



# TRANSPARENT AND RESILIENT SUPPLY CHAINS

## WEBINAR GTA - SEA - JUNE 2022

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# Relevance to GTA 5-Year Strategy



Outputs	KPIs
<b>Transparency:</b> <ul style="list-style-type: none"> <li>GTA Partners share company policies on human rights publicly. Policies should include a commitment to support remediation and policies should be shared with supply chain stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>% of Partners who have assessed human rights risks in their supply chains at processor and vessel level</li> <li>% of Partners who have assessed human rights risks from recruitment at processor and vessel level</li> </ul>
<b>Improvement:</b> The GTA Social Responsibility Toolkit, which includes the RISE framework provides a benchmark for the outputs below; <ul style="list-style-type: none"> <li>GTA Partners assess human rights risks in their supply chains at processor and vessel level</li> <li>GTA Partners assess human rights risks from recruitment at processor and vessel level</li> <li>GTA Partners develop a plan which prioritises and addresses human rights risks at processor level which includes measurable progress indicators</li> <li>GTA Partners develop a plan which prioritises and addresses human rights risks on vessels which includes measurable progress indicators</li> </ul>	<ul style="list-style-type: none"> <li>% of partners who have publicly committed to the Employer Pays Principle</li> <li>% of partners who can demonstrate measurable progress against their timebound plan to address human rights risks at processor and vessel level</li> <li>% of Partners who have shared company policies on human rights publicly, and with supply chain stakeholders, that include a commitment to remediation</li> <li>% of Partners who are reporting on the management of human rights risks publicly, including remediation actions taken.</li> </ul>
<b>Outcomes</b> <ul style="list-style-type: none"> <li>GTA partners are effectively managing human rights risks through comprehensive due diligence processes, and proactive actions focused on their supply chains and are reporting on them publicly</li> </ul>	

# The legal context: National Due Diligence Laws

## Enacted law

### Germany

LkSG Law as of 2023

### Norway

Law adopted by parliament in June 2021

### France

Loi sur le Devoir de Vigilance (2017)

### Netherlands

- Child Due Diligence Law (2019)
- Responsible and Sustainable International Business Conduct Act (draft)

### UK

- UK Modern Slavery Act (2015)
- Strengthening of UK MSA in 2021
- CSO initiative for a law with wider scope

### Switzerland

Parliament adopted law on reporting and mandatory due diligence

On 23 FEBRUARY 2022, the European Commission released its 'PROPOSAL FOR A DIRECTIVE ON CORPORATE SUSTAINABILITY DUE DILIGENCE.'

## Political process

### Austria

Parliamentary proposal for a supply chain law

### Belgium

Parliamentary proposal on the corporate duty of vigilance and care in value chains

### Spain

Government's Annual Regulatory Plan includes a legislative initiative on due diligence

### Finland

Government commitment to due diligence legislation

### Luxembourg

Government commitment to due diligence legislation

## Civil society action

### Italy

Government announced evaluation of existing laws

### Denmark

Parliament is discussing law proposal

### Sweden

- State agency recommending a mandatory human rights due diligence law
- CSO campaign

