

An Ecosystem Approach to Labour Rights and Remediation in Thailand

List of resources and contacts

Menu of Services

Collaboration

- **Mekong Club Baseline Assessment:** Mekong Club - Clémence Aron, clemence.aron@themekongclub.org
 The Mekong Club works with the private sector to bring about sustainable practices against modern slavery across the globe. The Mekong Club Baseline Assessment provides a confidential assessment of a business' modern slavery strategy with recommendations and support for roadmapping. Private sector companies seeking to develop a modern slavery strategy take this confidential baseline assessment to understand how their anti-slavery strategy compares to industry standards. This internal self-assessment, coupled with feedback and guidance from the Mekong Club, provides the company with all of the steps that they should be taking to properly mitigate against modern slavery. Link to the "light" version of our Mekong Club Assessment Tool: [Anti-Slavery Scorecard - Mekong Club](#)
- **WFTO Guarantee System:** WFTO – Tamara Cobussen, tamara@wfto.com
 In contrast to commodity certifiers, the WFTO Guarantee System assesses the entirety of a business, not just a specific product, ingredient or supply chain. It includes an assessment of the enterprise's structure and business model, its operations and its supply chains. <https://wfto.com/our-fair-trade-system>

Training/Support

- **Professional Training:** A21 Foundation, THAILAND - Mallika Karunan, mallika.k@a21.org
 Training individuals in professions most likely to encounter potential trafficking victims to equip them to identify the warning signs and respond.
- **Business Transformation for a Just and Sustainable World:** Business for Social Responsibility (BSR) - Kelly Scott, kscott@bsr.org
 BSR is a sustainable business network and consultancy focused on creating a world in which all people can thrive on a healthy planet. Through our insights, advisory services, and collaborations, we enable business transformation to create long-term value for business and society.

- **Thailand Migrant Protection Resource Toolkit:** Winrock Thailand - Meghan MacBain, Meghan.MacBain@winrock.org
 This toolkit provides migrant workers guidance on their basic rights, trafficking in persons (TIP) risks, complaint channels and services available to them, can help reduce TIP and labor exploitation. Along with providing information to migrants, equipping civil society organizations (CSOs) with relevant tools for their programming is another direct and effective way in which we can reduce TIP. The USAID Thailand Counter Trafficking in Persons (USAID Thailand CTIP) Project developed this Thailand Migrant Protection Resource Toolkit as a platform for government, CSOs and migrants to access reliable information and materials on their rights, roles and responsibilities. In this toolkit, visitors can find MDT guidance on victim identification and TIP, available for direct download. CSOs can explore resources and training modules to help them work more efficiently, such as monitoring and evaluating the effectiveness of their work, conducting social and behavior change communication, and incorporating gender equality and social inclusion into their activities. These essential components of impactful programming ensure that activities planned for migrants are targeted and sustainable.
 Website: <https://freedomcollaborative.org/thailand-toolkit>
- **Online Free Download Resources:** A21 - Mallika Karunan, mallika.k@a21.org
 Materials and resources A21 have developed to equip everyone in the fight for freedom. These resources cover various topics, from Safe Employment guide to Online Safety guidelines. www.a21.org/education
- **Migrant worker guidelines for employers:** IOM - Aleksandra Lasota, alasota@iom.int
 This publication is to provide practical guidance for business enterprises on how to recruit and employ international migrant workers ethically and responsibly. The guidance offers concrete steps employers across various sectors can take to run their businesses in a manner that respects human and labour rights of migrant workers. The guidance is primarily for human resources and personnel engaged with migrant workers and can be integrated in existing company policies, procedures and practices. The guidance builds on the United Nations Guiding Principles on Business and Human Rights (UNGP) and relevant international human rights and labour standards and frameworks on international migration. It has been developed as part of the IOM's Corporate Responsibility in Eliminating Slavery and Trafficking (CREST) initiative, through an extensive multi-stakeholder consultation process. The guidance is accompanied by a set of supporting tools including checklists, guidance notes and other useful documents, to help employers develop and implement the system, principles and practices to manage the labour migration process.
- **Human Rights Due Diligence Assessment:** Global Rights Compliance (GRC), Lara Strangways, lara.strangways@grcompliance.co.uk
 GRC is an international human rights legal practice. With a dedicated business and human rights team, we support businesses to develop responsible business models that not only respect human rights but also minimise legal liability. To identify and address potential adverse human rights impacts for compliance with CSDDD, we use our 3 "A" approach: Assess, Advise, Act.
 - **Assess:** our assessments are more than tick-box exercises. We deliver comprehensive analysis of companies' human rights risks by meticulously mapping supply chains and meaningfully engaging with affected stakeholders. Leveraging our extensive expertise in fact-finding missions and investigations, we conduct rigorous due diligence and furnish detailed, human rights and international humanitarian law compliant conflict assessments.
 - **Advise:** with a team of expert international lawyers operating across several jurisdictions, we offer expert legal advice to companies on their legal and regulatory obligations and potential litigation risks, including the EU CSDDD.
 - **Act:** should adverse human rights impacts materialise, we can assist companies to mitigate their impact and provide appropriate remedies, including the setting up of effective grievance mechanisms. Furthermore, we facilitate capacity building through comprehensive training for company officers on human rights due diligence and what it means for your organisation.

