



2018 Global Forum on Responsible Recruitment & Employment

EVENT REPORT - 11TH-12TH JUNE - SINGAPORE

#GFRRE18

About The Consumer Goods Forum

The Consumer Goods Forum ("CGF") is a global, parity-based industry network that is driven by its members to encourage the global adoption of practices and standards that serves the consumer goods industry worldwide. It brings together the CEOs and senior management of some 400 retailers, manufacturers, service providers, and other stakeholders across 70 countries, and it reflects the diversity of the industry in geography, size, product category and format. Its member companies have combined sales of EUR 3.5 trillion and directly employ nearly 10 million people, with a further 90 million related jobs estimated along the value chain. It is governed by its Board of Directors, which comprises more than 50 manufacturer and retailer CEOs. For more information, please visit: www.theconsumergoodsforum.com.

everyone touched
ss should
h fairness,
spect, and that
has no place
ons or supply
ust all focus our
his critically
d complex issue

About the Institute for Human Rights and Business

Founded in 2009, IHRB is the leading international think tank on business and human rights. IHRB's mission is to shape policy, advance practice and strengthen accountability in order to make respect for human rights part of everyday business.

IHRB works with governments, businesses, and civil society in all sectors to identify human rights risks, convene relevant stakeholders, facilitate business leadership and develop collective responses. As one of the key programmes for IHRB, the Migrant Workers Programme focusses in particular on how workers are recruited and in particular the payment of recruitment fees to secure employment. IHRB also convenes the Leadership Group for Responsible Recruitment, a business-focussed initiative bringing together a group of major global brands committing to one simple premise - The Employer Pays Principle: No worker should pay for a job. The costs of recruitment should be borne not by the worker but by the employer.

ATS, GHANA.

he largest
e in the
oreline is
mote fishing
an only be
ater. The
d on this boat
t is 15. It is
day. They
rking since
y are slaves.
that there
000 children
ake Volta. The
h as much as
when they
kid on the
another child
e nets.

Photography
e.com



About GFRRE18

The Consumer Goods Forum and the Institute for Human Rights and Business, alongside key partners, teamed up to bring you the 2018 Global Forum on Responsible Recruitment & Employment in Singapore. This important event provided an opportunity to explore successes and barriers to eliminating worker-paid fees, that often lead to debt bondage and forced labour. Delegates heard from those working with migrant workers, practitioners and CEOs about what is needed for faster progress. They also heard from industry experts as they discuss the CGF's Priority Industry Principles and how to implement change, as well as markers for progress from the Leadership Group for Responsible Recruitment.

The Global Forum brought together over 200 delegates from global brands, suppliers, recruitment agencies, civil society, academics and governmental representatives to explore means of accelerating collective action towards a time when no worker pays for a job and the "Employer Pays" model of ethical recruitment becomes the normal way to do business.

The event was held in partnership with:



HUMANITY
UNITED

Welcome Address



Speakers

John Morrison, Institute for Human Rights and Business

Didier Bergeret, The Consumer Goods Forum

Julia Batho, Institute for Human Rights and Business

Dan Viederman, Humanity United

Brent Wilton, The Coca-Cola Company

4

Key Takeaways

- Governments, trade unions, NGOs and businesses need to collaborate.
- Increased pool of people now working on the issue and increased political will.
- We must speed up the pace of change and remain focused.

With the individual speakers first highlighting why the 2018 Global Forum on Responsible Recruitment & Employment is a key platform to address the issue of forced labour and unethical recruitment, the speakers then came together to emphasise the need for urgent and collective action involving governments, trade unions, NGOs and businesses. The panel agreed the issue needs our full attention and innovation to make sure that these practices are eradicated globally.

They highlighted the natural partnership between the CGF and IHRB and cited the important work done so far by both organisations on this issue. For example, the CGF's Social Resolution on Forced Labour and its Priority Industry Principles were cited. Panelists also spoke about the positive achievements and progress already made, thanks to the increased pool of people committed to working on the issue and the increasing political will. However, they stressed we must speed up the pace of change and move the needle quicker. We have the framework for success, they agreed, but we must all be on the same page, remain focused and take small steps collectively.

Keynote Address



Speaker

William Lacy Swing, Director General, International Organization for Migration

William Lacy Swing began by providing delegates with key facts about global migration. For example, if migrants populated a nation, they would be slightly larger than Brazil. Each year, more and more people are being pushed along migratory paths to seek work. He also spoke of the appalling conditions that he witnessed while visiting migrant detention centres in Libya and the challenges that the IOM deal with on the ground, faced with criminal networks of smugglers and human traffickers.

