

Summary of All Member Day 7th May, Coop

4.67 Average Rating out of 5

All sessions were found useful. The most popular sessions were

- Session 1: CARs
- Session 3: Remediation
- Session 2: Impact measurement

What went well:

"The networking and insights from all the speakers."

"Meeting similar people in the industry who are facing the same challenges."

"I liked that people were given tables and had time to get to know everyone first"

What can we do better:

"How to get buy in from wider departments to consider and prioritise an ethical/human rights agenda."



Attendees: 79 participants joined the FNET Member meeting in person. A final list of participants can be found on the [website](#). Unfortunately last minute the meeting had to be restricted to in-person only, so comprehensive notes have been provided in the slides. .



Presentations and notes: All [presentations](#) and the [agenda](#) can be found at the website.



Session 1: How can CARs work in practice? Currently of the CARs members are reporting to FNET, 84% are around Living Wages. Session talked through what the auditors are looking for when assessing CARs, and how to practically analyse the Living wage gap. Members shared their experience of CARs to date, which included resistance from suppliers to the introduction of CARs and their fear to create an action plan they may not be able to achieve. CARs are proving time consuming to manage. There is a clear need for further guidance and support for suppliers from their customer base. We discussed the challenges of where to focus activity on Living Wages and how hourly rate was factored into the IDH Salary Matrix.



Session 2: How to measure impact of HRDD within the business – What KPI's to set

Kate Robinson from The Outcome Gap talked through their analysis of the FNET Annual benchmarking data. Learnings included that smaller businesses are doing as well as larger businesses, those who monitor their progress are more likely to improve performance and there is evidence that being engaged in FNET improves responsible business practices. Clare Lissaman from Oxfam shared learnings from their experience, including the pros and cons of benchmarking and how it can motivate companies and the C-suite. Key is looking at outcomes and change and considering how businesses can draw on workers and communities insights to understand and assess impact e.g. using data from Employee surveys, worker representatives, Grievance mechanisms plus approaches such as [journalling](#) or participatory techniques such as [SenseMaker](#).



Session 3: Panel Discussion - What is remediation and how to tell whether it is adequate?

Christine Mutshipay from the Modern Slavery and Human Rights Policy and Evidence Centre emphasised the need to put survivors at the centre of policy and process: "Nothing about us, without us". Panellists shared case studies and discussed what makes 'good' remediation. Clare Lissaman gave an example of supporting Land rights remediation where Oxfam acted as facilitator supporting Community groups to understand their rights, articulate their case and negotiate for a fair outcome. An example was shared of tea in Kenya – after the 'True cost of our tea' [Panorama documentary](#), all buyers came together to investigate as it was a systemic issue which would need many actors involved to address issues exposed. ETI facilitated investigation, Partner Africa investigated, engaged over 1,000 individuals to hear their concerns. The report highlighted responsibilities of retailers/suppliers/NGOs and evaluated the root causes e.g. mechanisation making people desperate for jobs and increased power of recruiter. A member shared an example from Latin America on growers and remedy where Freedom of Association had been discouraged. Discussion on remediation focused on what customers are looking for from their suppliers; useful measures of effective remediation; ensuring remedy is in best interests of workers; working with non-UK retailers and further resources on remedy including [ETI guidance](#), [Oxfam toolkit on grievances](#), [Access to Remedy in Cases of Business-Related Human Rights Abuse: An Interpretive Guide](#) and [Accountability Framework](#).



Working Group updates: Working group leads gave short updates on upcoming meetings and what the Working Groups do. To join a group, please contact [Surmaya](#) or [Suzanne](#).