

Protecting Human Rights Storyboard

Legend for Colour Codes Used in this Storyboard:

Text Colour	Role	Character Name	Gender	Style
Dark Red	Neutral Narrator 1	Siraj	Male	NeutralNarrator_1
Purple	Neutral Narrator 2	N/A	Male/Female	
Orange	Neutral Narrator 3	Caroline	Female	
Light Blue	Neutral Narrator 4	Theo	Male	
Brown	Neutral Narrator 5	Marie	Female	
Khaki	Neutral Narrator 6	Joe	Male	
Dark Green	On-Screen Text	---	---	On Screen Text
Dark Blue	Instruction Text	---	---	Instruction Text
Black	Internal Notes to the Development Team	---	---	Development Notes

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Queries

Sr. No.	Query	Response
1.		

Notes for Development Team

1. Contractors and Employees use separate LMS's. The Beakon links should be used for contractors and the Refresh links should be used for employees.
2. Please include resources tab with the following:

Anti-Bribery & Corruption Policy

- Refresh <https://ccamatil1.sharepoint.com/sites/CCALMSContent/AICC%2FPolicies%20-%20SAI%20LMS/Amatil%20Anti%20Bribery%20and%20Corruption%20Policy.pdf>
- Beakon <https://au.beakon.io/cca/source/Policies/Amatil%20Anti%20Bribery%20and%20Corruption%20Policy.pdf>

Receipt of Gifts and Entertainment from Third Parties

- Refresh <https://ccamatil1.sharepoint.com/sites/CCALMSContent/AICC%2FPolicies%20-%20SAI%20LMS/Amatil%20Gifts%20and%20Entertainment%20Policy.pdf>
- Beakon <https://au.beakon.io/cca/source/Policies/Amatil%20Gifts%20and%20Entertainment%20Policy.pdf>

Our Code of Conduct

- Refresh <https://ccamatil1.sharepoint.com/sites/CCALMSContent/AICC%2FPolicies%20-%20SAI%20LMS/Amatil%20Code%20of%20Conduct.pdf>
- Beakon <https://au.beakon.io/cca/source/Policies/Amatil%20Code%20of%20Conduct.pdf>

Group Executive Approval and Process Framework

- Refresh <https://ccamatil1.sharepoint.com/sites/Refresh/WorkingAtAmatil/ChartofAuthority/Pages/default.aspx>
- Beakon <https://au.beakon.io/cca/source/Policies/GroupExecutiveApprovals.pdf>

Whistleblower Protection Policy

- Refresh <https://ccamatil1.sharepoint.com/sites/CCALMSContent/AICC%2FPolicies%20-%20SAI%20LMS/Amatil%20Whistleblower%20Protection%20Policy.pdf>
- Beakon <https://au.beakon.io/cca/source/Policies/Group%20Whistleblower%20Protection%20Policy.pdf>

Main Menu and Navigation

Page Title	Main Menu	Type	Static text and image	Number	1.
Screen Layout					
Event	Audio	On-Screen Text (OST)	Internal Development Notes		
1.	--	<p>PROTECTING HUMAN RIGHTS AT COCA-COLA AMATIL AND IN THE SUPPLY CHAIN</p> <p>Welcome to the course!</p> <p>You are required to complete each chapter and a short quiz to register your completion.</p> <p>You can access the Menu, Resources, and References using the icons at the top right of the screen.</p> <ul style="list-style-type: none"> • How to navigate this course • Introduction • What are human rights? • Identifying the warning signs • The complex supply chain • Knowledge check 	<p>Menu page linking to each section. Adjust text regarding menu, resources etc. based on where on the screen they are located.</p> <p>Bulleted points are the sections.</p>		
End-of-Page Instruction		--			

Page Title	Navigation		Type	Static text and image		Number	2.
Screen Layout							
Event	Audio		On-Screen Text (OST)		Internal Development Notes		
1.	--				Example page with instructions on how to navigate the course.		
End-of-Page Instruction		--					

Introduction

Page Title	Introduction	Type	Static text and image	Number	3.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		<p>WHY DO THIS COURSE?</p> <p>You have a critical role to play!</p> <p>Would you know how to recognise warning signs of human rights abuse in our operations or suppliers' operations?</p> <p>Would you know the proper way to handle this situation or know where to report information you uncover pertaining to a breach in our Human Rights Policy?</p> <p>This course will help to make you aware of Coca-Cola Amatil's Human Rights Policy and the human rights issues that can happen within our workplace and broader industry—including our own suppliers. It will also inform you of your responsibilities as an employee at Amatil.</p>		<p>Link highlighted text to:</p> <p>https://ccamatil1.sharepoint.com/sites/CCALMSContent/AICC/Policies%20-%20SAI%20LMS/Amatil%20Human%20Rights%20Policy.pdf (Refresh)</p> <p>https://au.beakon.io/cca/source/Policies/Amatil%20Human%20Rights%20Policy.pdf (Beakon)</p>	

		<p>As an Amatil employee, you play a critical role in supporting these human rights efforts and it is important that you understand our Human Rights Policy.</p> <p>Take a moment to read through the Amatil Human Rights Policy to understand our commitment.</p>	
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What are Human Rights?

