



Digital Worker Engagement for the Advancement of the RSPO Human Rights and Social Standards

Vera Belazelkoska
Director of Programs, Ulula
ulula.com | vera@ulula.com



Ulula is a simple and scalable
Worker Voice Technology
solution for continuous
monitoring of working conditions
around the world.

ULULA PLATFORM

Multichannel | Multilingual | Global



TECH FOR GOOD



Supplier
reporting

Big Data

Blockchain

Supply chain mapping

Artificial intelligence

Worker Voice

Internet of things (IoT)

A man with a mustache, wearing a white t-shirt and a green and white striped turban, is crouching in a lush green field. He is holding a red smartphone in his right hand and looking down at it. The background shows a clear blue sky and some distant trees and structures.

Technological advancements & the digital divide

4 billion people offline

Literacy

Affordability

OPPORTUNITIES

TIMELY INSIGHTS INTO HUMAN RIGHTS RISKS

ANONYMITY, ACCESSIBILITY

TRIANGULATE DATA WITH SOCIAL AUDITS TO BOOST RELIABILITY OF DATA

ACTIONABLE DATA

DATA SHARING FOR MULTI STAKEHOLDER COLLABORATION

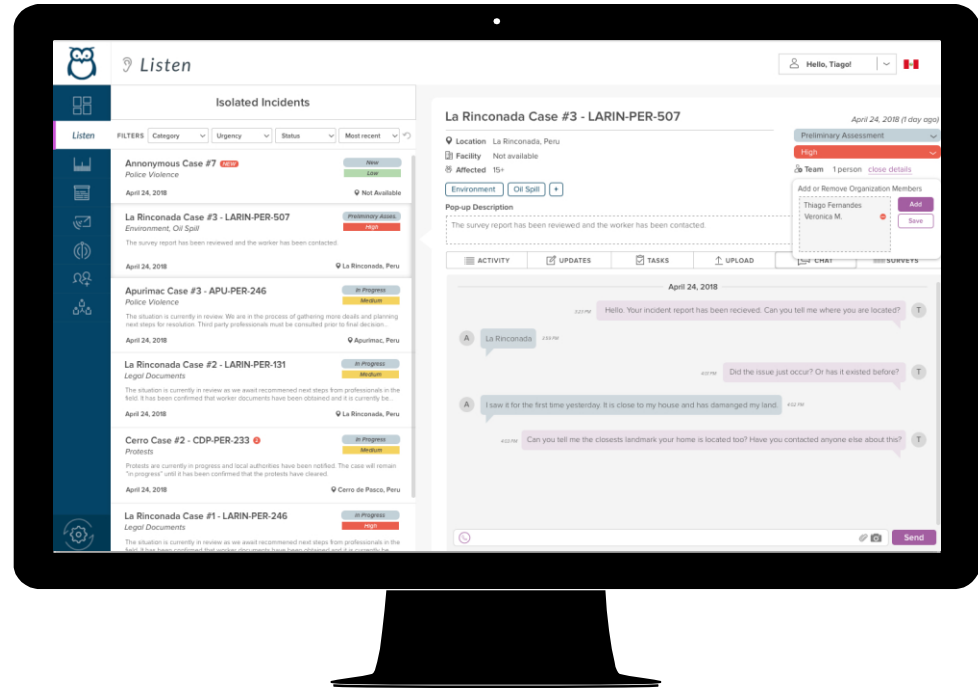
TWO-WAY ENGAGEMENT

Feedback in real time

Protects workers' anonymity

Track progress and document
remediation plans

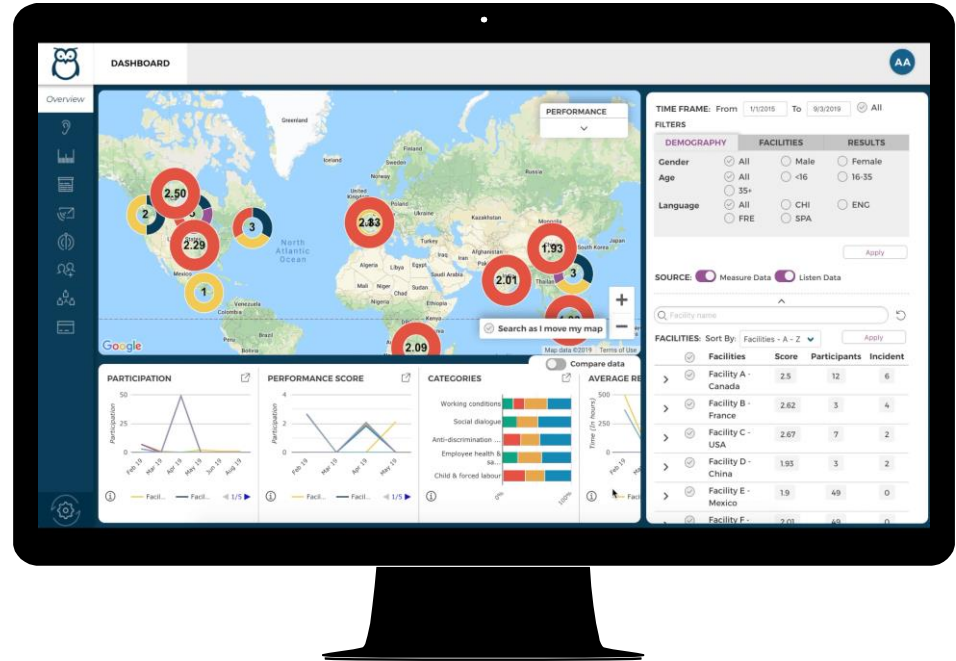
Data sharing for collaboration



CONTINUOUS MONITORING

Structured worker surveys aligned with P&Cs on human rights and social standards

