



Members Fortnight Call – Opening Statements

The Food Network for Ethical Trade – Every fortnight 10 – 11 hrs



Competition Law and Safe Space Statements

Participant Identity:

*Please display your **name** and the **business name***

Competition Law Statement

“We are meeting to discuss issues raised in the forum of the Food Network for Ethical Trade.

We take competition compliance seriously. Whilst discussions can cover matters of interest to our industry, we cannot discuss or exchange sensitive commercial information.

If at any time during this meeting, you think our discussions may be in breach of competition rules, please inform the Chair. The Chair may close the meeting at any time if the chair believes that discussions are in breach of competition law”

Safe Space Statement

The fortnightly members call is a safe space for members to discuss and exchange ideas on human rights risks and improvement actions and all are reminded to please always respect this principle.

Agenda 15th May 2024

Timing	Item
10.00 - 10.05	Introduction & competition law statement.
10.05- 10.15	Worker Voice – Claire Donovan, Worldwide Fruit – What are the barriers and how can we improve engagement to truly hear from workers. Are surveys enough?
10.15 - 10.25	Effective Grievance Mechanisms – Kealey Burbidge Hilton Foods shares the success at Hilton following the development of "Speak Up" Campaign and use of the Oxfam toolkit
10.25 - 10.30	FNET Business All members day and survey Member Queries Forthcoming meeting schedule AOB
10.30-11.00	Please join us on the SEDEX call with the wider group using the other zoom invitation

Empowering Work – Alignment of worker voice



Worker voice is a critical part of equitable and inclusive worker success strategies.

Authentic worker voice is more than employee satisfaction surveys – or the posting of helplines on toilet doors

Empowering Work – Alignment of worker voice

Core elements of worker voice include

Representation

The freedom and ability to represent their own interests or have those interested fairly represented by a larger collective

Empowerment

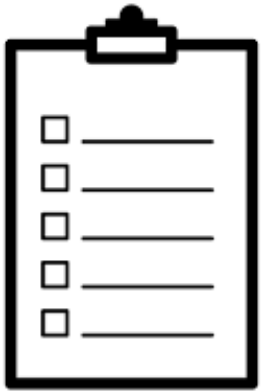
Workers feel empowered to raise concerns or shine light on problems to address any adverse conditions or terms surrounding their employment

Agency

Workers are stakeholders and engaged in two-way transparent communication where their input is valued and yields policy and equitable opportunities for all workers to survive



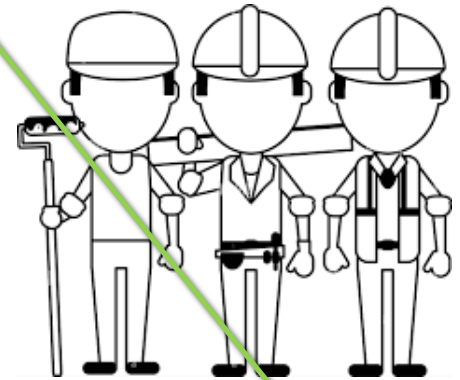
Empowering Work – Alignment of worker voice



Worker
surveys



Grievance
mechanisms



Worker
committees

What are the challenges?

It's just not that easy to get people to talk to us!

Why? Many reasons – including:

- ❖ lack of an immediate problem for a worker at the time of the call/request
- ❖ Perceived lack of relevance- 'it's not for me'
- ❖ Cultural – lack of trust
- ❖ as well as the specific labour rights abuses that we are concerned about

How?

There are lots of ways of getting worker voice – many of which we are already familiar with



We've discussed as a working group how best to interact to get a good result – the range of channels used is also an effective way of getting worker voice

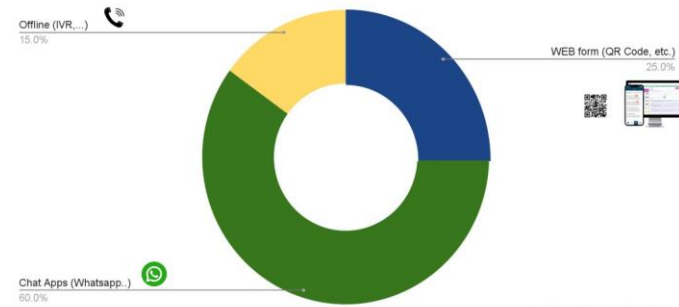
How do they help?

