

Guidance for Suppliers on our Labour and Human Rights Expectations



In line with the UN Guiding Principles on Business and Human Rights (UNGPs), all businesses have a responsibility to respect human rights – that is, to ‘do no harm’ to people.

[Telstra’s Supplier Code of Conduct](#) (Code) requires suppliers to meet minimum standards of behaviour relating to labour and human rights, health and safety, environment, business integrity, cyber security and privacy, and supplier diversity.

This document does **not** set out additional expectations of suppliers. It aims to help you better understand our expectations and suggests practical steps to support implementation. It does **not** provide legal or compliance advice including in relation to labour and human rights-related laws.

[Appendix A](#) is a glossary of key terms used in this guidance. [Appendix B](#) includes a list of additional practical resources.

Why respecting human rights is important to Telstra

At Telstra, respecting human rights is a key part of how we do business. We aim to ensure we and our business partners, including suppliers, respect human rights across our value chain.

[Our Human Rights Policy](#) sets out our human rights commitments, which we implement through a range of policies (including the Code), management systems, strategies and initiatives.

What we expect of our suppliers

We expect you to:

- read, understand and ensure that your business operations and supply chain meet the Code’s standards
- communicate the Code or requirements consistent with the Code to your related entities, your own suppliers and subcontractors who support you in supplying to Telstra, so they are aware of, understand and comply with the Code or requirements consistent with the Code
- notify Telstra if you breach the Code or become aware of a reasonable risk of a breach to the Code as soon as practicable using the [Supplier Self-Disclosure Form](#).

We are committed to working with and supporting you to help you manage issues that arise and continuously improve your approach to managing labour and human rights risks.

Telstra's human rights expectations

Overarching expectations

At Telstra, we respect internationally recognised human rights as set out in the International Bill of Human Rights and the International Labour Organisation ('ILO') Declaration on Fundamental Principles and Rights at Work, in line with the UN Guiding Principles on Business and Human Rights. We are committed to implementing the ten principles of the UN Global Compact. We require suppliers to respect the human rights of workers, as well as individuals and communities affected by their activities.

Suggested actions to fulfil Telstra's expectation

Make policy commitment	Make a policy commitment to respect human rights. E.g. a standalone human rights policy (see, for example, Telstra's Human Rights Policy) or including the commitment in a broader policy (such as a Code of Conduct). Communicate the policy to workers, suppliers and other relevant stakeholders.
Assess human rights risks in operations and supply chains	Identify key areas of human rights risk in your operations and supply chain. This includes risks to your workers, workers in your supply chain and community members.
Address identified human rights risks	Develop processes to prevent and mitigate identified human rights risks. E.g. ongoing human rights risk assessments for operations and supply chain, supplier screening, supplier codes of conduct and contractual clauses in relation to human rights, clear accountabilities within the business for human rights, human rights training, monitoring activities to ensure risks are being managed effectively, communications in relation to human rights (e.g. sustainability reports, modern slavery statements).
Maintain grievance mechanism	Establish a channel for workers, your suppliers and community members to raise human rights-related concerns confidentially, and ensure concerns are investigated and addressed appropriately.
Provide for or cooperate in remedy	Provide for or cooperate in remedying actual human rights impacts that you have caused or contributed to.

Suppliers must communicate this Code or requirements consistent with this Code to related entities, their own suppliers and subcontractors who support them in supplying to Telstra Group, and require them to comply with this Code or requirements consistent with this Code.

Suggested actions to fulfil Telstra's expectation

Develop supplier code of conduct	Develop your own supplier code of conduct for your supply chain and communicate it to suppliers. This code could set out equivalent human rights-related expectations to those in the Code.
Set clear expectations when supplier code of conduct not met	State the action you may take if your supplier, contractor or subcontractor does not meet these expectations in your supplier code of conduct. This could include implementing a corrective action plan or terminating a relationship with that party (noting termination should be a last resort and only considered where the entity makes little or no effort toward meeting your human rights-related expectations).
Develop human rights contract clauses	Incorporate human rights expectations into your supplier contracts. You can also include breach clauses, termination rights or audit/investigatory rights.
Conduct capacity building	Engage in capacity building with your suppliers so that they are aware of the human rights expectations set out in the Code through, for example, training, guidance material and engagement meetings.
Share the Code and this guidance	Provide a copy of the Code and this guidance document to your related entities.
Raise awareness	Conduct a human rights training session for your related entities to raise awareness of what human rights are, what is expected of them and the steps they can take to meet the expectations set out in the Code.