- **Social risk assessment:** FairAgora Asia (FAA) - Juliette Alemany, Country Manager & Data Scientist

juliette@fairagora.com

The social risk assessment encompasses the below steps:

- Benchmark and social metrics definition: FAA can either use its own set of social metrics that has already been benchmarked against existing social standards, or work on a new set of metrics adapted to the client's requirements.
- Data collection with the appropriate tools: depending on the situation, our team adapts and uses either a mobile application, online google forms, in-person interviews, and/or phone calls.
- Data analysis, metrics calculation, reporting with dashboard and recommendations.

FairAgora Asia (FAA), a Thai registered company based in Bangkok, offers a regional presence in Southeast Asian markets. FairAgora Asia provides advisory services, monitoring, and training, in compliance and sustainability with a focus on agriculture and seafood industries. FAA team members have performed various projects for sustainability implementation, training, and compliance for non-profit organizations (OXFAM, WWF, Mekong Club, GIZ), government agencies (USAID), and private companies (Mitr Phol, PepsiCo, Nestle, Thai Union). Our team members have backgrounds in Agronomy, Good Agricultural Practices, Aquaculture, Fisheries, Social compliance, and matching certifications (Bonsucro, SA 8000, BSCI, BAP, SRP, ASC). For more info, visit the website: <https://www.fairagora.com/>

- **Step-wise social and environmental improvement project:** FairAgora Asia (FAA) - Juliette Alemany, Country Manager & Data Scientist

juliette@fairagora.com

Fairagora Asia provides a customized improvement plan to address the existing social and/or environmental issues in your supply chain by following the below steps:

- Gap analysis: assessment of the gap between the current situation and the social and/or environmental compliance objectives, and analysis of the drivers for change.
- Definition of improvement steps: co-creation of an improvement ladder featuring intermediate milestones with all stakeholders, using SMART objectives (specific, measurable, achievable, relevant, and time-bound).
- Identification of the incentives and the technical support required to implement the improvement project.
- Capacity building: FAA can provide direct training to the farmers, and/or can collaborate with local CSOs to co-deliver training and provide technical support.
Monitoring of the metrics and impact evaluation

- **Support survivors and Build capability among Small and Medium-sized Suppliers (SMEs):** GBCAT, Alice Pease - Manager, Human Rights, apease@bsr.org

Corporate suppliers, including SMEs are often most likely to confront situations of modern slavery, yet lack access to basic guidance on how to identify and manage risks effectively. GBCAT, under this workstream, has produced a series of resources, including the Toolkit for Corporate Suppliers on Addressing Forced Labor and other Modern Slavery Risks – see here. <https://www.gbcat.org/resources-for-suppliers>

Research and innovation

- **The Remedy Project:** Archana Kotecha, archana@remedyproject.co

The Remedy Project envisions ecosystems of work where migrant workers in global supply chains are respected, protected and, in instances of harm, have remedies provided to them in a fair, transparent and accessible manner. TRP Asia-based team of consultants offers a full range of services to help combat exploitation in supply chains and improve business and human rights practices. <https://www.remedyproject.co/>

Guidelines for business on the remediation of migrant-worker grievances

https://static1.squarespace.com/static/5f846df102b20606387c6274/t/60d1f15889d1ea3650344d62/1624371565912/Operational-Guidelines-for-Businesses_2%281%29.pdf

Mandatory Human Rights Due Diligence legislation guidance for suppliers operating in Asia,

https://static1.squarespace.com/static/5f846df102b20606387c6274/t/61b304ca3ce7e73bdbc0459b/1639122123118/21_1756_Mandatory+Human+Rights_1209.pdf