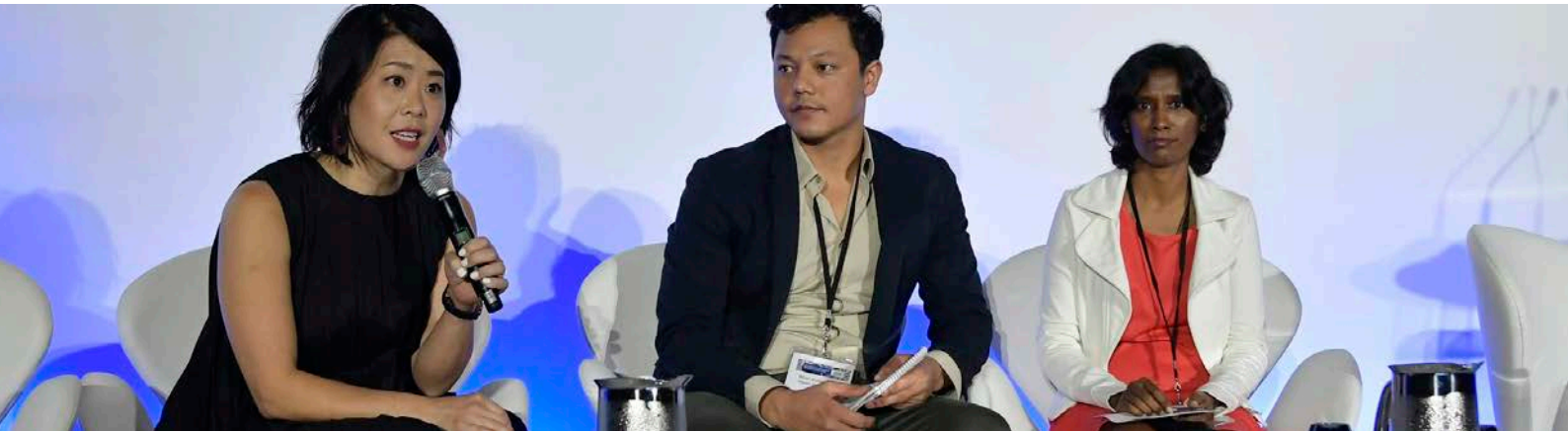
He then appealed to delegates to rise to the challenge to protect the rights of people on the move. Whatever your business, there is a lot to be done. No industry or economic sector is immune to these abuses. Swing concluded by offering suggestions on the way forward: examine more thoroughly your individual supply chain, put pressure on governments to pass anti slavery legislation, and focus on the sectors most vulnerable to forced labour and trafficking.

5

Key Takeaways

- Year-on-year, the number of migrants is growing globally.
- No industry or economic sector is immune to these abuses.
- Examine your own supply chain and apply pressure to governments.

Experience of the Migrant Worker: the Impact of Recruitment Fees



Speakers

Catherine Chen, Humanity United (Moderator)
Anne Beatrice Jacobs, North South Initiative
Bhim Kumar Newar, Migrant Worker Network

6

Catherine framed the conversation by reminding delegates that it is vital that we include migrant workers in the discussion. The panelists gave insight into the migrant worker experience and the challenges they face. Migrant workers frequently have their passports retained by employers and recruitment agencies, and often pay recruitment fees. Work contracts do not match what they have previously signed in their home country, salaries are inferior to what they have been promised, and sometimes workers discover that a completely different job awaits them.

The panelists shared that working and living conditions are often appalling and undignified, resulting in mental and physical health issues, and bonded workers do not have freedom of movement. Migrant workers often face restrictions on their right to join trade unions in destination countries. Panelists expressed the hope that governments and companies will put in place regulations and monitor the issue across sectors.

Key Takeaways

- Migrants often have their passports retained.
- Migrant workers are often forced to pay recruitment fees.
- Freedom of movement of migrant workers is often restricted.

Debt Burden



Speakers

David Schilling, Interfaith Center on Corporate Responsibility (Moderator)
Ray Jureidini, Hamad Bin Khalifa University
Marie Apostol, Fair Hiring Inc.

This session focused on the need for greater specificity in the fight against recruitment fees, and highlighted the systemic scale and pervasiveness of recruitment related extortion. David Schilling opened by noting that this dialogue would be enhanced by forgetting euphemisms and being honest about the process that dominates transnational recruitment. The panelists reiterated the pervasiveness of this issue and how entrenched it is globally, and shared examples of the scale of corruption involved. For example, it is estimated that US\$500 million could be leaving Bangladesh alone every year into the pockets of hiring managers in receiving countries.

7

Key Takeaways

- Corruption is endemic and entrenched globally.
- Widespread market practices must change and proper enforcement and clarity of costs are necessary.
- Responsible recruitment agenda could be enhanced by framing it as an anti-corruption agenda.

They agreed that we need a true breakdown of recruitment costs and a fair distribution for who pays the burden of these costs. While leadership to date has been encouraging, the market will only change when widespread market practices change. They said that this can only happen with proper enforcement and real clarity on what exactly the costs are, and who should pay them in specific circumstances. The panel concluded by reflecting that the responsible recruitment agenda may be enhanced by framing it as an anti-corruption agenda rather than an anti-poverty agenda.

Breakout 1: Technology and Transparency



Speakers

John Morrison, Institute for Human Rights and Business (Moderator)
Declan Croucher, Verité
Subash Sharma, Pravas
Anne Beatrice Jacobs, on behalf of ITUC Recruitment Advisor

8

The panel explored emerging technological applications being created to amplify migrant workers' voices directly, and to provide them greater information and enable them to receive remedy. However, it was noted these innovations can bring their own risks, in terms of privacy and informed consent that can exacerbate migrant worker vulnerabilities. These risks therefore need to be mitigated to allow technology to fulfil its potential and earn the trust of workers.

