



Worker Wellbeing Assessment

A combined effort of
Sedex and AIM-Progress



The tool

Sedex and AIM-PROGRESS present:

Worker Wellbeing Assessment

A new **worker-centric** tool that measures **worker satisfaction** and **job quality** to support buyers and employers increase the impact of compliance activities and project work on workers' lives.

The Tool package consists of: a survey that can be carried out with workers through a range of approaches, guidance on methodology and a reporting framework.

The Tool in 5 points

1. Designed around Impactt's worker pie which highlights what workers want from their jobs (Respect, Income and Progression and Feeling Safe, not a "compliant job")*.
2. Gathers feedback directly from workers
3. Captures data on business indicators so that worker voice data can be correlated with business performance
4. Produces straight-forward quantitative data that can be used for in-depth analysis based on scores per question, category or site, and by key demographics
5. Measures change over time and allows for site-to-site or site-to-industry comparisons

Impactt's 20 years of interviewing workers across 28 countries and multiple industries has shown that, globally, workers are more satisfied and productive when their job meets their needs in terms of progression and income security, feeling respected, and feeling safe.

Benefits

The tool results are both useful in diagnosis and in measuring the impact of interventions

Are you a buyer?

This tool helps you to:

- Gather worker-centric data to contextualise audit results
- Identify grievances on time
- Demonstrate:
 - The impact of Responsible Sourcing interventions/projects on key job satisfaction areas Efforts in meeting sustainability targets/goals such as SDG
 - The link between "good jobs" and business KPIs (i.e. turnover)
- Inform program and project design by identifying areas that require focus and attention (i.e. low scores) for different groups of:
 - Workers
 - Sites (for buyers / membership organisations)
- Benchmark scores across supply chains and with others in the industry





Are you an employer?

This tool helps you to:

- Gather insight into how workers feel about their jobs
- Uncover links between worker satisfaction and better business performance
- Increase worker satisfaction by addressing low score areas
- Demonstrate positive impacts that are not captured through audits

Benefits to workers:

- Quick and straight-forward channel for workers to share how they feel about their jobs
- Opportunity to share perspectives not captured by audits
- Platform for fostering better management-worker dialogue

Partners

The Tool's development was facilitated by Impactt Ltd., a leading Ethical Trade consultancy, and received funding from Sedex and AIM-PROGRESS. The companies below have been involved in the development and piloting of the Tool.



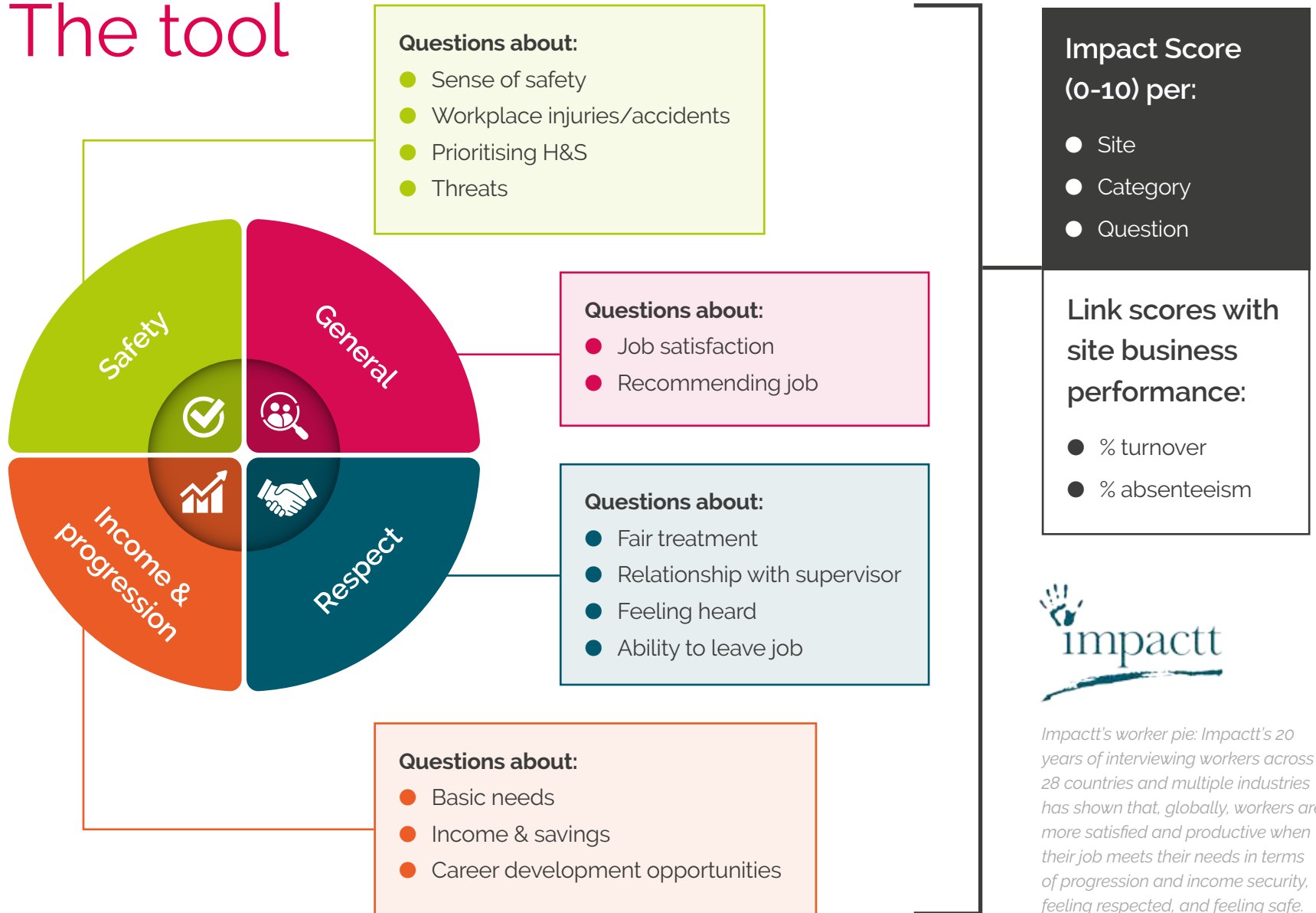
"Workers... felt compelled to speak their mind freely because they were more concerned about the potential improvements and benefits that the survey might be able to drive."

