



International  
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Organization

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1919-2019

# GLP

Good  
Labour  
Practices

## Good Labour Practices (GLP) Guidelines in Thailand's seafood industry



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**Good Labour Practices  
(GLP) Guidelines  
in Thailand's seafood industry**

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# Foreword

## International Labour Organization

Over the past few years, we have witnessed changes in the Thai and global seascapes for work in commercial fishing. These changes includes: new Thai law and enforcement regimes for work in fishing and seafood; the International Labour Organization's (ILO) Protocol of 2014 to the Forced Labour Convention, 1930 (P 29) and the Work in Fishing Convention (C 188); higher forced labour standards for US and UK importers; closer scrutiny of Thai agro-industry from global buyers; and "yellow cards" from the European Union (EU) for illegal and unregulated fishing in South-East Asia.

Through the EU-funded ILO Ship to Shore Rights Project, the ILO, the Royal Thai Government, participating industry associations, trade unions, and civil society organizations have worked on a revision and expansion of the 2012 Good Labour Practices (GLP) with regard to workplace labour standards in the Thai shrimp-peeling industry under the International Programme on the Elimination of Child Labour (IPEC). These updated GLP Guidelines respond to urgent changes in the Thai and global seafood industries, which are increasingly putting a focus on industry association-led GLP programmes. The Guidelines help seafood industry associations identify and end unacceptable forms of work - such as child labour, forced labour, workplace discrimination, and sub-standard working conditions - via higher standards and by imparting the lessons we have learned together about what works best. The ILO will continue to urge ratification by the Thai government of two conventions that aim to advance the fundamental rights to freedom of association and collective bargaining (C 87 and C 98).

The Guidelines updated GLP for both factory management industry associations commit to building effective labour standards programmes and to improving working conditions in the seafood industry. They includes

updated GLP workplace standards and principles, and new tools for factory managers and industry association leaders to identify potential labour risks in their supply chains, strengthen assessments of their labour practices, and act to fix and prevent problems.

The Ship to Shore Rights Project supports these industry programmes directly and through the establishment of a tripartite GLP Advisory Committee to provide oversight of the programmes. With cooperation of fishing industry associations, we hope to extend these programmes up and down the Thai seafood supply chain. This guidelines is a big step forward for these programmes, and we encourage active use of these GLP Guidelines by industry association leaders as they build labour programmes, factory management, and workers and their organizations.

The ILO wishes to recognize the financial support provided by the European Union to this programme.



**Graeme Buckley**

Director

ILO Decent Work Technical Support  
Team for East and South-East Asia  
and the Pacific and Country Office for  
Thailand, Cambodia and Lao People's  
Democratic Republic

# Foreword

## European Union Delegation to Thailand

Secure employment, decent work, fair wages, equality at work, safe working conditions, as well as social protection lie at the very core of the values of the European Union. They are the basis for the European pillar of social rights.

The EU does not promote these principles and values only for the sake of European citizens, but works with partner countries, social partners, civil society organizations, and people across the world, including in Thailand.

Over the past years the EU has worked closely with the Royal Thai Government on labour matters and has acknowledged the efforts and dedication of the government to reform the legal framework for work in fishing and seafood. Thanks to this important commitment, Thailand was the first country in Asia to ratify the Forced Labour Protocol (P29) and the Work in Fishing Convention (C188).

A dedicated EU – Thailand Labour Dialogue has been set up to capitalise on these efforts and achievements. The aim of this high level dialogue is to promote decent work and international labour standards, through closer cooperation, exchange of best practices and mutual learning.

To deliver on these topics, the EU in Thailand has partnered with the International Labour Organization. This work serves also to support the effective implementation of the 2030 Agenda for Sustainable Development, in particular Sustainable Development Goal 8 (Decent Work and Economic Growth).

More specifically, the EU and the ILO have joined forces through the project Ship to Shore (Combatting Unacceptable forms of Work in the Thai Fishing and Seafood Industry) to make sure that the Thai seafood and fishing industries are compliant with global labour standards.

The "Good Labour Practices (GLP)" component of the Ship to Shore project has brought together the Ministry of Labour's Department of Labour Protection and Welfare (DLPW), the Ministry of Agriculture and Cooperatives' Department of Fisheries (DOF), industry associations, workers' organizations, civil society, and global buyers to improve working conditions of migrant workers in the fishing and seafood processing sectors in Thailand.

This collective effort is one of the key achievements of the project. Civil society organizations and workers' organizations are now involved in multi-stakeholder dialogues and negotiations, and their presence makes the process more inclusive.

In this context, the participation and commitment of industry associations and global buyers is crucial to ensure that standards are respected across the entire value chain. This is an important message for consumers in Europe and other parts of the globe.

The EU looks forward to continuing this fruitful cooperation, to step up efforts in improving the living and working conditions of all workers in Thailand.



**Pirkka Tapiola**

Ambassador

Delegation of the European Union to Thailand



# Foreword

## Ministry of Labour

Free trade has resulted in new laws and regulations, yet more is still needed to support enterprises in setting good ethical values. As a result, many enterprises follow the concept of Corporate Social Responsibility (CSR) as a tool to balance out enterprises that focus solely on profits. Global trends are now shifting towards a more just and ethical society, one where we all rely on each other to gain mutual benefits. Trading partners have set higher labour standards and social welfare as terms and conditions for their overseas imports, making it even more essential for enterprises to pay careful attention to social issues in order to exports their products.

The Ministry of Labour has cooperated with the ILO and EU under the Ship to Shore Rights Project to build awareness on Corporate Social Responsibility within the private sector, including to promote the use of tools to improve working conditions and recruitment as well as to prevent human trafficking, child labour, and other unacceptable forms of labour abuse. By presenting new GLP Guidelines for the Thai seafood industry, this publication will help seafood enterprises effectively manage labour throughout the supply chain and ensure social security and the Decent Work Agenda – leading to improved working conditions, which in turn will enhance Thailand’s trade competitiveness.



**Jarin Chakkaphark**  
Permanent Secretary  
Ministry of Labour

# Foreword

## Thai Frozen Food Association and Thai Tuna Industry Association

Thailand is a major global exporter of seafood products. The production process starts with the catching or farming of seafood, which are then processed before products are exported to other countries. The processing of raw materials at the factory and subsequent export to customers follows strict standards throughout the supply chain, such as GMP and HACCP. In addition, global trends, as exemplified through Thailand's trading partners, are focused on labour issues. The Thai seafood industry places great importance on labour issues, particularly as it employs both Thai and migrant workers. As producers and exporters, we have to prove that the production of Thai seafood products complies with the highest standards throughout the supply chain. The seafood industry employs workers in line with both Thai labour standards and international labour standards.

Thai Frozen Foods Association (TFFA) and Thai Tuna Industry Association (TTIA) have partnered with the Department of Labour Protection and Welfare (DLPW), Ministry of Labour, and the Department of Fisheries, Ministry of Agriculture and Cooperatives, with financial support from the European Union through the ILO's Ship to Shore Rights Project to jointly develop Good Labour Practices (GLP) Guidelines. These Guidelines aim to strengthen the effectiveness of the GLP programme, and include additional improvements to the existing management guidelines. These improvements address labour practices at the factory and along the supply chain, worker engagement in the Welfare Committee, awareness-raising about the GLP, follow-up with industry members, and public reporting of progress.

The TFFA and TTIA are committed and dedicated to good labour practices and hopes that consumers will have trust in Thai seafood products – both in terms of food quality and labour standards – creating a sustainable Thai seafood industry.



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# Acknowledgements

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Ship to Shore Rights Project partners including the Royal Thai Government, Thai Ministry of Labour and Department of Fisheries, employers' and workers' organizations, trade unions, and civil society organizations, all of which participated as part of the GLP Advisory Committee and reviewed the GLP guidelines.

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# I. Introduction

## Why do we need Good Labour Practices?

Reports in recent years have shed light on serious human and labour rights abuses committed in the Thai commercial fishing and seafood processing industries, particularly against migrant workers coming from neighboring Cambodia and Myanmar. In response, the ILO's Ship to Shore Rights Project (funded by the European Union) works with the Thai Government, employer associations, unions, and civil society organizations to reduce forced labour, child labour, and other exploitation of workers in these sectors.

There has been a rash of changes in the industry since these global reports were published. The Ship to Shore Rights Project's 2018 Baseline Report on Working Conditions points to both improvements in working conditions and persistent labour abuses in the Thai seafood processing and fishing sectors. (The report – with details on recruitment, wages, hours, safety and health, and worker complaints – can be found at [shiptoshorerights.org](http://shiptoshorerights.org)).

To help the Thai industry strengthen its response to abuses up and down the seafood supply chain, the Ship to Shore Rights Project has bolstered the existing Good Labour Practices (GLP) programme. At its start in 2012, the GLP programme taught participating companies in Thai shrimp peeling plants to understand both Thai and global labour standards, and to put them to work.

The guidelines in this publication include updated GLP Workplace Standards, principles for industry associations, GLP programmes, and new tools for factory managers and industry association leaders. All are available at [www.shiptoshorerights.org](http://www.shiptoshorerights.org) along with a list of members of the tripartite GLP Advisory Committee. They are also available at the websites of the Thai Frozen Food Association ([www.thai-frozen.or.th](http://www.thai-frozen.or.th)) and Thai Tuna Industry Association ([www.thaituna.org](http://www.thaituna.org)).

Taken together, the new tools in these guidelines and stronger GLP programmes will help industry associations and their participating factories answer and act on key questions: Are we focused on the right labour issues? Do we have systems in place to identify and deal effectively with these issues? What resources (including mandate and power) do we need to make sure these systems work well?

The core of the original GLP programme was Workplace Standards. These standards set a floor for working conditions in the industry, organized into six categories:

- A. Forced Labour and Recruitment
- B. Child Labour
- C. Freedom of Association, Collective Bargaining and Workplace Cooperation
- D. Discrimination (Equal Employment Opportunity and Treatment)
- E. Wages, Compensation, and Working Time
- F. Occupational Safety and Health and Worker Welfare and Community Engagement

These categories have not changed, but a short list of needed updates includes new Thai law and, as part of the new enforcement regime for work in fishing and seafood, the adoption of the ILO's Forced Labour Protocol (P 29) – ratified by Thailand in June 2018 – and the Work in Fishing Convention, 2007 (C 188) - ratified by Thailand in January 2019. This update has also been driven by higher forced labour standards from US and EU importers; and closer scrutiny of Thai agro-industry by trading partners, buyers, and civil society organizations around the world.

GLP Workplace Standards are built around the ILO's eight Fundamental Conventions (core labour standards) and key national laws.

The ILO core labour standards include:

1. Freedom of Association and Protection of the Right to Organize Convention, 1948 (No. 87);
2. Right to Organise and Collective Bargaining Convention, 1949 (No. 98);
3. Forced Labour Convention, 1930 (No. 29);
4. Abolition of Forced Labour Convention, 1957 (No. 105);
5. Minimum Age Convention, 1973 (No. 138);
6. Worst Forms of Child Labour Convention, 1999 (No. 182);
7. Equal Remuneration Convention, 1951 (No. 100);
8. Discrimination (Employment and Occupation) Convention, 1958 (No. 111)

Thailand has ratified six of the eight ILO Fundamental Conventions. It has yet to ratify Nos. 87 and 98. Key Thai laws relevant to work in the seafood industry include:

- Royal Ordinance on Management of Foreign Workers Employment B.E. 2560 (2017) and its amendments;
- Labour Protection Act B.E. 2541 (1998) and its amendments;
- Labour Relations Act B.E. 2518 (1975) and its amendments;
- Anti-Trafficking Act B.E. 2551 (2008) and its amendments;
- The Home Worker Protection Act, B.E. 2553 (2010);
- Occupational Safety, Health and Environment Act, B.E. 2554 (A.D. 2011) and other Department of Labour Protection and Welfare Regulations on occupational safety and health (OSH);
- Social Security Act B.E. 2553 (2010);
- Employment and Job Seeker Protection Act B.E. 2528 (1985);
- Alien Employment Act B.E. 2551 (2008);
- Persons with Disabilities Empowerment Act B.E. 2550 (2007) and amendments B.E. 2556 (2013).

# II. Programme principles

## The new programme expands Good Labour Practices in two important ways.

First, it takes advantage of the general convergence of workplace standards in Thailand and elsewhere around ILO standards in order to cover work up and down the Thai seafood supply chain from "boat to bag". Much of Thai labour law and the ILO's core labour standards - which are global by design - can be applied to work both on vessels and in seafood processing plants.

GLP standards for work in fishing - to be published separately - use the same template but make allowances for key differences in labour rules for work in fishing and the requirements of ILO Convention No. 188. Similarly, GLP Workplace Standards for Thai poultry or fruit processing, for example, would follow the seafood processing template.

### **Stronger businesses:**

Industry associations build GLP programmes not to audit or certify member companies for "labour compliance" but to help suppliers gain business benefits that include:

- Building systems for good labour practices with improved efficiency, higher level of trust, and lower worker turnover.
- Building a culture of continuous improvement through improved due diligence, worker - management engagement, and establishment of a grievance mechanism.



