



Laborlink Detects Risk of Forced Labor

Target, Amnesty International and Vodafone are pioneering a new model of forced labor detection and prevention using direct worker feedback on recruitment and working conditions to detect the level of risk, meet reporting obligations, and support prevention and worker education.

Modern slavery encompasses human trafficking, forced labor, slavery, or it can refer to slavery-like practices of exploitation that prevent a person from leaving, such as threats or violence, coercion, or abuse of power. The International Labor Organization (ILO) and Walk Free Foundation estimate 16 million people are in forced labor in the private economy worldwide.⁽¹⁾ Half of these men and women are in debt bondage working to repay a debt that they have no hope of repaying. The second highest number of victims of forced labor are in the Asia-Pacific region.

Companies are increasingly expected to assess, mitigate and prevent forced labor throughout their business activities. A concern raised mostly by advocacy groups, there is a growing demand for transparency in supply chains, including from the investment community in their analysis of environmental, social, and governance (ESG) risks and in tracking companies' responses to emerging regulations.

The UK Modern Slavery Act, California Transparency in Supply Chains Act, French Corporate Duty of Vigilance Law, and other emerging legislation in Australia and elsewhere are placing companies under intensifying legal pressure to ensure that their supply chains are free of forced labor and human trafficking. However, most companies lack effective means to confirm ethical sourcing at all supply chain levels and / or address the issue.

Laborlink's approach to surfacing forced labor in supply chains

Worker engagement supported by technology is a tool for better detection and risk analysis, enhanced reporting, and prevention by engaging with vulnerable workers in hard to reach places.



Enhanced Detection

- Mobile technology allows for anonymous and more reliable worker feedback.
- Community-based methodology reaches vulnerable populations who may not be visible on-site.



Meet Reporting Obligations

- Most data on forced labor is at the regional or national level, making it difficult to meet reporting obligations under new legislation.
- Worker engagement enables in-depth analysis and visibility to true conditions, which enhance annual reporting.



Prevention and Education

- Partnering with NGOs offers a pathway to tackle the problem through education and prevention.
- Survey data informs tailored educational programming and mobile messaging.

Support and recognition from The Partnership For Freedom and Sedex



**PARTNERSHIP
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Two years ago, Laborlink was a winner of *The Partnership for Freedom's Tech Challenge to Fight Labor Trafficking*, and used this funding to develop a unique approach to forced labor detection and prevention.²

"The presence of forced labor in corporate supply chains is a systemic problem that has been difficult to address," said Catherine Chen, director of investments for Humanity United. "It is our hope that these technologies will give business, workers, & governments helpful tools for greater transparency & visibility."



Laborlink by ELEVATE was awarded Most Innovative New Programme at the Sedex Awards 2018 for the use of mobile surveys to detect risk of forced labor at both factory and community levels in India.

1. International Labor Organization (ILO) and the Walk Free Foundation, *Global Estimates of Modern Slavery: Forced Labour and Forced Marriage*. (2017)
 2. Created by Humanity United, the Partnership for Freedom is a public-private partnership dedicated to spurring innovation in the fight to end human trafficking. Humanity United is a foundation dedicated to bringing new approaches to global problems that have long been considered intractable.



Journey of the migrant worker

Migrants traveling across borders and within their country's borders are vulnerable to exploitative practices prior to employment. Worker communication is crucial at every step of the journey to begin to surface root causes, such as borrowing money to pay a high recruitment fee, understand challenges throughout different points in the value chain, and to understand the extent of the problem.



Laborlink's Forced Labor Index Survey (FLIS) was designed to align with the International Labor Organization's (ILO) Hard to See, Harder to Count survey guidelines to estimate forced labor of adults and children.³

The ILO guidelines recommend questions in four categories to identify workers at risk of forced labor, which were incorporated into the questions of the Forced Labor Index Survey.

