



Data sharing via SLCP in context BW factory services Frequently Asked Questions

Updated July 2021

This document provides an overview of Frequently Asked Questions in regard to the Better Work collaboration with the Social and Labour Convergence Programme (SLCP). It is divided into two parts:

- ♦ Section One: Information relevant for all buyers engaged with Better Work about why we are collaborating with SLCP and any changes they can expect to see.
- ♦ Section Two: Information likely of interest to SLCP signatories, on how the Better Work and SLCP frameworks will work together.

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Section One: Overview of SLCP-Better Work Collaboration and Impact on Better Work Services

1. How have SLCP and Better Work been engaging to date?

Better Work has provided both strategic and operational advice and feedback to the SLCP Tool and Verification Protocol development processes since 2017.

The ILO, represented by Better Work, sat on the Steering Committee (SC) of the SLCP as a non-voting international observer (similar status to OECD) from 2017 until 2019. This enabled the ILO to provide advice on the application of ILO principles and standards, encourage tripartite engagement, stay abreast of developments and monitor potential impact on the ILO, in particular with regard to Better Work. The ILO stepped off the Steering Committee in 2019, but Better Work continued to test the SLCP tools.

In 2019, Better Work and SLCP conducted a joint pilot in Indonesia to test the tool under the SLCP Converged Assessment Framework (CAF v1.3) and evaluate if it could provide comparable data to the Better Work Compliance Assessment Tool, as per Better Work's agreement with tripartite constituents and under its mandate within the ILO. In turn, an objective was to understand if the tool could potentially be used in the Better Work service model. The pilot identified the following key issues: (i) the number of data points in the tool needed to be reduced to produce credible and actionable data; (ii) the tool needed to be able to measure compliance with international labour standards (ILS) and national labour laws; (iii) the framework needed to acknowledge and respect the role of national governments to protect the rights of citizens and regulate compliance; and (iv) the tool and framework should include consultation with and incorporate feedback from the government and global and national social partners, including workers and their representatives at the factory and sectoral levels.

In early 2020, the SCLP Council unanimously agreed to address Better Work concerns and recommendations. In turn, Better Work agreed to support development of a revised Step 1 tool (CAF/Tool 1.4) that aligns with the data commitments between the ILO and the tripartite



constituents in terms of alignment with ILS and national labour laws, measures compliance, and is shorter in length. On that basis, the tool would likely have broader buy-in from constituents, produce more credible and actionable data, and be more scalable by Better Work. The focus of collaboration for 2020/2021 is on:

- ♦ **Tool:** Aligning the data needs agreed between the ILO and constituents into the SLCP assessment tools to meet the needs of ILO constituents, Better Work partners and SLCP signatories.
- ♦ **Protocol & Guidance:** Better Work is not able to adjust its process to the protocols of the SLCP as these have not been approved within the ILO, but Better Work has agreed to provide advice and guidelines to SLCP on the verification protocol and specifically how to include workers more in the self-assessment and verification processes. Better Work would also explore how bipartite committees could be used to support the self-assessment process and build greater supplier ownership.
- ♦ **Consultation:** Facilitating consultation with national constituents (in Better Work programme countries) and for SLCP to hear constituent views and incorporate their feedback.
- ♦ **Roll-out:** 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.

Further information on implementation time frames is included below.

2. What tool will Better Work be using in the future?

Better Work will use Step 1 of the CAF/Tool 1.4 to the extent it captures data from our own Compliance Assessment Tool (CAT) and includes essential data points to determine compliance with national laws and international labour standards. It will be introduced progressively for Better Work assessments from Q1 2021 in countries, subject to constituent priorities and needs (see below for country roll-out plans).

Step 1 will include a national law overlay (containing guidance on core international labour standards, national laws and ILO Norms), to support compliance determinations in each Better Work country.

Better Work has not contributed to the content of CAF Step 2 and Step 3, and will not assess against these steps. The Better Work platform will allow factory self-assessed data for Steps 2 and 3 to be entered and transmitted to the SLCP Gateway. Better Work will encourage bipartite committees to complete the full self-assessments and support them where appropriate. SLCP will accept such Step 2 and 3 data as an 'enhanced self-assessment'. See question 22 in Section 2 for more details.