Panelists spoke about new tools and platforms such as Pravas, which interfaces with the mobile money platform E-Saver and works to compile job orders by agents that can be cross-referenced with workers' own criteria for jobs. Delegates also heard about Verité's new platform aimed at mapping labour supply chains and screening for the risk of forced labour, as well as a new, free, public website called Recruitment Advisor developed by ITUC that enables migrant workers to review the quality and processes of their recruiters.

The panel concluded that technology is an important tool to increase the detection of high-risk supply chains and accelerate preventative and remedial efforts so workers are no longer exposed to these abuses. However, key challenges remain, for example, technologies should be adapted to local languages and modes of access (as workers may not have access to wifi or smartphones), and safeguarded against the risk that recruiters could manipulate technology to further abuse workers.

Key Takeaways

- Privacy and consent can be issues facing migrant workers associated with new technology.
- Technology is an important tool to increase the detection of high-risk supply chains.
- Technologies should be adapted to local languages and safeguarded against manipulation by recruiters.

Breakout 2: Judicial and Non-Judicial Remedy



Speakers

Anna Platonova, International Organization for Migration (Moderator)
Archana Kotecha, Liberty Asia
Andrey Sawchenko, International Justice Mission
Philip Fishman, International Labour Organization

Anna Platonova began by reminding delegates that remedy is a key part of ethical recruitment and that both state and business have a responsibility to ensure that workers have access to remedies in line with the UN Guiding Principles on Business and Human Rights. Speakers emphasised the criminal justice system is perpetrator focused, and many criminals involved in human trafficking and forced labour escape unscathed. The panel also agreed that we need to look at a long-term strategy addressing corruption, criminality and money laundering.

Brands can also play an important role by investing in operational grievance mechanisms at sectoral level and by advocating for reforms and investment by governments to make worker protection a reality. Speakers were hopeful that models for work protection will continue to be created and improved in coming years if resources are allocated. In conclusion, as concerns remediation, we need to think outside the box - then change is surely possible.

Key Takeaways

- Both state and business have a responsibility to ensure that workers have access to remedies.
- Brands should advocate for reforms and investment by governments.
- Models for work protection will hopefully continue to be created and improved.

Are We Moving **Fast Enough?** What Are The Markers?



Speakers

Shawn MacDonald, Verité (Moderator)
Marika Mccauley Sine, Mars, Incorporated
Emily Kunen, Nestlé
Tu Rinsche, Marriott
Doug Nystrom, Walmart

10

Key Takeaways

- Businesses need to make forced labour a priority.
- Greater training and capacity building of suppliers is needed.
- Embedding responsible recruitment into how companies operate is vital.

The panel focused on the pace of change towards an 'employer pays' model, areas of progress, and the sticking points to real progress on responsible recruitment. Speakers agreed that brands need to be open and honest about the pace of change, which means making forced labour a priority issue within companies and using market power to make change. It was noted that, for brands, practicing what they preach means recognising the complexities of acting in varied contexts depending on challenges particular to migration corridors, industry sectors and markets.

Speakers noted that greater training and capacity building of suppliers is needed, and that this should not just focus on the human rights case, but also the business case for responsible recruitment - how acting ethically is ultimately more sustainable and cost effective and can lead to increases in productivity and quality. The panel also considered the need to embed responsible recruitment across how companies operate - especially within human resources departments. In concluding remarks, it was stressed that while we are not yet moving fast enough, we have the data and we have the tools to speed up implementation and take action now.

The Costs to Business of Transition to Employer Pays



Speakers

Steve Gibbons, Ergon Associates (Moderator)
Mark Taylor, Issara Institute
Rosey Hurst, Impactt
Jay Celorie, HP Inc
Priya Chingen, Princes Tuna

11

The example of World Cup projects in Qatar was discussed, as under recent reforms related to these projects, the burden of proof will shift onto contractors who will have to pay workers back their recruitment fees unless they can prove they made the payment. Panelists agreed that in the instances they have seen, advantages include greater productivity and motivation in the workforce, which can compensate for potential losses associated with the repayment of recruitment fees.

However, when workers are no longer bonded, it is usual to see an increased employee turnover being reported. In the case of Princes Tuna, worker turnover rose from 2% to 10% since the Employer Pays model was implemented. Improvement of HR management systems is then vital. Panelists ended the session by discussing whether this shift to Employer Pays is scalable. They agreed that it is indeed possible to bring this to scale; however, collective action from both the demand and supply sides is necessary.

Key Takeaways

- In Qatar, recent reforms related to World Cup projects mean that contractors will pay back workers for recruitment fees.
- When workers are no longer bonded, employee turnover often increases, so improvement of HR management systems is vital.
- Collective action from demand and supply side is needed to bring to scale.

Levers for Accelerating Progress



Speakers

Elizabeth Frantz, Open Society Foundation (Moderator)
Leigh Anne DeWine, US State Department TIP Office
Pia Rudolfsson Goyer, Council on Ethics Norwegian Pension Fund
Steve Gibbons, Ergon Associates
Bob Mitchell, Responsible Labor Initiative

12

Key Takeaways

- There is still uncertainty about whether recruitment regulation is effective.
- The number of ethical recruiters globally is still small, and there is a need to develop the market.
- Modern Slavery Acts stimulate change at a high level and have the potential to have impact on the ground.