- Improving employer - worker dialogues and interactions for efficiency and productivity gains.
- Driving supply chain alignment by ensuring that upstream suppliers are engaged and work to meet a common labor standard.
- Improving understanding of their supply chain, gaps in labour compliance, and procurement practices.
- Winning recognition of labour programmes by global buyers, worker organizations.
- Reducing the complexities and cost of monitoring.

Second, the new programme lays down key principles that industry associations must follow to build effective labour standards programmes among their member companies. GLP programmes must embrace higher workplace standards but also elements that are unfamiliar to many industry associations, including, for example, independent due diligence, tripartite governance, and public reporting of results. Here are the nine important elements of effective association programmes:

- **Clear workplace standards.** In keeping with the notion of GLP programmes raising the bar to meet global standards, the new programme preserves the relative simplicity of workplace standards.
- **CEO-level commitment and dedicated staff.** Industry programmes must have regular engagement by top-level executives and dedicated staff - with the ability and authority to evaluate conditions, advise member companies, challenge prevailing attitudes and practices, and independently report - in order to succeed.
- **Tools and learning focused on systems.** Capacity building means more than training. Workplace assessment tools and coaching should emphasize root causes of labour violations and illustrate remedies with a focus on simple management systems and continuous improvement, rather than compliance.

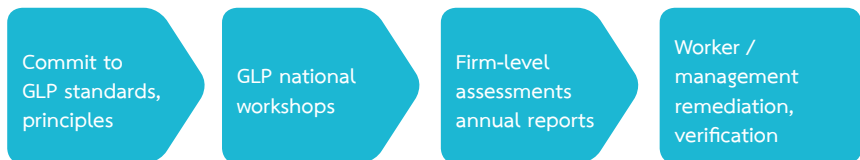
- **Industry internal due diligence and remediation.** Programmes must conduct their own due diligence of members' labour practices, and help them remedy violations.
- **Engagement with workers, civil society.** Regular engagement with worker organizations and civil society can help Thai seafood promote good working relations between employers and workers.
- **Factory- and industry-level grievance and remediation.** Workers and other stakeholders must have a credible and responsive body to hear and act promptly on collective complaints.
- **Accountability mechanisms.**
  - a. Promote high performers and major improvement.
  - b. Press chronic low performers for improvements to protect workers and the industry's efforts.
- **Independent due diligence and public reporting on labour practices.** Credible programmes require regular and robust independent analysis and public disclosure of the programme's results. This process has to be led by a GLP Advisory Committee that includes government, the private sector, independent worker and civil society organizations, and international observers.
- **Sourcing choices and incentives that reward good labour practices.** Sourcing choices by buyers - including decisions about pricing - must reflect the buyers' commitments to reward decent work in seafood and fishing. For Thai suppliers, the programme must expand to cover labour practices and working conditions further up their supply chain, and to improving their own sourcing practices.

In the revised GLP programmes, industry associations organized 12-month cycles of training, advising on remediation, due diligence, and industry accountability among their member companies.



For their part, the participating companies commit to making measurable progress toward full legal compliance, safe workplaces, meaningful worker/management dialogue, and global labour standards.

Industry associations, as part of GLP, set out clear criteria and expectations of their GLP-participating companies. These criteria start with company-level commitments to GLP standards and principles, and their active participation in GLP national workshops. Participation includes association-led workplace visits to assess labour practices and coaching to help ensure that member companies fix problem practices.



The industry association workplace recommendations and coaching will follow the GLP Workplace Standards, but in contrast to audits conducted on behalf of buyers, GLP standards and assessments are not highly technical. They are designed instead to fill critical gaps in workplace labour practices and to provide practical tools for factories to make measurable improvements.

This revision of GLP includes new tools for effective worker-management engagement, grievance channels and remediation, and analysis of upstream supply chain risks to workers. And the emphasis is on monitoring achievement of results rather than process "Does factory safety data show a decrease in worker injuries in the last 12 months?" instead of, "Has management appointed a Safety Committee?"

# III. Workplace standards

## GLP Guidelines for seafood processing enterprises in Thailand

### A. Forced labour

Forced labour is work for which the person has not entered of their own free will and that is exacted under the threat of penalty. This threat of penalty may occur during recruitment and result in the individual being forced to accept a job. Or, it can occur once the person is working as a means of forcing a worker to perform tasks that were not initially agreed upon. The person could face physical violence or sexual violence, restriction of movement, and/or debt bondage. Forced labour could take many forms.

Forced labour violates the basic human right to work in freedom and to freely choose one's work. Two elements must be present: The first element is that the worker must be subject to threat of penalty. The second element of forced labour is that the worker has not accepted the work voluntarily.

#### Recruitment and Hiring

A.1 Violence and/or threats of violence are not used to induce workers, and in the case of migrant workers, threats of denunciation to authorities or threats of deportation are not used to induce work.

A.2 Workers are free to move in and out of and of their workplaces or dormitories according to company policy and Thai law.

A.3 Workers have access to their identification documents and possessions.

A.4 Employer ensures that only workers (national and migrants) with valid work permits are hired.

A.5 Employer does not demand payment for recruitment.

A.6 Employer does not demand payment or security deposits for work damages according to the law.

A.7 Employer does not demand payment or security deposit to retain workers to work with them.

### Using recruitment agencies or brokers

A.8 Employer knows the recruitment practices and policies of the recruitment agencies from which employer hires and checks that the recruitment agency has the required license from sending countries or the receiving country.

A.9 Employer complies with legal requirements in bringing workers to work, including health check-ups, support for visa applications, visa, and work permits.

A.10 Employer is responsible for recruitment fees. No fees are paid directly or indirectly by workers according to Thai law.

A.11 Employer knows what terms and conditions of employment were conveyed to workers by recruitment agencies, and employer ensures that workers arrive in Thailand they are not presented with terms and conditions that are different from those they agreed to prior to departure.

### Contracts

A.12 Employer does not permit debt bondage. Security deposits or advances are not taken to ensure that workers stay on the job.

A.13 Contracts are written and provided in workers' native language.

A.14 In the case of workers with limited literacy, contracts are explained verbally in the workers' native language.

A.15 Contracts clearly stipulate worker responsibilities and hours of work.

A.16 Contracts clearly stipulate wages, benefits, and worker rights.

### Termination of contracts

A.17 Workers may terminate contracts without penalties, according to the terms and conditions in the contract and by Thai law.

A.18 Workers who terminate employment have access to identification documents and possessions, and are paid all due wages within 3 days of termination, according to Thai law.

### Conditions of work

A.19 Wages are paid regularly - not delayed, withheld, or paid irregularly in order to punish or coerce workers to stay on the job.

A.20 If there is company policy to give advances, employers will not charge any interest on advances and will not use advances to coerce workers to work.

A.21 Overtime and holiday work are only required on a temporary and needed basis, and require consent from workers.

A.22 All overtime must be voluntary, and evidence of agreement by the worker to do so must be signed, kept on file, and available for review.

## B. Child labour

Child labour refers to work that is mentally, physically, socially, or morally dangerous and harmful to children and interferes with their schooling by depriving them of the opportunity to attend school, by obliging them to leave school prematurely, or by requiring them to combine school attendance with excessively long and heavy work.

The Labour Protection Act, B.E. 2541 and its revisions cover most sectors in Thailand and require employees to be at least 15 years of age. In line with international requirements, the Act forbids children from working in environments that are considered hazardous due to potential physical or moral harms and sets a minimum age of 18 for hazardous work. Young workers, i.e., those aged 15–17, are considered vulnerable even if they are not engaged in hazardous work. Therefore, there are additional laws regarding payment, working hours, and notification of the labour inspection officer to protect and support these young workers in their employment.

Not all work done by children is classified as child labour that should be eliminated, but Thai law prohibits anyone under 18 years old from working in the fishing or seafood industry.

### Recruitment, hiring, documentation and remediation

B.1 No hiring of children younger than set by Thai law.

B.2 Age of potential workers is verified using both government-issued document(s) and interviews with workers about their age.

B.3 If the organization finds child labour within its workforce or in the supply chain, even though policies and preventive measures were implemented in compliance with the law, it must put in place measures to properly manage the issue in cooperation with the Government.



## C. Freedom of association, collective bargaining and workplace cooperation

Freedom of association means the right of workers to join together to create organizations (including trade unions) that represent them. Collective bargaining is the process of negotiation between workers, unions, and employers, usually on working conditions and terms of employment. Both are fundamental labour rights, and they are linked together. Without freedom of association, collective bargaining cannot work well because the views of workers cannot be properly represented. Workers themselves must be free to choose how they are to be represented, and employers must not interfere in this process.

In the Thai fishing and seafood industry - including many informal workplaces and small- and medium-size employers - there may not be trade unions at the workplace. It is important that the key worker's right to organize and collectively represent their interests to their the employer is respected and not in any way interfered with by the employer.

When workers express their interest in discussing and negotiating working conditions and terms of employment, it is important that the employer enter into discussions and negotiations in good faith, and be willing to compromise, and reach a mutually positive outcome. Workers should not be subject to negative measures due to their organizing activities or efforts to negotiate collectively.

There are different ways to develop open communication between workers and employers. What is important is that there are both willingness and different channels for this to happen. Managers should regularly find ways to learn about the concerns of workers, to jointly discuss solutions, and to inform workers about issues related to their conditions of work. It is also advisable for workplaces to have a process for attending to disputes and grievances in way that respects the rights of both employers and workers.

## Freedom of association, collective bargaining and workplace cooperation

C.1 Workers are free to meet without management present.

C.2 Trade union or worker rights organization representatives have access to the workers in the workplace.

C.3 Workers can freely form a union or worker association according to Thai law and be able to independently operate that union or association without employer interference.

C.4 Employer does not use blacklists to avoid hiring trade unionists.

C.5 Employer does not punish, intimidate, or harass workers for joining a union, engaging in any worker association activities, or representing workers' collective interests.

C.6 Employer does not provide incentives to workers in order to keep them from joining a union or engaging in union activities.

C.7 Employer does not punish any workers for participating in a collective dispute, work stoppage, or strike according to Thai law.

C.8 Employer will refrain from terminating workers' employment contracts for joining unions or other worker activities.

C.9 Employer bargains in good faith with the union or worker representative. If a collective agreement is reached, the provisions are implemented.

C.10 Peaceful worker representation and action is allowed.

C.11 Disciplinary measures comply with legal requirements.

C.12 Employer resolves grievances and disputes in compliance with legal requirements.

C.13 Employer encourages the formation of a Welfare Committee and supports free and fair worker elections of their representatives.

## D. Discrimination (equal employment opportunity and treatment)

Discrimination includes any distinction based on race, color, sex, religion, political opinion, national extraction, or social origin that results in unequal treatment. Other grounds of discrimination may be included in national law, such as disability, HIV/AIDS status, age, and sexual orientation. Discrimination may be direct or indirect, and does not have to be intentional. Indirect discrimination refers to apparently neutral practices, which in fact result in unequal treatment of people with certain characteristics.

Concerns over discrimination apply to all workers, including those applying for work, nationals, migrant workers, and home-based workers. Workers should not be subject to physical, verbal, or non-verbal conduct of a sexual nature that is unwelcome, unreasonable, or offensive to them.

An important element concerning discrimination is equal pay for men and women doing work of equal value. A related concept is equal access to work opportunities and promotion, based on experience and qualifications, not gender alone. In addition, Thai and migrant workers must be provided equal conditions and pay for the same work.

### Discrimination (equal employment opportunity and treatment)

D.1 Job announcements do not refer to applicant's race, color, social origin, national extraction, religion, political opinion, or sex.

D.2 Hiring, remuneration, and promotion criteria are based on genuine occupational requirements and the worker's qualifications, competency, and experience.

D.3 Job functions and working conditions are not determined based on a worker's race, color, social origin, national extraction, religion, political opinion, or sex.

D.4 Workers receive equal remuneration for equal work.

D.5 All security practices shall be gender-appropriate and nonintrusive, so that the dignity of workers concerned is protected when a search is undertaken.

D.6 Employer has a policy prohibiting harassment, including sexual harassment, and remediation procedures to address it if it occurs.

D.7 Decisions regarding termination of workers do not take into account the worker's race, color, social origin, national extraction, religion, political opinion, or sex.

D.8 Policies and practices do not prohibit workers from becoming pregnant and do not impose pregnancy tests for screening applicants. Employer does not punish or terminate workers who are pregnant or on maternity leave or force them to resign, and who go on maternity leave workers have the ability to return to the same work with the same pay and benefits.

D.9 Workers are granted maternity leave and paid for maternity leave according to Thai law.

D.10 Disabled workers who apply for work are evaluated according to their ability to perform the job. Required job functions do not unnecessarily limit a person with disabilities' ability to obtain or maintain employment.

## E. Wages, compensation and working time

Workers should receive pay on time and in full for ordinary and overtime hours, as well as during paid leave. Workers should be told about their wages, as well as any wage deductions. Deductions should be made only on conditions and within the limits prescribed by law or collective agreement.

Workers should be informed about their wages in a language they can understand and in a way that explains how their wages are calculated. This is usually done by providing clear wage statements, which include days worked, wages or piece rate earned per day, hours of overtime at each specified rate, bonuses, allowances, and authorized deductions. The lack of individual wage statements is a strong indicator that workers may not be adequately informed about their wages.

