

REQUEST FOR PROPOSAL (RFP)

CGF Human Rights Coalition – Working to End Forced Labour

October 2020



Introduction

The **CGF Human Rights Coalition – Working to End Forced Labour (CGF HRC)**, currently comprised of 19 member companies, is committed:

- **to implement Human Rights Due Diligence (HRDD) Systems** → to identify and address instances of forced labour initially in own operations;
- **to support Responsible Recruitment Markets;**
- **to support a focused movement with all relevant stakeholders to jointly expedite the elimination of forced labour.**

More information can be found here: <http://www.tcgfsocial.com/>

Overview

Currently, out of 24.9 million people trapped in forced labour, 16 million (84%) are exploited within the private sector. The Asia-Pacific and Africa region, the regions within which our member companies have some of their largest operations, account for the highest number of forced labour victims (~ 16.5 million and ~3.4 million respectively), followed by Latin America and the Caribbean (~1.8 million); Europe and Central Asia (~ 3.3 million); the Americas (~ 1.3 million) and the Arab states (~ 350,000).

Due to the complexity of the issues and invisibility of the impacts of forced labour, the Coalition is collectively committed to identifying ways to ensure that forced labour risks are well-understood, identified early on and communicated by and to key actors across its own operations and supply chains to address and manage, through three (3) projects, notably:

- 1) **Project #1. Human Rights Due Diligence (HRDD) systems focused on forced labour, in Own Operations:** the recognised approach which consists of step-by-step methodologies and principles that serve as a guidance to prevent, identify and address forced labour issues initially in own operations and ultimately supply chains.
- 2) **Project #2. Roll-out and implementation of the HRC Palm Oil Roadmap.**
Palm Oil is among the largest shared commodities among CGF member companies in terms of usage and forced labour risks. A draft roadmap has been elaborated to provide an approach to engage HRC members' palm oil suppliers on addressing forced labour risks, starting in Malaysia as our initial focus. The roadmap is comprised of 3 elements:
 - a) deployment of a Human Rights Due Diligence (HRDD) system mirroring the approach deployed in HRC members own operations, from refinery to plantation level with deliberate emphasis on actions which aim to identify and address forced labour risk;
 - b) addressing specific issues identified on the ground with upstream suppliers
 - c) government advocacy in line with the approach developed at HRC level
- 3) **Project #3.** Shaping and supporting the development of responsible recruitment markets

Please refer to the **Objectives and Deliverables** section and the **draft of Palm Oil Roadmap** and **forced-labour focused HRDD approach for Own Operations** for more detailed information regarding each project.

Proposal Checklist, Scope and Coverage of the Projects

Checklists

All interested service providers are asked to submit a proposal to the CGF team by **the 30th of October 2020** outlining the following:

- their proposed strategies that cover **all** the three (3) aforementioned projects and activities;
- key sub-partner(s) with whom they will partner or subcontract (if applicable);
 - All interested parties must indicate whether they will partner with other organisation(s) on the projects and disclose the name(s) of the organisation(s) as well as proposed way of working with them.
- proposed phases of the projects;
- Way of working (e.g. project management/manager);
- List of proposed activities or on-the-ground projects;
- Proposed budget
 - The budget proposal must be aggregated, including all activities proposed as well as the cost incurred by working with other partner organisation(s) if any.
 - The budget must be as detailed as possible including labour, travel, accommodation, overhead charges etc.
- Other elements as relevant

Projects Scope and Coverage

The scope and coverage of the projects and associated activities should include (but not limited to):

- a) Preparation of conceptual workplan for the Coalition
- b) Project management
- c) Stakeholder consultation, where relevant
- d) Selection and engagement with other selected partners/ third party organisations for specific tasks/projects, where relevant
- e) Review of the HRDD/Own Operations Framework which has been developed by the CGF HRC;
- f) Research, preparation, and execution of on-the-ground projects (as proposed/agreed) (including work plan and guidance development). On-the-ground projects may include: trainings (e.g. workers' and/or recruitment agents' trainings on HRDD approach), workers' voice, grievance mechanism, and others.
- g) Communication, measurement and reporting to CGF and CGF HRC (e.g. amending the CGF Company Results Framework- our internal measurement and reporting framework)
- h) Trainings (e.g. for HRDD Framework and Implementation, workers' and/or recruitment agents' training)
- i) Other elements as necessary.