Choosing your channel makes a huge difference – different demographics prefer different channels – using a partner who can support in this is important

WHY MULTI-CHANNEL MATTERS ?

TURN YOUR DUE DILIGENCE SYSTEM MORE WORKER CENTRIC

WORKERS CHANNELS PREFERENCES*



Making it simple – Quick links and QR codes

“You said – we did”

Managers who are engaged with the task – keep the dialogue up and follow up with action and consistency have the most impact

Intervention is another useful tool – simply asking people to download an app has limitations – but if they **NEED** to download it to sign a policy – then there is more motivation

Asking the right questions



The logo consists of the words "HILTON" and "FOODS" stacked vertically in a white, bold, sans-serif font. The text is contained within a dark blue rectangular field. The bottom right corner of this field is cut off by a diagonal line, revealing a lighter blue layer underneath.

**HILTON
FOODS**

SPEAK UP
HILTON FOODS

Overview

Why:

We want to work collaboratively with workers at HFUK to gather their opinions & thoughts they have about this process

Who: HFUK worked collaboratively with Oxfam and Tesco

What: A pilot looking to improve their grievance mechanisms so workers at sites can raise grievances in a safe, trusted, transparent manner



What is an effective grievance mechanism?

The UNGPs have eight principles that outline the characteristics of an effective grievance mechanism