Limits on hours of work help to ensure safety and health at work, provide enough rest between shifts, and enable workers to balance family and work responsibilities. For Thai industrial employers, there are limits to regular (pre-overtime) working hours: 8 hours a day and 48 hours a week, subject to exceptions. Workers must also have at least one day off during a normal week. Minimum standards on regular and overtime hours and weekly rest are regulated under national laws. There can be additional agreements on hours and rest between workers and employers.

## Wages and compensation

E.1 Employer pays at least minimum wage for ordinary hours of work to regular and temporary workers.

E.2 Employer pays workers wages for all overtime, holiday overtime, and other benefits related to employment. Overtime is compensated at a rate according to the law.

E.3 Any additional benefits, such as subsidies for accommodation, must be clearly defined and separate from minimum wage payments, in accordance with national law.

E.4 Workers are paid at least once per month, and paid regularly and on time.

E.5 Wages are paid directly to workers on work days at the workplace, and if paid elsewhere or by other means then consent from workers is required.

E.6 Employer pays correctly for paid public holidays, maternity leave, annual leave, and others according to the law.

E.7 Employer uses a pay slip and informs workers about wage payments and deductions in a manner they can understand.

E.8 Employer has registered workers to social security and pays the required employer contribution to social security funds.

E.9 Workers can use their wages as they choose.

E.10 Compensation is paid to terminated workers according to the law.

E.11 Probation periods shall be applied appropriately according to the law and must not be used to prolong temporary employment arrangements that do not protect workers.

## Hours of work

E.12 Normal working hours do not exceed 8 hours per day or 48 hours per week.

E.13 Overtime never exceeds 36 hours per week.

E.14 Minimum one full day (24 hours) per week holiday is provided.

E.15 Employer sets appropriate rest hours during normal working days and hours.

## F. Occupational safety & health and workers' welfare community engagement

Occupational safety and health (OSH) means a safe working environment without life-threatening workplace dangers that have an impact on the physical or mental health. The cooperation of workers and employers is essential. Both employers and workers have responsibilities and rights to ensure occupational safety and health, which will improve work efficiency, reduce absences, and decrease the number of accidents.

OSH issues identified in the seafood processing include:

1. protection from machines, electricity, noise, heat, and cold;
2. proper handling of chemicals;
3. provision of mats for standing workers to prevent slippage;
4. moving of equipment by workers and provision of chairs for seated workers;
5. provision of protective equipment for workers;
6. appropriate training on OSH for work efficiency;
7. designating safety officers who have been trained according to the law; and
8. setting policy and standards on OSH within the workplace.

The employer must provide appropriate training to workers, and provide them with adequate information about risks and hazards and how to ensure safety and health at work. In addition, employers are encouraged to provide essential welfare for the well-being of workers, as well as improved living conditions in the factory and around the factory to improve the overall working atmosphere.



## Managing safety and health

F.1 Workplace has a written occupational safety and health (OSH) policy.

F.2 Employer has performed an assessment of general OSH issues in the workplace and keeps on file or via electronic means all inspection reports on OSH.

F.3 Employer has developed mechanisms to ensure cooperation between workers and management on workplace safety and health matters (e.g., a joint safety and health committee).

F.4 Employer records work-related accidents and diseases; takes corrective and preventive measures: and if required by law or if public safety may be impacted, files a report to authorities.

## Control of hazardous substances

F.5 Employer keeps an inventory of chemicals and hazardous substances used in the workplace.

F.6 Chemicals and hazardous substances are properly labelled and stored.

F.7 Employer has effectively trained workers who work with chemicals and hazardous substances, and provided safety information on how to use chemicals a Material Safety Data Sheet, or MSDS in languages that workers understand.

F.8 Employer provides adequate washing facilities and cleansing materials in the event of exposure to hazardous chemicals.

F.9 Employer provides workers with all necessary personal protective clothing and equipment.

### Machine safety and chemicals

F.10 Materials, tools, switches, and controls are within easy and safe reach of workers.

F.11 Workers are effectively trained to use machines and equipment safely.

F.12 Proper guards are installed and maintained on all dangerous moving parts of machines and equipment.

F.13 Employer provides adequate washing facilities and cleansing material in the event of exposure to hazardous chemicals.

F.14 Appropriate safety warnings are posted in the workplace.

F.15 Symbolic signs of hazard warnings are put up in the workplace.

### Work station and organization

F.16 Standing workers are properly accommodated (feet support, standing mats).

F.17 There are sufficient measures in place to avoid heavy lifting by workers.

F.18 Seated workers have suitable chairs.

### Work environment

F.19 The temperature in the workplace is acceptable.

F.20 The workplace is adequately ventilated.

F.21 The noise levels are acceptable.

F.22 The workplace is adequately lit.

F.23 Employer has arranged for prompt first-aid treatment of injuries likely to occur during the course of work. In case of severe and life-threatening injuries, emergency plans must be in place to ensure prompt communication with and transport to hospitals.

F.24 First aid equipment is accessible in an easy to see location.

F.25 Clearly marked emergency exits and emergency lights adequate for the work area and number of workers are in place, and maintained in working condition. These exits must not be blocked or locked. Doors must open outward and be located correctly for the designated escape route.

#### Welfare/facilities

F.26 The workplace has adequate, accessible toilets.

F.27 The workplace has adequate hand washing facilities and soap.

F.28 Employer provides workers enough free safe drinking water.

F.29 The workplace is clean and tidy.

F.30 Workers should have hygienic and appropriate area(s) for preparing and eating that is separate from the workplace.

#### Community engagement

F.31 Workers should be informed and know how to access health care, and know what to do in case of an emergency.

F.32 Workers with families and children may benefit from employers organizing and promoting child care.

F.33 Workers should have a place where they can convene for social purposes.

F.34 Special attention should be given to pregnant women, workers with disabilities, and older workers.

F.35 Pregnant workers should be allowed to access pre-natal care; there should be a system to reduce their workload, and after giving birth their needs for breast feeding should be considered.

F.36 Providing training and organizing joint events with workers are good ways to promote workplace welfare. Such events can focus on public health issues, promotion of education of children, etc. These types of occasions provide informal opportunities to communicate and build trust between workers and employers.

F.37 Community cooperation and consideration of the impact of the workplace on the neighbourhood in terms of garbage disposal, sewage, smell, noise, traffic, etc. are important considerations. Management and workers can positively address these.

#### Employer provided accommodation (where relevant)

F.38 If provided by the employer, food and dormitory prices are valued appropriately and do not impose substantial debt on workers. Accommodation space provided is also adequate.

F.39 The accommodation has enough safe water.

F.40 The accommodation has adequate toilets, showers, sewage, and garbage disposal systems.

F.41 The accommodation is adequately protected against disease-carrying animals or insects.

F.42 The accommodation is sufficiently protected against fire, and there has been adequate preparation for emergencies.

## IV. Guidance for welfare committees

The Labour Protection Act requires all employers with 50 or more workers to set up a Welfare Committee made up of at least five worker representatives. The law also says that a Welfare Committee shall have the following powers and duties:

- Jointly consult with the employer on providing welfare to workers.
- Give advice and make recommendations to the employer on welfare.
- Inspect, control, and supervise the welfare arrangements.
- Make comments and propose guidelines on the welfare arrangements.

According to the law, employers shall hold a meeting with the Welfare Committee at least once every three months, or upon request with appropriate reason by more than half of the total number of committee members. (This committee is distinct from a trade union, can only be formed and led by Thai workers under Thai law. Migrant workers – the majority of workers in Thai seafood processing as well as fishing – may join Thai-led unions but may not form their own. The GLP Workplace Standards make clear how employers should engage with worker organizations and workers who wish to organize.)

### GLP Guideline recommendations:

In addition to the minimum legal requirements, GLP Guidelines encourage Welfare Committees to:

- Review workplace standards and assess the working and living conditions of workers;
- Address grievances and complaints received;

- Consider using the Welfare Committee to conduct random worker interview sessions.

### **How does worker engagement help?**

Thai Frozen Food Association (TFFA) and Thai Tuna Industry Association (TTIA) place great significance on promoting worker relations within the workplace and cooperation between Thai and migrant workers without any discrimination against different nationalities and/or religions. Everyone should be able to work together in harmony, feel free empowered to express their opinions, and to present new ideas to employers on improvements to working conditions and welfare. Employers should listen to all problems and grievances and subsequently make workplace improvements. Industry associations encourages employers and employees to communicate on:

1. Promoting industry members of both associations to effectively use the Welfare Committee established through worker elections, with migrant workers included as Committee members. The Welfare Committee is a channel to listen to workers, problems and grievances, and to make recommendations for improved welfare benefits. Workers are able to voice their concerns directly with employers through Welfare Committee meetings and submit their views through a suggestion box.
2. Social Dialogue Workshops are organized to improve employer and employees' working relations, and to explain to both migrant and Thai workers about their rights and roles as employees as well as the benefits of the Welfare Committee. Both industry associations encourage member companies to join activities with civil society organizations, such as the Migrant Worker Rights Network (MWRN), including seminars on “Happy Workplace”, technical seminars between migrant workers and employers, and seminars on key roles and responsibilities of the Welfare Committee.

## How are members of the Welfare Committee elected?

The GLP Guidelines also recommend that factories with 500 or more workers have a Welfare Committee or more members, and encourages a proportionate number of worker representatives appropriate to the size of the factory. GLP also recommends for employers to support proportionate representation for all workers in the factory's workforce by nationality, gender, and department/function. For example, if migrant workers account for half of a factory's workforce, then approximately 50 per cent of representatives in the Welfare Committee should be migrants. Similarly, if women make up 60 per cent of the workforce, then this should be reflected in the make-up of Committee candidates and the final composition of the Committee's membership.

Elections should be open to all workers, and all workers need to be informed of the importance, structure, and functions of the Welfare Committee, as well as of all candidates. Employers should ensure that Committee members do not forfeit income for participating in meetings, and may provide modest incentives for worker representatives to be part of the Welfare Committee. For example, Committee members should be encouraged to talk to workers during work hours and be paid for those hours in order to provide recognition of their role as a workers' representative. Welfare Committee candidates should be allowed to freely campaign for what they will stand for, if elected as members. Candidates should be fairly be treated fairly and openly to ensure that the process remains transparent. Clear guidelines on how free and fair elections could be developed for distribution.

Once elected, there should be a selection of the workers' Chair and other positions with a clear division of roles and responsibilities among the Welfare Committee members.

## How to best communicate with workers about the Welfare Committee?

Communications to workers about the Welfare Committee are essential. The Committee should develop user-friendly materials, such as leaflets in workers' native languages about the role, responsibilities, and actions of the Welfare Committee. Members of Welfare Committee should receive formal training/orientation about their rights, role, and responsibilities, which could be conducted in collaboration with external partners, such as worker organizations and civil society organizations.

The GLP Guidelines encourage communications materials to outline the benefits, role, and responsibilities of Welfare Committee members, including:

**Benefits about Welfare Committee:** Promoting employer–worker relations; building worker morale; improving welfare benefits; promoting basic democratic values through inclusiveness; and increasing productivity in the workplace.

**Role:** Building trust with employers; engaging constructively in proposing advice to management; representing the voices of other workers.

**Responsibilities:** Engaging in regular dialogue with employers on working conditions and welfare benefits; and closely monitoring workers' welfare.



## How often should the Welfare Committee meet?

The Labour Protection Act requires meetings at least once every three months. However, effective engagement with workers and the Committee requires more frequent meetings, and workers or management should be able to call meetings when deemed necessary.

## How to conduct effective Welfare Committee meetings?

Workers' representatives should be given time to discuss and prepare an agenda on which to engage management with the goal of finding common ground and solutions. The Committee agenda should include standing issues, such as an assessment of workplace standards that directly affect workers, as well as sharing and discussion of grievances and complaints received by the management or Committee (maintaining worker anonymity where appropriate). The meetings act as an internal management review against key performance indicators set by management, and against commitments to implement workers' priorities. For example, injury rates should be transparently measured against key performance indicators on workplace safety. The Welfare Committee should also measure workers' involvement and the usefulness of communications between workers, supervisors, middle management, and top management.

Translation services should be provided in order for migrant workers to be able to understand and communicate with management. Report of the meetings must be recorded and kept on file and made available to workers, management, and as needed, to external stakeholders. The GLP recommends that reports be made available in the native languages of the workers.

## Case study: Better Work Vietnam

The International Labour Organization's (ILO) Better Work Vietnam programme shows how effective worker–management committees have improved working conditions and worker–supervisor relations. Better Work is a partnership of the ILO and the International Finance Corporation that aims to improve working conditions and promote competitiveness in the global apparel industry. Under Better Work, the worker–management committee (including unions when they are present in a factory) provides an equal opportunity for management and workers to voice their opinions. Here are four take-aways from the case study:

1. Use innovative and entertaining warm-ups at the start of meetings to encourage new committee members to feel more comfortable speaking up on factory-specific problems.
2. Use a factory working conditions assessment (like GLP visit reports) to provide a starting point for workers and management. One worker member reported that “workers are listened to in the meetings... the impression now is that managers care more”.
3. Encourage dialogue outside the committee: “The general manager sits with different groups of workers in the canteen... and now [other managers] do it more regularly, sitting with different groups on different days.”
4. Include issues that affect workers and production (e.g., personal protective equipment), as well as issues not included in assessments, like canteen food or dormitory conditions.