Poland Czechia Ireland

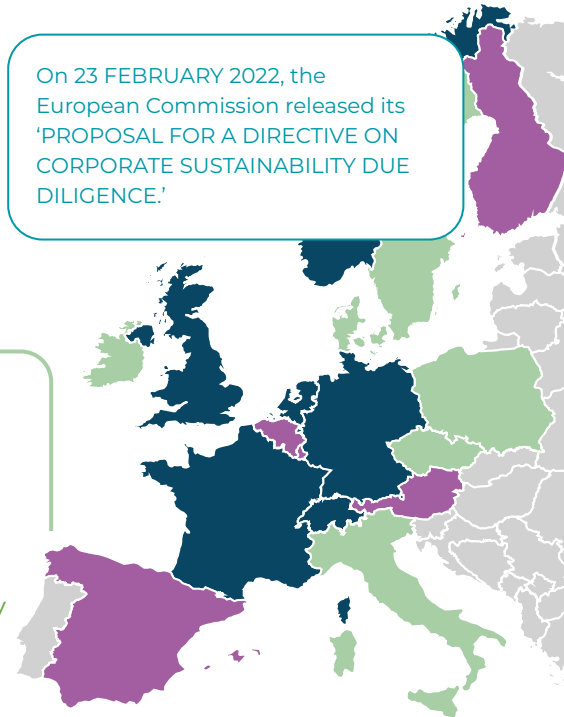
## Outside of Europe

### USA

- USA Trade Facilitation and Trade Enforcement Act
- US Dodd-Frank Act Section 1502
- US California Transparency in Supply Chains Act
- Uyghur Forced Labor Prevention Act

### Australia

Australia Modern Slavery Act



# The Human Rights Challenges

## Global Trends



**A connected world** with connected workers



**Respecting labour rights may not be enough** to evaluate the well being of the worker

## Lessons from COVID-19



**Increased risks of critical human rights violations** across global supply chains



**Major disruption** of traditional human rights protections and controls





Ulula is a digital stakeholder engagement tool that collects and analyzes data.

Our solutions engage workers and communities so that companies, regulators, and key decision makers can better **measure**, **monitor** and **improve their impact** on the global supply chain.

Our solutions are  
**Continuous, Anonymous, Multi-Channel,**  
**Multi Language** and using **Chatbots**.

# Trusted by global companies

## Ulula's impact to date

**1.6+**  
Million people

**40+**  
Countries

**50+**  
Languages

## Working across sectors



Agriculture



Fishing



Finance



Textile &  
Garment



Manufacturing



Certification  
Standards



Construction



Food  
Production



Labor  
Recruitment



Mining &  
Energy



Cosmetics



Audits



# Digital solutions for better worker engagement

Ulula offers a suite of tools that work with offline and online mobile devices, in any language, anywhere in the world



**Automated surveys** to collect project information and monitor impacts (*Worker Voice Survey & Self Assessment*)



**Mass broadcasts** to deliver alerts and notifications to the target population



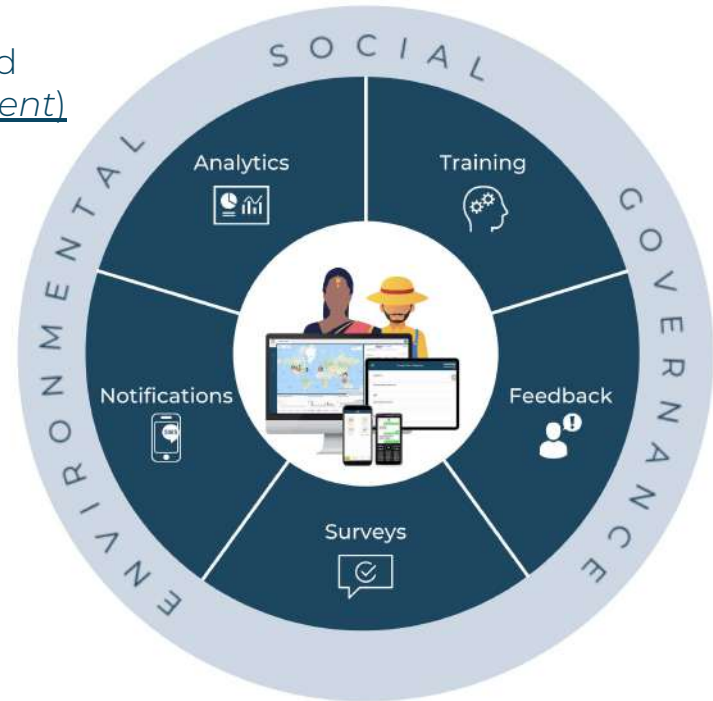
**Grievance management** system to manage and collaborate on beneficiary and community concerns