Page Title	What are Human Rights?	Type	Click to reveal	Number	4.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		Gain an understanding of the importance of human rights by exploring the topics below. Click on each heading to learn more.		Click to reveal details of each section (headings are capitalised)	
2.		<p>WHAT ARE HUMAN RIGHTS?</p> <p>Human rights are basic freedoms that belong to everybody. These basic rights are based on shared values like dignity, fairness, equality, respect and independence.</p> <p>Coca Cola Amatil's Human Rights Policy supports our commitment to ensuring our workplace, our supply</p>			

		chain and our community is safe, lawful and diverse – respectful and responsible everywhere, every day.	
3.		<p>WHY IS IT IMPORTANT?</p> <p>Supporting human rights is an important ethical and legal choice, but it's also good business practice! More and more consumers want to know that the products they buy are made without the exploitation of workers, and companies are taking steps to disclose their practices.</p> <p>Additionally, many of our partners and customers have the same commitments to respect human rights in their workplace and in our shared global supply chain.</p>	
4.		<p>IT'S THE LAW!</p> <p>We need to comply with all laws pertaining to human rights.</p> <p>If we fail to do so, we face consequences including:</p> <ul style="list-style-type: none"> • Prosecution or civil claims • Damage to our reputation from public exposure. 	
5.		<p>COCA-COLA AMATIL'S COMMITMENT</p> <p>As stated in our Human Rights Policy:</p> <p><i>Coca-Cola Amatil respects human rights. We are committed to identify, prevent, and mitigate adverse human rights impacts resulting from our cause by our business activities, before or if they occur, through human rights due diligence and mitigation processes.</i></p>	<p>Link highlighted text to:</p> <p>https://ccamatil1.sharepoint.com/sites/CCALMS/Content/AICC/Policies%20-%20SAI%20LMS/Amatil%20Human%20Rights%20Policy.pdf (Refresh)</p> <p>https://au.beakon.io/cca/source/Policies/Amatil%20Human%20Rights%20Policy.pdf (Beakon)</p>

End-of-Page
Instruction

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Page Title	Siraj's story	Type	Video	Number	5.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		<p>Watch this video about Siraj's experience and then answer the questions that follow.</p> <p><i>Click the screen or press [play button] to play the video.</i></p>		<p>Video with closed captions – please use images that match the narration.</p> <p>Replace [play button] with an image of the play button.</p>	
2.	I had been out of work for several months and was getting desperate for a way to provide for my family. I was told about a plastics recycling factory job in another city in South East Asia that offered good pay and a place to live.			Video with closed captions – please use images that match the narration.	
3.	When I arrived at the factory, my visa was taken from me and never returned. I was housed in the factory and found myself under constant surveillance. I did not receive any pay after many weeks of working.			Video with closed captions – please use images that match the narration.	

4.	When I told the owner of the factory I wanted to return home, I was informed that all kinds of extra fees needed to be repaid, such as my travel and housing costs.		Video with closed captions – please use images that match the narration.
5.	I also learned that I was expected to pay back a "job recruiting" fee. The owner of the factory had "bought" me for a fee from a recruiter, and I would be forced to work until I could pay it back.		Video with closed captions – please use images that match the narration.
6.	Now I work an average of 100 hours per week in the factory, and I don't know when I will be able to see my family again.		Video with closed captions – please use images that match the narration.
End-of-Page Instruction		--	

Page Title	Knowledge check – What are Human Rights?	Type	Knowledge Check	Number	6.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		The video depicts an example of modern-day slavery. What do you think happened in this scenario that could be considered an example of human trafficking or modern-day slavery?		Ungraded quiz (knowledge check). Correct answers are bolded. Please show visual indicators for correct/incorrect selection and answer.	