## Why engage with external partners?

Civil society organizations (CSOs) and trade unions have experience working with migrant workers and have leaders in migrant communities and interpreters who can help to connect and communicate with workers in their own languages. Engagement with CSOs can improve the performance and relevance of the Welfare Committee, and some CSOs are willing to provide trainings to workers’ representatives on how to perform their roles and to understand workers’ rights and duties.

Participating factories can use the following checklist to assess the effectiveness of the Welfare Committee.

Questions	Yes (or %)	No (or %)	Don't know
<b>Composition</b>			
1. Is the composition well-balanced in terms of:			
Gender			
Nationality			
Tasks/skills			
Departments			
Elections			
2. Was there a proper election with most workers participating to choose the representatives?			
3. Do you provide appropriate incentives for workers to become members?			

### Communications

4. Are there guidelines or rules about how the Committee works?

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5. Do you explain the role and responsibilities of worker representatives?

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6. Is there training for workers on the Welfare Committee?

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7. Has employer–worker relations improved since the establishment of Welfare Committee?

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### Frequency of meetings

8. Does the Committee meet at least every 3 months?

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### Welfare Committee meetings

9. Do worker representatives put issues on the agenda for the meetings?

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10. Are workers involved in solving process and production problems in the workplace?

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11. If so, have their suggestions led to increases in work productivity?

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12. Are reports of meetings available in Thai and native languages of migrant workers?

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13. Do you arrange for translators at each Welfare Committee meeting?

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# V. Guidance on grievance mechanisms and remediation strategies

## What is a grievance mechanism?

Workplace grievances vary in severity, ranging from potentially life-threatening conditions with severe impacts on human health and lives to individual concerns about benefits and welfare. Seafood processing factories the need effective grievance mechanisms.

Grievance mechanisms should take in suggestions, complaints, and comments from workers and communities regarding their rights and working conditions. The resolution of grievances – individual or collective – should lead to improvements in an employer’s internal social management systems. In factories where unions are active, grievance mechanisms are typically included in collective bargaining agreements. For Thailand, the Welfare Committee is an avenue for negotiating and bargaining between employers and employees.

At the industry level, GLP requires industry associations to participate in a tripartite committee that – if activated at the right time and operating independent of the industry – can help ensure that major grievances are dealt with effectively. Other avenues for worker complaints include the Thai Ministry of Labour and administrative labour courts, private buyer-sponsored complaint channels, and the Thai Human Rights Commission.

## Why do we need grievance mechanisms?

A good grievance mechanism aims to improve working conditions and to protect workers' rights. It acts to promptly address problems, including for example, strikes or negative news that could harm the company. Thus, a grievance mechanism is, first and foremost, a measure to prevent or resolve conflicts. A good grievance mechanism acts as a channel of communication at the factory that can improve relations among workers, and with supervisors and management, thereby improving morale, trust, and productivity at the workplace.

## What are the features of a good grievance mechanism?

- **Recognition and accessibility.** Everyone from top management to the lowest level employees, as well as external stakeholders, accept the legitimacy, credibility, and integrity of the company's grievance mechanism. All workers, both Thai and migrant, should be able to access the mechanism in their own native languages.
- **Worker involvement.** Workers' representatives are consulted on the development of grievance channels, responses to grievances, and remediation. Workers, especially vulnerable workers, are made aware of their rights and responsibilities and assured that the grievance mechanism is intended to protect them, give them a voice, and not punish them if they participate.
- **Training and communication.** As policies and procedures are developed and implemented, training must be organized for managers of grievance mechanisms as well as for internal and external stakeholders. Conflict management, dialogue, and resolution strategies must be agreed to by all.

- **Confidentiality with transparency.** Names and personal details of those lodging grievances are recorded but protected. Communication about the nature of the grievance, and how it is being handled, investigated, and resolved should be transparent, but anonymized.
- **Operational and timely.** Documenting the grievance steps and processes for lodging, processing, investigating, resolving, implementing corrections, and remediating are crucial first steps. However, it should be followed by thorough implementation so that a company can evaluate how effective their internal systems are. A good system should handle grievances promptly and in a timely fashion.

## Who can raise a grievance and how?

All workers can raise a grievance when they are negatively impacted by the activities and operations of the company or any individuals or groups in the company, especially those in managerial or supervisory positions. Similarly, members of the community where the company operates, as well as buyers, suppliers, and all other stakeholders in the supply chain that the company is part of, can raise concerns, complaints, or grievances.

Grievances can be raised through internal and external mechanisms. Internal mechanisms include the use of suggestion boxes, via the Welfare Committee, directly with the company's middle or top management, or through other channels provided by the company, e.g., a hotline or phone app. External mechanisms are meant to supplement internal mechanisms and could include channels to trade associations, cooperatives, trade unions, NGOs specializing in labour and human rights issues, as well as government agencies such as the Ministry of Labour's Department of Labour Protection and Welfare.

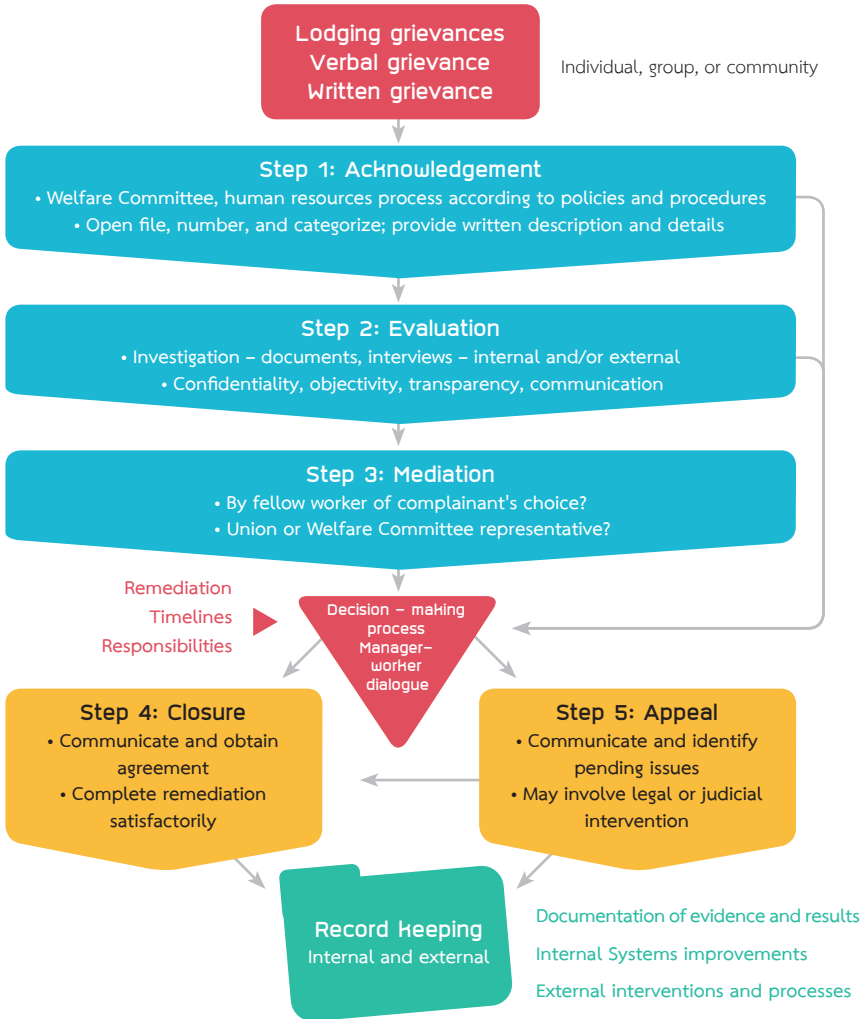


## What are the types and categories of grievances that need to be addressed?

Areas where grievances may be raised are listed below with some examples:



## How are grievances handled and resolved?



### **Step 1: Acknowledgement**

The manager in charge of the grievance mechanism should acknowledge receipt of the grievance in writing. A standard grievance form should be used and each grievance numbered, categorized, and logged. Timeframes for resolution will depend on the complexity of grievance, but follow-up must be made as soon as possible, prioritizing those involving risks to personal safety and lives. There should be no retaliation against workers who bring complaints or participate in the grievance mechanism. For anonymous grievances received, it should be addressed through the Welfare Committee.

The log entry could be simple: e.g., Grievance #05/2561 (Working Conditions) regarding maternity leave pay was received on July 11, 2018. The worker will be contacted within 7 days to start the evaluation process. (Signed)

### **Step 2: Evaluation**

The manager in charge should determine if sufficient information and evidence are available to identify root cause(s) and potential solutions. If not, then efforts should be made to determine what additional information is required; who to contact for assistance; what potential remediation or corrections can be applied; whether they are feasible and affordable; and how soon they can be done.

### **Step 3: Mediation**

After analysing the grievance, the manager in charge should arrange to call the worker(s) for a discussion. If the worker(s) require translation and/or a trusted co-worker or representative of their choosing to be present, appropriate accommodations should be made. The communication about the meeting can be oral or written but should clearly specify date, place, and who will be present.

During the meeting, the manager in charge will explain the evaluation and present potential solutions. The worker(s) should be encouraged to participate actively, present potential solutions, and verify the accuracy of the manager's interpretation and explanations. Feedback from the worker(s) on proposed

solutions must be obtained, and these must be reflected in minutes of the meeting. Management should try to address grievances within 30 days, or extend the timeframe after discussion with the worker(s).

#### **Step 4: Closure**

If an agreement is reached by all parties, remediation and corrective measures and the timelines for implementation must be determined. Without naming the people involved, the resolution of the grievance shall be announced to other workers in order to maintain awareness and trust within the company regarding the effectiveness of the grievance mechanism.

#### **Step 5: Appeal**

Should there be disagreements on the proposed remediation, the parties involved can opt for an appeal process. The worker(s) may raise additional concerns if the problem has not been adequately and satisfactorily addressed. The management must acknowledge and investigate the additional concerns right away and avoid victimizing, disciplining, or dismissing any of the parties involved in the case. Other venues for worker complaints include the Thai Ministry of Labour and administrative labour courts, private buyer-sponsored complaint channels, and the Thai Human Rights Commission. Finally, for issues that can impact the entire industry, the tripartite GLP Advisory Committee can be part of the resolution.

#### **Record-keeping best practices for grievance mechanisms**

- **Standard forms.** Make these accessible to all workers in private areas where workers feel comfortable describing their concerns. Some suggested locations are toilets, changing rooms, dormitories, and via worker representatives.
- **Numbering and categorization.** Forms should be numbered and classified (list potential grievances) for ease of follow-up and tracking of historical trends and/or recurrence.

- **Central contact.** A trained, qualified Manager-in-Charge should be designated as the coordinator and central point of contact. This is to ensure prompt follow-up, consistency, efficiency, and visibility.
- **Legal compliance.** The company must ensure that all investigation, evaluation, communication, and proposed remediation measures comply with Thai law. GLP workplace standards are in some cases higher than what is proscribed in the law, and GLP programmes should insist on the higher standard.
- **Accuracy.** Minutes of meetings with workers, groups, or members of the community who lodge complaints/grievances, and all information/evidence accessed or obtained for investigating and resolving each case must accurately reflect actual events and discussions. It is recommended to obtain the signatures of participants in the meetings.
- **Confidentiality and security.** Protecting the identities and personal information of complainants must be taken seriously. Informed consent forms must be signed by workers if they are photographed or their interviews taped for dissemination in any reports made public.
- **Retention period.** All information and evidence pertinent to each case must be kept according to Thai legal requirements for record retention, especially in legal cases.

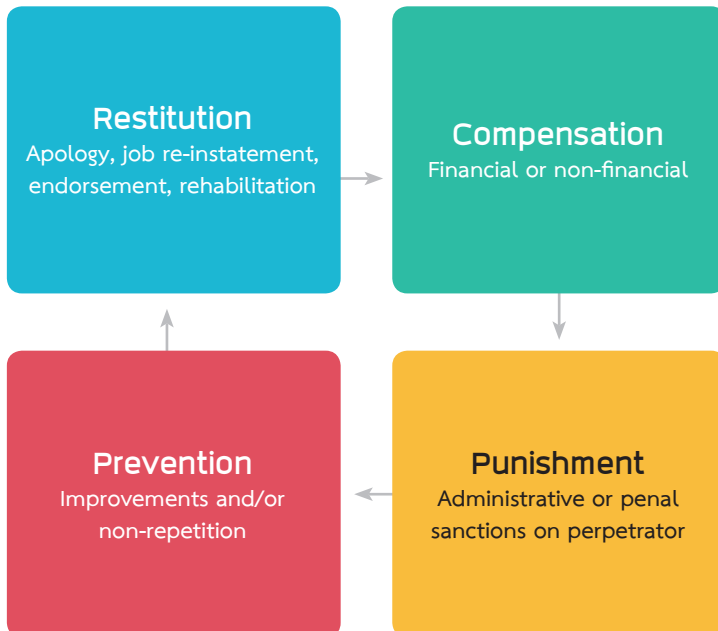
## When is remediation necessary?