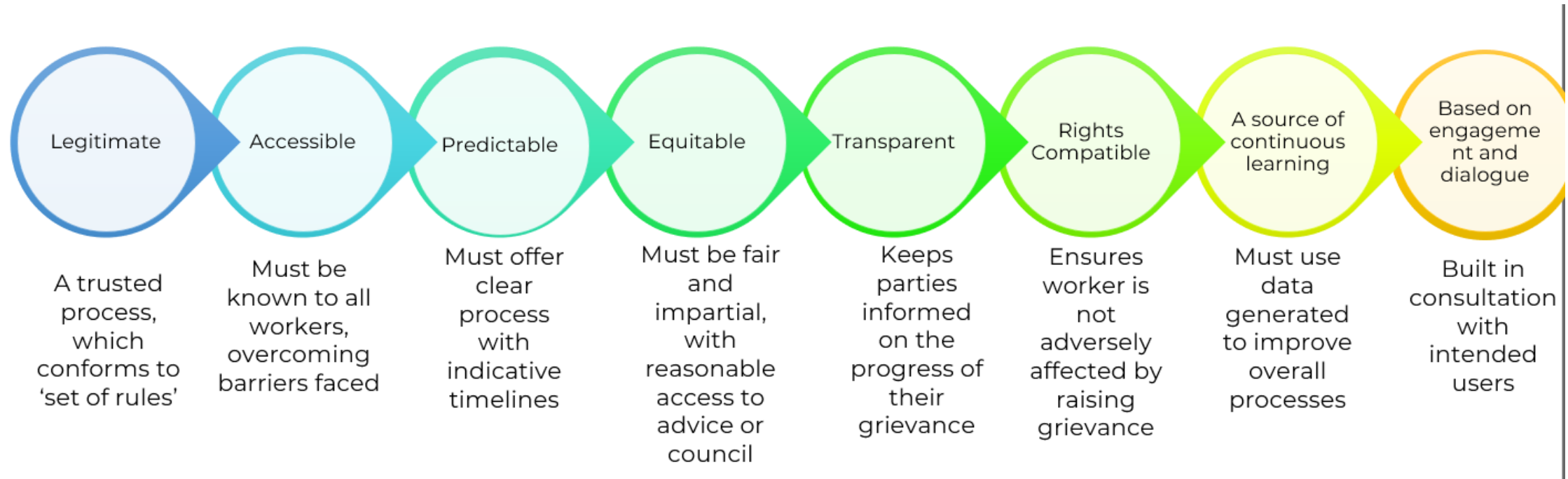
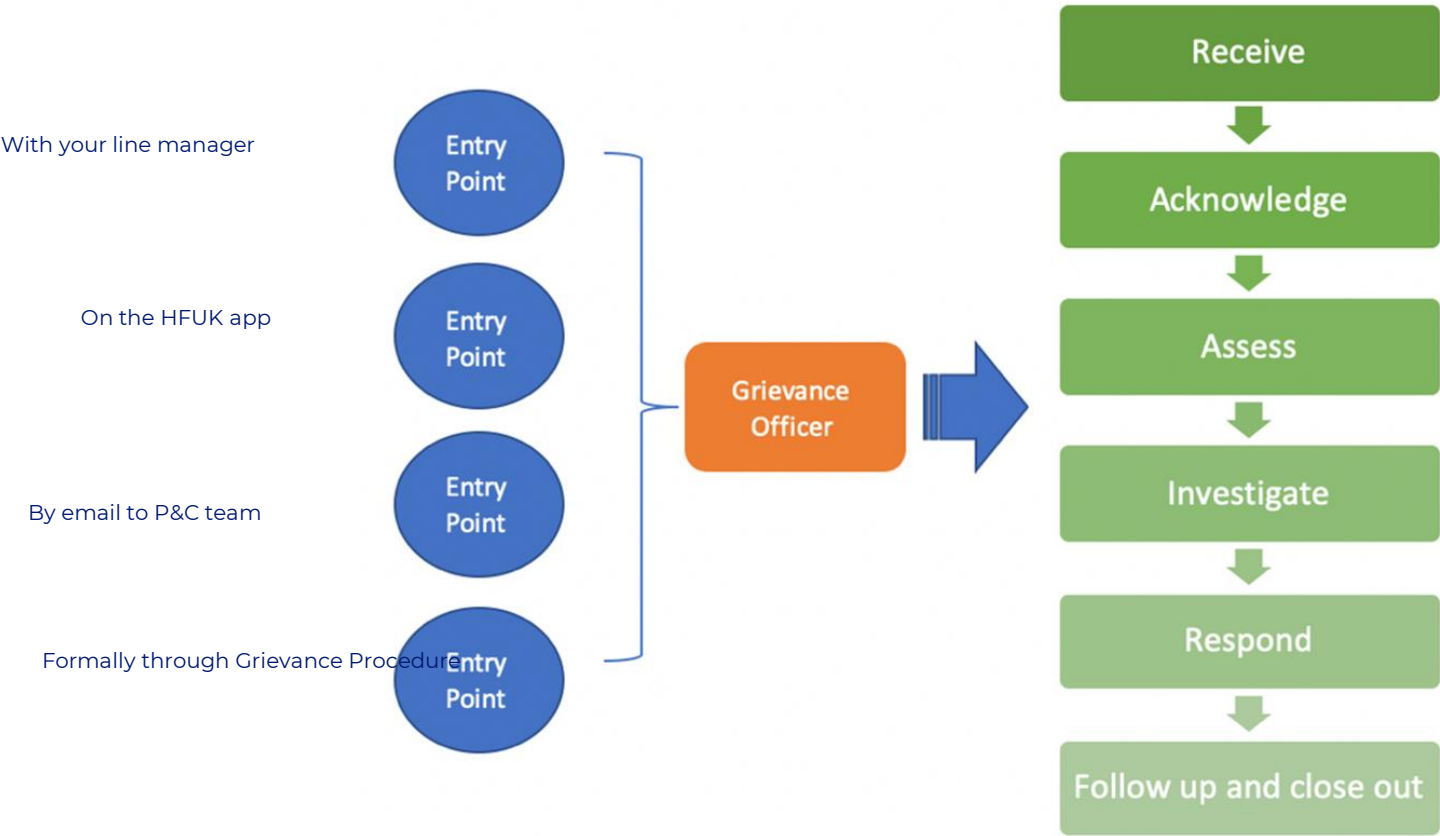
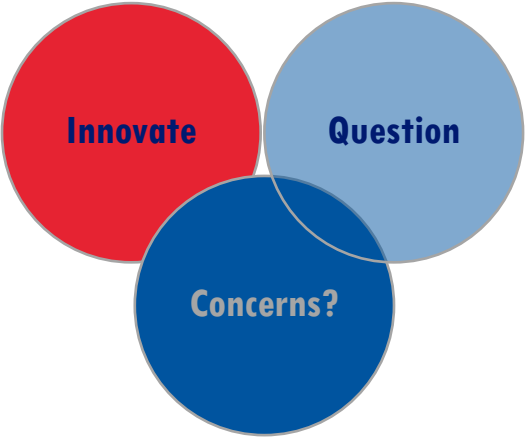