For more information, please refer to the **Objectives and Deliverables** section.

CGF HRC Request for Proposal/Statement of Work

This Statement of Work, is accompanied by relevant informational documents to support your proposals, namely:

- HRC One Pager
- PowerPoint overview of the HRC (including HRC member list and HRC Charter) (confidential)
- Draft Palm Oil Roadmap (confidential)
- Draft forced labour focused HRDD approach for Own Operations (confidential)
- CGF Priority Industry Principles (PIPs) ([link](#))

You can also find further information here: <http://www.tcgfsocial.com/>

For further information, or any questions, please do not hesitate to reach out to the CGF HRC team: social@theconsumergoodsforum.com

Objectives and Deliverables

There are three (3) identified/potential projects that CGF HRC will require additional support from third party expert organisations and a few activities which are applicable for Coalition-wide activities, notably:

Project #1 – HRDD systems focused on forced labour, in Own Operations

The first project is mostly implemented on individual company level. However, there may be a need for additional expert input on some elements to support the Coalition members as outlined in the table below (under ‘Expected Deliverables’).

All partners/service providers are welcome to provide a submission of project(s) regarding how they can support companies and/or the Coalition (collectively) to achieve the objective and deliverables of Project #1.

Objective	To assist companies in the setup, enhancement and deployment of the forced labour focused HRDD systems in their own operations. By the end of 2025, all CGF Human Rights Coalition of Action members should aim to reach the ‘Leadership’ level in order to meet the coalition charter commitments on HRDD for forced labour in own operations.
Scope of work	Individual company’s own operations Please refer to the Glossary of Terms in the Annex for ‘Own Operations’ definition.
How	Strategies to implement in Own Operations will be at each individual company’s decision. CGF and selected service provider will provide necessary support/assistance as needed and will be responsible to monitor, track and measure performance of the Coalition members, as well as other support identified as relevant.
Phase	2020 to 2025. Expectation: Each Coalition member has in place a phased implementation plan to implement forced labour focused HRDD systems in their own operations for the period of 2020 and 2025, based upon the approach developed by CGF HRC members (see HRDD table-separate document).

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Reporting metrics	<p>Metrics could include:</p> <ul style="list-style-type: none"> • # of workers covered by HRDD systems. • # of HRC members achieving 100% HRDD coverage at “Leadership Level” in Own Operations by 2025. • # of workers reporting positive changes in the recruitment practices (notably on recruitment fees). <p>This list is non-exhaustive, and more should be developed as part of the measurement and reporting scope.</p>
Expected deliverables	<p>Project #1 can be a Coalition-based project where key deliverables are meant for collective purposes. They include:</p> <ol style="list-style-type: none"> 1. A compilation of existing guidance (to share with the Coalition), and/or development of collective guidance documents, where needed. 2. Proposed collective strategies for the Coalition’s HRDD Working Group that include the following elements: <ul style="list-style-type: none"> • Collective measurement and reporting: clear KPIs (building on above) to measure collective progress on the HRDD rollout in own operations • Development of illustrative examples to support implementation of the CGF HRDD approach • Relevant trainings on the elements of the HRDD framework as developed by the Coalition (as inspired by the UNGP Reporting Framework) • Research/risk assessment in areas of own operations that have not been prioritised by industry to date – e.g. sales force/merchandisers, transport/logistics (if the latter actually counts as ‘own operations’ for enough members) • Potential collaborative remediation projects • Other elements as relevant 3. A global advocacy plan of the HRDD Framework for the Coalition

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Project #2 – Implementation of the HRC Palm Oil Roadmap

The second project is a Coalition-based project, which aims to pilot the framework implementation of the Coalition's HRDD Framework at a small but representative scale. All necessary actions (including budget allocation for the selected partner(s) to carry out the project on the ground) will be at the expense of the whole Coalition collectively.