**Resource and training** materials for capacity building



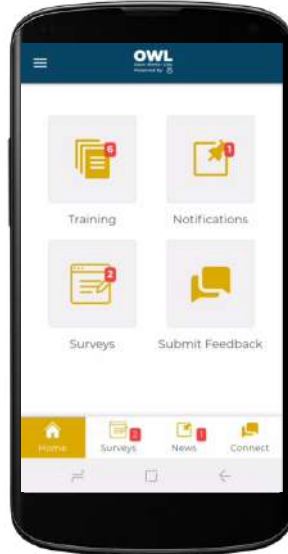
**Analytics** dashboard provide real-time insights into labour conditions and issues



# Multi-Channel realtime stakeholder engagement tools



Off-Line options

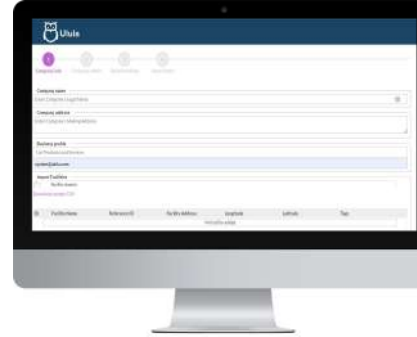


On-line iOS & Android App



Voice | SMS | Email | APP | WEB  
Facebook Messenger | WhatsApp

Survey & Questionnaire Building Tool



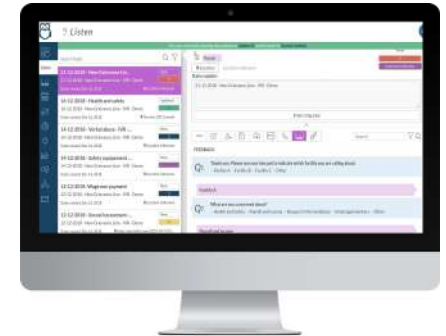
Interactive Maps, Dashboards & Filters for Granular Insights



Live Analytics Stakeholders' Survey Responses

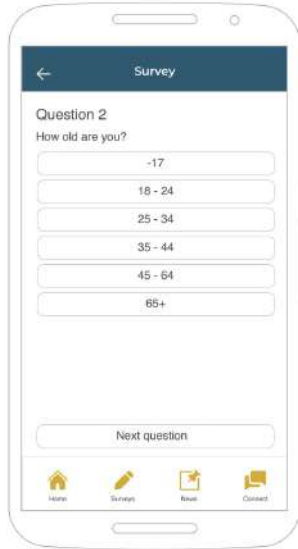


Grievance Case Management System

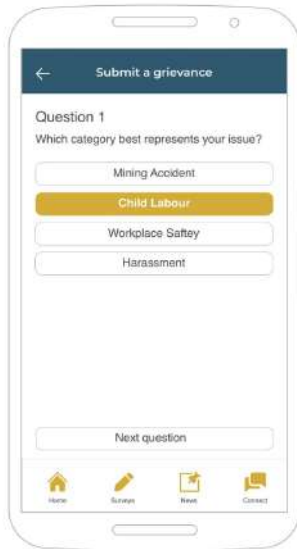




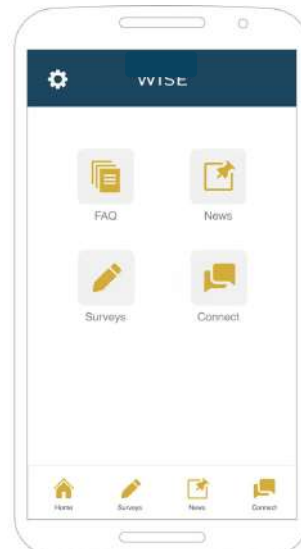
# Ulula's Open Worker Line (OWL)



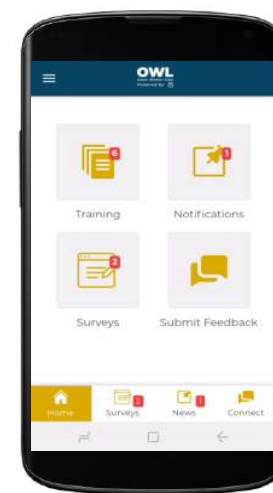
Ulula's app has a **survey module** where crew members can answer questions.



Ulula's app also has a **grievance management module** where crew/worker can report workplace concerns. The app enables clients or 3rd parties to respond directly to workers.