Figure 1. Typical flow of a grievance mechanism

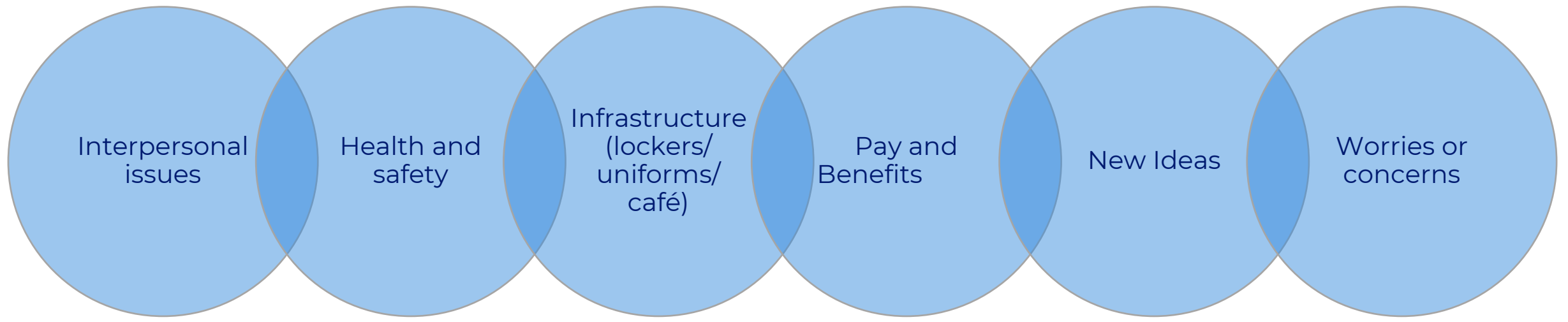


Project Task

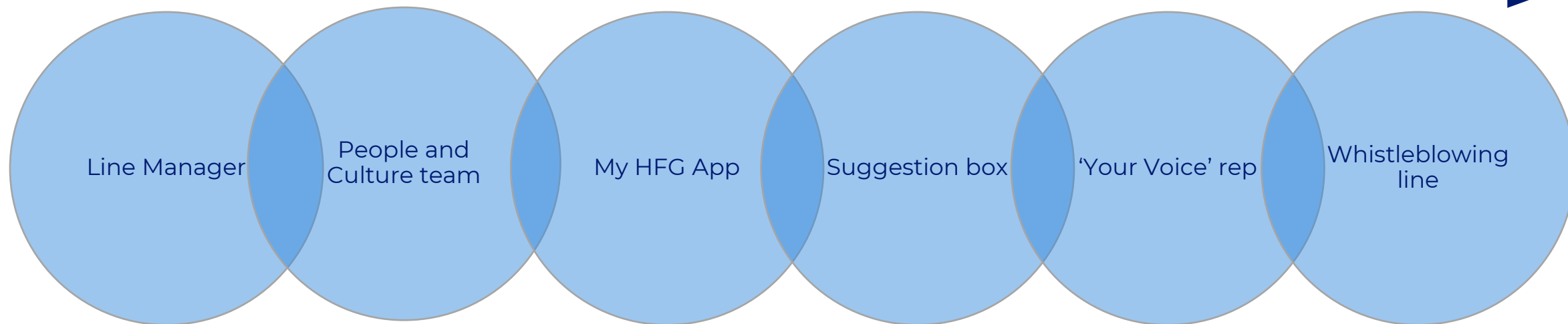
Beginner	Select	Intermediate	Select	Advance	Select
No formal grievance mechanism has been set up		Grievance mechanism set up by the company	X	Grievance mechanism set up by the company and its intended users together	
Grievances are addressed on an ad hoc basis		Grievances are addressed in a systematic manner	X	Grievances are proactively solicited	
Company is aware of grievances mostly by chance		There is a designated place/entry point for logging grievances		There are multiple entry points for logging grievances	X
Grievance handling is an add-on activity		Grievance handling is an integral part of stakeholder engagement	X	Grievance handling is integral to all parts of the business	
No grievance owner	X	Grievance officer		Grievance officer + Grievance committee	
Same issues keep coming up		Systematic response to avoid repeat grievances	X	Independent oversight committee	
No recourse mechanism		Recourse mechanism available	X	Funds available for acquiring independent expertise/mediation	
No systematic database or other tracking system		Grievance database that allows to track, report and analyse	X	Database is automated (including escalation, reminders, etc.)	