Issue-specific expectations

Non-discrimination

Suppliers must not engage in or support any form of discrimination in hiring or employment practices, including on grounds of gender, language, age, religion, ethnicity, race, cultural background, disability, physical features, marital status, sexual orientation, gender identity and expression, pregnancy or potential pregnancy, family responsibilities, political or other opinion, national or social origin, property, birth, industrial activity, union membership, irrelevant criminal record, or other recognised status.

Suppliers must work towards identifying and removing gender pay gaps that may exist in their workplace.

Suggested actions to fulfil Telstra's expectation

Make policy commitment	Include clear prohibitions on all forms of discrimination in relevant policies. Communicate the policies to workers, suppliers and other relevant stakeholders.
Raise awareness	Educate your workers on what discrimination is, how it can occur, their rights and responsibilities, what to do if they or someone else faces discrimination, and the possible disciplinary actions that may be taken in response. This can be communicated through induction for new workers, ongoing training, and awareness campaigns (e.g. posters, intranet pages, company-wide emails).
Implement non-discriminatory recruitment and employment processes	<p>Implement standardised criteria that base recruitment and employment decisions (e.g. promotion, remuneration, training opportunities) on qualifications, skills and experience.</p> <p>This includes:</p> <ul style="list-style-type: none">• using non-discriminatory criteria for evaluating and selecting job candidates (i.e. ensuring that factors such as age, gender and race are not considered in deciding who to interview for a job or who to employ where appropriate)• ensuring irrelevant interview questions are avoided (e.g. plans to have children)• maintaining records of the reasons for recruitment- and employment-related decisions.
Conduct unconscious bias training	Provide unconscious bias training to senior management, team managers and hiring staff.
Adjust physical environment	Reasonably adjust the physical environment to ensure the health and safety of employees with disabilities.
Address needs of specific groups	Address the needs of specific groups of people such as flexible work options for those with family or caring responsibilities.
Take steps to understand and remove the gender pay gap	Conduct a gender pay gap audit to understand the extent of the gender pay gap in your workforce. Determine the root causes of the gap (e.g. conscious and unconscious discrimination in hiring and pay decisions, women working in lower status or part-time jobs, fewer women in leadership positions). Take steps to address root causes and remove the gender pay gap.
Develop incident response processes	Implement robust processes to respond to incidents of discrimination. These processes should outline investigation steps and possible disciplinary actions (e.g. warnings, suspension, termination).

Note: There may be some circumstances where different treatment is acceptable. For example, reasonable performance management that is not due to a protected attribute may be acceptable.

Bullying, harassment and disciplinary practices

Suppliers must not use violence, corporal punishment, mental, physical, sexual or verbal abuse or harassment, harsh or inhumane treatment, threats of violence or other forms of physical coercion or harassment. Suppliers must clearly define and communicate, to workers, disciplinary policies and procedures in support of these requirements.

Suggested actions to fulfil Telstra's expectation

Make policy commitment	Include clear prohibitions on all forms of bullying and harassment in relevant policies. Communicate the policies to workers, suppliers and other relevant stakeholders.
Raise awareness	Educate your workers on what bullying and harassment is, how it can occur, their rights and responsibilities, what to do if they or someone else faces discrimination, and the possible disciplinary actions that may be taken in response. This can be communicated through induction for new workers, ongoing training, and awareness campaigns (e.g. posters, intranet pages, company-wide emails).
Model respectful behaviours	Ensure senior management and managers are aware that they are expected to always model respectful behaviours.
Train management	Provide training to senior management and team managers so they can recognise the signs of bullying and harassment.
Develop incident response processes	Implement robust processes to respond to incidents of bullying and harassment. These processes should outline investigation steps and possible disciplinary actions (e.g. warnings, suspension, termination).

