



Why Worker Engagement?

New insights on hard-to-get sensitive topics like forced labor and sexual harassment

ELEVATE offers a variety of worker engagement tools and technologies to identify social and labor risks directly from workers. With worker sentiment data, you can make clear sourcing decisions, prevent negative media attention, address NGO or investor pressure, mitigate low audit scores, adhere to new legislation, and showcase your public commitments in CSR and sustainability.

Leverage worker-centric technology to surface business-relevant data on sensitive topics

Why now?

Tech-supported worker engagement is more mature in the marketplace with a proliferation of tools that can be confusing or overwhelming. Many companies have experimented with new ways of engaging with workers, but without a clear strategy. Some have even set ambitious worker voice targets without a clear idea how to meet them. ELEVATE can advise companies on how to design a program that captures business-relevant data and how to evaluate different tools and approaches.

For whom?

Brands and retailers with more mature programs that have experimented with worker voice (or are late to the game) and need help to make the program more strategic and business-relevant. ELEVATE solutions can also help them set criteria to evaluate different tools.

Vendors that are required by top retailer / brand customers to survey their workers or use “worker tech,” but are not clear how to leverage this information to help their business.

Service scope

Custom consulting and training scoped and delivered by ELEVATE’s Worker Engagement team, which may be in conjunction with ELEVATE’s supply chain consulting and segmentation expertise. Vendor-focused solutions can also include focus groups and other Factory Services support.

How does Worker Engagement connect to business needs?

1

Surface more reliable risk data

- Fire, life, building safety
- Forced labor
- Foreign migrant workers

2

Improve compliance

- Wages
- Working hours
- Harassment
- Discrimination
- Child labor

3

Strengthen HR / management systems

- Job satisfaction & turnover
- Supervisor relationships
- Grievance mechanisms

4

Measure impact or advance worker well-being

- Women’s empowerment
- Training effectiveness
- Mental health & wellness

Choosing a Worker Engagement approach that meets your business needs

There are many opportunities to integrate worker engagement technology into your sourcing strategy. The ELEVATE Worker Engagement team is available to support the development and implementation of the following key services:

1. Laborlink – focused worker surveys
2. 360 supervisor + worker diagnostic
3. Grievance mechanism
4. Integrated worker surveys with assessments



1. Laborlink – focused worker surveys

- + Short, stand-alone mobile phone surveys
- + Interactive reporting on EiQ portal
- + Topics include: Forced labor, ethical recruitment, grievance mechanism effectiveness, and health & safety



2. 360 supervisor + worker diagnostics

- + Comprehensive, stand-alone surveys for both workers and supervisors
- + Surveys use tablet or pen/pager
- + Topics include: Supervisor relationships, wages & hours, grievance mechanism effectiveness, safety, and productivity



3. Grievance mechanism

- + Scalable, cloud-based infrastructure
- + Continuous monitoring
- + “Pop-up” grievance mechanism
- + Issue protocols with escalation pathways
- + On-site worker training with materials



4. Integrated surveys with assessments

- + Cost-effective to scale alongside audits
- + Short, mobile phone surveys
- + 2-page worker sentiment report
- + Topics include: Grievance mechanism effectiveness, gender & harassment, wages and hours, workforce stability

Learn more about ELEVATE Worker Engagement

Contact info@elevatelimited.com

or visit the ELEVATE website to learn more