

Modern Slavery Benchmarking Tool

Performance Results and Recommendations

ID: 189

Country: australia

Industry: technology-communications

Score: 18

Total possible score: 30

Referrer: <https://www.walkfree.org/resources/>

Report URL: <https://cdn.walkfree.org/exports/modern-slavery-report-230712-053918-9108.html>

Created at: 2023-07-12 13:39:18

Survey ID: 24990

QUESTION: Responsibility

How can we improve?

Adopt and publish policies that set out the organization's commitment to and principles/standards for addressing modern slavery. These may include:

- Human Rights Policy, Modern Slavery Policy and/or Forced and Child Labor Policy
- Ethical Recruitment Policy and/or Employer Pays Principle
- Procurement Policy and/or Supplier Code of Conduct (including provisions on modern slavery)
- Human Resources policies including complaints handling policy
- Grievance Mechanism and Whistleblower Policy
- Investment Policy or Framework
- Remediation Policy or Framework

QUESTION: Strategy

How can we improve? Not Applicable

QUESTION: Policy Commitment

How can we improve?

Ensure there is a process for reporting modern slavery risks and incidents internally to the executive and Board. This should include information regarding:

- number of critical breaches of your policies relating to modern slavery;
- number of modern slavery incidents or grievances;
- responses and remedies proposed or provided in relation to breaches and incidents; and,
- analysis of breaches and incidents, and lessons learned for preventing or mitigating them.

QUESTION: Policy Implementation

How can we improve? Not Applicable

QUESTION: Reporting

How can we improve? Not Applicable

QUESTION: Risk Assessment

How can we improve?

Assess employment practices to ensure workers do not face exploitative treatment, making them vulnerable to modern slavery. Identify any practices that need to be improved.

The full list of checklist questions asked are included below for your reference.

- Are workers paid a living wage?
- Are workers paid their wages and other benefits on time?
- Are workers required to work excessive overtime?
- Do workers pay recruitment fees or other fees to get the job?
- Are workers in situations of debt bondage?
- Do workers have safe and sanitary working and living conditions?
- Do workers have contracts in a language they understand?
- Do workers have access to passport/ID documents at all times?
- Are workers free to leave their employment or accommodation at all times?
- Do we ensure workers' interests are adequately represented, including by respecting worker rights to join trade unions or workers associations?
- Are all workers' ages checked and child labor prevented?
- Does discrimination occur in the workplace?

QUESTION: Our Employment Practices

How can we improve?

Design and implement an ongoing due diligence process for assessing and addressing modern slavery risks that is approved by the Board and communicated to employees and suppliers. This involves identifying modern slavery risk and incident, taking action in response to what is identified, tracking responses to make sure they are working, and communicating how risk and incidents are addressed. Reporting, policies and risk assessment have been covered above and are part of this process.

Monitoring should be added to build a complete due diligence approach including:

- Asking suppliers questions about their workforce, worksites, labor practices, policies and processes for preventing forced and child labor (e.g. Self-Assessment Questionnaires);
- Visiting the supplier's site or facilities;
- Conducting a social audit;
- Engaging with their workers through surveys, interviews, or other technology such as mobile phone apps (this may be conducted as part of an audit or, ideally, established as a channel for ongoing communication with workers);
- Using other risk assessment tools e.g. traceability and risk mapping tools;
- Engaging with a civil society organization(s) to support understanding of risks.

QUESTION: Supplier engagement and due diligence

How can we improve? Not Applicable

QUESTION: Purchasing practices

How can we improve? Not Applicable

QUESTION: Grievance mechanisms

How can we improve?

Establish a grievance /complaints process (grievance mechanism) communicated to internal and external stakeholders that meets the following standards:

- It can be used to receive, resolve and remedy labor exploitation and modern slavery-related complaints; and,
- It is effective; i.e., it is accessible, predictable, fair, rights-based, transparent, confidential or anonymous, and it bans retaliation or reprisal. Consider whether parties know the mechanisms exists, can access it in their own language and can raise grievances anonymously.

Ask your suppliers if they have a grievance mechanism and determine how you will work with them to receive regular reports and ensure

workers in your value chain are able to raise grievances with you/them.

QUESTION: Response and Remediation

How can we improve?

Develop a remediation framework that clearly sets out steps to take to investigate and remediate a breach or an incident. It involves:

- responding to individuals that have been harmed; and,
- preventing and mitigating potential harms.

Investigation includes collecting and verifying information (ensuring witnesses or interviewees are protected from retaliation or reprisal), identifying if harm has occurred and developing responses to address it.

Consider these principles as part of the framework:

- Remediation should aim to “make good” the harm and restore the individual or group to the position they were in before suffering harm. This may involve a range of actions, such as facilitating access to health, legal or psychosocial services, repatriation or financial compensation.
- Your role in providing remediation will depend on how you are connected to the harm – i.e., whether your activities caused, contributed to or were directly linked to it. It may involve providing remedy directly or using your leverage to require others to take action.
- Consider the channels by which breaches or incidents might be identified or received including due diligence and grievance mechanisms.

The remediation framework should also:

- Assign responsibility for leading and managing the framework;
- Ensure the executive and Board are kept informed throughout the process;
- Require reviewing the breach or incident following remediation to identify lessons learned and the mitigation and prevention actions required, including ongoing due diligence regarding the risks related to the breach or incident.