“Remediation” is the act of righting wrongs and making amends when a company has contributed to or caused harm – directly or indirectly, knowingly or unknowingly – to individuals or communities. Even if the negative impacts are not directly linked to their operations, companies need to determine whether stakeholders in their upstream supply chain are involved, and act to help prevent or mitigate the harm.

Factors to consider in developing prevention and mitigation strategies for remediation are:

- **Severity.** Loss of life, physical harm, severe injury, threats to safety, health, and other actions that violate fundamental labour and human rights must be prioritized.
- **Extent of impact.** Incidents that affect a large number of people must be prioritized.
- **Direct or indirect connection.** Incidents where the company is directly involved or has been found to be the direct cause, whether intentionally or not, must be prioritized.
- **Pre-prepared response plans.** These plans affirm the company's commitment to immediately stop contributing to harm, directly or indirectly. At the same time, the company must accept responsibility to make amends, using all possible channels and resources to address and correct adverse impacts to individuals or communities.

### What are the different types of remediation strategies?



Some remedies may require more than one of the four types shown in the graph. Grievances mechanisms – including effective remediation – that are trusted by workers and managed by knowledgeable human resources staff are usually adequate to resolve grievances in house. However, some issues may require appeal or external third-party and legal interventions. For these cases, the company must anticipate how to mitigate potential adverse impacts for the workers (especially when migrant workers and children are involved), and minimize the negative impacts to the company.

To illustrate, here are two seafood processing-specific examples of grievances and remediation. (sample scenario)

### **Case study 1: Maternity leave**

A worker in a surimi factory took maternity leave for three months. When she went back to work, she found out that she was paid for only 30 days, although she heard from her co-workers that Thai labour laws have been revised so she is entitled to payment of 45 days by employers and 45 days under social security. She raised the issue with human resources staff, who said that she was hired before the law was amended, hence the old law applies. Remediation measures applied were: 1) Internal discussions among the company's management and Welfare Committee that decided the worker should be paid according to the current laws – hence, she was compensated for the balance due; 2) The human resources department organized information sessions for all workers on changes to Thai labour laws and their impacts.

## Case study 2: Underage worker

During a third-party audit for social/labour compliance, a migrant worker employed at the retort room of a tuna cannery was found to be 17 years old instead of 18. Investigation by the company's human resources team revealed no lapse in their age verification system, which relies on official documents from the source country. However, the recruitment agency they used in Myanmar was recently implicated in passport forging, altering the birth year of workers in some cases. Since the use of workers under 18 years old is prohibited for the fishing and fishery processing sectors, the tuna cannery dismissed the migrant worker.

The worker contacted a CSO working with Myanmar workers in the area to raise a complaint with the cannery. A Thai labour rights lawyer affiliated with the CSO advised the company against turning the migrant worker over to the police, as his security might be endangered. The CSO and Thai lawyer suggested the following remediation: 1) Entrust the CSO to liaise with the Myanmar Embassy, while ensuring protection of the young worker and providing vocational training; 2) Cannery to pay wages due to the worker and endorse him to change jobs in to a sector where 16 to 17 year old workers can work legally; 3) File a complaint and stop business with the recruitment agency that has been implicated in passport forgery; 4) Consider additional age verification tools, e.g., bone density measurements.





# VI. Guidance for internal assessments and factory visits for industry associations

The success of GLP programmes depends largely on the level ownership and commitment from Thai industry associations and their tier one member companies. As noted above, the updated GLP Guidelines emphasize stronger factory assessments. The assessments based on GLP Workplace Standards – in contrast to audits conducted on behalf of buyers – are not highly technical. They are designed instead to fill known gaps in Thai workplace labour practices, including, for example, effective worker–management engagement, and identification and remediation of labour abuses in upstream supply chains.

To achieve the desired multiplier effect along the seafood supply chain, industry association GLP programmes are expected to strengthen internal assessments of their member companies. This section of the guide and the new tools provided in the annexes can help improve assessment planning, supply chain mapping and labour risk analysis, assessment process, and remediation.

These assessments are to be carried out by the associations to improve labour practices in the industry, but the tools are passed on to their member companies to help factory management identify potential labour risks within their supply chains and check out the labour practices of their key suppliers.

But visiting dozens of suppliers is a daunting, impractical task. So how does a GLP-participating company prioritize? The supply chain mapping and labour risk analysis tools introduced here will help association GLP programmes and their member companies identify the main actors in their supply chain and prioritize suppliers that present higher risk for workers along the supply chain.

## Step 1–A: Pre-selection of factories for internal assessment (Industry Association)



The industry associations should obtain and keep on file basic information about their members, especially new ones. Periodically, the information on file should be reviewed and updated as changes happen to member companies that could impact their labour practices (see Annex B). Factories large and small may not have done adequate supply chain mapping or labour risk assessments, so GLP programmes likely need to make quick risk assessments using the following checklist in order to set priorities for factory assessments.

Examples of pre-selection criteria of factories for assessment (as appropriate)

1. Number of migrant workers employed as a percentage of workforce
2. Volume of business exports, as Full Container Loads (FCLs) per month
3. Destination markets for products (e.g., EU, North America, China, Middle East) as a percentage
4. Number of well-known brands/global buyers supplied
5. Regularity of high-quality independent social audit reports certificates
6. Results of internal labour assessments (including GLP), and MOL labour inspections

7. Negative external news/information about labour risks for the company
8. Negative external news/information about labour risks for the subsector

For each of the above eight criteria, industry associations can use the scoring system below to estimate the level of potential labour risk for each member company. Higher numbers indicate higher potential risks.

Criteria	Description	Levels/Indicators	Risk Score
Migrant workers	Number of migrants as % of workforce	0 to 30%	1
		31 to 70%	5
		71 to 100%	10
Export volumes	Number of full container loads exported per month	1 to 20 FCLs/month	1
		21 to 80 FCLs/month	5
		81 FCLs up	10
Destination markets	Share of export volume (%), e.g., to Europe and North American markets	0 to 30 %	1
		31 to 70%	5
		71 to 100 %	10
Significant buyers	Number of well-known brands/buyers supplied	0 to 5 brands	1
		6 to 10 brands	5
		11 brands or more	10

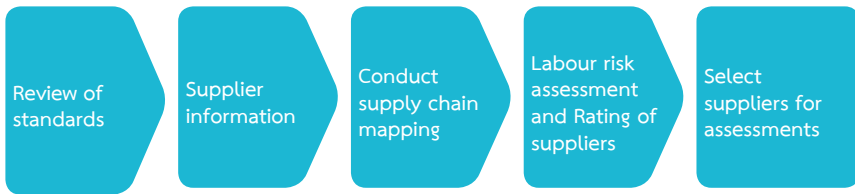
Social audit reports	2nd and 3rd party audits with or without certificates	Infrequent government inspection or none	10
		2nd party or government inspection (1/year)	5
		Reputable 3rd party certification government inspection (1/year)	1
Internal labour assessments	Company and association documented assessments	Internal labour assessment not done	10
		Internal labour assessment, supplier evaluation yearly	5
		Minimum yearly labour assessment and supplier audits, association factory visit	1
Negative news – Company	News about human and labour rights violations	Negative news involving company in global media	20
		Company not named in any negative news	1
Negative news – Sub sector	News about human and labour rights violations	Negative news about the industry in global media	10
		Industry sector not named in any negative news	1

The overall score on these eight criteria will determine how the association prioritizes member companies, and how often GLP factory assessments will be carried out – see the risk table below. For companies in the high risk category, the association should be prepared to issue appropriate warnings, verify progress, and – in chronic cases when a final judgement is made for a severe labour violation– get ready to put the member company out of the association.

Total risk score	Criteria to examine in detail verify	Labour risk rating	Factory visit frequency
8 to 26	A, B, C, D, E	Low	Review external reports; annual association visit
27 to 71	A, C, D, E, F	Medium	Twice per year
70 to 90	A, D, F, G, H	High	Quarterly or watch list

### Step 1–B:

### Factory level assessment of labour risks in the supply chain (member companies)



### Supply chain mapping by factories

Mapping produces an overview of the connections in the supply chain that a company is part of. Ideally, all upstream and downstream links should be mapped to help pinpoint risks to workers and improve protections for them and, by extension, the industry.

Annex A-1 shows a simplified diagram that encourages starting with suppliers of the “main raw material” (i.e., the main species of wild-capture or farm-raised seafood used in manufacturing). In the case of wild-capture tuna raw material, there are intermediaries (“brokers/agents”) involved, who in turn could have many suppliers sourcing from other fishing boats or supplying from their own boats. For frozen aquaculture shrimp, the main raw material could come directly from a farm owned by the company or a farm contracted by the company. At the same time, some manufacturers of frozen seafood may use

aggregators who, in turn, source from multiple suppliers, e.g., fishing boats or farms. The supply chain mapping should reflect as accurately as possible the actual flow of material from primary production to the factory and cover as many links as is feasible.

Other links requiring special attention are providers of “external services”. This category includes, but is not limited to, recruitment agencies, contractors for shrimp harvesting and sorting, peeling sheds, security services, cleaning services, canteen and catering services, as well as other sub-contractors, especially those for intermediary processes that may use homeworkers.

An example of supply chain mapping for a tuna cannery with a focus on main raw material suppliers is shown in Annex A-2. Note the importance of obtaining adequate information.

### **Company/supplier/contractor business information**

Annex B is a sample form recommended for obtaining relevant business information. Sources could be the company’s purchasing department, the suppliers/contractors themselves, or publicly available information. At a minimum, the associations should have each member company’s information on file for production/export volumes; number of workers at each of its manufacturing facility including how many migrant workers and their source countries; how many intermediaries or subcontractors (if used) and what service(s) they provide; how many farms or fishing boats supply raw material to their supply chain; and where these are located or based.

Each member company should then obtain similar information from each of their main suppliers and external service providers/significant contractors.



## Tools for labour risk assessment

Annex C shows examples of how to use a labour risk assessment matrix or table. Risk assessment of the main raw material suppliers should be prioritized. Risk analysis of other inputs, e.g., “ingredients” and “packaging”, will depend on any labour risks reported in the media (e.g., palm oil) or directly experienced by the company.

As shown in Annex C, the labour risk assessment process starts with assigning ratings for “severity” and “likelihood” for key issues at each company, including those in the GLP Workplace Standards and grievance mechanisms. Examples of criteria and issues that will impact risk and severity are described below. Violations related to ILO Core Conventions are considered zero tolerance areas. The tables and formulae shared in Annex C allow you to give your factory (and your key suppliers) a Labour Risk Assessment Rating.

## Evaluation criteria for determining overall labour risk rating

Examples for issues that will impact the “severity” rating are as follows, with judgment guided by the degree of impact on the worker:

1. **Critical/major:** zero tolerance issues, e.g., child labour, forced labour, discrimination, freedom of association
2. **Major/moderate:** working conditions, occupational health and safety
3. **Moderate/minor:** documentation/paperwork

In rating “likelihood”, the company should reflect their actual experience of how often incidents under the category have occurred or have been reported to occur within the industry sector they are part of. Since the ratings are arbitrary and could in part be qualitative, it is recommended to have a team, not one person, involved in the analysis and listing of applicable situations.

The criteria for the final Labour Risk Rating for each company needs to be defined to reflect the cumulative ratings/scores from the assessments for each Workplace Standard. Examples - “High”, “Medium”, “Low” using traffic light color coding (red, orange, green) – are shown in Annex C.



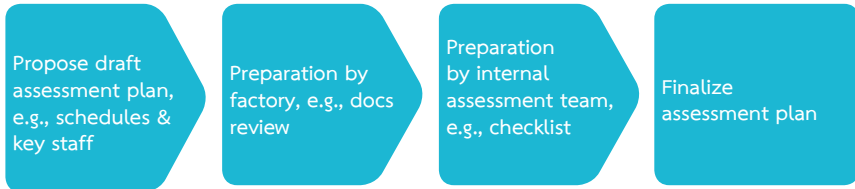
## **Determining significance and visit frequency of member company or supplier**

The associations must develop resources and knowledge to conduct supply chain mapping and labour risk assessment in order to determine the significance of member companies in order to achieve industry compliance with the GLP programme. Selecting significant companies or suppliers will, on a practical level, determine the need and frequency for the association or its members to conduct internal assessments of members' or suppliers' labour practices and assist in preventing or correcting issues of concern.

Main criteria (and sample questions) for deciding the significance of a supplier to a member company (or of a member company to the associations' efforts) in order to comply with GLP are listed below. Note that the section on pre-selection by the associations also lists similar criteria and suggested scoring.

- 1. Business relations.** Does the company/supplier represent a large share of the material purchased/exported? Is a supplier the only source of a unique material that the company is dependent on? How long has the company/supplier been doing business? Available resources within the company? Track record? Impact on buyer brands and reputation?
- 2. Labour practices management system.** Is there one that has been implemented? Has it been verified externally as being effective? Any demonstrated evidence of how labour and social issues are handled?
- 3. Labour risks.** Overall rating as assessed using the labour risk assessment described above or any information outside of the company (e.g., news, media) about potential labour risks?