Better Work will also provide information on social dialogue and management systems separately through its own reporting.



During 2021, SLCP and Better Work will make further improvements to the tool, including identifying whether some aspects of Step 2 can be integrated into Step 1 of a Version 1.5 tool to be released in 2022.

3. How is Step 1 of CAF/Tool 1.4 different from Better Work's existing Compliance Assessment Tool and how will this affect companies that are not part of SLCP?

In general, Better Work continues to collect the same information and will keep its current process and approach intact. The 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 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. The tool also contains additional data points requested by brands. Social dialogue and management systems questions from the Better Work Compliance Assessment Tool are currently not mapped to the SLCP framework but will be aligned and moved to Step 1 for v1.5 of the tool.

4. Why is Better Work consulting with national constituents on the SLCP CAF 1.4?

Better Work is required by its ILO mandate to consult with governments, employers and workers in the countries where we work on our tools, data, reporting and methodologies. ILO constituents, including factories and workers, are the main stakeholders and beneficiaries of the programme. This consultation on SLCP CAF 1.4 is therefore an essential step to gain buy-in and credibility for the tool. Better Work has been consulting with national constituents on the rationale behind the tool and how they could potentially benefit from having a greater role in the governance of the data to strengthen national compliance and enforcement mechanisms. Better Work is coordinating with SLCP during the consultation process and inviting them to discussions where relevant; Better Work is also sharing any fundamental concerns put forward by national constituents as early as possible. Critical issues raised by constituents must be addressed prior to use of the tool by Better Work in each country. Additional constituent feedback this will be incorporated into the tool and approach during scheduled tool revisions.

5. Will Better Work's Assessment process change?

No. Better Work will continue to follow its existing assessment process, which guarantees the programme's credibility and has been accepted by the ILO and national constituents where the programme operates.



6. How soon after a factory has enrolled in Better Work will its data be released via the SLCP Gateway?

After data sharing has been launched in a given Better Work country programme, data from SLCP compatible assessments can be released via the SLCP Gateway within 4 months.

During the initial advisory period of 3 months (prior to the assessment), as well as supporting factories in setting up worker-management committees and self-diagnosing issues (as per our usual service), for factories interested in SLCP Better Work will facilitate collaboration between management and worker representatives in bipartite committees to provide credible information through the SLCP self-assessment as part of our strategy to build factory capacity to identify and remediate improvement areas. Better Work recommends that factories take between 60-80 days to populate the SLCP self-assessment to allow sufficient time for this process to be done thoroughly prior to the assessment.

Following the unannounced assessment Better Work will release assessment data in 28 days. SLCP will release data via the Gateway 15 days afterwards.

7. Will Better Work continue to gather information on social dialogue and management systems in the assessment?

Yes. Better Work will continue to gather information in relation to social dialogue and management systems in our assessments and include the data in its reports even though it is not currently in CAF/Tool 1.4. This will be reconciled in version 1.5 of the tool.

8. Will other Better Work factory operations and/or timelines change?

No. To promote sustainable improvements, social dialogue and transparency, Better Work will maintain its existing factory service model including training, advisory, public reporting and differentiation, and follow existing timelines for delivery of those services. Assessment findings will continue to be reflected in factory improvement plans and linked to advisory and training services.

Better Work will continue to use the bipartite worker-management committees to oversee improvement plans and remediation issues and continue to follow existing protocols agreed



with national constituents (e.g. the reporting of zero tolerance issues and persistently non-compliant factories to the labour inspectorate).

9. What will this mean for Better Work's approach to identify High Performance Factories?

Better Work will continue to use the same criteria and process (including collecting information on management systems, social dialogue and learning that goes beyond that in the CAF/Tool 1.4) to identify and monitor progress of High Performance Factories.¹ Factories that currently have High Performance status will retain that status. A more complete alignment of data will be reflected in Step 1 of v.1.5

10. If a factory is not involved in SLCP, do they need to fill in the SLCP self-assessment?

No. A factory not involved in SLCP does not need to fill in the SLCP self-assessment but would conduct the Better Work self-diagnostic process and follow the normal Better Work process as usual, including receipt of a traditional assessment report. Although Better Work will not verify the self-assessment data during the assessment, the way SLCP is set up necessitates that the SLCP self-assessment is completed prior to the Better Work assessment. Factories not sharing data via SLCP can skip the SLCP self-assessment .