User participating in Pilot

"Workers felt that the questions were... interesting because they had never had to complete a survey like this before."

User participating in Pilot

The tool



Business KPIs

The Tool gathers feedback from workers and from the site (turnover & absenteeism rates). These can be analysed to identify correlations and track progress. As worker satisfaction and job quality increases, turnover and absenteeism rates will decline. This in turn improves the sites productivity, the profits of which can be reinvested into the workforce.



Pilot results

The pilot results highlighted a:

- **Moderate to strong negative correlation** between the Impact score, category score for respect and safety and turnover
- **Weak to moderate negative correlation** between income / progression and turnover

Sample: 12 sites	Turnover
Total impact score	-0.62
Income / progression	-0.43
Safety	-0.57
Respect	-0.57

+/- 0.5 means there is a moderate correlation

+/- 0.7 means there is a strong correlation

Data collection methods

The survey can be carried using four different methods, each with its own set of benefits to users. The Tool has been designed so that regardless of the method chosen, the results are harmonised and therefore remain comparable. Users can thus mix and match methods depending on available resources and what is most appropriate given their relationships with sites.

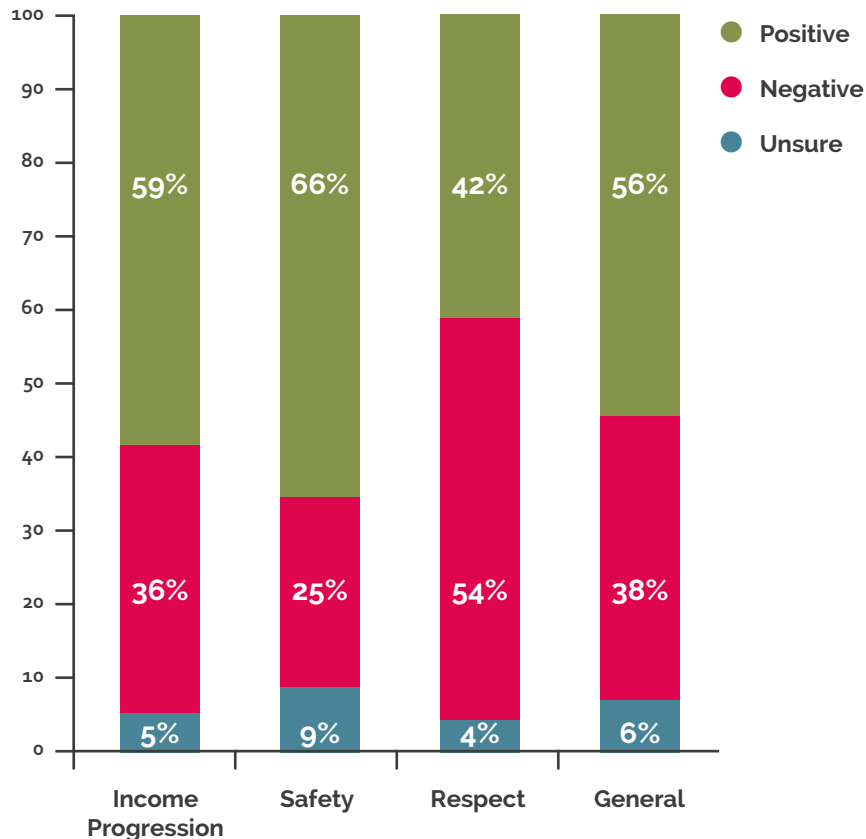


Data Collection Method	Description	Best to use when...
Self-reported by employer	Survey is carried out by the site themselves	<ul style="list-style-type: none"> ● Employers who are committed to making improvements and driving results. ● Employer who want to report on employee wellbeing and satisfaction