		<p>Select all answers that apply, then click "Submit"</p> <ul style="list-style-type: none"> • Siraj's visa was taken from him and not returned. • Siraj was housed in the factory and under constant surveillance. • Siraj's factory job was located in another city. • Siraj is being forced to pay back an unknown debt. 	
2.		<p>In the scenario, Siraj's freedom to leave was restricted, his job was misrepresented, and he was tricked into an exploitative debt.</p> <p>There is a global focus on modern slavery and human trafficking and greater corporate responsibility is becoming part of the law in many countries.</p> <p>Human trafficking is a form of modern-day slavery where people are controlled or forced against their will to work for the profit of others.</p> <p>These factors make Siraj's story a common way modern-day slavery can happen in today's global supply chain. This type of situation might not be visible to us in our</p>	<p>Doesn't matter if the learner gets it correct, the learning is in the feedback.</p> <p>Same feedback for correct and incorrect (except for stating whether they were correct or not).</p>

		own interactions with suppliers as it is often well-hidden.	
3.		<p>Siraj found himself in a terrible situation.</p> <p>Under what circumstances should an employee raise a concern that their human rights are not being honoured?</p> <p>Select all answers that apply, then click "Submit"</p> <ul style="list-style-type: none"> • If their Manager has been demanding improvements in their sales performance reporting every day for a month. • If they have not been paid in full or on time and have had to pay work related fees or costs. • If they are told their career will be negatively impacted if they join a union. • If they have been given feedback in a performance review that their career will not progress because they do not have the skills for a more senior role. • If workplace security and safety is neglected. 	<p>Ungraded quiz (knowledge check). Correct answers are bolded.</p> <p>Please show visual indicators for correct/incorrect selection and answer.</p>

		<ul style="list-style-type: none"> • If they were forced to work on a holiday that their religion observes. 	
4.		<p>All employees at Amatil need to understand the Human Rights Policy so you can identify a breach of your own rights, as well as the rights of those you work with or buy goods and services from.</p> <p>Amatil values the diversity of the people with whom we work and the contributions they make. We do not tolerate disrespectful or inappropriate behavior, unfair treatment, or retaliation of any kind. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace.</p> <p>Amatil respects our employees' right to form, join, or not to join a labour union without fear of reprisal, intimidation, or harassment. Where employees are represented by a legally recognised union, we are committed to establishing a constructive dialogue with their freely chosen representatives. We are committed to collective bargaining in good faith on a periodic basis with such representatives in compliance with all applicable laws.</p>	<p>Doesn't matter if the learner gets it correct, the learning is in the feedback.</p> <p>Same feedback for correct and incorrect (except for stating whether they were correct or not).</p>

		Performance management and feedback processes, carried out respectfully, constructively and without bias, would not mean that human rights were being breached.	
End-of-Page Instruction	--		

Identifying the warning signs

Page Title	Identifying the warning signs	Type	Click to reveal	Number	7.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		<p>WHO IS MOST AT RISK?</p> <p>We are all responsible for identifying and reporting human rights violations!</p> <p>Certain roles may be more at risk of uncovering modern day slavery than others. For example, workers in our supply chain will have contact with many suppliers who may not be doing the right thing under our Human Rights Policy.</p> <p>HOW CAN POTENTIAL VIOLATIONS BE UNCOVERED?</p>		Click to reveal – bulleted questions	

		<p>It is possible for our supply chain workers to uncover potential violations by asking a few questions and listening carefully for any warning signs.</p> <p>Click each question below to learn more.</p>	
2.		<ul style="list-style-type: none"> Where is the work being done? If the country is historically known for human rights issues, there could be a higher chance that rights are being breached. <p>Work could also be taking place in a country where authorities force the population to work for development purposes e.g. to assist in construction, agriculture, or other public projects.</p> <p>Where factories or plants are in a remote place with little oversight or transport options, or where are political conflicts or unrest, caution should be exercised as this could also indicate a potential warning sign.</p> <p>For a comprehensive list of countries and industries that could be at a higher risk, see this Global Index Slavery article.</p>	<p>Link highlighted text to https://www.globalslaveryindex.org/2018/methodology/q20-analysis/</p>
3.		<ul style="list-style-type: none"> Who is doing the work? Care should be taken in instances where the work being conducted could involve vulnerable populations. These include: 	

		<ul style="list-style-type: none"> • Populations who have faced historic discrimination e.g. indigenous and tribal peoples, low castes in southern Asia • Migrant workers • Illiterate workers who may not be able to read their contracts or understand their pay slips • Children 	
4.		<ul style="list-style-type: none"> • What is being produced? There are certain common goods that have historically been linked to human trafficking and modern slave labour, such as: <ul style="list-style-type: none"> • Agricultural – cotton, sugarcane, tobacco, coffee and cattle • Manufacturing – bricks, garments, carpets and footwear • Mined or quarried goods – diamonds, coal and gold • Fisheries • Logging 	
5.		<ul style="list-style-type: none"> • Why are your prices so low? Prices could be low because: <ul style="list-style-type: none"> • Workers are being paid wages lower than the minimum wage • Workers are overcharged for accommodation or forced to pay ‘recruiting fees’ • Workers are being forced to work uncompensated overtime • Children below the legal working age are being employed, or forced to work 	<p>Link highlighted text to</p> <p>https://www.ccamatil.com/-/media/Cca/Corporate/Files/General/Content_Doing-Business-with-CCA_Supplier-Guiding-Principles.ashx?la=en</p>

