

ISSARA INSTITUTE INCLUSIVE LABOUR MONITORING [ILM]



**INCLUSIVE
LABOUR
MONITORING**

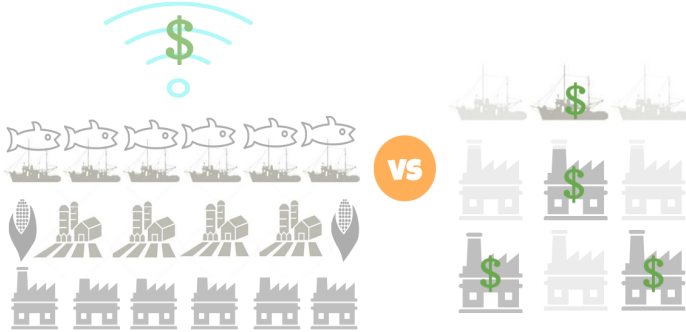
VS

AUDITS



Understanding the differences

1 Supply chain coverage & scalability



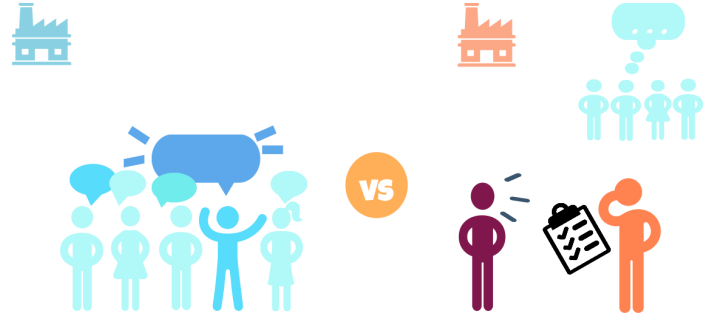
ENTIRE SUPPLY CHAINS

1 workplace at a time

With Inclusive Labour Monitoring, entire supply chains can be monitored on an ongoing, confidential basis; all that is needed is for the migrant workers to have access to their phone. For businesses, ILM is cost-effective, scalable, increases visibility across entire supply chains, and reduces risks of trafficking and forced labour.

Audits generally visit only one workplace at a time, and in a complex supply chain will likely visit only a small percentage of workplaces; audits are priced per workplace, making more comprehensive coverage of a complex supply chain costly to scale up.

2 Data sources



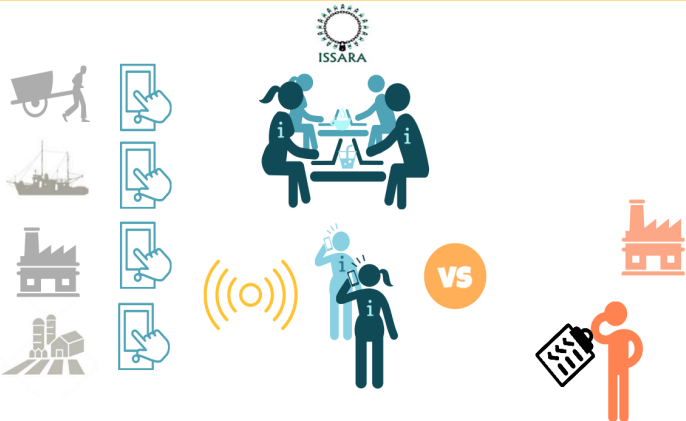
**WORKER VOICE +
BUSINESS DATA**

**Employer-provided
data**

Through the multilingual hotline and smartphone app, Issara has established a direct and safe channel for thousands of workers' voices. When combined with supplier data and perspectives, these powerful information sources allow Issara to uncover risks and issues in complex global supply chains that audits often overlook.

The data collected by most auditors is typically provided by the employer, through interviews, selection of documents for review, and arrangement of worker interviews in non-worker-controlled circumstances which may not feel safe or confidential to the worker.

3 Data collection & analysis



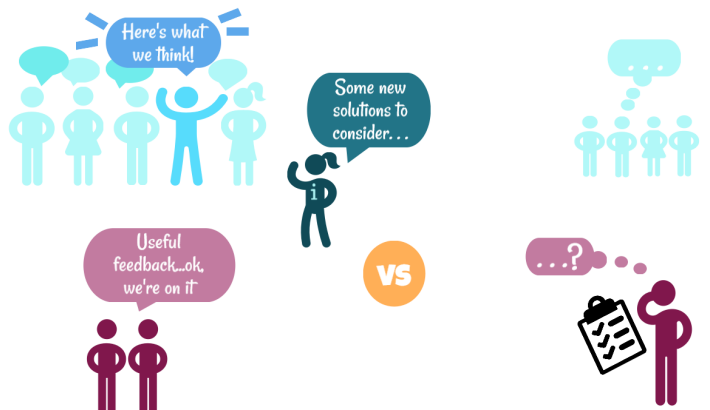
**ONGOING, INCLUSIVE
MONITORING**

**Limited point-in-time
assessment**

With over 90% of Burmese migrant workers using smartphones, Issara's hotline and mobile app is able to monitor information from thousands of migrant workers on pay, conditions, worker complaints and needs, and other key issues on an ongoing basis. Similar opportunities exist for virtually all Southeast Asian nations given connectivity and mobile saturation - even amongst previously isolated migrant worker communities.

Auditors collect information on/from workplaces on the day that they visit. Audits are point-in-time and of short duration, and often announced so that suppliers can prepare. In Southeast Asia, it is common for employers to intimidate and/or coach workers in how to respond to auditors, inspectors, and other authorities.

4 Solutions



**DIRECTLY LINKED TO
COLLABORATIVE SOLUTIONS**

**Few direct links
to solutions**

Inclusive Labour Monitoring finds labour issues but helps to provide practical solutions as well. Issara works cooperatively with global brands, retailers, and importers to identify and address labour issues in their supply chains, and provide ongoing technical advisory services to supplier businesses to help them improve their labour recruitment and management systems.

Most often, audits provide recommendations to business but not solutions. There is often a firewall that prevents auditors from providing solutions to problems that they find. This leaves businesses with lists of problems, without competent technical partners to help implement and monitor sustainable solutions.

ILM: BETTER BUSINESS INTELLIGENCE  Empowering worker voice  BETTER LABOUR CONDITIONS ACROSS ENTIRE SUPPLY CHAINS

ISSARA MEANS **FREEDOM** | www.projectissara.org | info@projectissara.org