Collected by buyer	Survey is carried out by a brand or supplier that buys from the site	<ul style="list-style-type: none"> ● Internal staff visits sites regularly ● Buyer wants to get a reading on worker wellbeing in addition to audits / as part of project improvement work efforts
External audit	Survey is carried out in conjunction with an external audit by an audit firm	<ul style="list-style-type: none"> ● The audit commissioner wants to get an additional reading of worker sentiment. ● Audit commissioner wants auditor to focus on specific areas in worker interviews (in this case impact assessment can be done prior to audit)
Mobile surveys	Survey is carried out via workers' mobile phones through a specialist service provider	<ul style="list-style-type: none"> ● The buyer is entering in a long term engagement with a site ● Transparency is a concern when using any of the other data collection methods

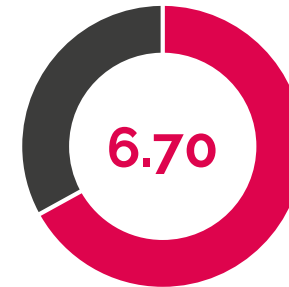
Data (Site)

Using the Reporting Framework that comes with the Tool, users see their results shown as a score out of 10 and as a distribution between positive and negative. This gives the user two levels of analysis.

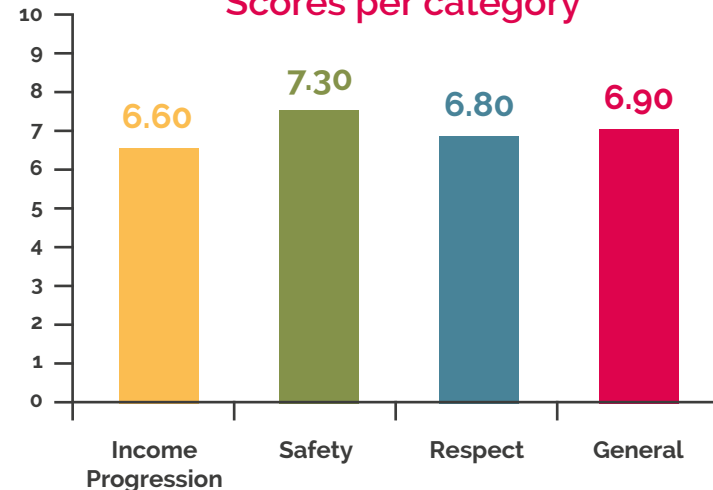
Distribution of responses



Overall site score



Scores per category

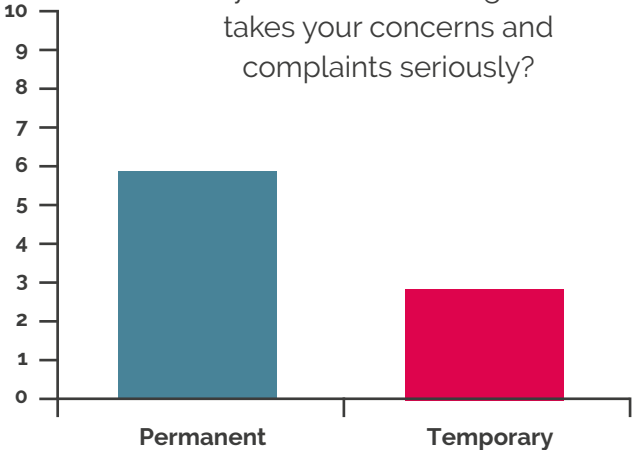




Data (Site)

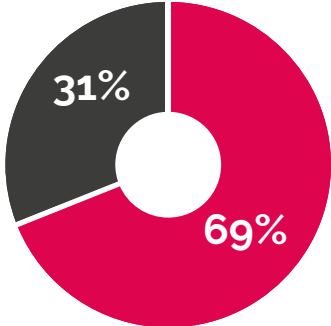
Site A

Do you feel that management takes your concerns and complaints seriously?



Site B

Is threatening or abusive behaviour an issue at your workplace?





Get the tool

You can download the Tool package here:
www.sedexlearning.com?C=1342969

The tool package exist of:

- ✓ Survey
- ✓ Guidelines
- ✓ Reporting template

For questions, contact the Sedex SSF
Working Group:
SSF@sedexglobal.com

AIM-PROGRESS

PROGRAM FOR RESPONSIBLE SOURCING



Sedex®

Head Office: 5th Floor, 24 Southwark Bridge Road, London, SE1 9HF
+44 (0)20 7902 2320 | helpdesk@sedexglobal.com | www.sedexglobal.com

LONDON | SANTIAGO | SHANGHAI | SYDNEY | TOKYO