1. Penalty
2. Unfree recruitment
3. Work and life under duress
4. Impossibility of leaving

Implementing mobile surveys across the value chain

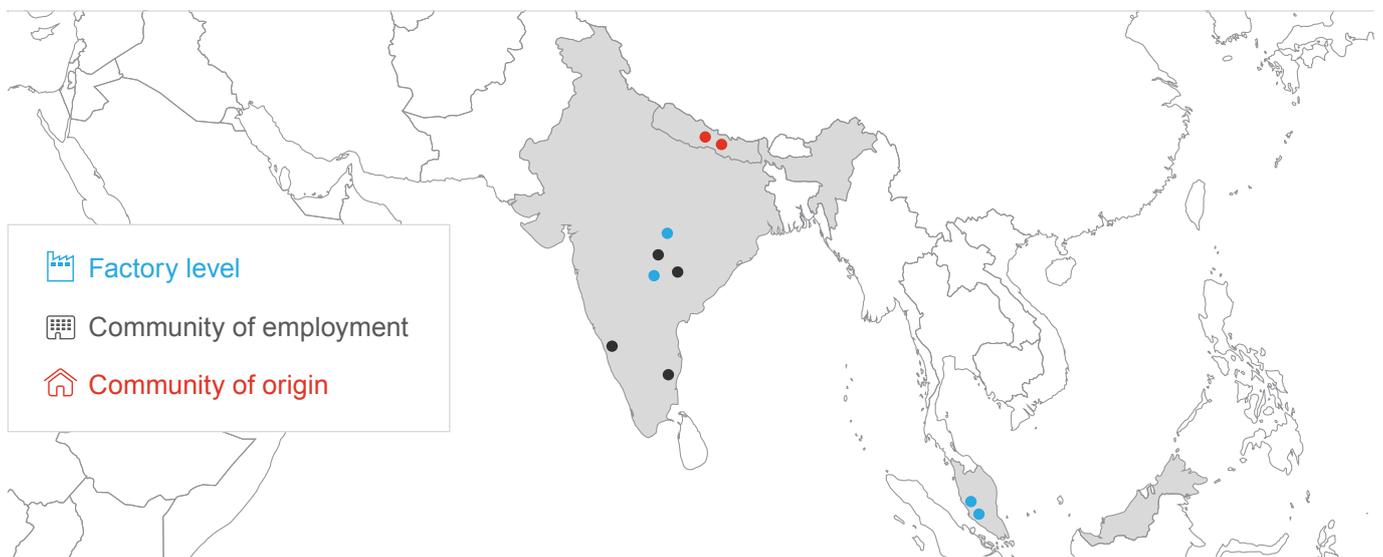
Deployed in both the factory and in communities surrounding factories, ELEVATE's team wanted to understand the locations where workers would be most comfortable taking the survey. There are multiple opportunities to increase worker knowledge, improve policy implementation, and ultimately, prevent risks to forced labor conditions.



"At Target, we know that the decisions we make have the potential to impact millions of people around the world, including the people who create our products and the communities where they live. By working with Laborlink to roll out two-way communication that allows migrant workers to share needs and receive educational messages, we are able to engage workers across the supply chain. Our partnership with Laborlink allows us to learn more about community-level needs and partner with NGOs to educate workers about their rights."

– Amanda Nusz, VP Product Quality and Responsible Sourcing, Target

Engaging workers at the factory level, community of employment, and community of origin



3. International Labor Organization (ILO), *Hard to see, harder to count - Survey guidelines to estimate forced labour of adults and children*. (2012)



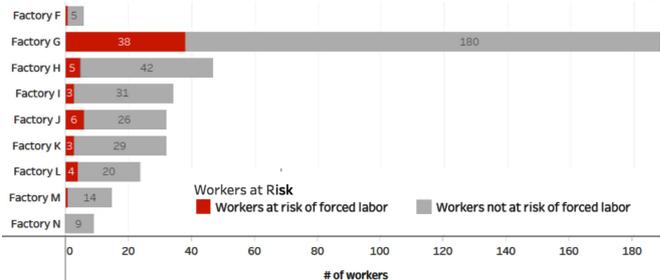
Factory level – first point of contact for worker engagement

Laborlink’s factory-based survey deployment offers brands and factories the opportunity to understand the level of risk to exposure of forced labor in its workforce. Providing workers with a safe, free, and anonymous channel to report on working conditions have proven to detect forced labor in sites where traditional audits have not. Our risk assessment analysis illustrates the number of workers likely working under forced labor conditions.

Prevent forced labor through early risk detection

- **Code of conduct:** Measure survey results compared to code of conduct and regularly inform employers of penalties for mistreatment.
- **Supplier engagement:** Review internal HR systems for hiring and training managers to strengthen management systems to be better equipped to handle complaints.

Laborlink Forced Labor Index Survey (FLIS) – Demo Data



Suppliers can use this data to improve recruitment practices, understand conditions that lead to a risk of forced labor, and support management in providing remedy for grievances. Survey data, when combined with educational materials to improve factory management of social performance, is a powerful tool to mitigate forced labor.

Community of employment – enhanced detection

Laborlink’s community-based survey methodology offers the potential to surface and integrate granular information on forced labor and related risk factors with broader, country or region-level data available from other sources. Vodafone, in an effort to uphold its commitment to human rights within the supply chain, partnered with Laborlink to pilot a new approach to detect critical issues such as slavery and human trafficking on the ground.