Freedom of association

Suppliers must respect workers' freedom of association, and right to collective bargaining, including to form and join workers' organisations.

Suppliers must protect against interference with the establishment, function, or administration of workers' organisations, in accordance with applicable laws. Where the right to freedom of association and collective bargaining is restricted under the law, suppliers must allow workers to freely elect and join alternative lawful forms of worker representations.

Suppliers must not discriminate, harass, intimidate, or retaliate against workers or their representatives for being members of workers' organisations or participating in workers' organisation activities. Suppliers must provide worker representatives with access to their workplace.

Suggested actions to fulfil Telstra's expectation

Make policy commitment	Include a clear commitment to the rights to freedom of association and collective bargaining in relevant policies. Communicate the policies to workers, suppliers and other relevant stakeholders.
Avoid interference with worker organisations and worker representatives	Do not interfere with the formation or operation of worker organisations or workers' representatives while they are carrying out their responsibilities (e.g. collecting union dues, posting trade union notices and distributing union documents) in a manner that does not disrupt your regular operations.
Engage with workers and their representatives constructively	Enable workers and their representatives to freely communicate concerns with management about working conditions and engage in peaceful assembly without fear of discrimination, reprisal, intimidation or harassment. Engage constructively and in good faith.
Ensure equal treatment	Ensure worker representatives are treated the same as other workers. Do not discriminate against workers who are members or representatives of a worker organisation.
Consider possible action where freedom of association and/or collective bargaining is legally restricted	Allow workers to elect their own independent representatives and recognise the elected representatives. Constructively engage with workers and allow them to collectively express their concerns and have a dialogue with management (e.g. through on-site worker committees) in a way that is consistent with relevant laws.
Comply with collective bargaining agreements	Comply with relevant collective bargaining agreements.

Working hours

Suppliers must not require workers to exceed working hours set by applicable laws or the relevant ILO standards, whichever provides the lower working hours. In line with ILO standards, workers must not be required to work more than 60 hours per week (including overtime), except in extraordinary business circumstances with their consent. All overtime work must be voluntary. Employees must be allowed at least one day off per seven-day week.

Suggested actions to fulfil Telstra's expectation

Make policy commitment and establish guidelines	<p>Include clear commitments on working hours in relevant policies. Communicate the policies to workers, suppliers and other relevant stakeholders.</p> <p>Set clear guidelines defining what “extraordinary business circumstances” may allow workers to work more than 60 hours per week. The guidelines must comply with applicable laws and collective bargaining agreements and include appropriate safeguards for worker health and safety. Additional hours should only be permitted in exceptional and extraordinary cases such as an accidents, emergencies, or unexpected production peaks.</p> <p>Safeguards may include short breaks during working hours (especially when the work is strenuous, dangerous or monotonous), sufficient breaks for regular meals, daily or nightly rest of not less than eight hours within a 24-hour period, and weekly rest of at least a full calendar day.</p>
Understand and implement working hours aligned with relevant laws and standards	<p>Be aware of the maximum legal working hours in the countries in which you operate and ensure working hours do not exceed those set by applicable laws or the relevant ILO standards, whichever limit is lower. Do not require workers to work more than 60 hours per week including overtime, even if legally allowed (although workers may voluntarily work more than 60 hours per week in extraordinary business circumstances).</p>
Monitor overtime	<p>Confirm overtime undertaken by workers is always voluntary (i.e. chosen by workers without pressure or threat of detriment or retaliation).</p>
Maintain records	<p>Maintain complete and accurate working hour records, including records of consent provided by workers to work overtime or more than 60 hours.</p>
Provide rest day	<p>Provide workers with at least one day off per week.</p>

Wages and benefits

Suppliers must provide employees with written documentation at the time of hiring which outlines the basic terms and conditions of employment in a language they can understand. Foreign migrant workers must receive the conditions of employment prior to departing from their country of origin and there must be no substitution or change allowed in the employment agreement upon arrival in the receiving country unless these changes are made to meet applicable law, provide equal or better terms, and are explained to the worker in a language they understand.