		<p>If you work in supply chain, ask the organisation if they are prepared to submit a Supplier Guiding Principles Audit process as part of their contracting conditions.</p>	
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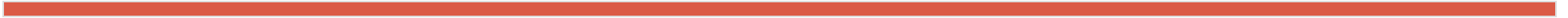
Page Title	Additional warning signs	Type	Static text and image	Number	8.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		<p>ADDITIONAL WARNING SIGNS</p> <p>If a supplier or sub-supplier seems reluctant to share details about who is doing the work and where the work is taking place, this is a definite warning sign!</p> <p>Additional warning signs include learning that:</p> <ul style="list-style-type: none"> Workers are paid in cash with no clear record of hours worked or pay rate There is an absence of defined contracts in a geographic area where a contract would be expected Workers are dependent on their employer or agent for basic living needs Workers are living and working in poor conditions Workers are dependent on their employer or agent for basic living needs Workers are housed on-site 			

		<ul style="list-style-type: none"> Workers are paid in-kind rather than cash or formal wages 	
End-of-Page Instruction		--	

Page Title	Identifying the warning signs	Type	Static text and image	Number	9.
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Screen Layout

Event	Audio	On-Screen Text (OST)	Internal Development Notes
1.		<p>REMEMBER...</p> <p>We all have a role to play in identifying human rights violations from taking place.</p> <p>We are the eyes and ears of Amatil. If something doesn't seem right, you might be the first to know!</p> <p>Be prepared to:</p> <ul style="list-style-type: none"> Ask questions Understand the potential risks of human trafficking Look carefully for any warning signs Speak up about concerns with your manager or report you concerns via our whistleblower hotline if you see something that doesn't seem quite right. 	<p>Link highlighted text to https://www.ccamatil.com/-/media/Cca/Corporate/Files/Policies/190819_GroupWhistleblowerProtectionPolicyApprovedv25.ashx?la=en</p>
End-of-Page Instruction		---	



Page Title	We aim to please		Type	Video	Number	10.
Screen Layout						
Event	Audio	On-Screen Text (OST)		Internal Development Notes		
1.		Take a look at Caroline’s story and then answer the questions that follow. Click the screen or press [play button] to play the video.		Video with closed captions – please use images that match the narration. Replace [play button] with an image of the play button.		
2.	Caroline, a procurement employee, is talking with Theo, who works for a potential supplier. See if you can identify any possible warning signs of human trafficking in their discussion.			Video with closed captions – please use images that match the narration.		
3.	Hi Theo, it's Caroline. Got a few minutes to chat? Hi Caroline. Sure—I thought I might hear from you after you had a chance to see our quotes. I must say, your prices are significantly lower than anything else we've seen in the region and your delivery dates are unheard of.			Video with closed captions – please use images that match the narration.		
4.	We aim to please But I've got to ask—how are you able to deliver so quickly and at a fraction of the cost of everyone else?			Video with closed captions – please use images that match the narration. Video with closed captions – please use images that match the narration.		


	<p>It's all about location for us. You see, our facility is in a very remote area. Essentially, we are the only employer in the region.</p> <p>...So the workers are willing to do the job for a lot less money?</p> <p>Exactly</p>		
5.	<p>I see. Well, we would want some information about the facilities, to make sure they're in line with our standards. What is your policy for site visits? If we wanted to, would we be able to see the facility?</p> <p>Well, as I mentioned, the location of the facility is quite remote. It would be extremely difficult for you to travel there, so I wouldn't recommend it.</p> <p>In that case, would you be able to provide us with some images of the facility?</p> <p>I'll have to look into it, but to be honest I don't think we have any. You should know that the facility has been operational for several years and we've never had any complaints about their results.</p>		Video with closed captions – please use images that match the narration.
6.	<p>Now, let me ask you a question: do you have any insight into when you might be making a decision?</p>		Video with closed captions – please use images that match the narration.
<div>End-of-Page Instruction</div> <div>--</div>			

Page Title	Knowledge Check – Identifying the warning signs	Type	Knowledge Check	Number	11.
Screen Layout					
Event	Audio	On-Screen Text (OST)	Internal Development Notes		
1.		<p>What were some of the potential warning signs for human trafficking that you saw in this conversation?</p> <p>Select all answers that apply, then click “Submit”</p> <ul style="list-style-type: none"> • The supplier is offering a significantly lower cost and significantly decreased delivery time compared to other competitors • The facilities are in a very remote area • Theo is eager to please Caroline and win her company’s business • Theo is unwilling to provide photographs of the facility or accommodate a site visit • Theo indicated that the local workers were paid a low wage 	<p>Ungraded quiz (knowledge check). Correct answers are bolded.</p> <p>Please show visual indicators for correct/incorrect selection and answer.</p>		
2.		<p>Caroline should take note of several potential warning signs in her conversation with the supplier. Any time</p>	<p>Doesn’t matter if the learner gets it correct, the learning is in the feedback.</p>		

