



# COFFEE Project

Cooperation On Fair, Free, Equitable Employment

## Self-Assessment Questionnaire for Coffee Producers

TOOL 14 of 28

**Verité**  
Fair Labor. Worldwide.

## About Our Funding

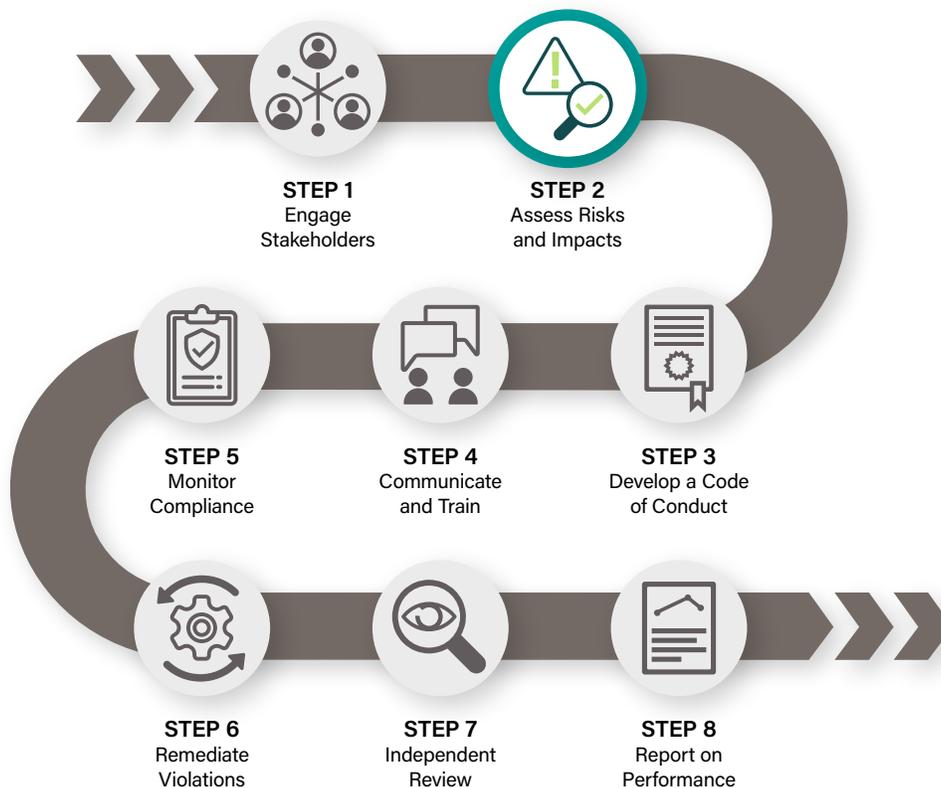
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# About the COFFEE Toolkit

This tool is one of 28 tools and 14 online training modules comprising the [COFFEE Toolkit](#), which was developed as part of Verité’s Cooperation on Fair, Free, Equitable Employment (COFFEE) Project through generous funding from the US Department of Labor’s Bureau of International Labor Affairs (USDOL-ILAB). The purpose of the COFFEE Toolkit is to promote coffee retailer, roaster, trader, cooperative, and farm adoption of socially sustainable sourcing and farming practices in order to promote improved working conditions for farmworkers in the coffee sector.

The COFFEE Toolkit was developed in alignment with USDOL’s [Comply Chain](#) model, with at least one tool created for each of the eight steps of Comply Chain (see graphic below). Many of the tools are derived from tools created for the [Responsible Sourcing Tool](#), developed by Verité with funding from the U.S. Department of State’s Office to Monitor and Combat Trafficking in Persons (J/TIP). The tools can be used á la carte, but it is important that companies have systems and tools in place for each step of Comply Chain.



# Why This Self-Assessment?

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A Self-Assessment Questionnaires (SAQs) is a set of questions that allow the user to identify potential risks or gaps in their own standards, systems, and practices. This SAQ focuses on the standards, systems and practices of coffee cooperatives and large coffee producers, such as estates. This SAQ can be used internally, to improve practices, or buyers may require suppliers to report SAQ data in order to identify high or low performing suppliers and areas for improvement.

## About This Tool

The **purpose** of this tool is to identify potential labor risks in the operations of coffee cooperatives and large estates, and provide them with benchmarks of good practice for the purpose of continuous improvement.

The main **audience** for this tool is coffee cooperatives and estates wishing to benchmark their own practices. The tool can also be used by coffee buyers (roasters, retailers and/or traders) to evaluate the practices of their suppliers.

The questionnaire is presented below. Beginning on [page 21](#), users can find **best practice guidance** related to each of the questions in the questionnaire.



