

INCLUSIVE LABOR MONITORING ACTION NETWORK

**BUSINESS—CIVIL SOCIETY
COLLABORATION TACKLING
FORCED LABOR & HUMAN
TRAFFICKING
THROUGH WORKER VOICE,
PARTNERSHIP & INNOVATION**



WHAT IS INCLUSIVE LABOR MONITORING?

Inclusive Labor Monitoring (ILM) is a worker voice-centered tech system and multi-stakeholder collaboration platform equipping global brands and retailers, suppliers, recruitment agencies, and government with the tools to drive more ethical supply chains and engage meaningfully with workers and civil society.

On the tech side, ILM is a secure, cloud-based case management system for the real-time monitoring of worker-validated labor recruitment and working conditions, spanning origin and destination countries. On the human side, ILM brings together NGOs, trade unions, recruitment agencies, suppliers, brands and retailers, workers and even the public in a groundbreaking and systematic way to work toward the common objective of identifying and reducing human trafficking and forced labor in global supply chains.

INCLUSIVE LABOR MONITORING IS TRULY INCLUSIVE IN BOTH THE DATA IT TRACKS, AND THE RIGHTSHOLDERS & STAKEHOLDERS THAT IT ENGAGES AND BRINGS TOGETHER.



WHO IS IN THE ACTION NETWORK?

The ILM Action Network includes all the actors that actively track and respond to worker-reported issues and requests for assistance. Safeguarded, empowered worker voice is at the center of the ILM and the Network. ILM as a software system has user interfaces, data, and dashboards for:

WORKERS: SAFEGUARDED, EMPOWERED & AT THE CENTER

Prospective migrants and workers call and message the ILM Network's multi-lingual worker voice channels to report labor abuses or request information or assistance—raising whatever concerns they choose, when they choose.

Some workers and community leaders also serve as mobilizers, actively educating and empowering workers with know-your-rights information, and helping fellow workers with organizing to communicate grievances to their employers, recruiters, or local government authorities.



CIVIL SOCIETY ORGANIZATIONS (CSOs) (NGOs & TRADE UNIONS)

Trusted frontline service providers lead outreach and empowerment efforts in origin and destination communities, and manage the worker voice channels, logging the cases in ILM and safeguarding workers if/when needed.

Participating CSOs (see updated list of NGOs and trade unions at www.workervoices.org) must commit to empowering approaches to supporting migrants and workers, and collaborating with business to improve recruitment and working conditions, with no naming and shaming.



RECRUITMENT AGENCIES

These registered businesses operate in both origin and destination countries, managing the in-country and international recruitment of workers—typically (though not always) according to the terms, conditions, and requirements set by the hiring employers. Recruitment agencies and CSOs in the Network collaborate in novel ways to educate and empower jobseekers, detect and intervene on illicit brokers, and match the best fit, qualified candidates to decent jobs at participating supplier sites.





SUPPLIERS / EMPLOYERS & INDUSTRY ASSOCIATIONS

ILM tracks suppliers' worker-reported issues in their workplaces and upstream supply chains, and how well these issues are being remediated. Suppliers and industry partners can log in to ILM and/or collaborate with ILM Network CSO members to understand and respond to the worker-reported issues. In ILM they can also plan and track the progress of open cases, policy and systems strengthening activities, recruitment processes in Golden Dreams, and trends over time.



BRANDS, RETAILERS, IMPORTERS & GLOBAL BUYERS

Issara Strategic Partners have dashboards to monitor the worker-reported issues in their supply chains, and how their suppliers are responding to them. This is a great entry point for ongoing worker voice engagement and supplier assessment in the spirit of human rights due diligence (HRDD). Worker-reported issues needing closer attention are escalated to the brand/retailer, with Issara-managed opportunities to engage in both individual and collective remediation efforts.



ILM ACTION NETWORK

- BETTER BUSINESS INTELLIGENCE
- MEANINGFUL, ONGOING WORKER ENGAGEMENT
- MORE ETHICAL BUSINESS PRACTICES
- BETTER LABOR CONDITIONS ACROSS ENTIRE SUPPLY CHAINS
- RESULTS FOR WORKERS, RESULTS FOR BUSINESS

THE RESULTS ARE CLEAR:

SAFEGUARDS, SECURITY & TRUST ARE NEEDED TO SHINE A LIGHT ON TRUTH AND TO GET GOOD, ACTIONABLE DATA

Inclusive Labor Monitoring helps businesses and governments find the truth regarding labor issues and risks that audits and inspections are not finding. Few so-called ‘worker voice tech tools’ can claim this (Rende Taylor and Shih 2019).

In 2022–2023, the ILM Network’s worker voice channels received **15,000–20,000 calls and messages per month**—more than the U.S. and U.K. national anti-trafficking hotlines combined.

These calls led to the **identification and remediation of 89,977 worker-reported labor violations** (as of 11/2023), with the outcomes and quality of remediation validated by both business and workers independently. While suppliers and recruitment agencies took action in most of these remediations, some also involved the positive actions of government as well.

WHY DO SO MANY WORKERS CALL THE ILM WORKER VOICE CHANNELS AND USE GOLDEN DREAMS VS. THE SMARTPHONE APPS AND TOOLS OF OTHERS?

INCLUSIVE & SERVICE ORIENTED

The ILM Network serves all job seekers, foreign migrants, and local workers, all the time – we do not limit our support to only the workers in a certain company’s or industry association’s supply chain.

SPANNING ORIGIN & DESTINATION

We are on the ground, connected to, up to date on, and trusted by communities in origin and destination.

SUPERIOR DATA, SUPERIOR RESULTS

Businesses can learn and continuously improve their human rights response from ongoing origin-to-destination worker voice insights. Our remediation and referral protocols can engage government as well as business, as government has responsibilities too.

SAFE

We are serious about safeguarding exploited workers and their data.



JOIN THE NETWORK!

CHECK OUT THE REAL-TIME WORKER VOICE METRICS, SEE THE UPDATED LIST OF CSO PARTNERS & GEOGRAPHIES COVERED, AND/OR SEND US A MESSAGE AT

WWW.WORKERVOICES.ORG