		<p>a promised cost or delivery schedule is significantly out of line with what other suppliers are offering, Caroline should question why, and consider whether human rights are potentially being compromised as a result.</p> <p>Caroline's suspicions should also be raised if Theo cannot – or is simply unwilling to – provide additional information about a facility, such as a photograph or site visit. Theo's eagerness to seal the deal is not a warning sign, but his indication that the workers were being paid a low wage is.</p>	<p>Same feedback for correct and incorrect (except for stating whether they were correct or not).</p>
3.		<p>Caroline has asked her supplier several questions that revealed several potential warning signs.</p> <p>What do you think she should do next?</p> <p>Select your answer, then click "Submit"</p> <ul style="list-style-type: none"> Schedule a visit to investigate the facilities in person as soon as possible 	<p>Ungraded quiz (knowledge check). Correct answers are bolded.</p> <p>Please show visual indicators for correct/incorrect selection and answer.</p>

		<ul style="list-style-type: none"> • Immediately disclose the information to her manager or other appropriate team member • Gather as much evidence as possible to make sure her suspicion is correct before alerting Amatil 	
4.		<p>It is not Caroline's responsibility to gather evidence or schedule an in-person visit to investigate. Instead, she should immediately bring the information to Amatil's attention, so the appropriate people can determine the next best steps for addressing any issues.</p> <p>Caroline is right to ask these questions and perform this kind of due diligence – both when speaking to prospective suppliers and to suppliers Amatil already employs.</p>	<p>Doesn't matter if the learner gets it correct, the learning is in the feedback.</p> <p>Same feedback for correct and incorrect (except for stating whether they were correct or not).</p>
End-of-Page Instruction		--	

The complex supply chain

Page Title	The Complex Supply Chain	Type	Static text and image	Number	12.
Screen Layout					
Event	Audio	On-Screen Text (OST)	Internal Development Notes		
1.		<p>Globalisation has made many supply chains like Amatil’s incredibly complex.</p> <p>Our primary suppliers can hire secondary suppliers who then hire sub-suppliers, which can sometimes make it difficult to have complete visibility from the initial sourcing stages to our finished product.</p> <p>It is increasingly important for our people to follow our Responsible Sourcing Guidelines and perform due diligence when we select and onboard suppliers.</p> <p>It’s also important to make sure that our primary suppliers are aware of Amatil’s policy and commitment to</p>	<p>Include diagram like this:</p>  <pre>graph LR; PS[Primary supplier] --> SS[Secondary supplier]; SS --> SPS[Sub-supplier]</pre> <p>Primary supplier Secondary supplier Sub-supplier</p>		

		human rights when hiring secondary suppliers.	
End-of-Page Instruction		--	

Page Title	Insight into the Extended Supply Chain	Type	Static text and image	Number	13.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		<p>If you deal with sub-suppliers, there are several key questions that you can ask to determine if there is a risk of human rights being breached.</p> <ul style="list-style-type: none"> • Where does your supplier come from? What region/country? • How long have you been doing business with them? • Do you have expectations that exceed local laws for employment age, workplace conditions, etc.? • Do you require that your sub-suppliers comply with all laws and human rights in their manufacturing facility? • How do you monitor compliance? Do you require a certification or conduct audits? Are the audits unannounced? 		Display as a checklist	

		<p>Are they undertaken by a recognized independent audit organisation?</p> <ul style="list-style-type: none"> • How long are shifts? How long is the workweek? What are the days of rest? • Does the supplier or sub-supplier pay minimum wage? What award or labour agreements are relevant? Does the supplier or sub-supplier make wage statements available to workers? • Are there restrictions on workers' ability to quit and change jobs? Are workers required to pay deposits or recruitment fees? Is there any debt owed by the worker to the employer? 	
End-of-Page Instruction		--	

Page Title	Insight into the Extended Supply Chain	Type	Static text and image	Number	14.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		<p>Suppliers and sub-suppliers should:</p> <ul style="list-style-type: none"> • Prohibit the physical abuse of employees, harassment or threats of either • Certify compliance with all local labour and employment laws (and primary 			

		<p>suppliers should ask sub-suppliers to certify compliance)</p> <ul style="list-style-type: none"> • Pay all agency recruitment fees for contract or migrant workers <p>Suppliers and sub-suppliers should NOT:</p> <ul style="list-style-type: none"> • Use forced labour* • Charge unreasonable “recruitment” fees or relocation expenses • Require employees to remain against their will • Require workers to lodge deposits or government-issued passports or work permits as a condition of employment (unless required by law) • Use child labour unless it is in accordance with International Labour Organisation conventions for minimum age and child labour <p>*A note on Prison Labour: Prison Labour is not always considered to be forced labour, but prison labour is prohibited in Amatil’s Human Rights Policy.</p>	
End-of-Page Instruction		--	
Page Title	What this means for you	Type	Static text and image
		Number	15.