Source: Suzanne Plumette/Adobe Stock



## Basic Information

### Questions

1. Which categories of workers are employed by your estate or by the farms that are members of your group? *(Select all that apply)*

- Farmers' family members
- Permanent workers
- Temporary/seasonal workers
- Local workers
- Migrant workers
- Migrant or local families (parents and children)
- Other *(please describe)*:  
\_\_\_\_\_



Source: Artrachen/Adobe Stock



## Standards and Policies

### Questions

2. What standards or Code of Conduct for labor and human rights issues does your organization follow?

- We are certified under a voluntary standard (e.g., Rainforest Alliance, Fair Trade, etc.). Specify which: \_\_\_\_\_
- We follow our customers' Codes of Conduct.
- We have our own Labor and Human Rights Policy or Code of Conduct.
- We follow applicable legal requirements on labor and human rights.
- Other (*please describe*):  
\_\_\_\_\_

3. What areas are covered by your policy or Code of Conduct? (*Select all that apply*)

- Compliance with local labor law
- Forced labor & human trafficking
- Child labor
- Discrimination & equality
- Freedom of association & collective bargaining
- Harassment and abuse
- Health & safety
- Living conditions
- Grievance mechanisms
- Staff training and awareness
- Other (*please describe*): \_\_\_\_\_
- Not applicable



## Recruitment and Hiring

### Questions

4. How do you recruit, select, and hire workers for your company/farm?
- We directly recruit, select, and hire all workers (full time, part time, temporary, and seasonal).
  - We use licensed labor brokers to recruit, select, and hire workers.
  - We use informal labor recruiters or brokers to find and hire workers.
  - We hire permanent workers directly and utilize labor brokers for seasonal and temporary work and other types of jobs.
  - Other (*please describe*):  
\_\_\_\_\_
5. Do workers pay any fees or costs related to recruitment, job placement, transportation, document processing, paperwork, services, tax expenses, testing or medical services, contract legalization, or skill evaluation?
- Yes, please elaborate:  
\_\_\_\_\_
  - No
  - I do not know
6. If yes, to whom do workers pay the fees? (*Select all that apply*)
- Labor brokers
  - Us (the cooperative or estate)
  - Farmer members of the cooperative
  - Other: \_\_\_\_\_
  - I do not know.

## Questions

7. How does your organization ensure that all workers understand the terms and conditions of their work contract? *(Select all that apply)*

- The terms and conditions are explained verbally to all workers in their native languages, or a language they understand.
- Contracts are written in their native languages, or in a language they understand.
- Workers receive a copy of their written contract in their native languages, or in another language that they understand.
- The workers receive a written contract in the official language of the country, but there are no verbal explanations given.
- Workers are given a verbal explanation of the terms and conditions in their contracts, they sign to indicate consent, and we keep copies of signatures on file.
- We do not have any measures to make sure all workers understand their work contract's terms and conditions.
- Other *(please describe)*:  
\_\_\_\_\_

8. What is included in workers' contracts? *(Select all that apply)*

- Workers are not provided with contracts
- A description of workers' rights and responsibilities
- The conditions of employment, including the start and end date of the employment contract
- The type of work and tasks the worker is expected to carry out
- The full name of the employer
- The location of the workplace
- Wages and benefits, including the rate and frequency of payment
- Working hours and overtime premiums
- Any occupational health risks to which workers may be exposed
- A description of worker accommodation and associated costs, if applicable
- Other *(please describe)*:  
\_\_\_\_\_

## Questions

9. What kinds of training does your organization provide to your employees who recruit, select, and hire workers? *(Select all that apply)*

- Responsible recruitment, selection, and hiring practices
- Worker interviewing techniques
- How to screen and select labor brokers
- Monitoring labor broker compliance with responsible recruitment requirements
- Selection of workers based on skills and competencies
- Non-discrimination
- Applicable legal requirements
- No training on this topic
- Other *(please describe)*:  
\_\_\_\_\_



Source: Chokniti/Adobe Stock



## Labor Brokers

### Questions

10. Who supervises workers at your worksite(s)?

- A direct employee of our company.
- The labor broker who recruited the workers.
- A crew leader other than the labor broker who recruited workers.
- It depends on the situation.
- Other (*please describe*):

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11. What requirements does your organization set for labor brokers? (*Select all that apply*)

- We require that labor brokers comply with our standards/code of conduct.
- We require that labor brokers comply with all applicable legal requirements.
- We do not have any formal requirements for our labor brokers.
- Other (*please describe*):

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12. How does the organization evaluate labor brokers to ensure that they have the capacity to comply with human rights policies, before engaging them to recruit and hire workers?