Suppliers must comply with applicable laws relating to wages and benefits (including minimum wage, overtime pay, allowances and piece rates). Suppliers must not use deductions from wages as a disciplinary measure and if any are made they must not breach applicable law and be communicated to workers in advance. Suppliers must pay workers in a timely manner.

For each pay period, workers must be provided with a timely and understandable wage statement that includes sufficient information to verify accurate compensation for work performed. All use of temporary, dispatch and outsourced labour will be within the limits of applicable law.

Suggested actions to fulfil Telstra's expectation

Understand and implement working hours aligned with relevant laws and standards	Be aware of applicable laws and regulations relating wages and benefits in the countries in which you operate, comply with them, and provide all benefits required by applicable laws to workers.
Review wages	Regularly review wages to ensure that all workers are paid in compliance with (or above) applicable laws and regulations relating to wages and benefits.
Provide clear written contracts	Provide workers with written contracts in a language they can understand. The contract should clearly state the terms and conditions of employment, including work conditions, wages and other benefits, working hours, work locations and housing and associated costs (if relevant). If workers are not able to understand the written contract, they should be provided with a verbal explanation in their own language. Workers should be provided a signed copy of their contract.
Pay wages on time	Ensure wages are paid regularly and in a timely manner. This should generally be at least monthly but applicable laws may provide for more frequent payment. Workers should be provided with a wage statement, such as a payslip. Do not withhold, or threaten to withhold, wages as a disciplinary measure for any reason.
Maintain records	Maintain complete and accurate payroll records and maintain records for all workers' signed contracts (including any changes).

Forced and compulsory labour

Suppliers must not use any form of modern slavery, including forced, bonded, or compulsory labour, slavery, servitude, deceptive recruitment, or human trafficking in any part of their business operations. Employment must be freely chosen. Suppliers must not require workers to surrender any government-issued identification, passport or work permit or other personal document as a condition of employment.

Suppliers must not require workers to pay employers' or agents' recruitment or any other fee for their employment. Suppliers must not unreasonably restrict workers' freedom of movement, including on site and at any provided accommodation.

Suggested actions to fulfil Telstra's expectation

Make policy commitment	Include a clear prohibition on modern slavery in relevant policies. Communicate the policies to workers, suppliers and other relevant stakeholders.
Comply with modern slavery laws (if applicable)	Where applicable, in-scope businesses should comply with applicable modern slavery laws (e.g. Australian Modern Slavery Act 2018 (Cth)).
Raise awareness	Educate workers on what modern slavery is, their rights and responsibilities, what to do if they or someone else is a victim (or suspected victim) of modern slavery, and the possible disciplinary actions that may be taken in response to modern slavery. This could be communicated through induction for new workers, ongoing training, awareness campaigns (e.g. posters, intranet info, company-wide emails).
Train management	Provide training to managers on how to identify indicators of modern slavery and the grievance mechanisms available to report any concerns.
Provide freedom of movement	Do not restrict workers from entering, exiting and moving around the work premises and their accommodation.
Return original identity documents	Do not retain workers' original identity documents such as passports. Only copies of these documents should be retained.
Implement processes to confirm recruitment fees are not paid	Do not charge workers any type of fee. This includes recruitment fees and the costs of returning migrant workers to their country of origin on completion of their employment contract. Establish a process to check if workers (including all migrant workers) paid a recruitment fee and repay it promptly if they have.
Do not withhold wages	Do not withhold, or threaten to withhold, wages as a disciplinary measure or as a way for workers to repay a loan.
Provide clear written contracts	Provide workers with written employment contracts in a language they can understand. For more information, see " Wages and benefits " section above.
Conduct due diligence on labour hire agencies	Establish a process to screen, select and manage labour hire agencies, including assessing their recruitment practices and reviewing any complaints by workers and jobseekers. This process should be conducted before a labour hire agency is engaged and, once an agency is engaged, it should be monitored regularly.
Set clear expectations of labour hire agencies	Establish a written contract with labour hire agencies that includes terms and conditions for recruiting and hiring workers that align with your policies, expressly prohibits recruitment fees and the retention of original identity documents, and requires verification of worker ages.