Screen Layout			
Event	Audio	On-Screen Text (OST)	Internal Development Notes
1.		<p>Coca-Cola Amatil is firmly committed to respecting human rights in our workplace and in our supply chain.</p> <p>As part of that commitment, we are asking you to be aware of any potential warning signs you may learn about during your interactions with anyone involved in our supply chain.</p> <p>If you ever see something that seems like it isn't quite right, contact your manager or other relevant Amatil resource immediately.</p> <p>We will work together to address any potential issues and prevent modern-day slavery from being part of our supply chain.</p>	
End-of-Page Instruction		--	

Page Title	I can find out for you	Type	Video	Number	16.
Screen Layout					
Event	Audio	On-Screen Text (OST)	Internal Development Notes		

1.		<p>Take a look at Joe's story and then answer the questions that follow.</p> <p>Click the screen or press [play button] to play the video.</p>	<p>Video with closed captions – please use images that match the narration.</p> <p>Replace [play button] with an image of the play button.</p>
2.	Joe calls Marie, one of his suppliers, to discuss a potential complication for an upcoming delivery. As part of the conversation, Marie mentions that her company recently hired a secondary supplier.		Video with closed captions – please use images that match the narration.
3.	<p>So, we think this new sub-supplier is really going to help with our turnaround times. The other guys just weren't getting the job done. Hopefully, you'll see a vast improvement in these next few weeks.</p> <p>Well, that's great. What's this new sub-supplier's name?</p> <p>TBZ</p> <p>[surprised] TBZ? Weren't they in the news a few years ago for some sort of unethical labour practices? Using child labour or something like that?</p>		Video with closed captions – please use images that match the narration.
4.	I know, I know, but that was more than five years ago, and they've really cleaned up their act since then. Plus, they have great rates and—most important of all—they consistently deliver on time.		Video with closed captions – please use images that match the narration.

	<p>I don't know. I want to be sure there isn't even a trace of something unethical going on with them. Where are they located?</p> <p>It's somewhere in South East Asia. I don't have the name right in front of me—it was some place I'd never heard of before.</p>		Video with closed captions – please use images that match the narration.
5.	<p>Has anybody from your company visited their facilities?</p> <p>I'm pretty sure we did an audit as part of our due diligence and they checked out OK.</p> <p>Do you know if the audit was scheduled or unannounced? Which company did you use to undertake the audit? Would you be able to share any results from that audit?</p> <p>I don't know, but I can certainly find out for you. I can assure you that we ask all our sub-suppliers to certify that they will comply with Amatil's human rights standards and Human Rights Policy as well as ours.</p>		Video with closed captions – please use images that match the narration.

Page Title	Knowledge Check – The Complex Supply Chain	Type	Knowledge Check	Number	17.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		What are some of the potential warning signs in this conversation?		Ungraded quiz (knowledge check). Correct answers are bolded.	

		<p>Select all answers that apply, then click “Submit”</p> <ul style="list-style-type: none"> • The sub-supplier has had historical issues with human rights violations • Marie is unsure of who the independent auditor was, whether an audit took place and if it was scheduled or unannounced • The sub-supplier is dependable and delivers on time • Marie is unfamiliar with the location of the sub-supplier’s facility • The sub-supplier has certified to both Joe and Marie’s company human rights standards 	<p>Please show visual indicators for correct/incorrect selection and answer.</p>
2.		<p>Marie does not appear to have many details about the sub-supplier or their facilities. Joe is asking the right questions, but it is potentially concerning that Marie is unfamiliar with the sub-supplier’s facility location or the details of the audit. It is a definite warning sign if a supplier has had historical issues with human rights violations in the past.</p> <p>Marie’s company has shown <i>some</i> responsibility in due diligence by conducting an audit and asking the sub-supplier to certify to both companies’ human rights standards.</p>	<p>Doesn’t matter if the learner gets it correct, the learning is in the feedback.</p> <p>Same feedback for correct and incorrect (except for stating whether they were correct or not).</p>
3.		<p>What are Joe’s responsibilities concerning his ongoing relationship with this supplier?</p> <p>Select all answers that apply, then click “Submit”</p>	<p>Ungraded quiz (knowledge check). Correct answers are bolded.</p> <p>Please show visual indicators for correct/incorrect selection and answer.</p>