- We carry out formal screening/evaluation of all labor brokers.
- We make decisions based on the recommendations of other business partners.
- We do not use a screening/evaluation process.
- Other (*please describe*):

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## Questions

13. What do your labor broker screenings/evaluations include? *(Select all that apply)*

- Verification that labor brokers are registered and/or licensed to carry out all relevant recruitment-related activities.
- A standard SAQ or survey form.
- Reviews of management systems.
- Review of internal policies.
- Testing of their knowledge of legal and code of conduct requirements.
- Other *(please describe)*:  
\_\_\_\_\_

14. How do you ensure that labor brokers consistently meet your human rights requirements? *(Select all that apply)*

- We regularly audit the performance of our labor brokers.
- We give labor brokers verbal feedback and guidance.
- Labor brokers provide periodic updates on their performance.
- When problems are identified, we follow-up to verify that any they are being addressed.
- Labor brokers must track and report their KPIs to us.
- Failure to comply with our standards and/or legal requirements results in the cancellation of labor broker contracts.
- Failure to comply with our standards and/or legal requirements results in other consequences.  
Please specify: \_\_\_\_\_
- We do not have any systems to evaluate or manage the performance of labor brokers.
- Other *(please describe)*: \_\_\_\_\_



## Child Labor

### Questions

15. Do you have a policy/code of conduct that clearly defines and prohibits child labor and its worst forms?

- Yes
- No
- We do not have our own, but we comply with the policy/code of a customer and/or a voluntary standard that prohibits child labor

16. How does your organization ensure that no workers under the legal minimum age for child labor are working on the farm or on any farm within the group, in accordance with applicable laws? (*Select all that apply*)

- We require that all workers show proof of age documentation to farmer members/the appropriate farm staff.
- Labor brokers review age documentation.
- We interview and talk to workers on a regular basis.
- We train labor brokers on the importance of eliminating child labor.
- We train our staff/farmer members on the importance of eliminating child labor.
- We train workers on the importance of eliminating child labor.
- We provide free childcare services.
- We provide free transport to public schools.
- We provide stipends to workers whose children do not engage in work (can include cash, school supplies, snacks, or meals, etc.).
- We struggle to find ways to keep children from working.
- Other (*please describe*): \_\_\_\_\_

17. Do you allow workers' children to be in areas where work is taking place?

- Yes
- No

## Questions

18. How do you ensure that juvenile laborers (adolescents between the minimum age for work and 18 years of age) are working in permissible activities (non-hazardous tasks, at the appropriate times of day, etc.)? *(Select all that apply)*

- We have identified all the jobs that are not suitable for young workers.
- We train workers on the types of work that are and are not permitted for juvenile laborers.
- We post notices regarding permissible and non-permissible work.
- We do not hire anyone under the age of 18.
- We provide free transport to public schools.
- We conduct regular inspections of work areas.
- We do not have any procedures.
- Other *(please describe)*: \_\_\_\_\_



Source: Bluesky60/Adobe Stock



## Working Hours

### Questions

19. How are working hours determined? *(Select all that apply)*

- Workers are allowed to work as long as they choose.
- Workers have to complete production targets or quotas.
- Workers may not work in excess of legal limits on regular working hours.
- Workers may not work in excess of legal limits on overtime hours.
- Other *(please describe)*: \_\_\_\_\_

20. Why do workers work overtime?

- Workers are assigned overtime work.
- Workers can request overtime.
- We do not provide overtime.
- Other *(please describe)*: \_\_\_\_\_

21. Are workers who are paid by production, piece rates, or tasks paid overtime premiums when they work over the standard workday hours?

- Yes
- No
- I do not know

22. Is overtime ever used as a form of disciplinary measure for any worker?

- Yes
- No



## Wages and Payments

### Questions

23. How are workers' wages calculated?

- Set wage (Hourly/weekly/bi-weekly/monthly)
- Per task (set amount for clearing a field, etc.)
- By production (by amount of coffee harvested, etc.)
- By contract (once they finish their 2-month contract, etc.)
- By harvest season
- Other (*please describe*): \_\_\_\_\_

24. How often are workers paid? (*Select all that apply*)

- Daily
- Each week
- Every 2 weeks
- Every month
- At the end of their contract
- At the end of the harvest season

25. How are workers paid? (*Select all that apply*)

- We pay each worker individually.
- We pay heads of household and they distribute the money to their family members.
- We pay labor brokers and they distribute the money to the workers they recruit and/or manage.
- We deposit wages directly into workers' bank accounts.
- They receive in-kind payments (food, housing, etc.).
- Other (*please describe*): \_\_\_\_\_

## Questions

26. Are workers provided with any written records of their pay and deductions (paystubs, receipts, etc.)?

- Yes
- No

27. What information is included in these payment records? (*Select all that apply*)

- Amount produced
- Number of tasks completed
- Rate of pay (per hour/day/production/task)
- Number of regular and overtime hours worked
- Detailed calculations of piece rate pay based on production/tasks completed
- Deductions
- Calculation of overtime payment
- Other (*please describe*): \_\_\_\_\_

28. Do you guarantee that all workers are paid at least the minimum wage for their work, including those on piece rate?

- Yes
- No



### Questions

29. Do you provide workers with any training on occupational health and safety?

- Yes
- No

30. What topics are covered in their health and safety trainings? *(Select all that apply)*

- First Aid
- Agrochemical/pesticide handling and application
- Areas of the worksite that are dangerous
- How to properly use machinery, equipment, and tools
- When and how to properly use PPE
- Emergency procedures and responsible persons
- Heat stroke/heat exhaustion
- Hydration
- Other *(please describe)*: \_\_\_\_\_



## Questions

31. Do workers have to pay for any of this equipment? *(Select all that apply)*

- They must pay for all the equipment provided to them.
- They must pay for some of the equipment.
- They have to pay if they damage their equipment.
- They have to pay if they lose their equipment.
- All equipment is provided free of charge and workers are not charged if they damage or lose their equipment.

