Planning Checklist: Digital Tools for Worker Reporting

1. Define the project purpose and mission
- How will the collection of workers' data benefit those who provide data?
- What is your strategy? Your theory of change?
- What are the current and future needs/wants this data collection is trying to address?
- What information gaps exist between current knowledge and desired knowledge? Which information is most critical to obtain to build knowledge?
- What is the anticipated behavior change? How might the data lead to action or change?
- What are the minimum data points necessary to drive the change you seek (i.e., what to, and what not to, collect)?
- Does this require technology? Are there other alternatives that are better, i.e., safer or more effective? What are the trade-offs between data quality and quantity?

2. Understand the local context and acceptance
- Is the service provider licensed to operate in the location of the program? Is that license inclusive of the services to be provided?
- Are the anticipated worker engagement efforts lawful in the jurisdiction of operation?
- What other digital interventions have been implemented with this workforce? If so, what were their results, and is there a risk of creating fatigue and skepticism among workers?
- If migrant workers are involved, have public authorities been informed in advance in both the sending and receiving communities and have they given evidence of acceptance of the program?
- Have local NGOs and workers' organizations been identified? Have they been made aware of the program in advance?
- What types of worker empowerment programs or systems exist in the community/workplace?

3. Establish a mechanism for remedy
- How will you respond to emergency situations such as discovering extreme abuse?
- Is there a clear plan and path forward in place for effective remedy of workplace harms identified?
- Is there a clear plan and path forward in place for effective response/action in the event worker harm is caused by the technology and/or the intervention?
- Are relationships in place with effective 'champions' in the local environment who can help to drive action and remedy through remedial mechanisms or through their influence with employers?
- Do project partners have the technical capacity to drive and guide remediation?
- Have local legal, mental health, and social services been identified if any serious case is discovered during the program which might require a referral to such resources?

4. Verify a safe and enabling environment
- What are the possible ways that harm can be done to workers?
- What mechanisms exist to monitor new risks or unintended consequences as they arise?
- What has been done to prevent or avoid retaliation being brought against participants?
- What has been done to prevent or avoid the risk of defamation charges being brought against participants?
- Is the data collected discoverable under local law?

5. Verify accessibility for vulnerable groups
- If ethnic, racial, religious or other minorities are present, are they going to be incorporated in a way that does not exacerbate any disadvantage, real or perceived? (i.e., with respect to language capacity, cultural norms, etc.)
- What digital applications and tools do workers already know how to use?
- Do you have a plan for getting a representative sample of the workforce using the technology? Will you reach vulnerable groups through this plan?
- What experience does the technology provider have in reaching vulnerable populations and gaining worker trust and use of their tool(s)?

6. Assess and mitigate privacy risks

- Is there a thorough risk assessment?
- Have you clearly defined what personal data is held by the provider?
- Are all possible uses of the data documented?
- Have you clearly defined who owns the data? Who else can make decisions about how worker data gets processed, shared, or used?
- Which entities are receiving which data?
- How does the data collection and storage system used by the technical provider ensure anonymity or confidentiality? Does the provider foresee any limitations to their ability to maintain confidentiality and/or anonymity?
- Does the provider have a security policy and implementing procedures that are in line with applicable laws?
- Has the data security compliance program undergone third party review or certification?
- Has there ever been a data breach and, if so, how was it remedied?
- Are protocols in place across project partners on how data breaches will be reported, investigated, and handled?
- Are there policies and training materials that explain data security procedures to both IT and other employees?
- Who has access to the raw data and are all other persons effectively locked out?
- If or when workers use social media to report data, how will their identifying information be treated by the service provider (i.e., quarantined, maintained, discarded, or other)?
- What is the legal and other review process in the event of a government request for information?

7. Develop a plan of action for getting informed consent

- How can you be clear and honest with workers about the benefits and risks of their participation?
- Do the provider and the employer have a plan in place for obtaining consent from workers that is freely given, specific and informed, and unambiguous? Does this plan include going back to workers to confirm consent as new risks emerge in the process?
- What is the protocol for informing participants about their data use and whether any personally identifying information is preserved?
- How will the provider demonstrate how and when consent was sought, obtained, and/or withdrawn?
- How are workers informed about the results of the use of their data?
- Has the program been designed to effectively communicate these ideas with persons who have low education, low literacy, or other barrier to understanding the purpose and method of the data collection?
- Do the persons who will interact with workers have the requisite language and communication skills to be effective? Are female communicators being used to reach female participants?

8. Create opportunities for ownership

- How can workers' input into the design ensure that the intervention accommodates their own personal needs and comfort levels?
- Will this intervention make it more or less likely, easier or harder, for workers to lead their own improvement?
- How will worker representatives at the employment site be identified? How will they be made aware of the program? How will their role as representatives be incorporated into the engagement strategy?
- What type of worker-management systems exist at the workplace? Unions, collective bargaining, committees, grievance mechanisms? Will data be shared with these systems?
- How will employers' engagement and ownership be encouraged?

9. Define how results will be used and shared

- How will information be channeled to lead to improvements on the ground?
- Does the employer / supplier / local community have a plan for how to share results with participants and their representatives?
- What type of permanent record will be created for institutional memory?
- How will lessons from the experience be communicated to senior leadership of the employer / supplier / buyer, including at the board of directors' level?
- Do participants want to present the results in public forums and, if so, does that desire create any specific expectations around transparency, timing, or other aspect of the program?
- What new communication pathways can potentially emerge from this work; how to support these?