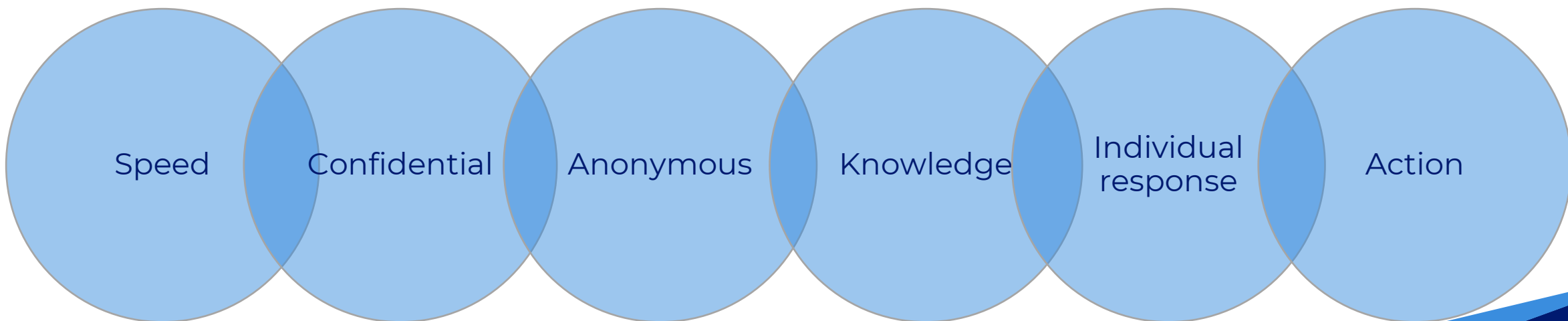
What is important



Ways to speak to HFG?



What's important when telling HFG?



Speak Up Channel	Qualities
Line Manager	<ul style="list-style-type: none"> • Confidential and knowledgeable response • Your line manager can give you an initial response quickly as they see you everyday
The People and Culture Team	<ul style="list-style-type: none"> • Confidential and knowledgeable response • You can speak to a member of the P&C team in the office, or by giving them a call or by sending an email. Multiple languages can be supported. • The P&C team have the best knowledge of your contract, hours and wage
HFG App – ‘Feedback & Ideas’	<ul style="list-style-type: none"> • Goes directly to P&C team • Reviewed every day • Multiple languages can be supported
Your Voice Committee	<ul style="list-style-type: none"> • Speak to Your Voice rep, and bring up issue as agenda item for committee • Good for issues or questions which concern a group of employees, rather than individuals • The Your Voice Committee meets bi-monthly
Hazard Card	<ul style="list-style-type: none"> • Raise a hazard card on the shop floor for any health and safety concerns
Suggestion box	<ul style="list-style-type: none"> • Able to submit anonymously if wanted, accessible to everyone • Box reviewed once per week
Formal Grievance in writing	<ul style="list-style-type: none"> • Formal, structured process of dealing with an issue • Able to be represented by a fellow employee or an accredited trade union representative • Able to formally appeal the outcome
Call or submit concern to HFG Whistleblowing line	<ul style="list-style-type: none"> • Able to submit anonymously if wanted, accessible to everyone • Multiple languages can be supported

Monitoring and Learning



Speak Up Officer will:

- Make sure all staff understand the Speak Up Policy
- Receive all the issues raised
- Keep a log of all issues raised to improve over time
- Monitor the time taken to resolve issues



The Your Voice team will:

- Get to feedback on how effective the Speak Up Policy over time
- Help improve the policy over time
- Comment on whether time taken to resolve grievances is appropriate
- View summaries of grievance data (categories of issues & time to resolve) to help find new solutions