11. What will Better Work reports look like, how will they change?

Better Work will continue to post assessment reports on the Better Work portal. Better Work assessment reports will continue to report on non-compliance findings in a similar format to now but these findings may be presented differently given the availability of more granular data. For all partners (regardless of SLCP participation), reporting and data-sharing options are subject to some change in any case as Better Work is transitioning to a new IT platform. On this new Better Work platform we will continue to present data in a continuous improvement format but will also ensure that data from advisory and training services can be paired with assessment data. On the new platform, data can be delivered via a standard report, a dashboard builder, and as raw data through an API.

12. How will Better Work data be protected?

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

¹ Better Work has a framework in place to identify factories with high levels of compliance, sustainable systems and advanced worker-management dialogue. High-performing factories are highlighted in the Better Work Buyer Portal with a description of the criteria and how they met them. Better Work currently has 11 High Performance Factories.



shared with the Gateway, operated by the International Trade Centre (ITC) under the same UN protection rules.

13. How will Better Work assessment data be used?

All data generated (including SLCP data), will continue to be used by Better Work to measure compliance, support research, encourage transparency on working conditions and provide an evidence base to inform national and global policy discussions and collective action. This will be done in collaboration with SLCP where relevant.

Better Work's vision is to promote data sharing between industry actors. Better Work's infrastructure currently supports direct data sharing with the SLCP gateway, but has also been set up to enable data sharing with other actors (e.g. national partners, manufacturers and others)..

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 with which Accredited Hosts and other SLCP users they would like to share data. While Better Work will not formally take the role of an Accredited Host, Better Work has adapted its IT systems to support data sharing accordingly.

14. Will Better Work's Public Reporting be affected?

No. Better Work will continue to apply the same criteria for public reporting and will publically report in the same way as now.

15. What data will national constituents have access to and how?

National constituents will continue to have access to Better Work consolidated data in the same way as now.

How to make data collected through the SLCP framework accessible to national governments and social partners is still to be determined and is part of constituent consultation. Better Work's vision is to unlock data and build the capacity of national constituents to utilize such data.

16. How can factories that are not yet in Better Work enroll in Better Work?

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.



Facilities that are enrolled in the Better Work program can complete a Better Work assessment and share their data through the SLCP Gateway.

17. Is it mandatory for Better Work factories to participate in SLCP?

No. Factories can choose whether they wish to participate in SLCP.

18. Will the Better Work pricing model for factories change in 2021?

Better Work services for factories and associated pricing will remain the same in 2021. Better Work has made a significant investment in this collaboration to ensure that our services and IT system support data harmonization and sharing, but is not passing these costs onto factories.

19. How will Better Work communicate ongoing progress with the SLCP?

At the global and country levels, Better Work will continue to host regular webinars to keep brands and factories abreast of developments and will post regular information on our website.

20. Will Better Work inform factories which brands accept SLCP data and vice versa inform brands which factories are in SLCP?

SLCP and brands should update factories directly on whether they accept SLCP. A list of brands accepting SLCP can be found at <https://slconvergence.org/signatories/>.

Likewise factories that are part of SLCP should let brands know this directly.

Section Two: Detailed Information on how SLCP and Better Work approaches work together (for SLCP Signatories)



21. Is there a plan to train Better Work factories on the SLCP approach?

Following the process of national consultations, Better Work will host a series of online webinars to walk Better Work-enrolled factories through the process to explain the steps that would need to be taken if factories choose to share assessment data via SLCP. Aside from this, Better Work will not run factory training on the SLCP approach. Factories participating in SLCP requiring training on the SLCP framework should contact SLCP. Better Work will be exploring approaches to support factories in the SLCP self-assessment, with a strong focus on building capacity of bipartite committees in factories to work on sustainable compliance.