## Step 2: Preparation for factory visit by industry associations



### Preparation by member companies for an on-site visit

After scheduling the visit with the association's internal assessment team, make sure that the team will be permitted to go onto the production floor on the date, and to interview workers selected by the team in a neutral place away from management. The company should also inform all factory personnel who need to be present during the factory visit to be available to answer questions.

Factory management should also prepare documents that the association team will review during the visit (see Annex D). Key documents include:

1. national labour laws and regulations, GLP Workplace Standards;
2. labour Practices Management Systems Manual and documented procedures;
3. supply chain mapping, significant supplier information and labour risk assessments;
4. recruitment and hiring policies, procedures, and records;
5. procedures for disciplinary actions, termination of contracts, and actual records, if any;
6. training and records for management on labour practices and systems management;
7. training and records for workers on rights and responsibilities, OSH, grievance mechanism;

8. procedures and records related to grievance mechanism implementation and management;
9. corrections and improvements from previous assessments, including any remediation measures and infrastructure changes; and
10. licenses and certificates related to labour practices.

Finally, factory management should organize key data about the results of its labour programme. While factory audits tend to focus on processes, GLP programmes emphasize practices and results. For example, an audit might ask, "Has management appointed a Safety Committee?" GLP, however, wants to see if factory safety data shows a decrease, increase, or no change in worker injuries in the last 12 months? (Annex D also includes key measures of results for factories to track and report.) This focus on labour performance metrics is one way in which industry associations can measure progress and GLP-participating factories can distinguish themselves from competitors.

### Some examples of labour performance metrics:

- percentage of worker contracts in workers' native language;
- percentage of worker contracts stating wage rate, hours, and terms;
- total number of worker grievances recorded in last 12 months, and previous 12 months;
- grievances (12 months) recorded by type, seriousness;
- turnover rate for employees in last 12 months, and previous 12 months;
- number of workplace accidents by type and severity (minor or required more than factory clinic care);
- number of Ministry of Labour violations by type in last 12 months, and previous 12 months.

### Preparation by the internal assessment team

The internal assessment team is responsible for:

1. **Scheduling the assessment.** Initiate the assessment by contacting the company and informing them of the objectives, estimated duration, activities, and personnel visiting the facility. Re-confirm on the day of the assessment that top management and key managers (e.g., managing director, HR chief, production manager) will attend the opening and closing meetings.
2. **Pre-visit document review.** Request key documents, including key performance metrics, beforehand for review to allow more time for observations and interviews on-site.
3. **Preparation of factory visit documents.** The internal assessment team should agree on the checklist to be used in the visit to make sure it matches the assessment's scope and objectives. Annex E is an example of such a checklist, but it should be adapted and expanded to cover the issues in a particular factory that pose the biggest risks to workers.

4. **Assignment of roles.** If the work is to be split among members of the assessment team, a plan should be drawn up prior to the visit that assigns assessment roles – production floor safety and health, payroll review, worker interviews, etc. – for the assessment team and company, as well as the amount of time needed. A Team Leader should be named, and will they take the lead in ensuring the assessment plan is followed, oversee the process so adequate time is spent in all areas, and lead the closing meeting with the senior manager to communicate findings and recommendations.
5. **On-site line manager and worker interactions.** A general rule of thumb for assessments: at least 60 per cent of the total time for the assessment should be spent at the production lines observing and/or interviewing workers. If interpreters are required, the Team should choose carefully from factory personnel to help ensure accurate, unbiased translation. The other 40 per cent of the time is for review of records and conversation with human resources and senior management.

### Step 3: On-site factory assessment by industry association



#### Factory visit evaluation, reporting of findings and recommendations

1. **Opening meeting.** This will explain the objectives, criteria (standards to be used), and scope for the visit. It should also confirm the assessment plan and discuss any changes required due to the factory’s activities for the day. Confidentiality and conflict of interest issues must be emphasized.

2. **Worker Interviews.** Conducting multiple worker interviews – both individual and in groups – in a neutral place and away from management is very important. The team should select the interviewees, anonymize them as much as possible, and choose on-site or off-site areas that help ensure privacy. If appropriate, industry associations may invite members of the Welfare Committee to join or help conduct worker interviews. If the company provides housing for its workers, the company should allow the team to visit the accommodation facilities and engage workers privately there. The team should be aware that selected workers have the right to decline to be interviewed, and those who agree have the right to stop the interview. Annex F provides a sample worker interview form.
3. **Triangulation technique.** Findings from document reviews, on-site observations at the factory, and interviews of workers and managers should not be assessed in isolation. They should be correlated and verified where possible against each other to get to findings and recommendations.
4. **Summary of findings.** The closing meeting with top managers will summarize the findings, highlighting any zero tolerance issues and issues related to basic labour rights in the GLP Workplace Standards that need immediate action. The findings should point out best practices as well as areas that require improvement. Questions, concerns, and disagreements should be discussed so that an overall conclusion regarding the effectiveness of the company’s labour practices can be made.
5. **Recommendations, remediation, and follow-up.** During the closing meeting, the team should leave a copy of its findings or commit to a date by which the company will receive a formal report. At the same time, timelines for remediations and follow-up visits should be agreed upon.

## Step 4: Post-assessment follow-up by industry association



### Corrective action/remediation follow-up

Just like all other systems, the main objective of internal assessments is to pinpoint problems and push for continuous improvement. Therefore, responding to the findings of the factory visit is an important step for companies to review the gaps in their practices and find solutions to prevent problems from recurring. Annex G (Corrective and Preventive Action Request) can be used by the team to report its findings, analyse root causes, and name the changes – short-term and longer-term – to be made.

The team and the senior management should agree in the closing meeting on timelines to complete the corrections (e.g., 60 days), and submit the completed form and evidence of corrections. The company's attention and efforts to complete remediation and make improvements are good indicators of their level of commitment to the GLP programme.

For factories with significant labour problems, the team should set up a schedule to follow-up on remediations, including follow-up visits in cases where zero tolerance and other urgent issues are found. An on-site follow-up by the team is recommended when the company, to address root causes, organizes capacity-building activities to improve managers' and workers' understanding on specific issues. The impact and effectiveness of such efforts are best evaluated on-site.

## **Industry association-level grievance mechanism and remediation support systems**

Each company is expected to put in place appropriate grievance mechanisms and remediation strategies. At the same time, the association GLP programme can help by:

1. Organizing capacity-building activities assist members in understanding how to set up good grievance mechanisms and remediation strategies.
2. Standardizing the definition of “zero tolerance issues” as well as appropriate processes, and protocols for handling them if and when they are found during internal assessments or during day-to-day operations.
3. Defining procedures for remediation together with responsibilities and timelines for action.
4. Making available to members information on organizations at the local and national level that could assist in grievance resolutions or remediation, e.g., government agencies, community leaders, NGOs; and assisting their members in communicating with them, as needed.
5. Keep visit reports and corrective/remediation action files for their members; analyse and identify any recurring collective complaints or grievances within the industry sector.
6. Compile best practices observed by member companies.



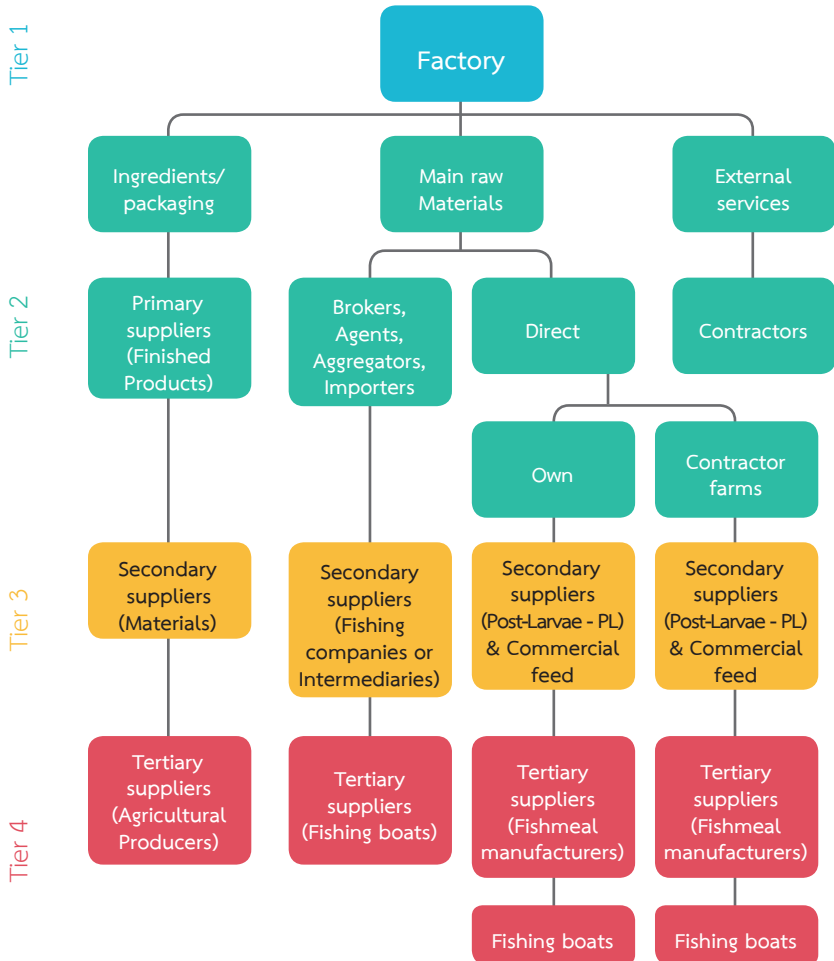
## Using visit results and factory-level improvements to drive compliance

The internal assessments and corrections/remediation resulting from them are a good start. Industry associations could utilize the process to their and the industry's advantage through the following:

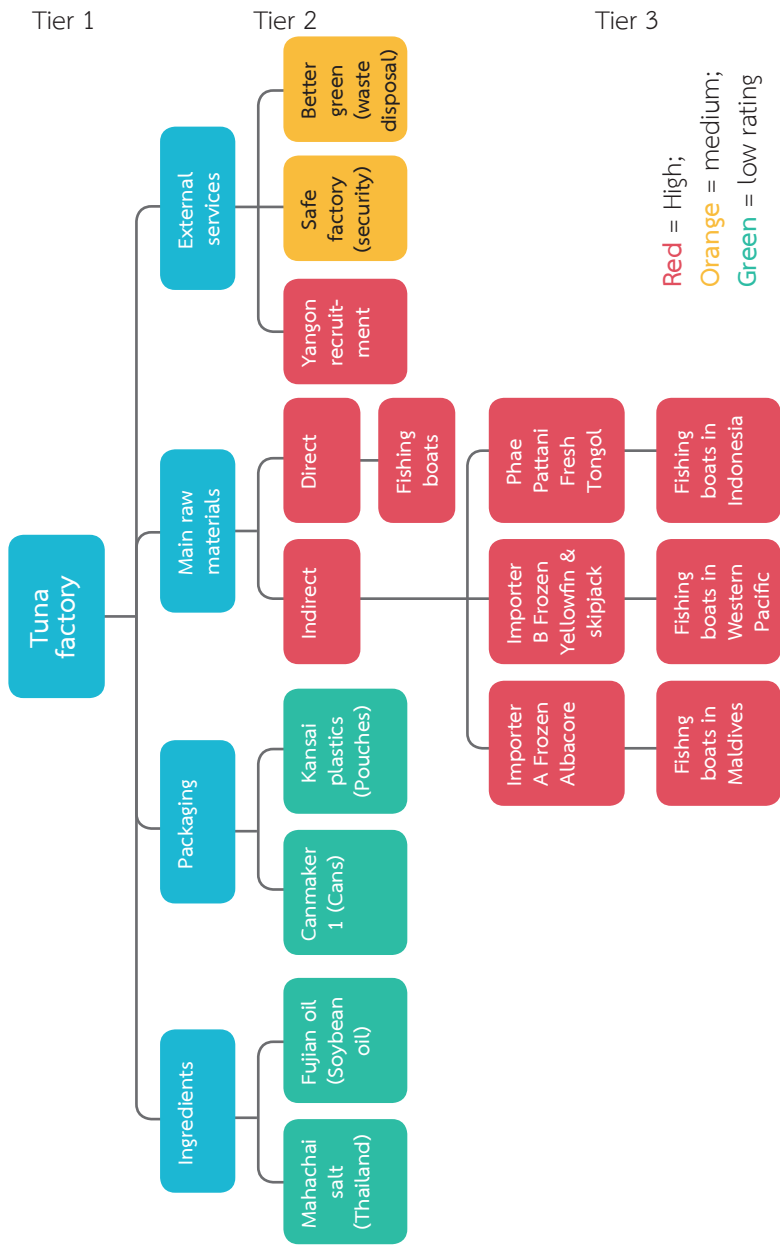
1. Set up metrics to monitor member companies' labour practices performance using, for example, the labour risk rating and/or factory visit response time and quality and/or improvement levels, as quantifiable measures to rank companies and for the companies to use to rank their suppliers.
2. Compile best practices from member companies and disseminate to others, with their permission, anonymizing workers (if needed) and without compromising confidentiality
3. Recognize outstanding achievements and improvements that highlight industry efforts to promote decent work and protect workers, especially migrant workers. The recognition could be private or public but is more effective if publicly visible, e.g., by an annual awards process. Communicate and promote, through the associations' websites, or other public media, the achievements and efforts of member companies or the industry as a whole to promote decent work and worker protection.
4. Apply pressure to companies lagging behind in implementing GLP and those who have been found to violate GLP Workplace Standards or those who have been reported to have committed violations. The pressure could be private or public, and could take the form of peer sanctions or removal from the association when a final judgement is made for a severe labour violation.