SPEAK UP

Hilton Foods UK

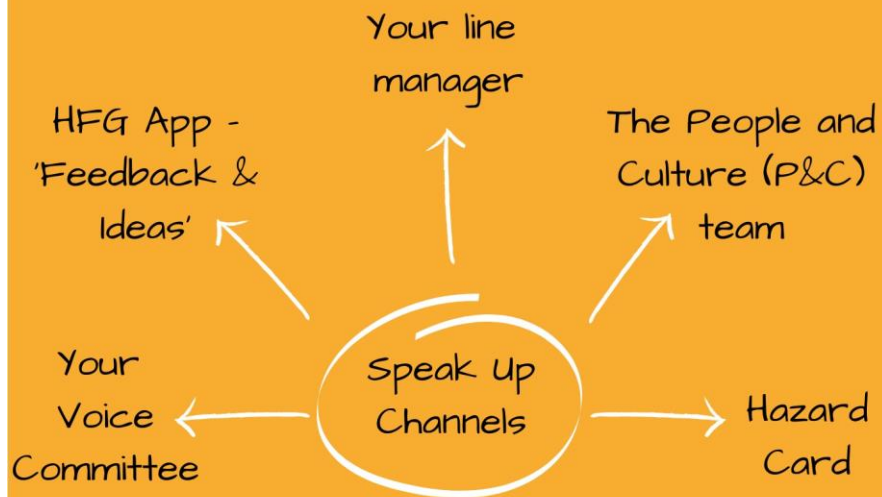


SPEAK UP

Hilton Foods UK

We want to give everyone within Hilton Foods the confidence to speak up to ensure we are living our values and building a strong future ready organisation.

It's important to us that you know where to take both your ideas and questions about work, and trust that we will respond in a transparent, fair, and predictable way.



Suggestion box

Formal Grievance in writing

Call or submit concern to HFG Whistleblowing line

Which concerns?



Ideas and Innovations

Interpersonal problems
Seeking advice



Pay, benefits, recruitment and working hours

Business misconduct



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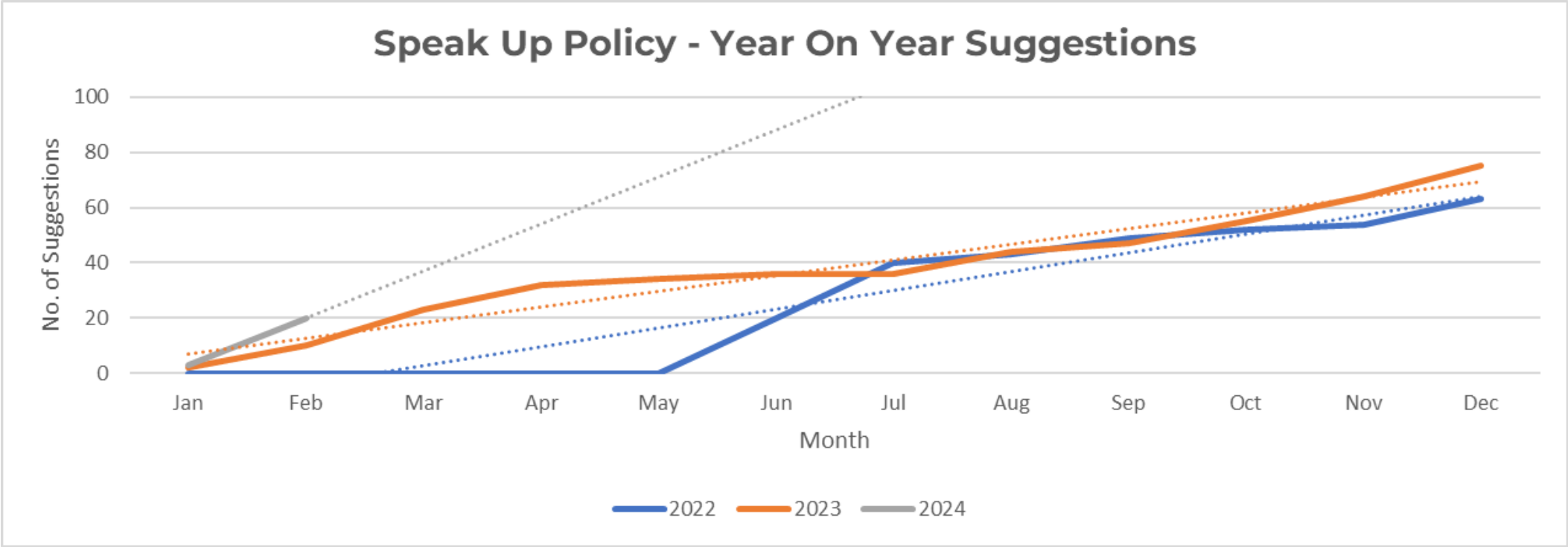