Clients can publish other worker surveys and add **useful learning and info-sharing modules**.



Integrated worker engagement **surveys, grievance, resources & training** for capacity building



# Stakeholder interaction

Easy to deploy and scale

Stakeholders engage with Ulula's tools on their mobile phone by calling, texting, activating a web form or application.

- Works self-register by calling or texting the number and logging into the app
- Registration activates the engagement module
- Ulula bots engage and facilitate data collection
- Anonymous communication in the worker's preferred language
- Accessible anywhere in the world with or without access to the internet

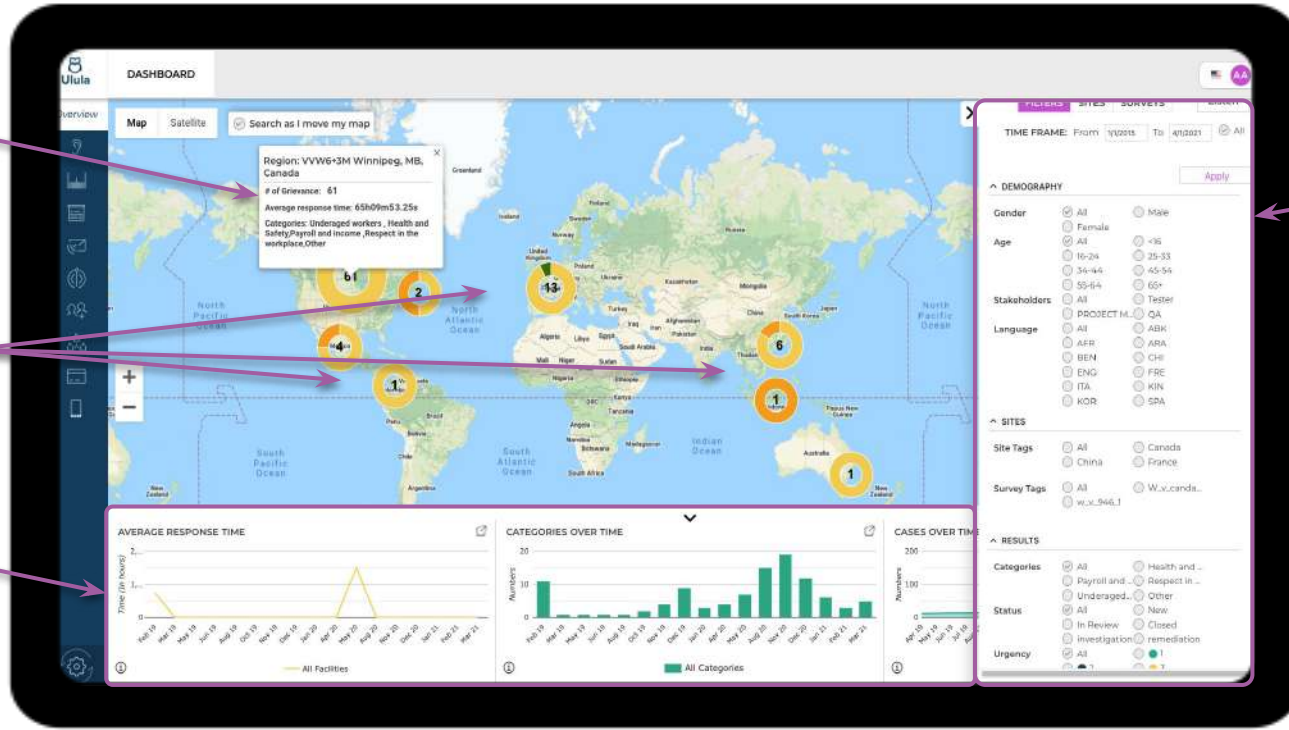


# Worker Insights Overview Dashboard

Detailed view mine, site, community, etc.

Interactive maps with aggregated data per country, mine, site, community, etc.

Global analytics results ex.:  
-Average perception measure  
-Average response time



Interactive filters for granular information and visuals:

- Demographics
- Questionnaire categories
- Grievances and urgency
- Languages
- etc.

