

# Guidance Note 4: Monitoring and reporting systems



Monitoring and reporting on efforts to prevent and respond to harassment and violence is critical to risk management and driving norm and behaviour change in the workplace. This implementation note is intended to support companies in developing measures which can be monitored and reported on to company leadership. The note gives suggestions for what to track and measure, how to measure these, and when to measure and report. Embedding this into workplace systems, policies and leadership agendas will support prevention and response efforts. Information that is collected must be analysed and acted upon by company leaders and those responsible for preventing and responding to gender-based violence and harassment (GBVH).

**Better Work** and **CARE** International recommend companies to disaggregate the data collected based on the following:

- Position
- Section
- Shift
- Contractual status
- Years of service
- Identities and social status including but not limited to gender, migrant status, language, etc.

Disaggregating the data allows companies to understand whether the GBVH policy and grievance mechanisms are having the same impact across the workplace and assess whether there are potential risks facing certain groups of employees.

## What to measure

### 1. Measuring the workplace culture on GBVH

GBVH is not a single occurrence or incident, but rather, a cultural and systemic issue. A gender equal and respectful workplace culture can shape employee attitude and behaviour, which can help the prevention of GBVH and promote an open reporting culture for employees to seek redress through grievance mechanisms. Workplaces should consider measuring the following:

- Gender equality and sensitivity across factory policies, processes, and practices
- Women's representation in leadership position (i.e. supervisors, managers, worker representatives, management representatives, etc.)

- Employee attitudes and biases on gender equality
- Engagement with men on gender equality and inclusion
- Leadership commitment on gender equality and inclusion and GBVH
- Internal dialogue, for instance through social dialogue and engagement with workers and their representatives and bipartite committees, on gender equality, inclusion, and GBVH

### 2. Measuring the effectiveness of policies and grievance mechanisms

Companies should measure both operation of the grievance mechanism in the workplace as well as perceptions of employees about how well the mechanism works in handling cases of GBVH. Perceptions are important to assessing whether your company is doing on preventing and responding to GBVH. Workplaces should consider monitoring the following:

#### Effectiveness of the policy

- Trainings on gender equality and inclusion
- Awareness raising activities or campaigns to promote gender equality and prevention of GBVH
- Employee knowledge on what constitutes GBVH and expected behaviour in the workplace
- Employee knowledge on roles and responsibilities on the prevention of GBVH
- Knowledge on the workplace commitment on GBVH
- Knowledge on the different types of grievance mechanisms for GBVH
- Knowledge on referral services among employees

#### Effectiveness of the grievance mechanisms

- Number of complaints received, through formal and informal channels
- Type and nature of complaint, seasonality of complaints (e.g. peak production periods)
- How these were resolved (e.g. sanctions and remedies) and response times

#### Perceptions of the policy and grievance mechanism

- Employee satisfaction with the policy and the grievance mechanisms
- Employee confidence and trust in using the policy and grievance mechanisms
- Employee willingness to use the policy and grievance mechanisms

## Perceptions regarding action in the workplace

- Bystander action taken
- Willingness and confidence to take bystander action
- Employee perceptions of the response of the company where complaints are made
- Employee confidence and trust in reporting violence and harassment
- Employee confidence and trust in managers to receive and manage cases of violence and harassment

## How to measure

These metrics related to workplace culture and effectiveness of policies and grievance mechanisms can be measured by:

- Employee survey
- Small group discussions with employees
- Individual interviews with employees
- Summarising data kept on actual complaints

Workplaces may consider working with an external stakeholder such as non-profit organization, women's organization, or GBVH experts to support the monitoring and reporting process, which can ensure anonymity and enhance its efficacy.

## When to measure

The frequency of measuring will depend on what you are measuring:

- Tracking of actual complaints and cases should be ongoing in real time and feedback from employees should be collected shortly after the resolution
- Other metrics may be monitored annually