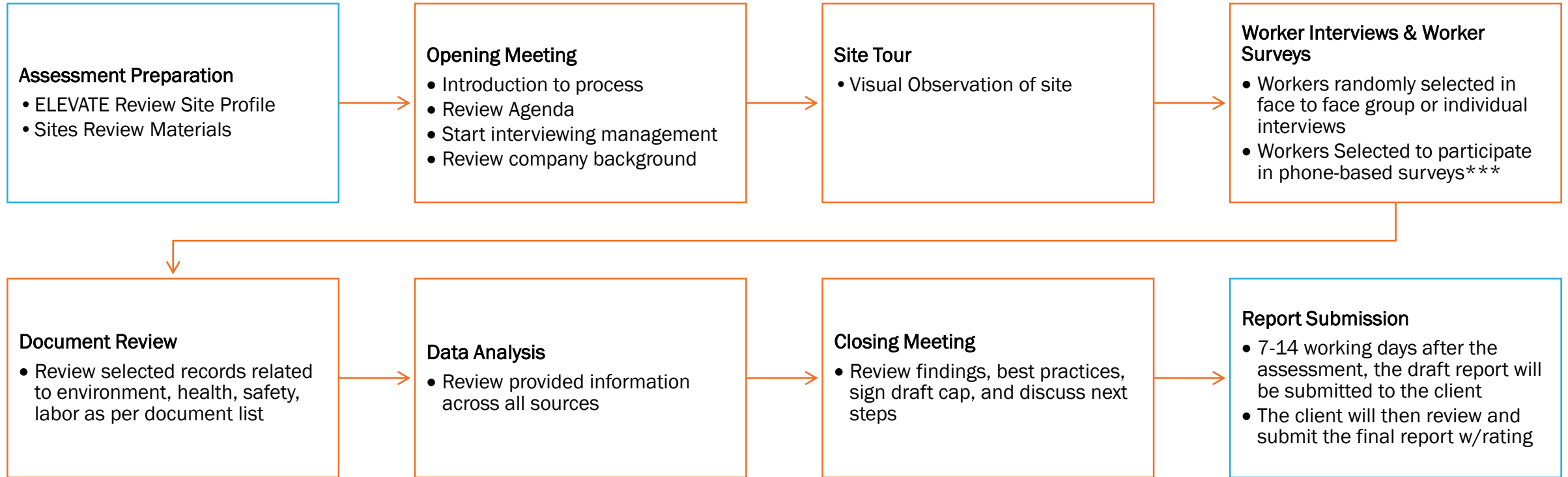




ELEVATE ASSESSMENT OVERVIEW & FREQUENTLY ASKED QUESTIONS

VERSION: 2

ASSESSMENT PROCESS OVERVIEW



***If a worker survey is included in the assessment please ensure

- A room that can seat 20 or more workers (such as training room, lunch room, canteen, etc).
- Help us arrange groups of workers from all department to attend 20-minute survey sessions (by language).
- Allow workers access their mobile phones or provide another means to complete the online survey, such as a computer room, if available.