# Site Level Analytics Dashboard

Create your own widgets, dashboards

Stakeholders' participation

Survey question categories aggregate analytics

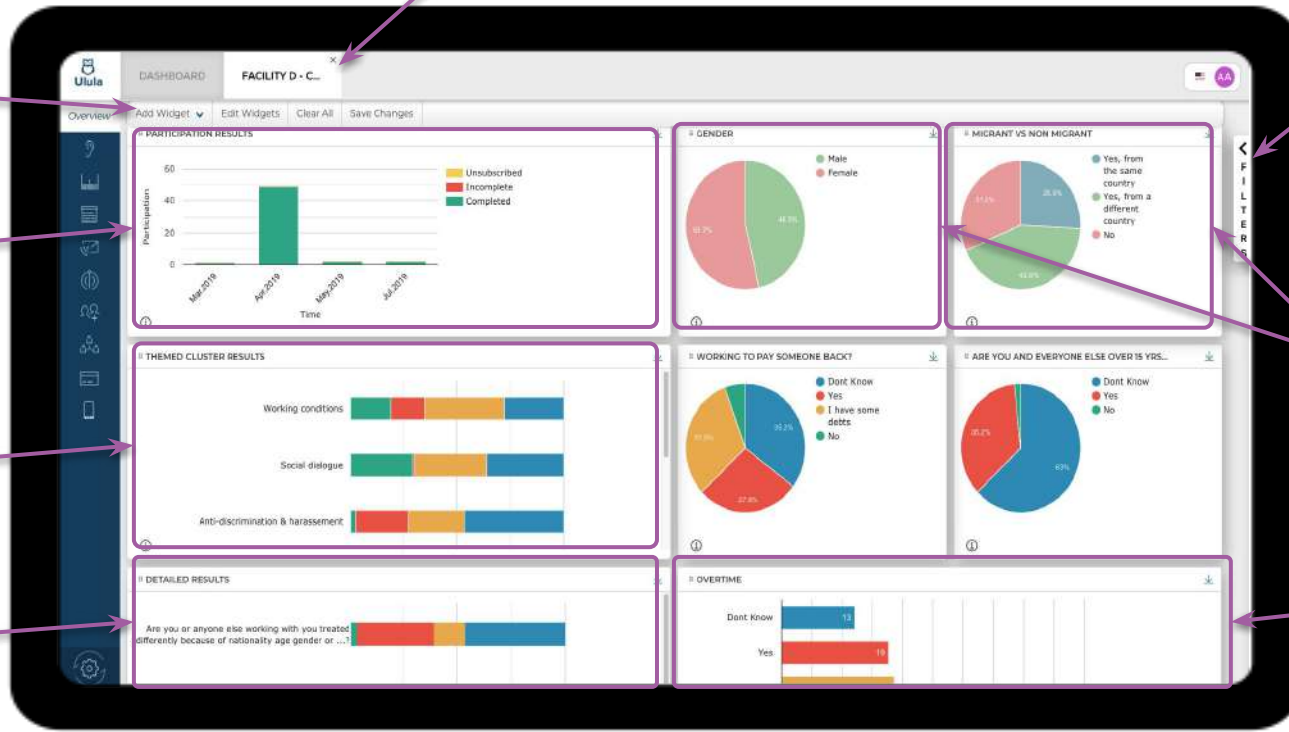
Survey questions detailed analytics

Detailed analytics per country, factory, mill, mine, community, etc.