This session highlighted some of the most effective levers for progress towards the eradication of workers fees and mainstreaming of responsible recruitment and how they can be optimised. The panel began by discussing recruitment regulation and agreed that there is still a level of uncertainty about what can be considered effective or not. They then reflected on the current imbalance between the demand for and supply of ethical recruitment. The number of ethical recruiters globally is still small and that there is a need to develop a market for those recruiters and suppliers who are willing to meet the standards of responsible recruitment. The current imbalance is correctable but it will take time and require collaborative efforts for the various initiatives to engage together and promote consistent standards.

The panel closed the session by reflecting on the extent to which transparency legislation such as the UK Modern Slavery Act drives change. From looking at companies' statements under the Act it is very clear that there is still little being reported on responsible recruitment: out of 16,000 statements, only 37 refer to the "employer pays principle". However, the legislation does stimulate change at a high level within companies, which has the potential to bring about real impact on the ground.

The Ten-Year Roadmap



Speakers

Dan Viederman, Humanity United (Moderator)
Marc Capistrano, Staffhouse
Marcela Manubens, Unilever
Sarah Tesei, Vinci/QDVC

The session deep dived in to the progress that has been made thus far, two years into the ten-year roadmap, outlined by the Leadership Group for Responsible Recruitment in 2016. The panel brought together key players who have been influential within their institutions to share their reflections on the roadmap.

Staffhouse, is the first 100% ethical recruitment agency in the Philippines, operating on the Employer Pays model, since its creation nineteen years ago. Certification, the panelists agreed, is essential for the increasingly number of recruiters who now want to be recognised as ethical in this changing landscape. The perception that ethical recruitment agencies are more expensive (due to the payment of premiums) is a key challenge, meaning that the pressure is constantly there for these agencies to bring more value to clients.

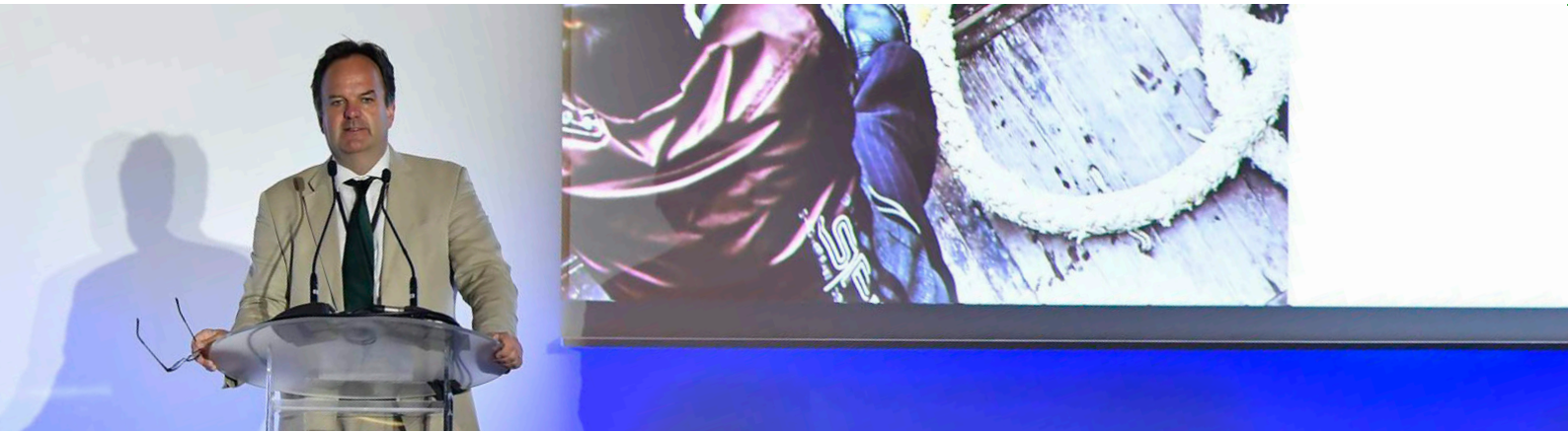
The panel then shared the manufacturer perspective, and stressed that engaging with everyone in the organisation is essential (human resources, procurement, supply chain) to implement principles and policies. “Making the business (and human) case” internally across the tiers will facilitate the implementation of policies and procedures and allow for real progress. The panel concluded that progress is being made, the system is changing and impact is being made, although challenges do remain at local and corporate level.

13

Key Takeaways

- Certification is essential for recruiters who want to be recognised as ethical.
- There is a perception that ethical recruitment agencies are more expensive for clients.
- At the brand level, making the business (and human) case internally will help progress.

Close of Day One



Speaker

John Morrison, Institute for Human Rights and Business

14

John Morrison closed the first day of the Global Forum by sharing some parting thoughts from a full day. Small gains have been achieved - we now have more companies and sectors involved, and we now have a better handle on measurement. However, there are still some weak spots, including geographic regions that have yet to be uncovered. This is not just about ending abuse, but empowering the worker, he said. Ours is a journey of human rights and isn't just about ending harm. It is also about giving people capability and voice. He finished by sharing his five ideas for reaching the 'tipping point': we need to be honest with each other, tackle the economic drivers challenge, deal with the legal issues, embrace transparency and utilise technology.