ELEVATE ASSESSMENT FREQUENTLY ASKED QUESTIONS

<p>1. Why is ELEVATE conducting an assessment at our facility?</p>	<ul style="list-style-type: none"> • A brand, retailer, supplier or licensee for whom you are currently or potentially working with requested us to do so.
<p>2. What does a social compliance assessment evaluate?</p>	<ul style="list-style-type: none"> • Social compliance assessments evaluate a site’s compliance with local laws that are relevant to working conditions of their workers and the site’s impact on the environment, • This included but is not limited to wages, working hours, health and safety, discrimination, disciplinary practices, freedom of association, environment, and other monitoring and documentation requirements depending on client code of conduct.
<p>3. What is the assessment scope?</p>	<ul style="list-style-type: none"> • All direct workers, agency and/or contract workers connected to the production/harvesting of a client product; • In house subcontractors such as canteen workers or security guards may or may not be in scope depending on the client expectation. • The entire facility (including outside) regardless of location of client product
<p>4. Why is transparency so important to the process?</p>	<ul style="list-style-type: none"> • Transparency and ethical practice are the foundation of the work we do. It is not about having issues, as no company or human system is perfect. Social compliance is based on the continuous improvement. If a facility is not open, honest, and transparent, then we are unable to objectively evaluate conditions and provide guidance. Your cooperation and partnership are defining features in what will make this a positive and useful experience.
<p>5. Who needs to be available during the assessment?</p>	<ul style="list-style-type: none"> • Staff who have access to employee records (such as human resources and payroll). • A main staff member who manages environmental, health, and safety. • A staff member who can assist taking workers on and off the facility floor for worker interviews. • A contact from the temporary/contract worker agency to work with your company to collect agency worker documentation (they can participate via phone or email). • A union representative (if available) should attend the opening and closing meetings.
<p>6. What does it mean that we have been provided with a “window” of dates for the assessment?</p>	<ul style="list-style-type: none"> • Some clients require that we do not give a specific assessment date to facilities. If your facility has been given a “window” of dates, our assessors may arrive on any date within that range provided and the facility will be expected to accommodate our visit accordingly.
<p>7. Can we change the assessment date once confirmed?</p>	<ul style="list-style-type: none"> • Clients may or may not have the ability to be flexible on such dates. Cancellation and rescheduling policies are client specific. • Our standard practice - If notice of cancellation or rescheduling is made with less than 5 business days prior to the committed audit day, a surcharge of 100% of audit fee will be applied, and within 7 business days, 50% of audit fee. Once assessment is confirmed, all non-refundable travel expenses will be charged.



ELEVATE ASSESSMENT FREQUENTLY ASKED QUESTIONS

<p>8. What is ELEVATE’s approach to employee privacy? Will you sign a non-disclosure agreement? Do you have worker consent forms?</p>	<ul style="list-style-type: none"> • Certain information relating to your employees, including, but not limited to, personnel files, employment contracts, work authorization forms, identification cards, wage records and time cards, appraisal information, training and disciplinary records, permits and related information, must be available for review. Any medical information will be excluded from this review. • A non-disclosure agreement can be signed but please contact the coordinator before the assessor is onsite. Assessors are not authorized to sign non-disclosure agreements. • Worker consent forms are available in countries where there are privacy laws and upon request. If workers do not consent to us viewing records agree, we will choose another worker to sample.
<p>9. Can we provide a list of workers to interview in advance to assist with the assessment process?</p>	<ul style="list-style-type: none"> • No. Assessors are required to select the workers for interviews while on-site. • Assessors are also prohibited from receiving recommendations for workers to interview.
<p>10. Can management be present during the worker interviews to assist with any questions or misunderstandings?</p>	<ul style="list-style-type: none"> • Management may not participate in these interviews. Worker interviews are confidential. • While we realize that this practice may seem intrusive and that management may have the best intentions in offering to participate, we kindly ask that management respect the confidentiality of this process and refrain from pushing workers to disclose what was discussed during interviews.
<p>11. Who are foreign migrant workers?</p>	<ul style="list-style-type: none"> • Foreign Migrant Workers: Workers from a foreign country who are sponsored directly by the assessed facility. Their visa is temporary, and workers are expected to return to country of origin if offer of employment was rescinded. • Not Foreign Migrant Workers: Workers originally from a foreign country and are on non-residents of working country, but their visa is not directly tied to company. They can work at any company in the working country but must re-apply for residency visa. Workers originally from another country but have obtained permanent citizenship in working country.
<p>12. What happens after the assessments? When will I receive my report? What is my rating?</p>	<ul style="list-style-type: none"> • Report Reviewers will send the final report to the client within 7-14 working days. The client after their own review, will send the final report including the rating. Assessors generally do not assign the rating. Any concerns with the report or rating, should be directly discussed with your client contact.
<p>13. What is the ELEVATE Non-Retaliation Policy? Is this a grievance channel?</p>	<ul style="list-style-type: none"> • ELEVATE provides each interviewed worker with an ethics card that allows interviewed workers a way to report any retaliation they experienced as the result of their participation in the assessment. • This is not a grievance channel. It will be clearly communicated to workers that grievances should be reported internally through the site grievance mechanisms.