22. What will happen with SLCP if Better Work can't do in-person assessments due to Covid-19?

Better Work has adopted a global Covid-19 Factory Service model that is applicable until 31 December 2021, and possibly longer, contingent on the evolution of the pandemic. Where national regulations and factory conditions allow, Better Work will continue to offer assessments, although the focus and mode of delivery may vary depending on what is possible and appropriate. Under exceptional circumstances, when Better Work staff cannot travel to factories for extended periods of time, Virtual Compliance Checks (VCCs) will be utilized. VCCs include a subset of questions from each compliance cluster, issues subject to public reporting on Better Work's Transparency Portal, and Covid-19-related questions (all where remote data collection and triangulation is possible). VCCs will be done in conjunction with advisory services and worker engagement tools to ensure triangulation of issues and to support factories in addressing them through continuous improvement and social dialogue.

A part of Better Work's Covid-19 risk mitigation strategy to ensure continuity of SLCP roll-out during the pandemic, brands and SLCP have agreed to accept VCC data where Better Work is unable to visit factories on-site. How will Better Work support SLCP self-assessments and ensure worker voice?

Factories registered with Better Work will be able to conduct self-assessments of Steps 1, 2 and 3 if their buyers request it. Better Work will encourage bipartite committees to complete SLCP self-assessments. Better Work will support the committees to build their capacity and, where possible, support on key questions on OSH, social dialogue, industrial relations and grievance systems, and on ensuring worker perspectives are incorporated.

Better Work will not verify the SLCP self-assessment provided by the factory; it is not considered an SLCP verifier. Better Work cannot provide verified self-assessed data (only assessment data). However, Better Work will have access to the factory self-assessment response on Step 1 as a source of information during the assessment. Brands should refer to Better Work assessment reports for non-compliances identified during SLCP self-assessment process.

To assist SLCP in implementation beyond the scope of Better Work, Better Work is advising SLCP on ways to engage workers in the self-assessment.



23. How can data from Better Work assessments be used alongside SLCP self-assessments?

Better Work assessment data will be available on the Better Work portal. Better Work will not verify SLCP self-assessment data but will use this as an additional information source when conducting assessments. Better Work will also allow factory self-assessed data to be entered on the Better Work platform and transmitted to the SLCP Gateway if factories have been requested to do so by their customer.

24. How does the SLCP self-assessment link to Better Work's existing self-diagnosis process?

In order to promote factory ownership and social dialogue, Better Work guides factories to self-diagnose their issues/challenges prior to the assessment. Inputs from the self-diagnostic process are combined in the Improvement Plan with findings from the Better Work assessment, resulting in a shared baseline for the improvement process. For factories involved in SLCP, Better Work will encourage factories to apply the self-diagnostic methodology in the SLCP self-assessment with a central role for the bipartite committee. Better Work will support factories in the SLCP self-assessment in areas where synergies are possible. Better Work will support factories in populating the self-assessment by facilitating the bipartite committees of management and worker representatives to work together to provide credible information through the SLCP self-assessment, and to contribute to greater capacity at factory level to identify and remediate improvement areas through a process of social dialogue.

25. What if Better Work finds issues during the assessment that were not reported by the factory during the SLCP self-assessment process?

In line with Better Work's existing process, any issues identified in the assessment will be included in Better Work reports and integrated into Improvement Plans. Issues subject to public reporting will be posted on the Better Work Transparency Portal according to existing protocols.

26. If a factory is already registered with Better Work and would now like to share verified data through the SLCP system – how do they do this?

The factory must register at the [SLCP Gateway](#). Upon registration, select Better Work as the "Verifier Body". If this is done prior to the Better Work assessment, and if the factory has submitted its self-assessment to SLCP, data from the assessment will be shared through the SLCP Gateway.



27. What if a factory requests to share assessment data in the middle of the cycle (due to customer request)?

A factory can share assessment data through the SLCP Gateway with a customer after the Better Work assessment has been carried out if the following conditions are met:

The factory has registered with SLCP and confirmed in the SLCP Gateway that Better Work assessment data can be shared via the SLCP Gateway prior to the assessment.