Key Takeaways

- More companies and sectors are now involved.
- We now have a better grasp of measurement.
- Honesty is essential to tackling this issue.

Day Two Opening



Speaker

Didier Bergeret, The Consumer Goods Forum

Didier Bergeret welcomed delegates back highlighting the success of day one. However, he said that although there are many leaders in the room, there are still many laggards. It is our duty to connect with peers from other sectors and convince them to join us next year. We need to walk the talk around the commitments we have made, he said. He emphasised the need to keep momentum alive and move forwards by engaging more and more businesses, and civil society organisations.

15

Key Takeaways

- Many leaders on this issue, but still many laggards.
- Connecting with peers from other sectors is essential.
- We need to walk the talk on the commitments we have made.

Advancing Recruitment Practices to Prevent Forced Labour



Speakers

Neill Wilkins, Institute for Human Rights and Business (Moderator)
Greg Priest, Inter IKEA Group
Lara White, International Organization for Migration
Marc Capistrano, Staffhouse
Scott Stiles, Fair Employment Agency

16

The panel delved in to the recruitment industry and provided delegates with insight into the key elements of a professional and ethical industry. Panelists shared their ethical recruitment journeys and spoke about the process, challenges and impacts. They spoke of the need for brands to select good recruitment agencies when faced with many unethical players and little guidance as to what “ethical recruitment” looks like. Certification was cited as a key tool to help brands do just this, such as the International Organization for Migration’s IRIS programme, which is able to identify recruiters who are upholding ethical recruitment and ensuring transparency along labour supply chain, as well as providing a due diligence tool for migrants themselves.

Staffhouse, an agency that has gone through the IRIS audit and uses the Employer Pays model, shared that, although certification helps with employers (“its a stamp of approval”), it needs to be recognised by governments as well. The panel agreed that with the support of government, certification has the potential to go a long way in helping ethical recruiters and scaling up the industry. When a recruiter becomes certified, they are holding themselves accountable to uphold ethical recruitment practices, which is a powerful way to encourage better behaviour by ensuring greater transparency and oversight.

Key Takeaways

- There is still little guidance for brands on what “ethical recruitment” looks like.
- With the support of governments, certification can go a long way to scale up the industry.
- By becoming certified, recruiters are encouraging better behaviour amongst their peers.

Keynote Address



Speaker

Andrew Forrest, Fortescue Metals Group

Andrew Forrest, a leading anti-slavery advocate discussed the importance of walking the talk and checking your own supply chains for forced labour risks. He discussed Fortescue's engagement with suppliers and partners, and the importance of having CEO leadership on human rights within companies. Forrest noted the importance of business leadership, and the critical dimension of business-government partnerships to close the gaps that allow exploitation to happen.

In addressing the business audience, he said the people in this room really have the power to change the world.

Key Takeaways

- CEO leadership is essential to driving the right corporate strategy.
- Partnerships between business and governments are also vital.

High Level Panel: **Bali Process**



Speakers

Jenn Morris, Walk Free Foundation (Moderator)

Geoff Shaw, Australian Ambassador for People Smuggling and Human Trafficking

Dennis Kwok, Government of Hong Kong

Dino Djalal, Founder Foreign Policy Community Indonesia. Adviser to the Chairman, Emtel
Chevaan Daniel, Capital Mahraja Group

18

The panel discussed both the Bali Process and the development of Australian Modern Slavery legislation with mandatory reporting criteria. Shaw stressed their intention to focus on highest risk sectors, and the importance of creating a safe environment for disclosure and a level playing field.

The panel looked at why the Bali Process is critical for countries such as Sri Lanka, where labour migration has a significant social impact. It was noted that “When our workers go abroad, we’re tearing apart a family and village. We’re exporting potential and importing brokenness”. They then spoke about promoting modern slavery legislation in Hong Kong, and what corporate transparency and reporting legislation in Hong Kong could potentially do to help the region.

Key Takeaways

- The Australian Modern Slavery Act will focus on highest risk sectors.
- Creating a safe environment for disclosure is vital.
- The social impact of migration is significant.

High-Level Panel: **Working Together to Combat Forced Labour**



Speakers

Isabel Hilton, China Dialogue (Moderator)
Ian Cook, The Colgate-Palmolive Company
Grant Reid, Mars, Incorporated
William Lacy Swing, International Organization for Migration
Andrew Forrest, Fortescue Metals Group

19

Ian Cook opened the session by expressing his pride that the CGF is standing with the other sponsors of this forum in addressing responsible recruitment and employment through the CGF's Priority Industry Principles. It is gratifying, he said, to see that this Forum has brought together such a diverse group united in the commitment to end forced labour, as achieving that goal will entail a coalition of industry, government and civil society. The panel will conclude two days of dialogue and we hope it will distil how we can together accelerate progress on eradicating forced labour. Cook then introduced the panel and thanked the participants before handing over to the moderator.