The European Corporate Sustainability Due Diligence Directive

<https://static1.squarespace.com/static/5f846df102b20606387c6274/t/62391b887dfbff103e2dc73e/1647909774529/Directive+Paper+EU%2C+Remedy+Project%2C+BW%2C+v9%2C+20220321.pdf>

- **diginexLUMEN:** Mary Ho, mary.ho@diginex.com
 LUMEN helps companies undertake human rights due diligence in their global supply chains – at scale. Companies use LUMEN to cascade supplier assessments to identify and monitor labor and human rights issues such as forced labor and gender equity. The platform facilitates the identification of hidden labor risks by mapping, collecting, and verifying data on critical issues such as recruitment and employment practices from a range of key actors including workers, suppliers, and labor agencies (both temp and recruitment based). LUMEN is integrated with our award-winning worker voice tool, APPRISE. The data collected from employers and workers is triangulated enabling data verification. Automated risk algorithms populate analytics dashboards to help companies visualize the risks in their supply chains and know where they should prioritize improvement efforts and in-person monitoring. The platform also provides suppliers with recommended improvement actions aligned with international best practices that can be customized for the specific context. Reports can also be downloaded to help companies communicate on risk and progress to their stakeholders. <https://www.diginex.com/diginex-lumen>
- **Quizrr Digital Training Platform:** Sofie Nordström, sofie.nordstrom@quizrr.se
 Quizrr is an independent ed-tech pioneer in the space where social sustainability meets measurability. Quizrr work with leaders who have the power to impact social aspects throughout their entire eco-system. Through the app, Quizrr deploy on smartphones using QR codes, or on preconfigured tablets, to enable a sustained learning journey featuring local contexts & languages, audible voice support, online/offline training, training modules and programs. Quizrr’s platform enables companies to track progress, get actionable insights, and address pain points proactively in their supply chain. Learn more www.quizrr.se - Smartphone demo: <https://vimeo.com/612697449>.
- **Doc2Work:** Winrock Thailand - Meghan MacBain, Meghan.MacBain@winrock.org
 The USAID Thailand and Asia CTIP projects, in partnership with Mars Petcare and Diginex Solutions, have developed an application that will simplify the regularization process for migrants. This app, called “Doc2Work”, has been designed to guide workers on obtaining and maintaining their work documents, including visas, work permits, pink cards, and Seabooks for migrant workers in the seafood industry. Doc2Work also provides migrant workers with information on the benefits they are entitled to, such as social welfare, access to health care, and social security. Moreover, in response to feedback from migrants that they often could not tell whether or not the recruitment costs and wage deductions they faced were standard, Doc2work has been built with an in-app budget calculator that allows migrant workers to input their expenses, deductions, and monthly incomes, and view the data in comparison with the industry average including research-based stat. These added features will empower migrants’ decision making on financial plans and enable them to negotiate with employers for any unlawful fees.
 Access (download application – only for Android in Play Store):
<https://play.google.com/store/apps/details?id=lighthouse.app>
 Video explaining the app: <https://www.youtube.com/watch?v=ff8lehGGOTs&t=2s>
- **Ulula Worker Voice Tech:** Agnes Pondaven - agnes@ulula.com
 Ulula aims to improve working conditions across diverse sectors including agriculture, mining, manufacturing, electronics, construction and more, by sourcing and processing accurate and timely insights directly from workers around the world. Leveraging simple and smart mobile phones, Ulula offers a suite of accessible, digital tools to obtain honest feedback and insights to improve labour conditions in more than 30 countries. Ulula’s two-way grievance mechanism empowers workers to directly and anonymously raise concerns at any time and digitally connect with support for real-time case management. This powerful platform collects grievances at scale, while enabling effective remediation. Ulula’s grievance mechanism can be deployed anywhere in the world, in any language and offers auto-translation to support multilingual communication.
<https://ulula.com/technology/grievance-mechanism/>

- **Mitr Thai:** IOM - Aleksandra Lasota, alasota@iom.int
MitrThai is an inter-agency collaboration working on promoting the protection and skill development of migrant workers from Cambodia, Lao PDR and Myanmar who migrate to work in Thailand through the dissemination of information, knowledge and legal advice as well as other relevant services that migrant workers can access. This includes the information on, for instance, pre-departure preparation, working and living in Thailand, as well as access to health services, education, skills development for migrant workers, and rights and protection. All of this information is beneficial to both migrant workers and their dependents.

For more information on the project 'Combatting modern slavery and human trafficking through ecosystem support' in Thailand, please contact Stefania Perna, TRF Senior Project Manager, stefania.perna@thomsonreuters.com



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