

# Worker Voice Technology for Responsible Supply Chains

## Why Ulula

CONTINUOUS ENGAGEMENT  
WITH WORKERS

TWO-WAY DIALOGUE TO  
PROMOTE EMPLOYEE  
ENGAGEMENT

WORKING CONDITIONS  
MONITORED TO EASE  
COMPLIANCE

REAL TIME ANALYTICS  
TO IDENTIFY COSTLY RISKS

Ulula enables brands and producers to better engage workers while demonstrating compliance to industry certifications. Continuous engagement through mobile phones identifies key risks, drives worker retention, boosts operational efficiency, and eases compliance. Ulula and the RSPO are collaborating to help RSPO members operationalise their commitment to sustainable palm oil.

- **Reduce risks and demonstrate compliance:** Targeted surveys identify risks at estates or factories with anonymous and real-time worker feedback to identify problems before they become very costly
- **Measure and improve worker satisfaction:** Measure, report and improve worker satisfaction and engagement levels across workplaces to increase retention and decrease turnover
- **Mass broadcasts:** Leverage connectivity with workers for workforce management, capacity building, supply planning, and targeted alerts and broadcasts
- **Stand out:** Cutting-edge worker engagement innovation and best practice help you gain a competitive advantage in the market

## Ulula Solutions

**MOBILE SURVEYS** (SMS, voice, web) in any language for timely, reliable and actionable insights on working conditions.

24/7 anonymous **INCIDENT REPORTING** line with comprehensive case management system for two-way engagement with workers.

**BROADCASTING** for mass campaigns and targeted messages to drive retention, safety and business performance.



Visualise performance and risks through simple dashboards to manage issues proactively and drive continuous improvement.



## Simple & Scalable

- Works on any phone, does not require app downloads and adapts to workers preferred languages
- Worker anonymity is respected and sensitive information is securely stored
- Content and analytics developed in collaboration with the RSPO
- Incident reporting platform managed by the RSPO, in collaboration with employers
- Simple onboarding with training and ongoing support

## Ulula & the RSPO

Ulula and RSPO have launched a worker survey and incident reporting platform across 4 estates in Indonesia in June, 2018. Key learnings are driving the creation of a worker engagement instrument that will help RSPO members monitor risk and access actionable data in real time to collaboratively address issues and showcase improvements. Ulula and RSPO are looking for forward-thinking companies to launch the mobile worker engagement platform in Sabah, Malaysia this year. We hope you will join us!