Child and underage labour

Suppliers must not use child labour. Suppliers must implement appropriate mechanisms to verify the age of workers. The minimum age for employment or work is the higher of 15 years of age, the minimum age for employment in the relevant country, or the age for completing compulsory education in the relevant country. This Code does not prohibit participation in workplace apprenticeship programs or light work in line with ILO standards.

Young workers under the age of 18 must not undertake hazardous work or work that is inconsistent with their individual development, including night shifts and overtime. In the absence of applicable law, the wage rate for student workers, interns, and apprentices must be at least the same wage rate as other entry-level workers performing equal or similar tasks.

If child labour is identified, suppliers must immediately stop using child labour and ensure there is a remediation plan in place which puts the best interests of the child first and allows the child to access appropriate education until no longer a child.

Suggested actions to fulfil Telstra's expectation

Make policy commitment	Set out the minimum age for employment and include a clear prohibition on child labour in relevant policies. Communicate the policies to workers, suppliers and other relevant stakeholders.
Raise awareness	Educate workers on what child labour is, their rights and responsibilities, and what to do if they or someone else is a victim (or suspected victim) of child labour. This could be communicated through induction for new workers, ongoing training, awareness campaigns (e.g. posters, intranet info, company-wide emails).
Understand and implement working hours aligned with relevant laws	Be aware of applicable laws relating minimum working age and the age for completing compulsory education in the countries in which you operate. Embed the higher of these ages as the minimum age for employment into relevant policies and processes.
Verify worker age	Implement robust hiring processes to verify workers' ages. This could involve checking at least two types of official identity documents (e.g. passport and driver's licence) and keeping copies of these documents on file (where permitted by applicable laws).
Pay and supervise young workers appropriately	Pay young workers (workers who are above the minimum age but below 18 years of age) at least the applicable minimum wages and ensure they are always supervised.
Identify hazardous tasks and areas	Assess and identify hazardous tasks and work areas (e.g. night work and overtime) and implement robust processes to ensure that young workers are not assigned these tasks or to work in these areas.
Set clear expectations of labour hire agencies	Set minimum worker age expectations with labour hire agencies, including the verification of workers' ages.
Implement processes where child labour identified	Implement robust processes to respond if child labour is found in the workplace. This should include removing the child from work immediately and implementing a tailored remediation plan that focuses on the child's best interests, allows them to access education, and addresses any impacts on the child and their family if income is lost.

Feedback and further information



If you would like to provide feedback on this guidance document, or would like any further information, please contact the Telstra Sustainability Team via email at sustainability@team.telstra.com.