32. Do workers have access to: *(Select all that apply)*

- Potable water
- Toilet facilities
- Shaded rest areas
- Regularly scheduled breaks



Source: Murilo/Adobe Stock



## Living Conditions

### Questions

33. Do you provide accommodation to workers?

- Yes
- No *(if selected, please continue to the next section "Grievance Mechanisms")*

34. Are families, including children, allowed to stay in the provided accommodation?

- Yes
- No

35. Who pays for worker accommodations? *(Select all that apply)*

- The worker
- You
- The labor broker

36. Do the accommodations have the following: *(Select all that apply)*

- Toilets
- Hot water
- Showers
- Clean drinking water
- Lockers or individual compartments to store valuables
- Emergency exits
- Security guards
- Somewhere to store food safely
- Somewhere to cook food safely
- Cleaning supplies
- Electricity
- Cots or beds for each individual
- Privacy for workers, e.g. locks



## Grievance Mechanisms

### Questions

37. Do you have any mechanisms by which workers can report any issues or concerns that they may have?

- Yes
- No

38. What are the features of your grievance or complaint mechanism? (*Select all that apply*)

- Available to the workers in their native language
- Available at all hours
- Easy to access
- More than one access point (for example, mailbox, hotline, mobile phone, supervisor discussion, fellow worker, etc.)
- Managed by a third party
- Appealable after the original complaint is deemed closed
- Other (*please describe*): \_\_\_\_\_

39. Is the grievance mechanism confidential and can workers submit complaints or concerns anonymously?

- Yes
- No

40. Are workers who file complaints or grievances protected from retaliation?

- Yes
- No

41. Do you share the outcomes of the complaints with the individuals who submit them?

- Yes
- No



# Good Practice Guidance



## Basic Information

### Questions

1. Which categories of workers are employed by your estate or by the farms that are members of your group? (*Select all that apply*)

- Farmers' family members
  - Permanent workers
  - Temporary/seasonal workers
  - Local workers
  - Migrant workers
  - Migrant or local families (parents and children)
  - Other (*please describe*):
- 

### Good Practice Guidance

Farms can employ any type of worker, as long as they do so within legal limits and the certifications/codes of conduct they follow.

Certain types of workers are more vulnerable to labor risks, such as migrant workers, and employers should be mindful of ensuring labor protections for these groups.

If families are employed, children should only work within legal limits, and every worker should have a separate contract and be paid individually.



## Standards and Policies

### Questions

2. What standards or Code of Conduct for labor and human rights issues does your organization follow?
- We are certified under a voluntary standard (e.g., Rainforest Alliance, Fair Trade, etc.). Specify which: \_\_\_\_\_
  - We follow our customers' Codes of Conduct.
  - We have our own Labor and Human Rights Policy or Code of Conduct.
  - We follow applicable legal requirements on labor and human rights.
  - Other (*please describe*): \_\_\_\_\_
3. What areas are covered by your policy or Code of Conduct? (*Select all that apply*)
- Compliance with local labor law
  - Forced labor & human trafficking
  - Child labor
  - Discrimination & equality
  - Freedom of association & collective bargaining
  - Harassment and abuse
  - Health & safety
  - Living conditions
  - Grievance mechanisms
  - Staff training and awareness
  - Other (*please describe*): \_\_\_\_\_
  - Not applicable

### Good Practice Guidance

Any of these options is acceptable. A Code of Conduct establishes basic performance standards for you, your members/suppliers, subcontractors, labor brokers, and workers. It is important that your Code of Conduct is aligned with international good practices and standards and applicable laws.

Certification programs and voluntary standards systems vary in their rigor on human and labor rights issues, and in their assurance processes, so it is important to screen and select certifications carefully.

Good practice codes and standards should include all of these issues.



## Recruitment and Hiring

### Questions

4. How do you recruit, select, and hire workers for your company/farm?
- We directly recruit, select, and hire all workers (full time, part time, temporary, and seasonal).
  - We use licensed labor brokers to recruit, select, and hire workers.
  - We use informal labor recruiters or brokers to find and hire workers.
  - We hire permanent workers directly and utilize labor brokers for seasonal and temporary work and other types of jobs.
  - Other (*please describe*):
- 

### Good Practice Guidance

While direct recruitment and hiring allows producers to directly control labor risks to the greatest extent, it may not be feasible or practical for farmers, as labor needs fluctuate throughout the year.