All partners/service providers are welcome to provide a submission regarding project's ideas, solutions and ways of working for the CGF HRC in order to achieve the objective and deliverables of Project #2.

The Coalition would welcome supporting an existing initiative or project whose scope matches our objectives and is willing to be flexible to meet our needs.

Objectives	<p>We seek to:</p> <ul style="list-style-type: none"> • Reduce the risks of forced labour across the palm oil sector together with all relevant supply chain actors by supporting them to build their own capabilities to monitor, address and prevent forced labour issues in their own operations and extended supply chain. • Demonstrate positive impact through the systemic implementation of forced labour focused Human Rights Due Diligence (HRDD) as a foundational approach to transform the palm oil industry. <p>More specifically, we require specialised palm oil and human right expertise to assist the Coalition members in the finalisation and rollout of the Palm Oil Roadmap. Notably:</p> <ul style="list-style-type: none"> • deployment of a Human Rights Due Diligence (HRDD) system mirroring the approach deployed in HRC members own operations, from refinery to plantation level with deliberate emphasis on actions which aim to identify and address forced labour risk; • addressing specific issues identified on the ground with upstream suppliers - this could be landscape project or other on the ground projects- to be identified. • government advocacy in line with the approach developed at HRC level
Scope of work	<ul style="list-style-type: none"> • HRDD rollout: Tier 1 and upstream own operations of selected palm oil suppliers in Malaysia. • Issue specific engagement: upstream palm oil suppliers in Malaysia
How	<p>By supporting companies to select a sample of suppliers and working with that sample of suppliers from ingredient manufacturers, traders, refineries, transport, mills and crushers, to plantations to develop and deploy the HRDD systems, identify and address identified issues upstream, and leverage an existing landscape project to determine with member companies.</p> <p>We would welcome supporting an existing initiative, whose scope matches our objectives and is willing to be flexible to meet our needs.</p>
Phase	TBD
Reporting metrics	<ul style="list-style-type: none"> • Report on transformative practices in palm oil by 2023 • Transform HRDD into sector wide model and recognised approach to addressing forced labour issues within the palm oil sector. • Others as appropriate.

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Expected deliverables	<ol style="list-style-type: none"> 1. Finalisation of palm oil roadmap (including defining KPIs to measure collective progress against the roadmap) 2. Implementation of roadmap and project management that include the following elements: <ol style="list-style-type: none"> ○ Development of detailed guidance on forced labour focused HRDD, based upon CGF recommended approach ○ Supplier selection for HRDD rollout ○ Supplier engagement ○ Development of tools and training ○ Measurement and reporting: KPI development and report ○ Other elements tbd
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Project #3 – Supporting the development of Responsible Recruitment Markets

The third project is a Coalition-based project where all necessary actions (including budget allocation for the selected partner(s) to carry out the project on the ground) will be at the expense of the whole Coalition collectively.

All partners/service providers are welcome to provide a submission regarding project's ideas, solutions and ways of working for the CGF HRC in order to achieve the objective and deliverables of Project #3.