The panel focused on how we can work collaboratively across sectors to move the needle. Grant Reid talked about his new role as the Board Co-Sponsor of the CGF's Sustainability Pillar and Mars, Incorporated's "Sustainable in a Generation" plan, which aims to improve the working lives of one million people in Mars, Incorporated's extended supply chain. He emphasised the need for commitment and action, highlighting the CGF's Priority Industry Principles, (every worker should have freedom of movement, no worker should pay for a job and no worker should be indebted or coerced to work) as a powerful, yet

Key Takeaways

- The CGFs Priority Industry Principles are a powerful, yet simple tool that everyone should get behind.
- Now is the time to accelerate momentum together and attack this issue with urgency.
- Governments must have the right policies and a plan of action.

simple tool that everyone should get behind.

And, to ensure that these principles are put into practice, Reid announced the Call to Action issued by the CGF, in alignment with ILO and IOM and supported by IHRB, asking businesses around the world to play their part in the fight to end all forms of forced labour. Reid asked all delegates to act and make a difference, and then shared his company's concrete actions which resulted in positive shifts on hours, wages and protection for women. He closed by noting that we have made a good start, but it is only a start. We must now accelerate momentum together and attack this issue with urgency. It is a moral, societal and business imperative.

Andrew Forrest spoke next about his personal journey to looking for slavery in his own supply chains, after an experience in an orphanage in Nepal. He then went on to praise the power of ethical business to change the world and praised Mars, Incorporated and The Colgate-Palmolive Company for standing up and being at the forefront of the conversation on forced labour within the industry. The launch of



the “Global Slavery Index”, which companies can contribute to, has allowed us to measure slavery in a way that was previously not possible. Government and businesses working together will allow us to “get slavery on the back foot”, said Forrest. Without business, government can do very little, but without government, business can do less. Forrest concluded by imploring delegates to attend this year’s Bali Process Business Forum alongside global business leaders.

Next, William Lacy Swing took the stage and spoke about the drivers and realities of modern migration patterns, and challenged the negative public narrative about migrants. The migrant numbers are manageable, he advised, but governments must have the right policies and a plan of action, and carry through on it. Swing spoke of a three point programme to address the issue: prevention through pre-emptively tackling national policies, protection of migrants in difficulty, prosecution of illegal recruitment agencies and smugglers. Governments have to help people to accept and embrace diversity.



Membership Launch of ILO Global Business Network on Forced Labour



Speakers

Brent Wilton, The Coca-Cola Company (Moderator)
Karrie Peterson, from the US Department of Labour
Deborah France-Massin, International Labour Organization
Beate Andrees, International Labour Organization
Laura Chapman-Rubbo, The Walt Disney Company
Didier Bergeret, The Consumer Goods Forum
Mustain Billah, Leathergoods and Footwear Manufacturers & Exporters Association of Bangladesh

21

This session highlighted the newly formed International Labour Organisation (ILO) Global Business Network on Forced Labour. Karrie Peterson opened by outlining the four-fold aim of the initiative to be: i) improving understandings of the nature of human trafficking and forced labour; ii) improving co-led approaches to preventing such impacts; iii) improving compliance with responsible recruitment policies; and iv) promoting responsible recruitment policies amongst business.

Deborah France-Massin and Beate Andrees then elaborated on some of the drivers behind the Network's formation, including that despite nearly two decades of the corporate social responsibility agenda there is still not yet a critical mass of companies aware of the most effective approaches to tackling forced labour. At the same time, there is an increasing proliferation of actors working on these issues. In response to these and other factors, the Network will seek to accelerate action.

Laura Chapman-Rubbo reflected on the value the new Network offered, including: the need to map the various initiatives that exist; the opportunity to tap into the wealth of knowledge the ILO holds but

has to date been difficult particularly for business to tap in to; and the opportunity to target small- and medium-sized businesses through facilitation and collaboration, using the ILO's extensive relationships at the local levels.

Didier Bergeret and Mustain Billah closed the session by each emphasising the importance of this Network in facilitating collaboration and aligning the work of the many forced labour initiatives globally to achieve much needed coherence and drive the best possible outcomes.

Key Takeaways

- There is still not a critical mass of companies aware of the most effective approaches to tackling forced labour.
- ILO's Business Network will seek to accelerate action.
- The Network will facilitate collaboration by aligning the work of forced labour initiatives globally.

International Tourism Partnership: Senior Representative Keynotes



Speakers

Nicolas Perin, International Tourism Partnership
Rivero Delgado, Area Vice President – Singapore, Malaysia and The Maldives, Marriott
Arne Sorenson, CEO, Marriott (by video)
Michael Blanding, Director, Corporate Responsibility, Asia, Middle East & Africa and Greater China, IHG
George Turner, Executive Vice President, General Counsel and Company Secretary, IHG (by video)
Jules Kerby, VP Corporate Affairs, APAC, Hilton
Tom Smith, SVP of Operations for ASPAC, Hyatt
Robert Chessen, Senior Vice President Resources, Radisson Hotel Group Asia-Pacific

Nicolas Perin opened the session by introducing the mission of the ITP and its members and announced the launch of the ITP Principles, aligned with CGF's Priority Industry Principles. The simple principles, Perin explained, will allow members to prioritise action to address the primary drivers of forced labour within the hotel industry. Aligning with the CGF's Priority Industry Principles have allowed for a robust approach that avoids duplicating efforts.