# VII. Annexes

Annex A-1: Supply chain mapping- simplified sample diagram



## Annex A-2: Supply chain mapping- tuna cannery example



## Annex B: Supply chain mapping summary (Tier 1 companies)

These three exercises are for documenting information on your company and suppliers. First, identify all key companies that you do business with, including intermediaries, sub-contractors, and external service providers. The sample diagram can be used as a model for your supply chain. Reflect all links and suppliers as actual numbers. The rating of each supplier's significance will be determined by the risk assessment. Visits by tier 1 labour teams to upstream suppliers will be prioritized based on significance.

Tier 1 Company Name:	Type of Business:	Association ID#, if any:	Tier 1 Company Address (City, Province)	Contact Person, email, phone number:	Position in Tier 1 Company:					
<b>Tier 2 Suppliers to Tier 1: Key Information Summary</b>										
Item	Product or Service supplied	Location of facility – City, province, country	Number of years of purchasing relationship	External audits per year (including 3rd party, 2nd party)	Visit frequency by Tier 1 company per year	Tier 1 Company external audit review results	Total No. of workers (including staff;	% of Migrant workers (indicate % male, % female)	Ministry of labour sanctions	Labour risk rating
Supplier 1										
Supplier 2										
Supplier 3										
Supplier 4										
Supplier 5										

## Annex C: Tools for labour risk assessment

What labour risks are more likely in your company and your key suppliers? Follow the steps below to measure risk for your factory overall and on individual labour issues.

First, write the labour issues you may face into the table below (Table 1). An issue's place in the table depends on your estimates of the likelihood that it will happen and the severity of the abuse. Then use the formula to calculate the risk rating for your company or your supplier.

Table 1. Company risk

Likelihood \ Severity	Certain to Happen	Highly Likely to Happen	Could Possibly Happen	Unlikely to Happen
Critical	Red	Red	Orange	Green
Major	Red	Red	Orange	Green
Moderate	Orange	Orange	Orange	Green
Minor	Green	Green	Green	Green

Legend: **red** = high; **orange** = medium; **green** = low rating

Second, calculate your overall Company Labour Risk Rating:

High Risk is 4 or more reds

Medium Risk is 2 oranges/greens and 2 reds

Low Risk is 4 - 6 greens, 0 - 2 oranges

Third, score each issue in the table below (Table 2) and decide what level of risk is unacceptable for a significant level cut-off for the risk rating of each issue – forced labour is used as an example.

Table 2. Issue risk

Workplace Standard	Severity (S)	Likelihood (L)	Preventive Measures (P)	Total Score (S x L x P)	Social Risk Rating
Forced Labour	4	3	2	24	High
OSH	3	2	2	12	Medium

Legend:

“**Severity**” – critical = 4; Major = 3; medium = 2; minor = 1

“**Likelihood**” – certain = 4; highly = 3; possibly = 2; unlikely = 1

“**Preventive Measures**”, labour systems good = 1; acceptable = 2; needs improvement = 3

Fourth, calculate each issue’s total risk score using this formula:

Severity x Likelihood x Quality of Preventive Measures

High Risk is 24 and above

Medium Risk is 12 to 23

Low Risk is 1 to 11

## Annex D: Document needs for labour practices assessments

(Highlighted lines are mandatory)

Documents	Status		Remarks
	Yes, acceptable	Yes but needs improvement	
<b>Labour Practices Management System &amp; Supply Chain Mapping</b>			
Company business information (including different facilities and affiliates, when applicable)			
Organizational chart and reporting hierarchy			
Licenses and certificates for business and manufacturing site			
Labour policies and procedures			
Job descriptions including unit in charge of Safety Management Systems			
Supply Chain Mapping and Labour Risk Assessment including identification of significant suppliers, contractors, business partners			
Overall Labour Risk Rating and Monitoring Plan for business partners			



Signed agreements with significant business partners, external service providers, contractors regarding compliance to Safety Management Systems					
Evidence of company's labour practices performance (quarterly reports, audit reports, valid certificates)					
Evidence of company's business partners' labour practices performance (internal assessment reports, valid certificates, questionnaires)					
Documentary evidence on factory's production capacity planning					
Training plan and records for workers, supervisors, management, HR					
<b>Recruitment and Employment</b>					
Employment Handbook and working rules in two languages					
Employment contracts (in two languages for migrant workers)					
Documents related to recruitment process and costs, including copies of MOUs, health checks, work permit, passports, other IDs					
Announcement of national holidays; rules about leave					
Payroll including hours, wages, overtime, deductions, incentives					

Other benefits, e.g., insurance, housing, and any deductions					
Consent form and justification for overtime					
Documents related to pregnant workers					
Age verification procedures and records					
<b>Welfare Committee and OSH Committee</b>					
Composition and names of representatives/members					
Qualifications of personnel in charge or first-aid and emergencies					
Documents on committee election					
Minutes of meetings including issues raised and action taken					
<b>Occupational Safety and Health</b>					
OSH regulations for industry; risk assessment for compliance to laws on safe, healthy, and hygienic working conditions					
Action plans and tested procedures for emergency evacuation					
Inspection/maintenance reports; operating and safety instructions for buildings, machines, electrical, high-pressure equipment					
Fire-fighting equipment, compressed gases, fire hazards strategies					

List of personal protective equipment supplied to workers and evidence of functionality					
Documents on hazardous chemical purchase, handling, disposal					
Statistics on workplace accidents and injuries; trend analysis					
Life-saving, CPR, first-aid training and facilities					
<b>Grievance Mechanism and Remediation Strategies</b>					
Documented grievance mechanisms for individuals, communities					
Performance evaluation, promotion, wage adjustments, bonuses					
Disciplinary procedures, cases, decisions, and measures taken					
Remediation protocols for child labour, forced labour, sexual harassment, freedom of association, life-threatening injuries/disability					
Actual cases of grievances, handling, resolution, and or appeal					
Channels for grievances and analysis of effectiveness					

## Annex E: Factory assessment checklist

This simplified assessment checklist is derived from the GLP Workplace Standards but does not represent a complete assessment against GLP standards. An industry association assessment of a member factory should assess other issues against the Workplace Standards based on the types and severity of workplace practices observed. Effective use of this checklist and the accompanying worker interview guide require private interviews with workers, conversations with management, review of key documents, and a visual assessment of facilities including production areas and dormitories.

Assessment leader:	Assessment Date:
--------------------	------------------

### Section 1 General Information

1.1 Factory information	
Factory name:	Registration No.:
Address:	Products:
	Tel.:
Senior manager: Labour Coordinator/Position:	Mobile:
Fax:	e-mail:

1.2 Worker information					
Nationality	18 – 60 years old		Over 60 years old		Total
	Male	Female	Male	Female	
Thai					
Myanmar					
Lao					

Cambodia					
Others					
Disabled Workers					

Nationality	Thai ID card for foreigners (pink)	Passport	MOU	Others	Total
Myanmar					
Lao					
Cambodia					
Others					

## Section A. Recruitment and hiring

Contracts					
No.	GLP Ref.	Issues	Yes	No	
1	A.13 - A.16	Individual contract - Contracts are made in workers' native languages Languages ..... - Contracts clearly state wages, hours, terms - Employer and workers signed contract - Printed copies (or originals) of contracts provided to workers			
2		Management keep copies of identity documents			
3		Management keep copies of workers' registration			

4		workers are classified as - temporary (specify %) - agency/dispatch (specify %) - monthly (specify %) - daily (specify %)			
5		Workplace Regulations are provided to workers in their native languages - Languages .....			
6	E.8	- Social Security benefits are provided - Health insurance benefits are provided			
7	A.8 – A.11	Does employer hire: - Directly - Via brokers/agencies - Post a notice - Hiring via brokers/agencies is via: - MOU with sending country - Regular migrants already in Thailand			
8		Employer conducts an interview with applicants			
9		Employer provides an orientation (including information on the rights and duties of workers before work begins)			
10	A.10	Employer requires workers to pay application fees (Specify)			
11	D.1– D.2	Recruitment process has no discrimination based on nationality, religion, gender.			
12	A.8	Employer is aware of recruitment and migration costs in sending country and in Thailand? - Have you made a money security deposit? - Have you made an asset security? - Is there a third-party guarantor?			

13	A.2	Workers have freedom of movement in and out of workplace, compound, and dormitories			
14	-	Employer has clear written policies on punishment/sanctions for workers (Specify)			
15	A.3	Workers have control of or immediate access to identity documents			

### Section B. Child labour

B. Recruitment, Hiring, Documentation and Remediation					
No.	GLP Ref.	Issues	Yes	No	
16	B.2	- Clear protocol for verification of workers age			
17	B.1	- No workers under 18 years old			
18	B.3	- Written remediation protocol if worker under 18 found			

Section C. Freedom of association, collective bargaining, and workplace cooperation

C. Freedom of Association, Collective Bargaining and Workplace Cooperation					
No.	GLP Ref.	Issues	Yes	No	
19	C.2 – C.3	Union or other worker organization is present in the factory (Specify).....			
20		Union/management have a collective bargaining agreement on wages, working conditions, etc.			
21	C.3, 5, 6	Employer makes clear to workers policy of non-interference with worker organizations			
22	C.1, 2	Welfare Committee is in place - Thai and migrant workers can be Committee candidates - Committee members are elected by all workforce - Committee meets ..... time(s)/year			
23	C.13	Current Committee members reflect workforce in terms of gender, national origin, job functions (Specify).....			
24	C.3 – 5	Incentives for workers to be join Welfare Committee (Specify).....			



25	C.12	Workers grievances/complaints via - Feedback box - Email or online grievance channels - Supervisor grievance channels - Senior management grievance channels - Welfare Committee - Other channels.....			
26	C.12	Workers' complaints can access grievance mechanism on their own and are kept secret.			
27	C.17	Number and main types of worker grievances received in last 12 months (Specify).....			
28		Supervisor and management are trained on workplace cooperation strategies			
29		Changes to Workplace Regulations are announced to workers			

#### Section D. Discrimination (equal employment opportunity and treatment)

Section D. Discrimination (equal employment opportunity and treatment)					
No.	GLP Ref.	Issues	Yes	No	
30	D.1 – D.2	Policies and process for hiring, pay, and promotion are free from discrimination regarding: - Sex - Race and national origin - Religion - Political opinion			
31	D.8	Pregnancy test before work			

32	D.8	Pregnant Workers.....Persons			
33	D.9	Treatment for pregnant workers (duties and working period)			
34	D.6	Clear, written policies and measures to prevent sexual harassment (Specify) Languages .....			

## Section E. Wages, compensation, and working time

Wages and compensation					
No.	GLP Ref.	Issues	Yes	No	
35	E.1 – E.3.	Workers pay rates are calculated based on: - Daily .....Person / .....Baht - Weekly .....Person / .....Baht - Monthly .....Person / .....Baht - Other.....			
36	E.7	Payslip is provided to workers showing wage rate, hours, bonus, and deductions			
37	A.13	Printed copy of employment contract provided and countersigned in workers' native languages			
38	E.8	Wage deductions are made for - Social Security - Tax - Other (Specify) .....			
39	E.5	Place of payments - Cash paid at factory - Transfer via bank (Specify)			

40	E.2	Overtime rate for regular working day ..... (x 1.5)			
41	E.6	Overtime rate for holiday..... (x 3)			
42	E.6	Overtime rate for work on leave/vacation (x 2)			
43	E.6	Employer provides leave for: - Traditional Holidays ..... Days (most be posted in all worker languages) - Annual Leave.....Days - Sick Leave.....Days - Errand Leave.....Days - Maternity leave.....Days - Others.....			
<b>Hours of work</b>					
44	E.11 - E.14	Normal working days are X to Y (Specify)			
45	E.14	Normal day off per week..... OR take turns on date.....			
46	E.16	Workers have 24 hrs rest in 7 days			
47	E.12	Production working time is a maximum of 8 hr./day OR 48 hr./week Shift 1 is from ..... to ..... Shift 2 is from ..... to ..... Shift 3 is from ..... to ..... Break times.....			
48	E.16	Office staff work time ..... Break times.....			