Objective	To aid the Coalition members in activating pre-competitive practices to support the development of responsible recruitment markets initially in Malaysia as an important labour corridor.
Scope of work	Tier 1 and own operations Malaysia (initial pilot)
How	By working with recruitment agencies, suppliers, governments, and other partners in collaboration with member companies' local public affairs representatives to ensure that forced labour risks and challenges, as well as CGF Priority Industry Principles are well-mainstreamed and understood. By working in coordination with the HRC Communications Working Group on advocacy strategies with institutional/ governmental stakeholders, NGOs and other external audiences.
Phase	Selected partner(s) is expected to come up with a proposal outlining two (2) phases of the work they plan to offer and undertake with the Coalition. For instance: Phase I (a 3-year plan): 2020 – 2023 – including these elements (non-exhaustive list): <ul style="list-style-type: none"> • Map key recruitment agencies and their practices • Map key gaps in recruitment practices at the national level (e.g. national recruitment agencies/not private ones) • How to address the business model gap for the agencies and the potential rise of recruitment fees for employers? • Conceptual plan for recruitment agencies and workers training • On-the-ground trainings (content, timeline, execution) Phase II (a 2-year plan): 2023 – 2025 – including these elements (non-exhaustive list): <ul style="list-style-type: none"> • Tracking, monitoring, and reporting recruitment practices of the trained recruitment agencies • Conducting workers' interviews on the recruitment practices
Reporting metrics	<ul style="list-style-type: none"> • # of public and industry policies positively changed or adopted. • # of recruitment agencies' staff trained • # of workers hired for suppliers (Tier 1) and own operations through recruitment agencies trained • # of workers reporting their satisfaction on recruitment practices • % of workers reporting fee reimbursement, where recruitment fees have been paid
Expected deliverables	<ol style="list-style-type: none"> 1. Work plan (including defining the KPIs to measure collective progress against the roadmap/workplan) including the following elements: <ul style="list-style-type: none"> • Strategy to develop a global advocacy plan and coordination of activation in Malaysia through members' local public affairs team

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	<ul style="list-style-type: none"> • Strategy to address the economical dimension of shifting recruitment business model: how to address the business model gap for the agencies and the potential rise of recruitment fees for us as employers • Recruitment market collaboration in Malaysia to identify, share and potentially incentivise/promote the use of recruitment agencies that follow responsible and good practices • Trainings on responsible recruitment practices and CGF Priority Industry Principles (PIPs) • Reporting on progress and impacts
	2. Project management
	3. Governmental engagement strategy and delivery. This includes a global advocacy plan and coordination of activation in Malaysia through member companies' local public affairs teams.
	4. Other elements as relevant

ANNEX. Glossary of Terms

Human Rights Due Diligence (HRDD) <i>Derived from the UNGP Reporting Framework</i>	<p>Human Rights Due Diligence (HRDD)¹ is the internationally recognised approach to identifying, addressing and managing adverse human rights impacts on people, the environment and society through the implementation of robust management systems. Human Rights Due Diligence (HRDD) system consists of the processes that aid business to become aware of the actual and potential human rights impacts associated with their business, which enables them to prioritise the areas of greatest risk and leverage.</p>
Own Operations <i>Originated from the definition developed by the CGF HRC's Working Group</i>	<p>Own Operations is defined as the company itself, the entities it owns, the entities in which it holds a majority of voting shares and the facilities it manages. Contractors, sub-contractors or agencies supplying a company with labour or services in facilities that that company directly manages should also implement similar employment practices so as to mitigate the risks of forced labour.</p> <p>For the purposes of identifying and addressing forced labour risks to workers within own operations, the definition of "worker" should include any labour employed directly by the member company and should include any third-party labour engaged by contractors or labour agencies for the performance of regular and ongoing work in own operations. Coalition members should disclose the specific scope of third-party workers included in their commitments, assessments, reporting and other HRDD actions.</p> <p>e.g.</p> <ul style="list-style-type: none"> • Outsourced temporary or seasonal workers • Workers maintaining and repairing critical infrastructure (e.g. janitor, electricians, plumbers) • Construction workers • Merchandising sellers <p>Note: these identified workers categories are not intended to be the authoritative or exhaustive list of "worker".</p>

¹ HRDD, according to the UN Guiding Principles, is "an ongoing risk management process ... in order to identify, prevent, mitigate and account for how [a company] addresses its adverse human rights impacts. It includes four key steps: assessing actual and potential human rights impacts; integrating and acting on the findings; tracking responses; and communicating about how impacts are addressed."