Appendices

Appendix A – Glossary

Key concept	Definition
Benefits	Non-wage compensation provided to employees (e.g. health care, annual leave).
Bullying	Intentional and aggressive behaviour that occurs repeatedly against a victim where there is a real or perceived power imbalance, and where the victim feels vulnerable and powerless to defend themselves. The behaviour can be physical (e.g. hitting), verbal (e.g. teasing, threatening) or relational (e.g. the spreading of rumours).
Child	Any person under the age of 18 years.
Child labour	Work that is dangerous (mentally or physically) and harmful to children, and/or interferes with their schooling (e.g. by requiring them to attend work during school hours, leave school early, or combine school attendance with excessively long and heavy work).
Collective bargaining	A process of negotiation between an employer and a worker association in relation to work conditions such as wages, work hours and other entitlements.
Corporal punishment	Any punishment in which physical force is used and intended to cause some degree of pain or discomfort, however light.
Deceptive recruitment	Where a person is deceived about their working conditions and then exploited.
Disciplinary action	A reprimand or corrective action taken in response to worker misconduct (e.g. behaving in an unacceptable way such as harassment, bullying, discrimination) or underperformance (absenteeism or tardiness, or not doing their job to the required standard). This can include a verbal warning, written warning, poor performance review or evaluation, a performance improvement plan, retraining, suspension or termination.
Discrimination	When a person or a group is treated less favourably than another person or group because of their background or certain personal characteristics. E.g. a man and a woman are equally suited for a job, and an employer hired the man because of his gender.
Forced or compulsory labour	Where someone performs work under coercion, threat or use of force. Indicators of forced labour include abuse of vulnerability, deception, restriction of movement, isolation, physical and sexual violence, intimidation and threats, retention of identity documents, withholding of wages, debt bondage, abusive working and living conditions, excessive overtime.
Freedom of association	The right of workers to form and join organisations such as trade unions or other worker associations to promote and defend their interests at work.
Gender pay gap	The difference between the average earnings for male workers and for female workers, usually expressed as a percentage of the average earnings for male workers.
Harassment	Any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person.
Hazardous work	Work in dangerous or unhealthy conditions that could result in a worker being killed, injured, or made ill because of poor safety and health standards and working arrangements. It can result in permanent disability, ill health and psychological damage.
Human rights	The rights, dignities and freedoms that every person is entitled to, regardless of nationality, sex, national or ethnic origin, religion, sexual orientation, language or any other status. Central to the concept of human rights is that every person has the right to be treated with dignity and to live and work safely and securely. E.g. the rights to freedom from slavery, freedom of expression, non-discrimination, education, health, water and sanitation, and an adequate standard of living.
Human trafficking	The recruitment, transportation, transfer, harbouring or receipt of someone through force, threat or coercion for the purpose of exploitation.
Internationally recognised human rights	The human rights businesses are expected to respect at a minimum in line with the UNGPs.

Key concept	Definition
Labour rights	A sub-set of human rights, including the rights to non-discrimination, freedom of association, collective bargaining, a safe and healthy working environment, and freedom from harassment and bullying at work, child labour, forced labour and modern slavery.
Light work	Work that is not be harmful to a child's health and development and does not interfere with their education.
Minimum wage	The minimum amount of remuneration that an employer is required by law to pay workers for the work performed during a given period. This cannot be reduced by collective agreement or an individual contract.
Modern slavery	Describes situations where force, coercion, threats or deception are used to take away a person's freedom so they can be exploited. It includes forced labour, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruitment, and the worst forms of child labour.
Overtime	Hours worked in addition to normal working hours during a week.
Recruitment fee	Any fees or costs incurred in the recruitment process for workers to secure employment or placement.
Servitude	Where someone's personal freedom is significantly restricted and they are not free to stop working.
Slavery	Where someone exercises powers of ownership over someone else.
<u>UN Guiding Principles on Business and Human Rights or UNGPs</u>	The key global standard on business and human rights, which sets out principles on what businesses need to do to respect human rights.
Working hours	The hours that a worker is engaged in work.
Worst forms of child labour	Refers to all forms of slavery or practices similar to slavery, the use, procuring or offering of a child for prostitution or for the production of pornography or for pornographic performances, the use, procuring or offering of a child for illicit activities, in particular for the production and trafficking of drugs, hazardous work.
Young worker	A child that is above the legal minimum age for work and under 18 years old.

Appendix B – Practical Resources

Resource	Description
Respecting human rights	
<u>Business and Human Rights: How companies can operationalize the UN Guiding Principles UN Global Compact</u>	Helps businesses understand what human rights mean to them and how they can respect and support human rights.
<u>Shift and Mazars, The UN Guiding Principles Reporting Framework</u>	Provides guidance to companies to report on the steps they are taking to meet the responsibility to respect human rights.
<u>UN Global Compact, A Guide for Business: How to Develop a Human Rights Policy</u>	Provides guidance on how businesses can develop and implement a human rights policy.
<u>Ethical Trading Initiative, Human Rights Due Diligence Framework</u>	Provides guidance to help you identify ways to protect labour rights in your business and supply chains.
<u>UN Office of the High Commissioner for Human Rights, OHCHR Accountability and Remedy Project: Meeting the UNGPs' Effectiveness Criteria – Summary of ARP III Guidance</u>	Provides guidance on how to develop effective business-level grievance mechanisms.