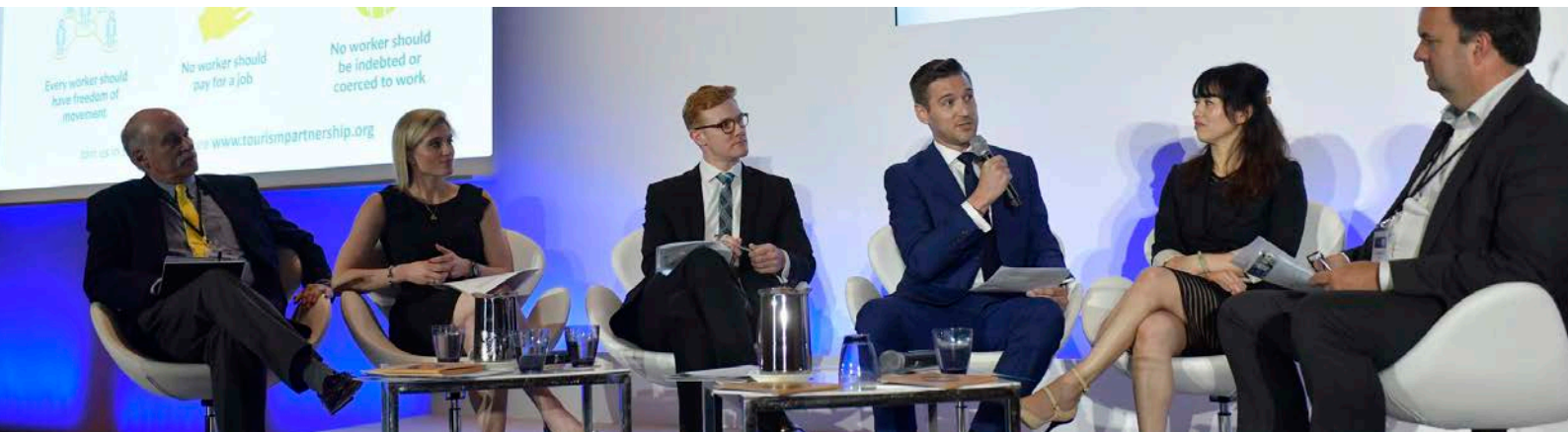
Representatives from Marriott International, Hilton, IHG, Hyatt and Radisson Hotel Group then took the stage and expressed support for the ITP Principles, and each spoke about their work on ethical recruitment in alignment with the principles. The speakers agreed that although they were on a collective journey of continuous improvement, the ITP Principles represented a foundational step to drive respect for human rights in their industry. Redefining sustainable travel by eradicating forced labour in supply chains can only be done when working together with industry peers. They spoke

of initiatives already underway in their businesses, such as staff training to recognise the warning signs of human trafficking.

Key Takeaways

- ITP introduces new forced labour principles based on CGF's Priority Industry Principles.
- Principles prioritise actions to address primary drivers of forced labour.
- ITP Principles represent a foundational step to drive respect for human rights in the hospitality industry.

International Tourism Partnership: Moderated Discussion



Speakers

John Morrison, Institute for Human Rights and Business (Moderator)
Tu Rinsche, Director, Social Impact and Global Responsibility, Marriott
Russell Vickers, Senior Director, Compliance, APAC, Hilton
Michael Blanding, Director, Corporate Responsibility, Asia, Middle East & Africa and Greater China, IHG
Jessica Schultz, Senior Manager, Community Engagement, Hyatt
Robert Chesson, Senior Vice President Resources, Radisson Hotel Group Asia-Pacific

23

Key Takeaways

- Important to publicly state commitment to eradicating forced labour.
- Business leaders must understand problem before strategy can be implemented.
- Dealing with franchises is a key challenge within the hotel industry when tackling forced labour

John Morrison then moderated a panel discussion. The panel delved into companies' actions on forced labour and how the Principles will guide them. Panelists began by discussing their actions on tackling worker fees, and highlighted the importance of publicly stating a commitment to the "No Fees" approach. They agreed that helping business leaders within the company to understand the issue and then driving and executing should be a priority. They also agreed that you should communicate with your colleagues and regional teams about policies, to effectively drive change, and make trainings available to hotel staff and guests.

Dealing with franchises and agencies was highlighted as a key challenge that they are working on. However, proactively sharing policies and making trainings available to franchises is a potential solution to equip and empower franchises. "People drive the hotel business. Without ethical treatment and respecting human rights, it won't go very well". Partnering with cross-industry networks, such as Shiva Foundation, has allowed brands to level the playing field for the industry.

Close of Day Two



Speakers

John Morrison, Institute for Human Rights and Business
Didier Bergeret, The Consumer Goods Forum

24

The final day came to an end with closing remarks from John Morrison and Didier Bergeret. Morrison said that we are a long way from the ‘tipping point’ but we are getting closer to understanding where the tipping point is. He expressed his hope that next year, we will move closer to that point and “break the back” of the problem, given that we now understand the scale of the problem, thanks to the work of the International Labour Organization and the Walk Free Foundation, and how to measure. If we can measure, then we can also chart progress, he said. The networks for mobilisation are also becoming increasingly powerful. With 8 years left to reach the target, we must give more concrete examples that go into that mobilisation process to push the needle.