		<ul style="list-style-type: none"> • Joe should discuss Marie's information with his manager and see if any additional due diligence steps should be taken • Joe does not need to do anything else once learning that the sub-supplier has certified to his company's policies • Joe should continue to ask Marie questions about the sub-supplier as appropriate in future conversations and listen for any additional warning signs • Joe should contact the sub-supplier himself to do his own due diligence on their facilities and processes 	
4.		<p>While it is good that the sub-supplier has certified to Amatil's standards, that does not mean that Joe should ignore any potential warning signs he learns of during this – and future – conversations with Marie.</p> <p>It is not Joe's responsibility to contact the sub-supplier or do his own additional due diligence, but he should disclose any troubling information to his manager to see if additional steps need to be taken.</p>	<p>Doesn't matter if the learner gets it correct, the learning is in the feedback.</p> <p>Same feedback for correct and incorrect (except for stating whether they were correct or not).</p>
End-of-Page Instruction		--	

Page Title	Assessment	Type	Static text and image	Number	18.
Screen Layout					

Event	Audio	On-Screen Text (OST)	Internal Development Notes
1.		<p>CHECK YOUR KNOWLEDGE</p> <p>You will be presented with 5 questions to check your human rights knowledge.</p> <p>To receive credit for this course you must get all 5 questions right.</p> <p>Click the 'Next' arrow to begin.</p>	Change instructions accordingly to start the quiz if necessary.
End-of-Page Instruction		--	

Knowledge Check

Page Title	Assessment	Type	Textual MRQ (Single-Select)	Number	19.
Question Stem	How can you help Amatil promote ethical human rights practices in the supply chain?				
Instruction	Select the correct option and click Submit .				
Options	<input type="checkbox"/> Visit each of the facilities used throughout development in our supply chain to make sure they are compliant with our policies <input type="checkbox"/> Schedule a face-to-face meeting with all primary and secondary suppliers <input type="checkbox"/> Directly ask a supplier if they engage in human trafficking and consider a “no” to be adequate due diligence <input type="checkbox"/> Be aware of potential warning signs of human trafficking and report any instances of these to your manager, or via Amatil’s Whistleblower Hotline				
Visual Feedback	Please show visual indicators for correct/incorrect selection and answer. The correct answer is boldfaced.				
Correct Feedback	<p>You are right!</p> <p>In most situations, you will not be the person who physically travels to a factory or plant to observe or audit the worksite. You <i>can</i> play a role in identifying and preventing human rights violations from taking place in our supply chain. You are the eyes and ears of Amatil. If something doesn't seem right, you might be the first to know.</p> <p>You should always be prepared to:</p> <ul style="list-style-type: none"> ask questions understand the potential risks of human trafficking look carefully for any warning signs speak up about any issues with your manager 				
Incorrect Feedback	<p>That’s not quite right.</p> <p>In most situations, you will not be the person who physically travels to a factory or plant to observe or audit the worksite. You <i>can</i> play a role in identifying and preventing human rights violations from taking place in our supply chain. You are the eyes and ears of Amatil. If something doesn't seem right, you might be the first to know.</p> <p>You should always be prepared to:</p> <ul style="list-style-type: none"> ask questions understand the potential risks of human trafficking look carefully for any warning signs 				

End-of-Page Instruction	<ul style="list-style-type: none"> • speak up about any issues with your manager
Page Title	<div>Assessment</div> <div>Type</div> <div>Textual MRQ (Multi-Select)</div> <div>Number</div> <div>20.</div>
Question Stem	Which of the following statements could be a potential warning sign for human trafficking or forced labour?
Instruction	Select the correct options and click Submit .
Options	<ul style="list-style-type: none"> <input type="checkbox"/> The supplier's facility houses a small percentage of migrant workers and does not have running water <input type="checkbox"/> The supplier certifies that it will comply with the primary supplier's human rights policies and local employment laws <input type="checkbox"/> The supplier pays all agency recruitment fees for contract or migrant workers <input type="checkbox"/> The supplier pays workers in cash and does not exercise formal contracts
Visual Feedback	Please show visual indicators for correct/incorrect selection and answer. The correct answer is boldfaced.
Correct Feedback	<p>You are right!</p> <p>Be especially careful when the work could involve vulnerable populations. These include:</p> <ul style="list-style-type: none"> • populations who have faced historic discrimination, for example: indigenous and tribal peoples in Latin America, low castes in southern Asia • migrant workers • illiterate workers who may not be able to read their rights or understand their pay slips • children
Incorrect Feedback	<p>That's not quite right.</p> <p>Be especially careful when the work could involve vulnerable populations. These include:</p> <ul style="list-style-type: none"> • populations who have faced historic discrimination, for example: indigenous and tribal peoples in Latin America, low castes in southern Asia • migrant workers • illiterate workers who may not be able to read their rights or understand their pay slips • children
End-of-Page Instruction	