SPEAK UP

Hilton Foods UK

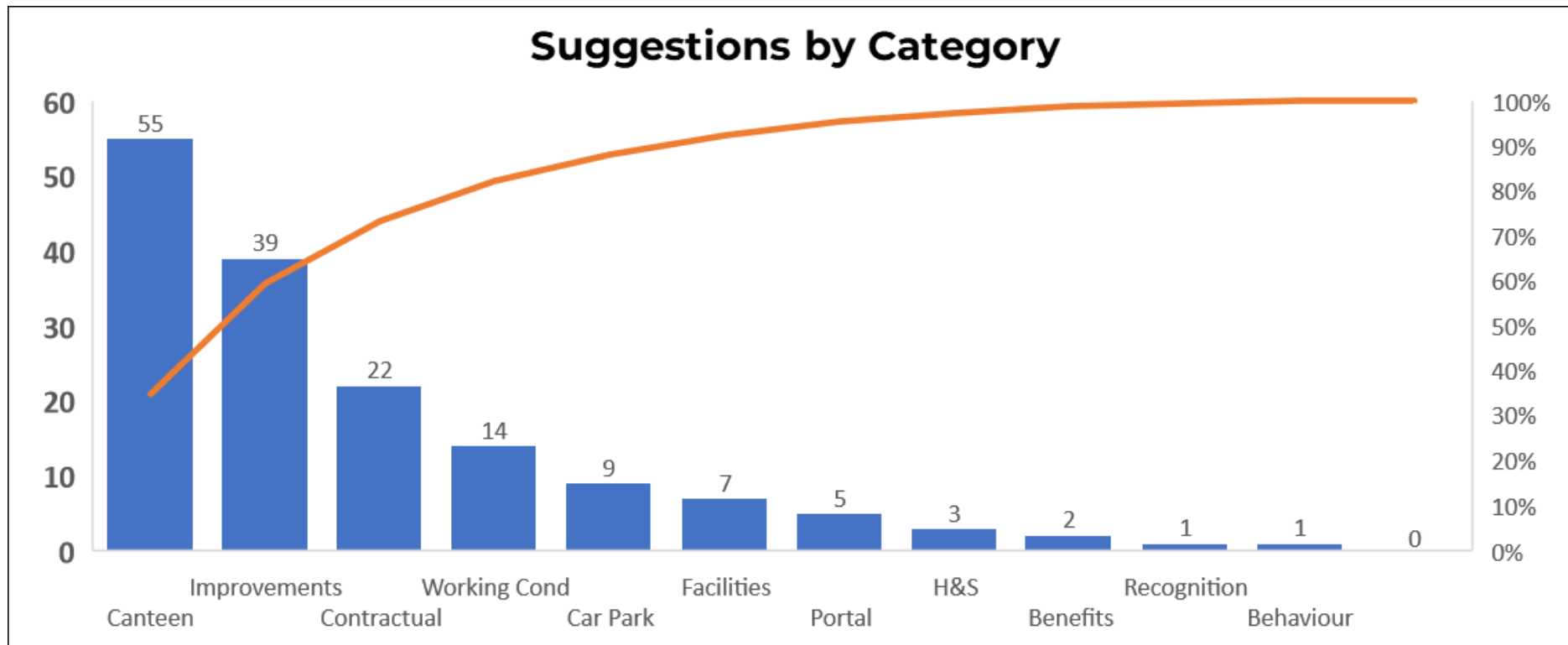
Speak Up Data

Since the Speak Up Policy was introduced, we can see a spike in numbers of suggestions from our employees year on year as well as trends.



Speak Up Data

- Improvements and Working Conditions are the highest population
- Improvements Category is usually around working conditions that include suggestions on what would make working at Hilton Foods better.