The community-based approach aimed to find localized risks in India – agnostic of customer or industry to establish if issues are generally present in specific regions. First, the company mapped the locations of its Tier 1 suppliers from Enterprise Resource Planning (ERP) data, then layered onto product categories that may be high risk from a human rights perspective. Following the mapping activity, Vodafone and Laborlink jointly selected two regions of interest in South India for the survey. Vodafone used these data insights to inform its internal decision-making on new risks, expand supplier training, and increase transparency to external stakeholders. Laborlink also shared data with local NGOs to inform their community programming.



“Working with Laborlink, we are able to identify information about workers that can be difficult to establish from on-site audits and in doing so identify whether there are modern slavery risks across our global supply chain.”

– Paras Shah, Head of Health, Safety and Sustainability – Supply Chain, Vodafone Group

Key Driver Analysis – identify the top three risks to workers

Do you feel you can leave your current job anytime?	Are you paid regularly on fixed dates?	Do you feel you are paid a fair wage for the work you do?
Workers who said “no” are 7.4x more likely to be in a forced labor situation	Workers who said “no” or “not sure” are 3.1x more likely to be in a forced labor situation	Workers who said “no” are 2.9x more likely to be in a forced labor situation

- **Capture:** Laborlink selected and trained local NGOs trusted by workers to deploy anonymous forced labor detection surveys via mobile phone.
- **Analyze:** Community surveys surfaced significant risks related to recruitment fees and freedom of movement that did not show up in on-site audits at Tier 1 facilities in the same location.
- **Act and report:** With this new data, Vodafone expanded its supplier training around awareness of modern slavery, and is made available as open source via weblink.⁴

4. Vodafone’s supplier training on modern slavery awareness is available in English, Hindi, and Chinese here: <https://modernslavery.vflearning.com/>



Community of employment – prevention and education

For companies that want to take a preventative approach to eliminating forced labor in supply chains, our Key Driver Analysis and NGO partnership models support prevention and inform priority topics for worker education.

- **Capture:** We work with select local non-governmental organizations (NGOs), such as DASHRA (Dalit Association for Social and Human Rights Awareness), that have expertise and pre-established trust in communities to help deploy the Forced Labor Index Survey community-based surveys.
- **Analyze:** We provide NGOs like DASHRA with data and insights to better understand why workers leave rural communities, and what vulnerabilities exist so that NGOs can customize programming around given issues.
- **Act and report:** NGOs serve as a resource to conduct educational trainings, which are informed by the survey analysis. We complement in-person training with Laborlink voice-based content that workers receive via mobile phone after taking a survey. Mobile message content emphasizes improved knowledge of workers' human rights, and warns workers of exploitative practices and recruitment techniques.

 The Forced Labor Index Survey has already been deployed at 50 community and factory sites across India, Nepal, and Malaysia. Expansion is underway to at least 30 more sites in Malaysia in 2018.

Community of origin – understanding root causes

In Nepal, Amnesty International partnered with Laborlink to understand the experience of Nepali migrants going abroad for work, then used that data to advocate with the government of Nepal to protect the rights of its citizens.

- **Capture:** Laborlink deployed mobile surveys to migrants in Nepal who had returned home after undertaking foreign employment in Malaysia or Gulf countries. Surveys asked migrants about the process of getting work overseas and the protection of their rights while abroad.
- **Analyze:** Surveys revealed how debts quickly turn hopeful job-seekers into bonded laborers who are easily exploited in their jobs abroad:
 - **88% of participants in the survey reported that they paid fees to agents for their jobs overseas**
 - **67% of respondents borrowed more than half of the recruitment fee amount**
 - **53% of workers received lower monthly salaries than what was promised to them by recruitment agents**
- **Act and report:** Amnesty has used this data to urge the Nepal government to fully invest in the implementation of its “Free Visa, Free Ticket” recruitment fee policy and to impose financial penalties on recruitment agencies that charge unlawful fees.



“To address and remedy recruitment abuse in their supply chains and operations, businesses will need to raise their own due diligence in line with international standards on preventing and remedying recruitment abuse.” – Angela Sherwood, Amnesty International

Responsible Business Alliance (RBA) Foundation: Responsible Workplace Program

Supported by a generous grant from the Walmart Foundation, the RBA Foundation and ELEVATE will implement the Responsible Workplace and Responsible Recruitment Programs in Malaysia in 2018.



Building on the success of the Workplace of Choice pilot, the Responsible Workplace program focuses on improving workers' awareness of their labor rights, developing worker-management communication and amplifying workers' voices to improve working conditions and mitigate issues that contribute to forced labor.

Program elements include: Laborlink surveys, helpline, worker-management communications, and worker education.

Send us a message to learn more about Laborlink and ELEVATE services

For any questions, contact Melissa Caraher at mcaraher@elevatelimited.com