Page Title	Assessment	Type	Textual MRQ (Multi-Select)	Number	21.
Question Stem	Which of the following statements does not align with our commitment to human rights and diversity?				
Instruction	Select the correct options and click Submit .				
Options	<input type="checkbox"/> We do not tolerate discrimination or harassment based on race, gender, colour, national or social origin, religion, age, disability, sexual orientation, gender identification or expression, political opinion or any other status protected by applicable law <input type="checkbox"/> The only circumstances where discrimination based on religion is acceptable is if the job requires people to work through religious-based holidays <input type="checkbox"/> Recruitment, hiring, placement, training, compensation and advancement at Amatil is based on merit, including qualifications, performance, skills and experience <input type="checkbox"/> Discrimination based on race, religion, sexual orientation or political opinion is acceptable if it is common practice in the country of operation				
Visual Feedback	Please show visual indicators for correct/incorrect selection and answer. The correct answer is boldfaced.				
Correct Feedback	<p>You are right!</p> <p>Amatil values the diversity of the people with whom we work and the contributions they make. We do not tolerate disrespectful or inappropriate behavior, unfair treatment, or retaliation of any kind. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace.</p>				
Incorrect Feedback	<p>That's not quite right.</p> <p>Amatil values the diversity of the people with whom we work and the contributions they make. We do not tolerate disrespectful or inappropriate behavior, unfair treatment, or retaliation of any kind. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace.</p>				
End-of-Page Instruction					

Page Title	Assessment	Type	Textual MRQ (Multi-Select)	Number	22.
Question Stem	Which of the following statements is aligned with Amatil's Human Rights Policy on freedom of association and collective bargaining?				

Instruction	Select the correct options and click Submit .				
Options	<input type="checkbox"/> “We respect our employees’ right to form, join or not to join a labour or trade union without fear of reprisal, intimidation, or harassment” <input type="checkbox"/> “We will give preferential employment conditions to employees who are not members of a labour union” <input type="checkbox"/> “Where employees are represented by a legally constituted union, we are committed to establishing a constructive dialogue with their freely chosen representatives” <input type="checkbox"/> “We will not engage with unions our employees are represented by”				
Visual Feedback	Please show visual indicators for correct/incorrect selection and answer. The correct answer is boldfaced.				
Correct Feedback	<p>You are right!</p> <p>Under our Human Rights Policy, Amatil respects our employees’ right to form, join or not to join a labour union without fear of reprisal, intimidation, or harassment. Where employees are represented by a legally recognised union, we are committed to establishing a constructive dialogue with their freely chosen representatives.</p> <p>We are committed to collective bargaining in good faith on a periodic basis with such representatives in compliance with all applicable laws.</p>				
Incorrect Feedback	<p>That’s not quite right.</p> <p>Under our Human Rights Policy, Amatil respects our employees’ right to form, join or not to join a labour union without fear of reprisal, intimidation, or harassment. Where employees are represented by a legally recognised union, we are committed to establishing a constructive dialogue with their freely chosen representatives.</p> <p>We are committed to collective bargaining in good faith on a periodic basis with such representatives in compliance with all applicable laws.</p>				
End-of-Page Instruction					
Page Title	Assessment	Type	Textual MRQ (Multi-Select)	Number	23.
Question Stem	Under which circumstances should an employee raise a concern that their human rights are not being honoured?				
Instruction	Select the correct options and click Submit .				
Options	<input type="checkbox"/> If they have not been paid in full or on time and have had to pay work-related fees or costs				

	<ul style="list-style-type: none"> □ If their manager has been demanding improvements in their sales performance reporting every day for a month □ If workplace security and safety is neglected □ If they have been given feedback in a performance review that their career will not progress because they do not have the skills for a more senior role
Visual Feedback	Please show visual indicators for correct/incorrect selection and answer. The correct answer is boldfaced.
Correct Feedback	<p>You are right!</p> <p>All employees at Amatil need to understand the Human Rights Policy so you can identify a breach of your own rights, as well as the rights of those you work with or buy goods and services from.</p> <p>Performance management and feedback processes, carried out respectfully, constructively and without bias, would not mean the human rights were being breached.</p>
Incorrect Feedback	<p>That's not quite right.</p> <p>All employees at Amatil need to understand the Human Rights Policy so you can identify a breach of your own rights, as well as the rights of those you work with or buy goods and services from.</p> <p>Performance management and feedback processes, carried out respectfully, constructively and without bias, would not mean the human rights were being breached.</p>
End-of-Page Instruction	

Page Title	Conclusion	Type	Static text and images	Number	24.
Screen Layout					
Event	Audio	On-Screen Text (OST)		Internal Development Notes	
1.		You have now completed this module.		Include 'Exit Course' button	

		Please close this window or click on the 'Exit Course' button to close this page and record your completion.	
End-of-Page Instruction	--		