Many estates and small farmers use labor brokers to recruit, and sometimes to manage, workers, but this does come with some risk of abuses by these brokers. Farms should always have contracts in place with labor brokers. Contracts should specify the worker protections that each signatory is responsible for. (See [Tool 19: Sample Social Responsibility Agreements](#) for sample contract language.)

Whether workers are hired directly or through labor brokers, it is essential that they be provided with thorough, accurate information about the nature and conditions of work during the recruitment and hiring process.

## Questions

5. Do workers pay any fees or costs related to recruitment, job placement, transportation, document processing, paperwork, services, tax expenses, testing or medical services, contract legalization, or skill evaluation?

Yes, please elaborate:

\_\_\_\_\_

No

I do not know

6. If yes, to whom do workers pay the fees? (*Select all that apply*)

Labor brokers

Us (the cooperative or estate)

Farmer members of the cooperative

Other: \_\_\_\_\_

I do not know.

7. How does your organization ensure that all workers understand the terms and conditions of their work contract? (*Select all that apply*)

The terms and conditions are explained verbally to all workers in their native languages, or a language they understand.

Contracts are written in their native languages, or in a language they understand.

Workers receive a copy of their written contract in their native languages, or in another language that they understand.

## Good Practice Guidance

Workers should not be charged any fees or costs for these services. Under the “employer pays principle,” these costs should be paid by the employer or labor broker. If a labor broker covers these costs, they should be built into the costs charged to the employer.

Regardless of the mode of payment, none of these fees or costs should be charged to workers.

The first five options in this list are good practices for ensuring that workers understand the terms and conditions of their contracts. Different workers have different needs, depending on literacy, language and other factors. The key is to ensure that every worker fully understands the content of his/her contract and has indicated consent in writing.

## Questions

*(Continued)*

- The workers receive a written contract in the official language of the country, but there are no verbal explanations given.
- Workers are given a verbal explanation of the terms and conditions in their contracts, they sign to indicate consent, and we keep copies of signatures on file.
- We do not have any measures to make sure all workers understand their work contract's terms and conditions.
- Other *(please describe)*:  
\_\_\_\_\_

8. What is included in workers' contracts? *(Select all that apply)*

- Workers are not provided with contracts
- A description of workers' rights and responsibilities
- The conditions of employment, including the start and end date of the employment contract
- The type of work and tasks the worker is expected to carry out
- The full name of the employer
- The location of the workplace
- Wages and benefits, including the rate and frequency of payment
- Working hours and overtime premiums
- Any occupational health risks to which workers may be exposed
- A description of worker accommodation and associated costs, if applicable
- Other *(please describe)*:  
\_\_\_\_\_

## Good Practice Guidance

Contracts should include all of this information.

### Questions

9. What kinds of training does your organization provide to your employees who recruit, select, and hire workers? *(Select all that apply)*

- Responsible recruitment, selection, and hiring practices
  - Worker interviewing techniques
  - How to screen and select labor brokers
  - Monitoring labor broker compliance with responsible recruitment requirements
  - Selection of workers based on skills and competencies
  - Non-discrimination
  - Applicable legal requirements
  - No training on this topic
  - Other *(please describe)*:
- 

### Good Practice Guidance

All of these are important topics to include in trainings for individuals who recruit, select and hire workers.



## Labor Brokers

### Questions

10. Who supervises workers at your worksite(s)?
- A direct employee of our company.
  - The labor broker who recruited the workers.
  - A crew leader other than the labor broker who recruited workers.
  - It depends on the situation.
  - Other (*please describe*):  
\_\_\_\_\_
11. What requirements does your organization set for labor brokers? (*Select all that apply*)
- We require that labor brokers comply with our standards/code of conduct.
  - We require that labor brokers comply with all applicable legal requirements.
  - We do not have any formal requirements for our labor brokers.
  - Other (*please describe*):  
\_\_\_\_\_
12. How does the organization evaluate labor brokers to ensure that they have the capacity to comply with human rights policies, before engaging them to recruit and hire workers?
- We carry out formal screening/evaluation of all labor brokers.
  - We make decisions based on the recommendations of other business partners.
  - We do not use a screening/evaluation process.
  - Other (*please describe*):  
\_\_\_\_\_

### Good Practice Guidance

Any of these supervisory arrangements are acceptable, as long as supervisors are held accountable for all worker protections.

Both of the first two options are essential. Farms should ensure that labor brokers fully understand these requirements and that they are included in their contracts.

It is best to do a screening of labor brokers before working with them.

