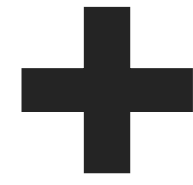


EMPOWERED WORKER VOICE



**DEMOCRATIZED,
ONGOING,
WORKER-LED
FEEDBACK**



**RESPONSE TO
WORKER
FEEDBACK**



DEMOCRATIZED

All workers can voice their perspectives themselves, directly. Emphasize access by and trust of all groups - by nationality, ethnicity, genders, and education.



AVOID: Overlooking differences in access to worker voice that can lead to discrimination, exclusion, and a systemic lack of protection.



ONGOING & WORKER-LED

Ongoing communications exchange with workers, on topics that workers choose to raise. Awareness raising and training ensures that workers are fully aware of their rights, and channels for remediation if needed.



AVOID: One-off or intermittent collection of worker data on topics selected by business or auditors, without also having an open worker voice channel for workers to feel welcome to raise topics of their own interest.



APPROPRIATE TECH

Using tech and channels that workers prefer ensures that workers can easily communicate requests and regular feedback regarding changing conditions, needs, and priorities.



SAFEGUARDS

Fully acknowledge the primacy of do-no-harm, the responsibility of business to respect workers and their rights, and the vulnerability of workers with grievances to threats and retaliation.

Worker voice channels and grievance mechanisms should be safe for all, ensuring privacy, confidentiality, and a swift, professional remedy with zero tolerance for retaliation.



RESPONSIVE ACTION

Worker feedback is responded to by management in a meaningful, safe, and timely manner, and workers are kept updated on remedy plans and actions.



AVOID: Collecting feedback from workers for due diligence or compliance purposes without having a remediation mechanism in place. Ensure there is a commitment to remedy issues raised.



RIGHT TO REMEDY

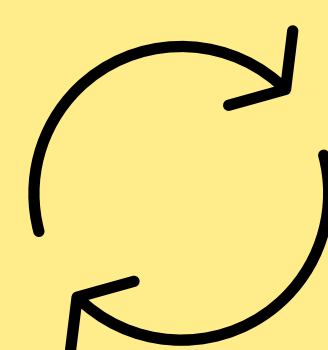
It is understood that if workers do not see satisfactory progress or results within a reasonable timeframe, they have the right to seek other channels for remedy and justice.

**RESULTS FOR
WORKERS,
RESULTS FOR
BUSINESS**

BETTER
BUSINESS
INTELLIGENCE



MEANINGFUL
WORKER
ENGAGEMENT



MORE ETHICAL
BUSINESS
PRACTICES



BETTER LABOUR
CONDITIONS
ACROSS ENTIRE
SUPPLY CHAINS