The factory has submitted the SLCP step 1 self-assessment in the Better Work platform prior to the Better Work assessment.

The factory has given the concerned brand permission to access their data through the SLCP Gateway (this can be post-Better Work assessment).

Better Work recommends that factories with an interest in data sharing through the SLCP system register in the SLCP Gateway as early as possible in the process, and at the latest in the first month of the new Better Work service cycle. When registering in the SLCP Gateway, the factory must identify Better Work as the assessment body.

In case the factory has not registered in the SLCP Gateway prior to the Better Work assessment, Better Work will continue the current cycle as normal to avoid disruption and duplication. The factory can register for SLCP in the next cycle and release its next cycle assessment data via the SLCP Gateway.

28. Are the Better Work and SLCP service timelines aligned?

Better Work will continue to follow its existing service timelines for factories already enrolled in the programme. Factories must submit their self-assessment to the SLCP Gateway prior to the Better Work assessment. SLCP will not be able to accept Better Work assessment data if the SLCP self-assessment has not been submitted by the factory beforehand.

29. Can Better Work accept SLCP verified data from other verifying bodies?

Better Work is currently not in a position to accept data from audits/verification by verifying bodies or second/third party auditors in our platform at this time. Existing SLCP self-assessments cannot be loaded onto the Better Work system.



30. Will there be an indication in Better Work reports as to whether findings are Better Work or SLCP?

No. All findings will be combined in Better Work reports.

31. Can brands identify Better Work factories that are participating in SLCP on the Better Work portal?

No. This will not be indicated on the Better Work portal. Brands will need to cross check this information with SLCP.

32. How will the assessment data be stored and shared with SLCP?

Better Work will continue to post assessment reports on the Better Work portal. Better Work can also send data from its assessment to the SLCP Gateway and allow factory self-assessed data to be entered on the Better Work platform and transmitted to the SLCP Gateway.

33. Can SLCP brands access SLCP Step 1, Step 2 and Step 3 data through the Better Work Portal?

Compliance data falling under Step 1 will be visible on the Better Work Portal. Better Work assessment data will continue to be available in the Better Work Portal alongside advisory and training data. In 2022 Better Work will introduce direct data sharing (API) with partner brands and data will also be available to Better Work partners via an online dashboard. Better Work is exploring whether it is possible to automatically incorporate SLCP self-assessment data for Steps 2 and 3 into the Online Improvement Plan but will not be assessing this data.

34. When will the Step 2 and 3 self-assessment functionality be built into the Better Work system?

Better Work is currently enhancing its data platform and aims for Step 2 and 3 functionalities to be operational according to the same timeframes for roll out of the shared tool in Better Work countries (subject to constituent approval).



35. Once the information is shared to the SCLP Accredited Host, how will the factories control who can see their data?

Factories participating in data sharing through the SLCP Gateway can define in the SLCP system which parties will have access to their data. Please refer to SLCP for further information.

36. Can a factory use the data from the Better Work assessment in place of other assessments or for other clients (e.g. FSLM)?

Facilities can use the SLCP gateway to reshare the SLCP verified data to other Accredited Hosts. For FSLM/Higg Co. specifically the facility can share their verified SLCP data to their Higg account via the SLCP Gateway. If a factory already registered with SLCP plans to join Better Work, it should share its SLCP Gateway ID with Better Work. Better Work will then manually add their SLCP registration into the Better Work system to support data sharing. For more information contact SLCP.

37. What will happen with existing Better Work factories that register with SLCP?

Better Work is asking partner brands to continue with the Better Work process in all factories currently registered in the Better Work programme. As soon as the tool is ready in each country, Better Work will progressively introduce it into its assessments over the next cycle.

On a rolling basis, Better Work provides SLCP with a list of all enrolled Better Work facilities to refer to when approving Gateway accounts.

38. What can SLCP buyers do with factories in Better Work countries that Better Work cannot enroll (due to scope or capacity constraints)?