## Questions

13. What do your labor broker screenings/evaluations include?

*(Select all that apply)*

- Verification that labor brokers are registered and/or licensed to carry out all relevant recruitment-related activities.
- A standard SAQ or survey form.
- Reviews of management systems.
- Review of internal policies.
- Testing of their knowledge of legal and code of conduct requirements.
- Other *(please describe)*:  
\_\_\_\_\_

14. How do you ensure that labor brokers consistently meet your human rights requirements? *(Select all that apply)*

- We regularly audit the performance of our labor brokers.
- We give labor brokers verbal feedback and guidance.
- Labor brokers provide periodic updates on their performance.
- When problems are identified, we follow-up to verify that any they are being addressed.
- Labor brokers must track and report their KPIs to us.
- Failure to comply with our standards and/or legal requirements results in the cancellation of labor broker contracts.
- Failure to comply with our standards and/or legal requirements results in other consequences. Please specify: \_\_\_\_\_
- We do not have any systems to evaluate or manage the performance of labor brokers.
- Other *(please describe)*: \_\_\_\_\_

## Good Practice Guidance

All of these topics are useful for labor broker screenings.

All of these options are good ways to monitor labor brokers' compliance with your expectations and to ensure that workers are recruited in a responsible manner.



## Child Labor

### Questions

15. Do you have a policy/code of conduct that clearly defines and prohibits child labor and its worst forms?
- Yes
  - No
  - We do not have our own, but we comply with the policy/code of a customer and/or a voluntary standard that prohibits child labor
16. How does your organization ensure that no workers under the legal minimum age for child labor are working on the farm or on any farm within the group, in accordance with applicable laws? *(Select all that apply)*
- We require that all workers show proof of age documentation to farmer members/the appropriate farm staff.
  - Labor brokers review age documentation.
  - We interview and talk to workers on a regular basis.
  - We train labor brokers on the importance of eliminating child labor.
  - We train our staff/farmer members on the importance of eliminating child labor.
  - We train workers on the importance of eliminating child labor.
  - We provide free childcare services.
  - We provide free transport to public schools.
  - We provide stipends to workers whose children do not engage in work (can include cash, school supplies, snacks, or meals, etc.).
  - We struggle to find ways to keep children from working.
  - Other *(please describe)*: \_\_\_\_\_

### Good Practice Guidance

All of these topics are useful for labor broker screenings.

Every worker should show proof of age before being contracted, so that employers can ensure that no child labor is used.

Awareness raising and training of persons involved in hiring and supervising workers, including labor brokers and employees, is key to ensure the prohibition of child labor. Workers themselves should also be trained on this prohibition.

While farms/estates are not required to provide free childcare services or transportation to school for children, this is a good practice for large coffee farms and farm groups, especially during the harvest season when children migrate with their families and local children are out of school.

## Questions

17. Do you allow workers' children to be in areas where work is taking place?

- Yes
- No

18. How do you ensure that juvenile laborers (adolescents between the minimum age for work and 18 years of age) are working in permissible activities (non-hazardous tasks, at the appropriate times of day, etc.)? *(Select all that apply)*

- We have identified all the jobs that are not suitable for young workers.
- We train workers on the types of work that are and are not permitted for juvenile laborers.
- We post notices regarding permissible and non-permissible work.
- We do not hire anyone under the age of 18.
- We provide free transport to public schools.
- We conduct regular inspections of work areas.
- We do not have any procedures.
- Other *(please describe)*: \_\_\_\_\_

## Good Practice Guidance

While international standards do not prohibit children from being in areas where work is taking place, their presence can increase the risk of child labor and it is essential to ensure that children are not exposed to workplace hazards.

Most of these answers are positive steps that farms/farm groups can take to avoid child labor. Depending on the applicable national laws, it is not always necessary to refuse to hire anyone under age 18; if national laws allow hiring juvenile labor, that can be done as long as juveniles are not performing hazardous work tasks or working longer hours than allowed by law.



## Working Hours

### Questions

19. How are working hours determined? (*Select all that apply*)

- Workers are allowed to work as long as they choose.
- Workers have to complete production targets or quotas.
- Workers may not work in excess of legal limits on regular working hours.
- Workers may not work in excess of legal limits on overtime hours.
- Other (*please describe*): \_\_\_\_\_

20. Why do workers work overtime?

- Workers are assigned overtime work.
- Workers can request overtime.
- We do not provide overtime.
- Other (*please describe*): \_\_\_\_\_

21. Are workers who are paid by production, piece rates, or tasks paid overtime premiums when they work over the standard workday hours?

- Yes
- No
- I do not know

22. Is overtime ever used as a form of disciplinary measure for any worker?

- Yes
- No

### Good Practice Guidance

The total number of hours worked per week, including overtime, should not exceed limits set by applicable laws, and in no case should they surpass 60 hours per week, including overtime.

All overtime work must be voluntary. No one should be forced to work overtime under the threat of any penalty.

All overtime hours should be paid at the legally established premium rates, regardless of whether workers are paid by piece, task, hour, or month.