Filters for detailed information / visuals

Demographic groups analytics

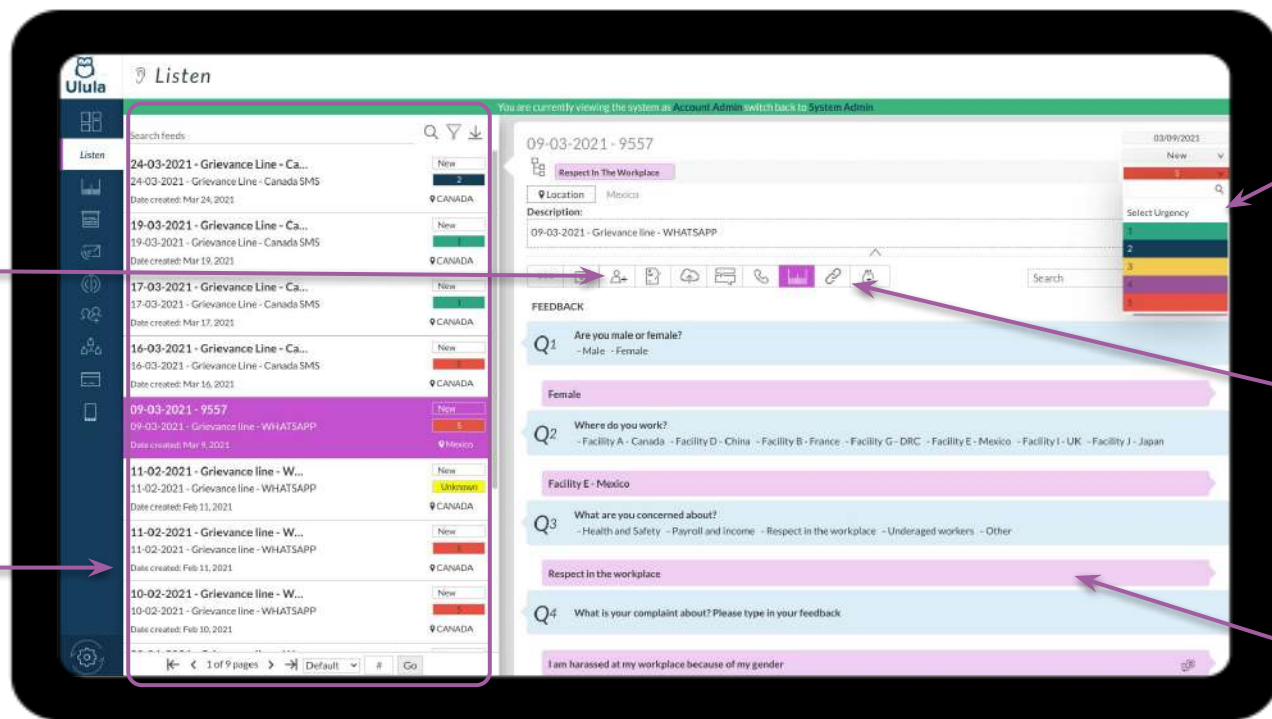
Overtime performance



# Platform View: 'Listen' Grievance Mechanism Module



Direct & anonymous grievance line available 24/7. Build trust & strengthen relationships with your stakeholders