FNET All Member Meeting
 Tuesday 18th June 9am – 4pm
 Location: Tesco, Heart Building, Shire Park, Welwyn Garden City, Herts

Time	Item	Details
9.00– 9.30	Arrive, coffee & networking	
9.30-9.35	Welcome and overview of the day	Welcome from Chair- Pins Brown
9.35-9.45	Welcome from Tesco	
9.45-55	Member vote on new Member agreement	Chair to remind members of the key changes to the member agreement and asks for a show of hands to confirm support
9.45 - 10.45	Panel Discussion: Integrating human rights into purchasing practices	<p>How can Supply chain partners better share risk and return. How can FNET participants be part of reducing cost and burden to serve?</p> <ul style="list-style-type: none"> • Implementing ETI Purchasing Framework • Is the Food supply chain broken • Why can't farmers adapt? <p><i>Confirmed Speakers: ETI, Jed Futter</i></p>
10.45-11	Coffee	
11-12.00	SMETA workshop -	Practical workshop on SMETA 7 and implementing collective action required <i>Confirmed Speakers: Clare Clifton and Paul Chalmers, Sedex</i>
12.00-13.00	Hot topics carousel (Part 1)	<p>Managing Heat stress - What can businesses practically do to manage heat stress at work?</p> <p><i>Confirmed Speakers: Stronger Together, La Isla Network, 2 FNET member case studies</i></p> <p>Resourcing Human Rights –What is the right level of resourcing and skills needed to implement effective due diligence? This will include workshoping the FNET skills roadmap <i>Confirmed Speakers: Led by FNET empowering work working group</i></p>
13.00-13.50	Lunch	Member bingo competition
13.50-14.15	Key insights from membership survey	FNET lead will talk through the key insights from the May 2024 membership survey and discussion on Quarterly insight horizon scanning
14.15-15.15	Hot topics carousel (Part 2)	<p>Grower and HRDD minimum requirements – How can FNET members more effectively support growers to implement human rights due diligence? This workshop will aim to confirm FNET members minimum grower requirements and discuss if these are effective at managing the key risks. <i>Confirmed Speakers: Led by FNET DD working group</i></p> <p>Responsible business conduct – Building on last all members day discussion on managing conflict. This session will follow up on recent issues including sourcing in Israel, and look at what we can learn from members experience of operating in water stress situations <i>Confirmed Speakers: Mel Miles Head or CSR, westfolia and Nick Hepworth Water Witness</i></p>
15.15-16.00	Questions to the board and Formal Close	Update from working groups Questions for the board

All member survey and Meeting

- **Look out for Eventbrite invite for all members day** for Tuesday 18th June at Tesco's this week – we have a fabulous line up of speakers and practical workshops. Still looking for a few more case studies so please volunteer 😊 If you are interested in joining a networking dinner with the board on the evening of the 17th May, please indicate and we will get that organised.
- **We are issuing tomorrow an all-member survey which will act as the baseline for our Theory of Change. Completion date is 30th May** so we can deliver the insights for All members day. Please prioritise this so we can reflect the full membership

FNET & Member Requests



1. We have a question from a member to ask if any other FNET members are using the **ALP charge rate calculator** for calculating an appropriate pay rate for agency labour use on sites (both retailers and suppliers)?
2. Another member is keen to know what support or guidance retailers/suppliers giving their sites in **Malaysia to overcome the migrant worker freeze potential issue**. They are keen to support suppliers with this legislation change but don't want to flood suppliers with content that is saying the same thing in different formats.

Upcoming FNET meetings



- **Responsible Recruitment Working Group** – Tuesday 21st May 2-3.30pm
- **FNET onboarding call for new members** – Wednesday 22nd May 12-1.30
- **All Members Meeting** – Tuesday 18th June – 9-4.30pm – Tesco Heart Building Welwyn Garden City
- **Raw Materials & Services working group** - Tuesday 23rd July 1-3pm
- **FNET onboarding call for new members** – Wednesday 24th July 12-1.30
- **NEW Developing Common Due Diligence Tools** – Thursday 25th July 2-4pm
- **NEW Responsible Recruitment Working Group** – In person Workshop – Thursday 12th September @Tesco WGC
- **Raw Materials & Services working group** – Thursday 10th October 1-3pm
- **FNET onboarding call for new members** – Thursday 17th October – 12-13.30pm
- **NEW Developing Common Due Diligence Tools Workshop** – Thursday 24th October 9-4.00pm - Samworth's Craft & Innovation Centre, Melton Mowbray
- **Raw Materials & Services working group** – Thursday 16th January 2025 1-3pm