Mandatory overtime should never be used as a disciplinary measure.



## Wages and Payments

### Questions

23. How are workers' wages calculated?

- Set wage (Hourly/weekly/bi-weekly/monthly)
- Per task (set amount for clearing a field, etc.)
- By production (by amount of coffee harvested, etc.)
- By contract (once they finish their 2-month contract, etc.)
- By harvest season
- Other (*please describe*): \_\_\_\_\_

24. How often are workers paid? (*Select all that apply*)

- Daily
- Each week
- Every 2 weeks
- Every month
- At the end of their contract
- At the end of the harvest season

### Good Practice Guidance

Workers who are paid by piece rate or production shall not be paid less than the legally established minimum wage for their work during regular working hours, regardless of production.

All payments should be made directly to workers at regular intervals as established by law. It is a good practice to pay workers at least biweekly.

## Questions

25. How are workers paid? (*Select all that apply*)

- We pay each worker individually.
- We pay heads of household and they distribute the money to their family members.
- We pay labor brokers and they distribute the money to the workers they recruit and/or manage.
- We deposit wages directly into workers' bank accounts.
- They receive in-kind payments (food, housing, etc.).
- Other (*please describe*): \_\_\_\_\_

26. Are workers provided with any written records of their pay and deductions (paystubs, receipts, etc.)?

- Yes
- No

## Good Practice Guidance

Direct payment to workers, bank deposits, and payment via labor brokers are all acceptable, as long as the party managing payment pays workers fairly and accurately, in accordance with their contracts.

Each worker should be paid individually; it is not good practice to pay one family member for the combined labor of an entire family. In-kind payments are permissible, but only up to a maximum of 30 percent of a worker's total remuneration.

In-kind payments are not legally permissible in some countries and any in-kind payment agreements should be clearly stated in workers' contracts.

Workers should be provided with pay slips that itemize earnings, hours worked, and deductions. When necessary, verbal explanations of earnings and deductions shall be provided in a language workers understand.

## Questions

27. What information is included in these payment records?

*(Select all that apply)*

- Amount produced
- Number of tasks completed
- Rate of pay (per hour/day/production/task)
- Number of regular and overtime hours worked
- Detailed calculations of piece rate pay based on production/tasks completed
- Deductions
- Calculation of overtime payment
- Other *(please describe)*: \_\_\_\_\_

28. Do you guarantee that all workers are paid at least the minimum wage for their work, including those on piece rate?

- Yes
- No

## Good Practice Guidance

Pay slips should include all of these details.

Whoever is directly responsible for paying workers should be able to provide this guarantee.



### Questions

29. Do you provide workers with any training on occupational health and safety?

- Yes
- No

30. What topics are covered in their health and safety trainings?  
(Select all that apply)

- First Aid
- Agrochemical/pesticide handling and application
- Areas of the worksite that are dangerous
- How to properly use machinery, equipment, and tools
- When and how to properly use PPE
- Emergency procedures and responsible persons
- Heat stroke/heat exhaustion
- Hydration
- Other (please describe): \_\_\_\_\_

### Good Practice Guidance

It is important to provide workers training on any health and safety hazards they may face, and how to avoid them.

All of these topics can be relevant in the coffee sector, depending on the specifics of the coffee farm.

## Questions

31. Do workers have to pay for any of this equipment? *(Select all that apply)*

- They must pay for all the equipment provided to them.
- They must pay for some of the equipment.
- They have to pay if they damage their equipment.
- They have to pay if they lose their equipment.
- All equipment is provided free of charge and workers are not charged if they damage or lose their equipment.

32. Do workers have access to: *(Select all that apply)*

- Potable water
- Toilet facilities
- Shaded rest areas
- Regularly scheduled breaks

## Good Practice Guidance

Whenever workers are required to use equipment, that equipment should be provided to them free of charge.

All of these should be provided to workers free of charge.



## Living Conditions

### Questions

33. Do you provide accommodation to workers?

- Yes
- No *(if selected, please continue to the next section "Grievance Mechanisms")*

34. Are families, including children, allowed to stay in the provided accommodation?

- Yes
- No

35. Who pays for worker accommodations? *(Select all that apply)*

- The worker
- You
- The labor broker

### Good Practice Guidance

Any accommodation provided should meet all applicable standards (legal, certification, code of conduct).

If families use the accommodation, each family should have a separate, private, secure space.

Some farms provide free accommodation, while others charge workers for it. Charging workers is acceptable as long as it is permitted by local law and:

- The cost is reasonable (comparable to local rates for similar housing)
- Workers are not required to live in employer- or labor broker-provided housing
- The total of all in-kind payment and deductions from wages does not exceed 30 percent of a worker's wages.