Add team members for collaboration. Assign tasks for grievance case management

View all grievances

Establish urgency rating according to your company's grievance case protocols

Link related grievances or similar to unique mobile numbers

Engage directly with grievant

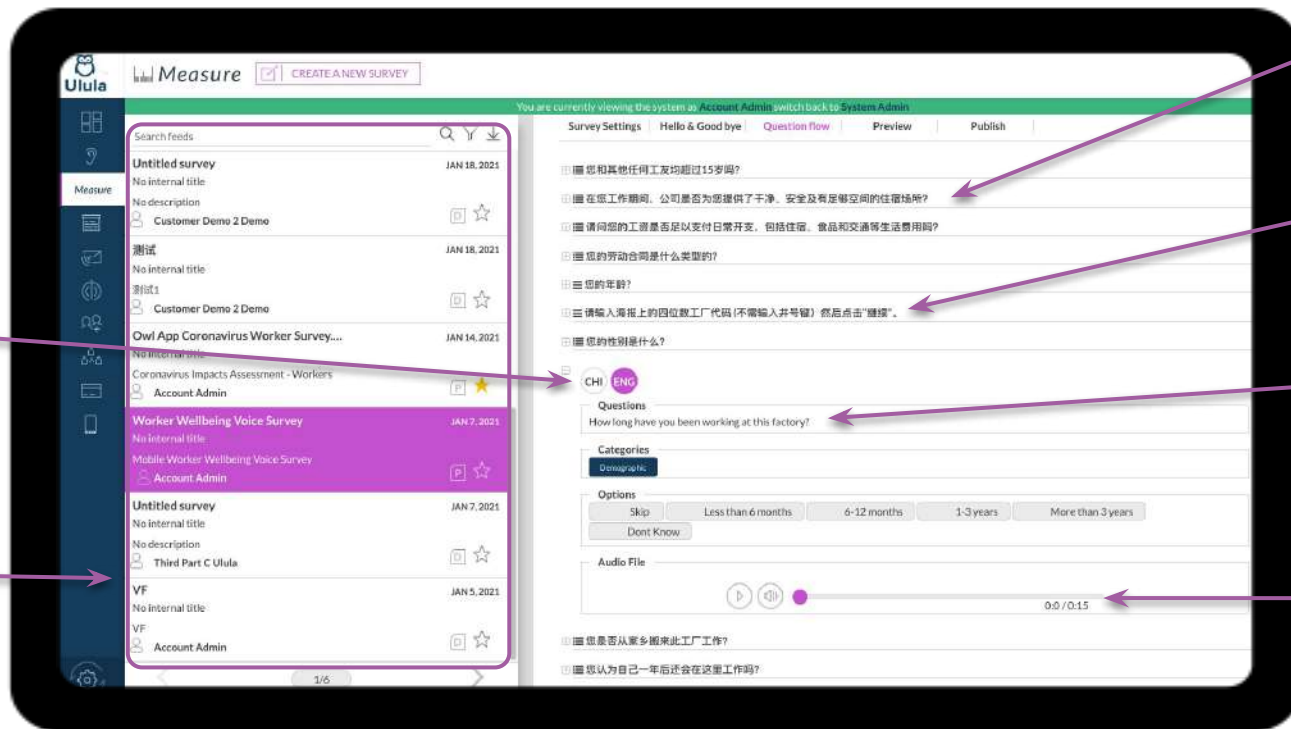


# Platform View: 'Measure' Survey Design & Creation



Choose  
languages

Manage  
current &  
past  
surveys



250+ question  
bank available

Example  
questionnaire in  
Mandarin

Same example  
question in  
English

Audio question  
recording

# Why be socially *proactive* not *reactive*?

Secure market access

Human Rights Due Diligence (HRDD) regulation enacted in key markets (EU, US, Australia, UK...) is redefining trade rules including potential **import bans** and significant legal costs and penalties. HRDD requires continuous, data-driven engagement with workers across global supply chain

Improve operational efficiency

Monitoring **increases worker satisfaction**, reduces turnover, social conflicts, health and safety risks

Differentiate yourself

Credible social and labor indicators **decreases reputational risks** and creates an opportunity to communicate credible and timely data to investors and consumers