Monitor perception and satisfaction to anticipate and mitigate risks



RSPO-ULULA PILOT

OBJECTIVES

TEST the applicability of a worker voice tool in the palm oil sector

CONNECT workers to employer, RSPO to de-risk operations

CREATE value for all stakeholders

MEASURE impact

SCALE with lessons learned



RSPO-ULULA PILOT

LAUNCH



3 estates and 1 mill in
Sabah



Feedback line & worker
surveys via SMS and Voice



Expansion in Malaysia,
Indonesia, Guatemala

RSPO Extends Ulula Pilot to Sabah, Malaysia with Wilmar International

News • 29 March 2019



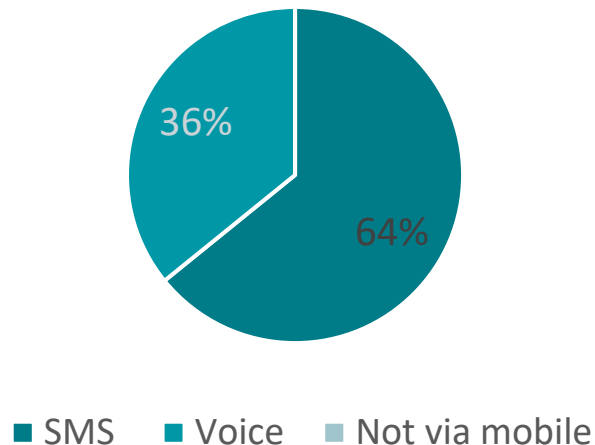
After initial work in Indonesia in **June 2018** between the Roundtable on Sustainable Palm Oil (RSPO) and Ulula,

RSPO-ULULA PILOT

FOCUS GROUP FEEDBACK

- 120 workers
- All worker indicated they have or would use the mobile platform
- Preference for SMS feedback line
- Feedback line vs survey
- Shorten survey
- Some report lower digital literacy
- More socialization
- Time of call

Do you prefer SMS or Voice call as a way to communicate your feedback?



RSPO-ULULA PILOT

SCALE-UP

Engaging downstream members - from estate, mill, to processor and trader, CGM, RSPO



PEPSICO



Role of third parties



Measure impact on CAPs

Possibility for landscape assessments



THANK YOU!

VERA BELAZELKOSKA

VERA@ULULA.COM

@VeraBelaa

INFO@ULULA.COM

ULULA.COM

TORONTO | NEW YORK | - 185 SPADINA AVE. TORONTO, CANADA - INFO@ULULA.COM

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