the [SLCP Helpdesk](#) and share data with the Gateway consequently.

Factories wishing to enroll in Better Work for the purposes of data sharing via SLCP will be able to do so according to the agreed rollout schedule in each Better Work country. In such cases they should contact the relevant Better Work country programme.

6- Can non-Better Work facilities share their SLCP-verified assessment data to the Better Work program?

Not yet. Only assessments conducted by Better Work will be available on their platform, and facilities will have the option to share this assessment data with SLCP Accredited Hosts via the Gateway. If and once a future version of the Tool will reflect ILO needs—in relation to law, social dialogue and management systems data--Better Work will assess if it can accept data from SLCP approved Verifiers.

7- Will other SLCP-approved Verifiers operate in Better Work factories and countries?

No. SLCP-approved Verifiers will not operate in Better Work factories. The Better Work assessment will replace any other verification at the facility. However, SLCP is approving other organizations as Verifier Bodies in Better Work countries, in order to cover factories not enrolled in Better Work.



8- How do BW and SLCP engage?

As an ILO programme, Better Work cannot be a signatory to SLCP. As such, Better Work engages with SLCP in the development and use of the Tool (Step 1) without being bound to its protocols or to mirroring SLCP roles for verifying bodies, accredited hosts and verification oversight organisations.

Section 2: FAQs for facilities that are enrolled in the BW program and would like to share their BW assessment data via the SLCP Gateway

1- How does a facility register with both SLCP and Better Work?

Factories wishing to enroll in Better Work should contact the relevant Better Work country program. For facilities that are already registered in the Better Work program, Better Work will progressively introduce the new Tool (v1.4) into its assessments, from 31 May onwards in Indonesia and Bangladesh (tentative pending consultation of constituents), and 30 June in Vietnam (tentative pending consultation of constituents) . We recommend that factories that would like to share their BW assessment data via the SLCP Gateway register in the Gateway in the first month of the Better Work service cycle. Instructions on how to do so are available [here](#).

2- Does the facility have to pay to register with both SLCP and Better Work?

Factories continue to pay for their regular factory service from Better Work. There is no fee for facilities to register in the SLCP Gateway. Some SLCP Accredited Hosts may charge a fee to facilities who wish to share a verified assessment on their platform. More information about Accredited Host fees can be found [here](#).



3- What will the assessment process look like for Better Work facilities that wish to share data via the SLCP Gateway?

Better Work will continue to follow its existing assessment process, which guarantees the program's credibility and has been accepted by the ILO and national constituents where the program operates.

After registering with both Better Work and SLCP Gateway, the facility can complete the SLCP self-assessment of Steps 1, 2 or 3 if their buyers request it. Better Work will encourage bipartite committees to contribute to completing SLCP self-assessments. Better Work will support the committees to build their capacity and, where possible, support on key questions related to OSH, social dialogue, industrial relations and grievance systems, and on ensuring worker perspectives are incorporated.

Better Work will conduct factory assessments to provide data regarding the Step 1 questions that the facility has used for their self-assessment. They will have access to the factory self-assessment response on Step 1 as a source of information during the assessment.

4- What type of data will be collected during the Better Work assessment and how will it differ from what has previously been collected during a Better Work assessment?

BW will continue to collect the same information and will keep its current process and approach intact. Step 1 of the SLCP Data Collection Tool covers all the areas (both compliance and basic information) covered in Better Work's existing Compliance Assessment Tool. At a technical level, changes have been made to Better Work's Tool to support data sharing. Some questions have been worded slightly differently; some questions have been broken down into more granular data points for enhanced data usability by SLCP, partner brands, constituents and other actors. In this current version of the Tool, Better Work will collect some additional data in relation to national labor laws or social dialogue and management systems that are not yet accommodated in the SLCP Tool. This data will be available on Better Work advisory reports and will be mapped and included in the next iteration of the Tool (v1.5).



5- How will the assessment be done in Better Work facilities using Tool v1.4?

Better Work will follow its existing process and will keep its general service model intact. SLCP and BW have jointly concluded that BW's assessment process and quality assurance framework is at minimum on par with SLCP's verification protocol and oversight mechanism. In this context, the Better Work assessment data and SLCP verification data can be considered comparable, regardless of unique processes. While Better Work teams will have visibility over the self-assessed data during the assessment, they will conduct an independent assessment. Better Work will not verify self-assessments and will not act as a verifying body.

Better Work has not contributed to the content of Step 2 and Step 3, and does not assess against Steps 2 and 3 of CAF v1.4. For Steps 2 and 3, the Better Work system will allow factory self-assessed data to be entered on the Better Work platform and transmitted to the SLCP Gateway (should the factory wish).

6- How can Better Work assessment data be accessed by BW and SLCP users?

Better Work will continue to post assessment reports on the Better Work portal. If the facility wishes, Better Work facilitates submitting data from its assessment to the SLCP Gateway. Manufacturers participating in the SLCP can determine in the Gateway which Accredited Hosts and other SLCP users they would like to share the data with. While Better Work will not formally take the role of an Accredited Host, they have adapted their IT systems to support data sharing accordingly.

7- How will assessment data from Better Work factories be protected (on both the Better Work platform and the SLCP Gateway)?

Better Work data is protected under Microsoft Azure cloud services managed by the United Nations International Computing Centre. Data that is shared with the SLCP Gateway is encrypted and can only be accessed by authenticated users. The SLCP CAF v1.4 Step 1 data is shared with the Gateway, operated by ITC under the same UN protection rules.



8- How will assessment data be used in the Better Work program?

All assessment data generated from Better Work factories will continue to be used by Better Work to measure compliance, support research, encourage transparency on working conditions and inform national and global policy discussions and collective action. This will be done in collaboration with SLCP and ITC where relevant.