Bergeret closed by saying that we can consider this event as progress, as there are twice as many participants and delegates in the room than last year. However, we have to make sure that diversity is better represented in the room, and invite suppliers, other companies and partners to the event in coming years. We must, he said, develop a narrative around forced labour. There are still too many companies that do not take the necessary actions to map, check and remedy forced labour cases that may happen in hidden places in their value chain. Recruitment fees are just the tip of the iceberg - working conditions must not be forgotten. We must have a comprehensive approach to remediate all of the hidden forms of forced labour. He then thanked all speakers for their engaging participation and the event staff, which, he said, likely included migrant workers.

Key Takeaways

- We are a long way from the ‘tipping point’, but we are getting closer.
- We must invite suppliers, other companies and partners to the event in coming years.
- Recruitment fees is just the tip of the iceberg - working conditions must not be forgotten.

Thank You!

The Consumer Goods Forum and the Institute for Human Rights and Business would like to express our thanks to the additional partners and sponsors of the 2018 Global Forum on Responsible Recruitment & Employment. Without your support, this event could not have taken place.



PARTNERS





NETWORKING MOMENTS



26





CGF Sustainability @CGF_Sus · Jun 22
We had the privilege to host "ENSLAVED", a visual story of #modernslavery, by Lisa Kristine, at the #GFRRE18 and #CGFSummit. Many thanks to Lisa and @ilo. Find out more: goo.gl/98CPBR



IJM Canada @IJMCanada · Jun 14
Grateful for the collaboration of @CGF_Sus, @CGF_The_Forum, @IHRB, leading brands, corporations & other NGOs during #GFRRE18 to advocate for ethical recruitment in supply chains. #BizHumanRights #ForcedLabour #ModernSlavery



David Schilling @dschilling44 · Jun 12
Grant Reid, CEO of @marsGlobal, endorses 'no worker paid fees' and said, "Success is not defined by profitability or quarterly returns but a long-term purpose-led sustainability plan that advances human rights." @ICCRonline #GFRRE18 @UNmigration @CGF_Sus @ihrb @ILO_EndSlavery



Hans Piera @hpiera · Jun 11
Food for thought: Did you pay for your job? Why should #MigrantWorkers? Interesting question from Bhim Kuman Nekar to corporate reps at #GFRRE18 in #Singapore @CGF_The_Forum @CGF_Sus



CGF Sustainability @CGF_Sus · Jun 13
Video shoot under way with @GuyRyder from @ilo on @CGF_Sus's industry call to action on #forcedlabour #CGFSummit #GFRRE18



Paul Polman @PaulPolman

Following

Biz leaders around the world need to do more and come together to fight #forcedlabour. I support the @CGF_The_Forum, who have issued a #calltoaction at #GFRRE18. #UnitedAgainstForcedLabour @Unilever @ihrb @UNmigration

12:34 PM · 13 Jun 2018

9 Retweets 17 Likes

1 9 17



Ruth Freedom Pojman @rpojman · Jun 12
@MarcelaManubens presents how she @Unilever made the case 4 responsible recruitment & employment, their 10 Gold importance of collaboration externally & internally w procu Resources #GFRRE18 @CGF_Sus @CGF_The_Forum @ihrb



John Morrison @Jomo1966 · Jun 12
"If you are not looking for slavery in your supply chains, then you are part of the problem" says Andrew Forrest, CEO @FortescueNews at Day Two of #GFRRE18 in #Singapore - the original #SingaporeSummit #SingaporeMeeting #SingaporeSling @ihrb @CGF_Sus @CGF_The_Forum #modernslavery



#GFRRE18



Shaeron Yapp @ChevaanDanie
mismatch. Privat and work with g



Katie Henke @M
#GFRRE18 @Lib
enforce existing

27



IHRB @ihrb · Jun 12

IHRB's Neill Wilkins kicks off #GFRRE18 day 2 with IKEA, @UNmigration and ethical recruiters Staffhouse (Philippines) & Fair Employment Agencies (Hong Kong). How to ensure #EmployerPays is a viable biz model? Mapping, auditing & certifying agencies all on the agenda. #singapore



8

5





Contacts: The Consumer Goods Forum

Didier Bergeret
Director, Social Sustainability
d.bergeret@theconsumergoodsforum.com

Nadia Bunce
Manager, Social Sustainability
n.bunce@theconsumergoodsforum.com

Lee Green
Communications Director
l.green@theconsumergoodsforum.com

Louise Chester
Communications Officer
l.chester@theconsumergoodsforum.com

Contacts: IHRB

John Morrison
Chief Executive
john.morrison@ihrb.org

Frances House
Deputy Chief Executive
frances.house@ihrb.org

Neill Wilkins
Programme Manager, Migrant Workers
neill.wilkins@ihrb.org

Julia Batho
Southeast Asia Representative - Migrant Workers Programme
julia.batho@ihrb.org

Haley St. Dennis
Communications Manager
haley.st.dennis@ihrb.org

www.tcgfsocial.com

www.ihrb.org

@CGF_Sus

@ihrb