Resource	Description
Non-discrimination	
Australian Human Rights Commission, A Step-By-Step Guide to Preventing Discrimination in Recruitment	Provides concrete steps a business can take to ensure discrimination does not occur as part of their recruitment process.
International Labour Organization, Q&As on Business, Discrimination and Equality	Sets out practical responses to questions regarding discrimination in the workplace, including when distinction is considered non-discriminatory.
UN Global Compact, Business and Human Rights Navigator: Discrimination	Provides guidance to business on the risk factors and due diligence considerations relevant to discrimination.
UN Women, Women's Empowerment Principles	Provides guidance to business on how to advance gender equality and women's empowerment in the workplace, marketplace and community.
Bullying, harassment and disciplinary practices	
International Labour Organization, Violence and Harassment at Work: A practical guide for employers	Provides practical guidance to companies on how to address, prevent and respond to violence and harassment in the workplace.
Safe Work Australia, Guide for Preventing and Responding to Workplace Bullying	Provides guidance on what workplace bullying is, how to prevent it and respond to reports of bullying.
WeEmpower, International Labour Organization, International Training Centre and UN Women, Addressing Violence & Harassment against Women in the Workplace training course	Provides information on strategies, tools and practical measures to help businesses create workplaces that are free from violence and harassment.
Freedom of association	
International Labour Organization, Q&As on Business and Collective Bargaining	Sets out practical responses to questions regarding collective bargaining, including what constitutes anti-union discrimination.
International Labour Organization, Q&As on Business and Freedom of Association	Sets out practical responses to questions regarding freedom of association, including why collective bargaining is important for business.
UN Global Compact, Business and Human Rights Navigator: Freedom of Association	Provides guidance to business on the risk factors and due diligence considerations relevant to freedom of association.
Working hours	
International Labour Organization, Q&As on Business and Working Time	Assists business with understanding and tackling the various dimensions and issues related to forced labour and human trafficking and sets out guiding principles to combat forced labour.
UN Global Compact, Business and Human Rights Navigator: Working Time	Provides guidance to business on the risk factors and due diligence considerations relevant to working hours.
Wages and benefits	
International Labour Organization, Q&As on Business, Wages and Benefits	Sets out practical responses to questions regarding wages and benefits.
UN Global Compact, Business and Human Rights Navigator: Living Wage	Provides guidance to business on the risk factors and due diligence considerations relevant to paying a living wage. The payment of a living wage to workers is considered best practice.

Resource	Description
Forced and compulsory labour	
International Labour Organization, Combating Forced Labour: A Handbook for Employers and Business	Assists business with understanding and tackling the various dimensions and issues related to forced labour and human trafficking and sets out guiding principles to combat forced labour.
International Labour Organization, ILO Indicators of Forced Labour	Sets out 11 indicators to support businesses to identify persons who are possibly subject to forced labour.
UN Global Compact, Business: It's Time to Act. Decent Work, Modern Slavery & Child Labour	Sets out five key steps that businesses can take to help eliminate modern slavery, including forced labour.
UN Global Compact, Business and Human Rights Navigator: Forced Labour	Provides guidance to business on the risk factors and due diligence considerations relevant to forced labour.
Child and underage labour	
International Labour Organization and International Organisation of Employers, Child Labour Guidance Tool for Business	Provides guidance to businesses on what they are expected to do about child labour under the UNGPs and practical steps they can take to prevent and address child labour impacts.
International Labour Organization, Supplier guidance on preventing, identifying and addressing child labour	Provides practical guidance for factories and other production sites to prevent child labour through effective age verification and the protection of young workers, and to effectively respond to it if it does occur.
United Nations Children's Fund, UN Global Compact & Save the Children, Children's Rights and Business Principles	Sets out 10 principles to guide businesses on actions they can take in the workplace, marketplace and community to respect and support children's rights.
UN Global Compact, Business and Human Rights Navigator: Child Labour	Provides guidance to business on the risk factors and due diligence considerations relevant to child labour.