Where Better Work is not able to enroll a factory (either because it is beyond the scope of the Better Work programme or we do not currently have the capacity to enroll it), brands can define alternative plans (as they do in other cases where Better Work cannot enroll a factory) including registration with SLCP. Once capacity is open within Better Work, partners are asked to enroll factories into the programme.

To ensure brands have accurate information on which factories Better Work can enroll, brands are requested to ensure their factory lists are kept updated on the Better Work portal. In 2021, Better Work and SLCP will explore how exchange of information on eligible factories between both initiatives could be automated.



39. Will factories that want to participate in Better Work and SLCP need to double register?

Yes. Better Work and SLCP currently do not have a coordinated process in place for factories to register simultaneously. Better Work recommends that factories with such interest register in the SLCP Gateway in the first month of the Better Work service cycle. Better Work is exploring whether the process for Better Work enrolled factories can be streamlined between both organizations, in order to skip this additional step for factories in the future.

40. Will other SLCP verifiers operate in Better Work factories and countries?

No. SLCP verifiers will not operate in Better Work factories. The Better Work assessment will replace any other verification at the facility. However, SLCP is accrediting other organizations as verifying bodies in Better Work voluntary countries in order to cover factories that Better Work cannot currently enroll. Once capacity is open within Better Work, partners are asked to enroll factories into the program.

41. How will Better Work and SLCP engage national constituents?

In all Better Work countries, Better Work consults with national constituents and will facilitate SLCP consultations to inform them about the SLCP and gather their inputs for any suggested changes.

It is of critical importance that national constituents are able to decide how they may or may not want to use the tool, including the possibility of taking a central role in the governance and implementation of the tool to strengthen national compliance and enforcement mechanisms and to promote stronger national governance of global supply chains.

National partners in Bangladesh, Indonesia and Vietnam, including governments, employers, and unions – have provided inputs to Better Work on SLCP. Better Work will begin consultation on SLCP in Cambodia and Ethiopia alongside development of national level overlays. The program will review learnings after the roll out in the first three countries before making a final decision on rollout in additional countries.

42. How and when will SLCP be introduced into Better Work countries?

Once national and ILO constituents have confirmed that Better Work can proceed with roll out in a country, Better Work needs at minimum four months to complete the following steps prior to implementation:

- ♦ Obtain support from constituents for data sharing with SLCP, and integration of constituent feedback into the shared tool national overlay



- ◆ On boarding of Better Work teams
- ◆ Better Work-SLCP joint introduction (via webinars/meetings and written materials) of the tool and process to factories and local brand representatives

Following feedback from constituents, the 2021 roll-out timetable is as follows:

- ◆ 31 May: Indonesia, Bangladesh
- ◆ 30 June: Vietnam (to reflect the new labour laws)
- ◆ Other Better Work countries: Better Work will begin 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.

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.

43. How will SLCP be rolled out in non-Better Work countries?

In countries where Better Work does not have a programme, SLCP will progressively introduce CAF/Tool 1.4. Better Work will provide SLCP with guidance on the process for developing the national overlay to ensure that the tool can be used for compliance determinations with national law. For more information on roll out in non-Better Work countries, contact SLCP directly.

44. What if a factory has registered with SLCP and paid their fee but is later asked to join Better Work by a customer?

If a factory already in SLCP wishes to join Better Work, it should register with Better Work and confirm through the SLCP Gateway that it would like to share Better Work assessment data through SLCP. The factory will be charged as usual for the standard Better Work factory service.

45. Do Better Work factories need to pay for SLCP verification/data from Better Work?

Factories continue to pay for their regular factory service from Better Work, but they do not pay any additional fees to Better Work for the SLCP data.

46. Will Better Work inform factories which brands accept SLCP data and vice versa inform brands which factories are in SLCP?



No. SLCP and brands should update factories directly on whether they accept SLCP. A list of brands accepting SLCP can be found at <https://slconvergence.org/signatories/>.

Likewise, factories that are part of SLCP should let brands know this directly.

For questions on how to enroll factories in SLCP, training for factories and verifiers, SLCP pricing and data sharing systems, etc. please contact the SLCP helpdesk:
<https://slcp.zendesk.com/hc/en-us>