49	A.22, E.13	Overtime is always voluntary Worker consent for overtime is in writing Overtime never exceeds 36 hours per week			
50	E.2, E.14	Leave is provided to workers with pay up to limits in law: - Sick leave.....days - Errand leave.....days - Maternity leave.....days - Others leave ..... / .....days			

## Section F. Occupational safety, health and worker welfare

Section F. Occupational safety, health and worker welfare					
No.	GLP Ref.	Issues	Yes	No	
51	F.3	Factory has a Safety Committee			
52	F.4	Accidents and injuries recorded and analysed for prevention and reduction			
53	F.4	Number and type of injuries, illnesses in last 12 months (Specify)			
Managing safety and health					
54	F.1	Employer has clear, written safety protocols			
55	F.3	Employer has clear, written follow-up/ remediation protocols after accidents Control of Hazardous Substances			

56	F.6	Chemical and hazardous substances are clearly labeled in workers languages			
57	F.7	Workers are trained on safe use chemicals they handle			
58	F.9	Workers have sufficient protective equipment for work			
59	F.9	Employer pays for protective equipment			
<b>Machine safety</b>					
60	F.14	Dangerous machines are clearly labeled in workers, languages			
61	F.12	Machines have proper guards installed on dangerous moving parts			
62	F.11	Workers are trained on safe of machines they operate			
63	F.14 – F.15	Machines and danger area have warning icons or safety signs			
<b>Work environment and hygiene</b>					
64	F.24	First-aid treatment and equipment is provided			
65	F.25	Employer provides all fire safety and emergency equipment prescribed by law			
66		Employer conducts fire safety drills for all workers. How many times per year? (Specify)			
67	F.25	Emergency exits are clearly marked, unlocked, and un-obstructed			

68		Certified nurse/medical care is provided as required by law			
69	F.28	Clean and sufficient drinking water is provided			
70	F.26	Clean and sufficient toilets are provided Toilet areas are separate for men and women			
71	F.19 - F.22	Employer tests all production areas for excessive - Noise - Heat, cold - Air pollution (ventilation) - Vibration - Smell - Light/dark (Specify results)			

## Section G. Worker welfare and community engagement

Worker welfare and community engagement					
No.	GLP Ref.	Issues	Yes	No	
72	F.38 – F.42	Employer-provided dormitory (or subsidized housing) has adequate: <ul style="list-style-type: none"> <li>- Social and sleeping space</li> <li>- Clean water</li> <li>- Sewerage and disposal systems, toilets, washing facilities</li> <li>- Protection against animals or insects</li> <li>- Cooking and storage facilities</li> <li>- Fire protection and emergency response systems</li> </ul>			
73	F.31	Employer ensures workers know how to access health care and works with community to ensure access			

### Annex F: Worker consent form and worker interview questions

Industry association GLP programmes must include numerous private and group interviews (in workers’ native languages) with workers about living and working conditions. Workers should be selected by assessors at random from payroll or while visiting the production floor. A few workers should be drawn from the Welfare Committee.

As with the Checklist above, this simplified worker interview guide is derived from the GLP Workplace Standards but does not represent a complete assessment against GLP standards. Assessments must include exploration of additional issues based on the types and severity of workplace practices observed.

Name					
Factory					
Province					
Mobile Number					
Date of Interview		Time begin		Time ended	
Name of Interviewer					
<p><b>INFORMED CONSENT</b></p> <p>Thank you for agreeing to talk with me today. I'd like to introduce myself – I am (NAME) from (Organization).</p> <p>We are conducting a Good Labour Practices visit on behalf of the industry association to help improve working conditions in the factory. It would be very helpful if you could share information about your recent experience in coming here and working in this factory. There are no right or wrong answers, so please give us your honest opinion. Any information collected from you will be kept strictly confidential.</p> <p>We will not use your name, address, or any other personal information by which you could be identified. Your participation in the interview is voluntary and you can withdraw at any time.</p> <p>Do you understand and give your consent to be interviewed for the visit? <b>YES OR NO</b></p> <p>Do agree to have your interview recorded for my notes later? <b>YES OR NO</b></p> <p>Do you have further questions about this visit? <b>CLARIFY AND CONFIRM UNDERSTANDING</b></p>					
Signature of Consent of Interviewee				Date :	



1. Name .....  
Age ..... Nationality .....
2. Worked for .....year(s)
3. Previous company .....

## A. Recruitment and hiring

### Contracts

4. Identity documents .....  
Kept with (  ) Own (  ) Company
5. Do you have an employment contract? .....
6. Is it written in your language?
7. Did someone explain your contract to you?
8. Do you understand your rights and responsibilities under this document?
9. Do you have social security or health insurance? (  ) Yes (  ) No
10. Do you pay for reporting to Immigration Bureau every 90 days? .....  
If yes, how much do you pay? .....  
If not, then who pays? .....

### Using Recruitment agencies or brokers

11. How did you get into this job? Please explain all steps  
.....  
.....  
.....  
.....

12. Did you pay to work here? .....

If yes, did the broker charge you any money for getting the job?

13. How much are you paying the recruitment agency per month?

### **Conditions of work – forced labour**

14. Did you freely choose to work here?

15. Do you feel free to quit work here? If not, why not? What would happen?

16. Have you ever seen any violence or threats of violence related to work?

17. Are your documents in your possession? If not, why not? Who has them?

Do you have immediate access?

18. Are you free to move around in the factory, dormitory, and to leave the factory area?

### **B. Child labour**

19. Are you aware of a policy that people younger than 18 are not allowed to work in the seafood factory?

20. Have you met any worker younger than 18?

21. How was your age verified when you applied for your documents?

22. Do you know how management deals with a case of child labour?

### **C. Freedom of association, collective bargaining, and workplace cooperation?**

23. In case you have troubles at work, who do you ask for help?

24. If you've made a complaint inside the factory, what happened?

25. Do you know that workers have the right to join a union if your factory has one?
26. Do you know about the Welfare Committee? ( ) Yes ( ) No
27. What are the duties of the Welfare Committee?  
 .....
28. Do you know the members of the Welfare Committee?  
 .....
29. Is the existing grievance mechanism accessible and confidential?
30. Do you trust the existing grievance mechanism with a serious complaint?
31. How you to share information with workers?  
 ( ) Line ( ) Email ( ) Bulletin Board ( ) Morning Talk  
 ( ) Others (Specify) .....

**D. Non-discrimination**

32. Are men and women treated equally in terms of pay, promotion, and types of jobs? Are Thais and non-Thais treated differently? Specify how?
33. Does the supervisor or helper speak the same way to men and women? How about supervisors or helpers speaking to Thais versus non-Thais?
34. How do workers deal with a supervisor who is rude or abusive?
35. How could the treatment of workers by managers and supervisors be improved?

## E. Wages, compensation, and working time

36. What are you basic working hours per week?
37. What is your working time? .....
38. Which days of the week are you working? .....
39. How many holidays do you get? .....
40. Do you have access to paid sick leave?
41. Do you have one full day off per week?
42. How much are you paid per month? or per week? or per day?  
.....
43. When do you receive your wages? .....
44. How does your employer pay wages to you?  
Cash or bank transfer .....
45. Do you get other extra income? .....
46. Have you ever had deductions from your wages? .....
47. What kind of deductions did you pay? .....
48. Have you ever been paid less than you were supposed to?
49. Did your pay document every say the wrong thing?  
(e.g., You were paid less than the payslip said)
50. Who at the factory or outside do you have to make payments to for your job or documents?
51. How about other workers who still have to pay?

52. Are you paid for Traditional Holidays / Sick Leave / Vacation Leave / Maternity Leave according to the law?  
.....

53. Do you work any overtime ? (  ) Yes (  ) No ..... hr./day

54. Did you agree to work for overtime?

55. How much income do you receive from your overtime? .....

56. Are overtime wages paid concurrently with payroll? (  ) Yes (  ) No

57. Have you or others you know had trouble using their leave to go home, or to do what they want?

#### **F. Occupational safety, health and worker welfare**

58. Does the company provide training on chemicals or equipment you are using? (  ) Yes (  ) No

59. What kind of training did the company provide?.....

60. Who is responsible for training costs?  
(  ) Company (  ) Workers paid themselves (  ) Both

61. Are you provided with safety and protective gear?

62. Is it easy to get medical treatment if injured?

63. When was the last serious injury you saw here?

64. Do you have any work injuries or illnesses? How about others?

65. How is the heat, cold, noise, cleanliness inside the factory?

66. Who pays for work-related medical treatment?

### G. Worker welfare and community engagement

67. Do you have accommodation from the factory?  
 Free  Pay ..... Baht/month
68. Do you have a roommate? .....
69. How much do you pay for facility (electricity/water supply)? .....
70. Is the dormitory clean? e.g., Is there enough water, good bathing areas, toilets, safety, and insects?
71. Have you visited your hometown?  Yes  No
72. How many days do you spend visiting hometown each year?  
.....
73. How many days company allow for your leave to visit your hometown?  
.....
74. Are wages enough to cover your expenses?  Yes  No
75. How much in daily expense do you usually have?  
.....Baht/day
76. How much money do you send to your family?  
.....
77. How do you make transfers to them?  
.....

## Annex G: Corrective action request/corrective action plan

SITE:	PRODUCTS:						
ASSESSMENT DATE: Association/ Company Receipt of CAR Response:	CRITERIA / STANDARDS:						
LEAD ASSESSOR: Team Members:	TYPE OF ASSESSMENT:						
Item/ Clause	Findings	Response / Action by Factory/Supplier			Verification by Assessment Team		Remarks
		Actions Taken	Responsibility	Date	Date	Status	
A. General – Labour Practices Management System							
1.							
2.							
3.							
B. Specific – Forced Labour							
1.							
2.							
3.							

## Annex H: ILO fundamental conventions

### 1. Forced Labour Convention, 1930 (No. 29)

This fundamental Convention prohibits all forms of forced or compulsory labour, which is defined as “all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily.” Exceptions are provided for work required under compulsory military service, normal civic obligations, as a consequence of a conviction in a court of law (provided that the work or service in question is carried out under the supervision and control of a public authority and that the person carrying it out is not hired to or placed at the disposal of private individuals, companies, or associations), in cases of emergency, and for minor communal services. The Convention also requires that the exaction of forced labour be punishable as a penal offence, and that ratifying States ensure that the relevant penalties imposed by law are adequate and strictly enforced.

### 2. Abolition of Forced Labour Convention, 1957 (No. 105)

This fundamental Convention complements Convention No. 29 and prohibits forced labour, including compulsory prison labour, as a means of political coercion or education or as a punishment for holding or expressing political views or views ideologically opposed to the established political, social, or economic system; as a method of mobilizing and using labour for purposes of economic development; as a means of labour discipline; as a punishment for having participated in strikes; and as a means of racial, social, national, or religious discrimination.

### 3. Minimum Age Convention, 1973 (No. 138)

This fundamental Convention sets the general minimum age for admission to employment or work at 15 years (13 for light work) and the minimum age for hazardous work at 18 (16 under certain strict conditions). It provides for the possibility of initially setting the general minimum age at 14 (12 for light work) where the economy and educational facilities are insufficiently developed.



#### **4. Worst Forms of Child Labour Convention, 1999 (No. 182)**

This fundamental Convention defines as a “child” a person under 18 years of age. It requires ratifying States to eliminate the worst forms of child labour, including: all forms of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and serfdom, and forced or compulsory labour, including forced or compulsory recruitment of children for use in armed conflict; child prostitution and pornography; using children for illicit activities, in particular for the production and trafficking of drugs; and work which is likely to harm the health, safety, or morals of children.

#### **5. Equal Remuneration Convention, 1951 (No. 100)**

This fundamental Convention requires ratifying countries to ensure the application of the principle of equal remuneration for men and women workers for work of equal value. The term “remuneration” is broadly defined to include the ordinary, basic, or minimum wage or salary and any additional emoluments payable directly or indirectly, whether in cash or in kind, by the employer to the worker and arising out of the worker’s employment.

#### **6. Discrimination (Employment and Occupation) Convention, 1958 (No. 111)**

This fundamental Convention defines discrimination as any distinction, exclusion or preference made on the basis of, namely, race, colour, sex, religion, political opinion, national extraction, or social origin, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation. The Convention also provides for the possibility of extending the list of prohibited grounds after consultation with representative employers’ and workers’ organizations, and relevant bodies.

## **7. Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)**

This fundamental Convention sets forth the right of workers and employers to establish and join organizations of their own choosing without previous authorization. Workers' and employers' organizations shall organize freely and not be liable to be dissolved or suspended by administrative authority, and they shall have the right to establish and join federations and confederations, which may in turn affiliate with international organizations of workers and employers.

## **8. Right to Organise and Collective Bargaining Convention, 1949 (No. 98)**

This fundamental Convention provides that workers shall enjoy adequate protection against acts of anti-union discrimination, including requirements that a worker not join a union or relinquish trade union membership for employment, or dismissal of a worker because of union membership or participation in union activities. Workers' and employers' organizations shall enjoy adequate protection against any acts of interference by each other, in particular the establishment of workers' organizations under the domination of employers or employers' organizations, or the support of workers' organizations by financial or other means, with the object of placing such organizations under the control of employers or employers' organizations. The Convention also enshrines the right to collective bargaining.



# SHIP TO SHORE RIGHTS

## Good Labour Practices (GLP) guidelines in Thailand's seafood industry

The EU-funded ILO Ship to Shore Rights Project jointly developed the GLP Guidelines, which update GLP for both factory management and industry associations committed to building effective labour standards programmes and improving working conditions in the seafood industry. It includes updated GLP Workplace Standards, principles for industry associations' GLP programmes, and new tools for factory managers and industry association leaders. The GLP Workplace Standards set a floor for working conditions in the industry, organized into seven categories: forced labour and recruitment; child labour; freedom of association; collective bargaining and workplace cooperation; discrimination (equal employment opportunity and treatment); wages, compensation, and working time; occupational safety and health; and worker welfare and community engagement.



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