## Questions

36. Do the accommodations have the following: *(Select all that apply)*

- Toilets
- Hot water
- Showers
- Clean drinking water
- Lockers or individual compartments to store valuables
- Emergency exits
- Security guards
- Somewhere to store food safely
- Somewhere to cook food safely
- Cleaning supplies
- Electricity
- Cots or beds for each individual
- Privacy for workers, e.g. locks

## Good Practice Guidance

Many of these facilities are typically required by law or code. It is good practice to provide workers with all of them and in some countries the provision of some of these facilities is legally required.



## Grievance Mechanisms

### Questions

37. Do you have any mechanisms by which workers can report any issues or concerns that they may have?
- Yes
  - No
38. What are the features of your grievance or complaint mechanism? *(Select all that apply)*
- Available to the workers in their native language
  - Available at all hours
  - Easy to access
  - More than one access point (for example, mailbox, hotline, mobile phone, supervisor discussion, fellow worker, etc.)
  - Managed by a third party
  - Appealable after the original complaint is deemed closed
  - Other *(please describe)*: \_\_\_\_\_
39. Is the grievance mechanism confidential and can workers submit complaints or concerns anonymously?
- Yes
  - No
40. Are workers who file complaints or grievances protected from retaliation?
- Yes
  - No
41. Do you share the outcomes of the complaints with the individuals who submit them?
- Yes
  - No

### Good Practice Guidance

Workers in any workplace should have access to such a mechanism. In the case of small coffee farms, the mechanism can be based at the cooperative/group level, or in the community.

Workers should have access to a confidential and effective grievance mechanism to ensure that they can file a complaint without being subject to retaliation. Grievance mechanisms should be available in workers' native languages. They can be provided by the employer, the labor broker, or both. Ideally, workers have access to multiple alternative grievance channels.

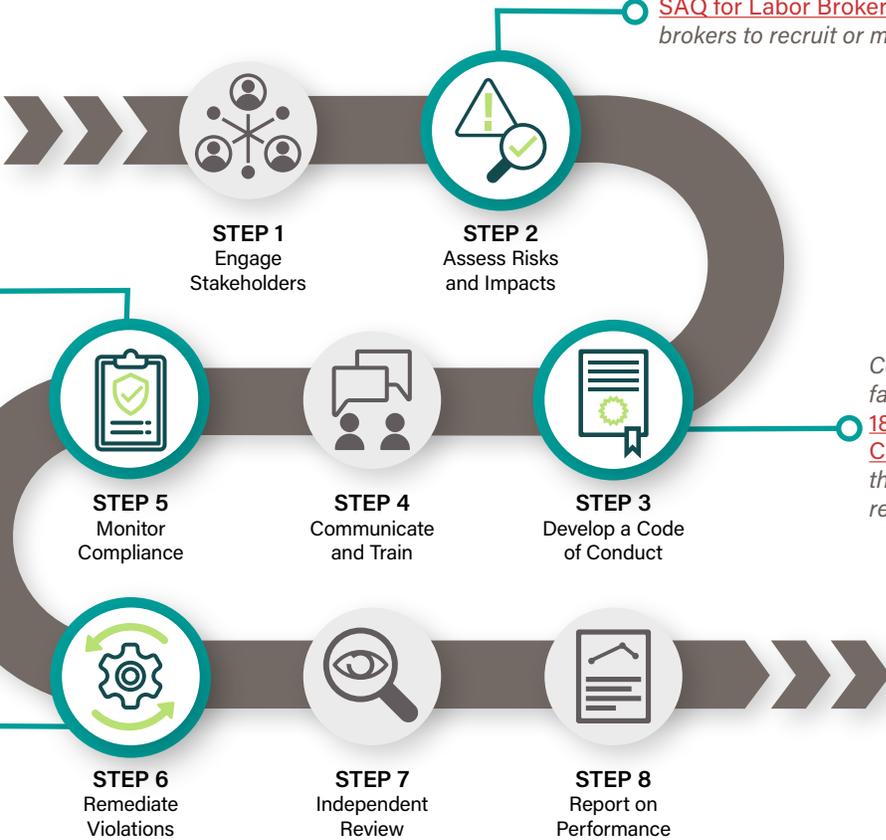
Grievance mechanisms should always include anonymous channels for submission of complaints and concerns. All submissions should be kept confidential.

Individuals who submit complaints or concerns to the grievance mechanism should always be protected from retaliation.

Outcomes of complaints should always be shared with those who submit them.

# Next Steps

Cooperatives and farms can use [Tool 16: SAQ for Labor Brokers](#), if they use labor brokers to recruit or manage workers.



Cooperatives and farms can use [Tool 21: Guidance on Monitoring Labor Brokers](#) if they use labor brokers to recruit or manage workers.

Cooperatives and farms can use [Tool 18: Sample Code of Conduct Provisions](#) if they wish to develop or refine their own codes.

Cooperatives and farms can use [Tool 24: Guidance on Response and Remedy](#) to remediate human rights harms that may be identified.