# Why Ulula?

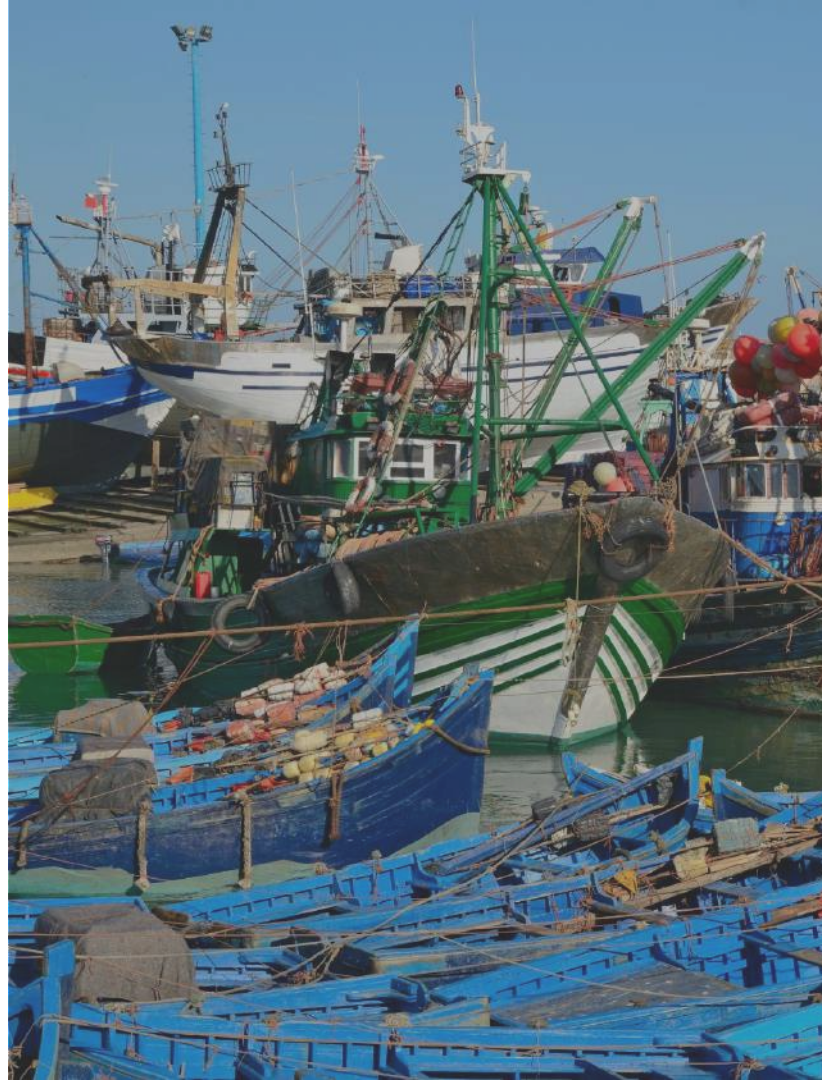
Ulula offers a **cost-effective solution** to measure and improve worker well-being both online & off by providing **real-time analytics** that drive continuous improvement. Ulula can reach more workers through its **comprehensive engagement channels**, multilingual services and **actionable insights** built upon our track record of working with large textile and apparel brands and suppliers.

- **Works on any phone**, does not require app downloads and adapts to workers preferred languages
- **Worker anonymity** is respected and sensitive information is securely stored.
- **Content and analytics** developed in accordance with your need.
- **Custom solutions**
- **Online onboarding** with training and ongoing support in adapted language.
- **Onboarding material** including poster and leaflet in adapted language.
- **On the ground representatives and partners** with the capacity and rapport to effectively implement the worker voice program



# Why a collaboration between Ulula and OSA?

- Using OSA's seafood expertise, OSA and Ulula are developing Asia Pacific pilot projects to tailor Ulula's **worker engagement platforms for the seafood sector**
- This collaboration lets crew/workers to speak up in a **confidential and safe** way, using their 'worker voice'
- It will also allow proactive, responsible seafood sector companies to **easily hear their workers' voices** and identify workplace issues early
- OSA can provide **responsible social accountability assessments** and management system development support for the seafood sector



# OUR ASIA PACIFIC PILOT PROGRAM WITH OSA



**Leveraging workers' phones, Ulula goes directly to crew member aboard fishing vessels.** Ulula's anonymous surveys, self assessment questionnaires, and grievance mechanisms can be completed even without access to the Internet or cell reception — letting crew participate both on land and at sea.



## SURVEY

Deploy crew surveys aligned with international fishing standards to measure human rights compliance and labor conditions onboard. Access real-time results on Ulula's interactive analytics dashboard and compare these results across time, vessels, and demographic. **Crew members are prompted to participate in surveys before and after their time on board.**



## GRIEVANCE

Designed around protocols aligned with fishing industry standards, crew can **anonymously** raise concerns via a **two-way communication** channel. **Auto-translation** lets crew members submit concerns in their preferred language and case-handlers seamlessly follow-up in theirs. The case handling platform facilitates **collaborative resolution** and **records** the steps taken to address worker concerns.



## BROADCAST

facilitates mass and targeted-information sharing with workers and community members and provides an opportunity to alert people in case of emergency, support awareness raising and capacity building or when you need to engage with your workforce and community about relevant updates and information.



# Stay in touch and connect!

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