

CHAPTER

1

FIGURES

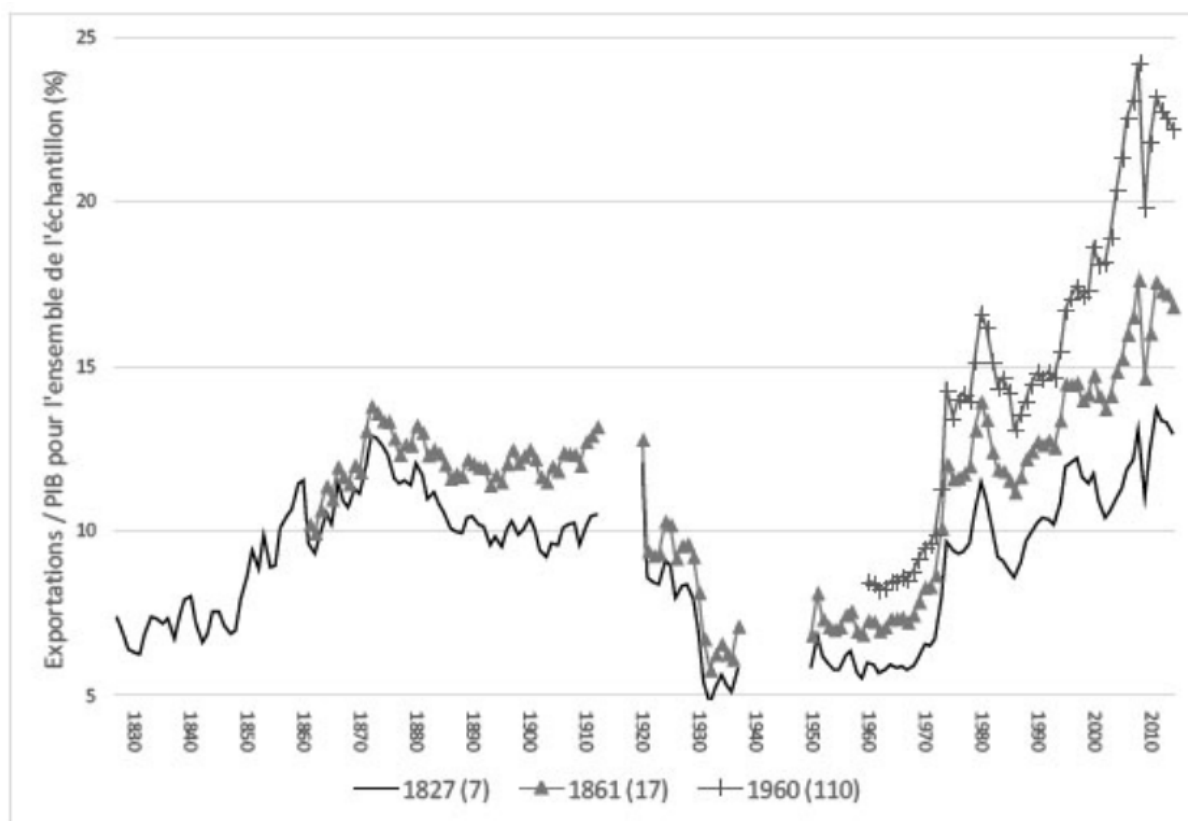


FIGURE 1.1: Trade openness coefficients for different samples of countries between 1827 and 2014 (Hugot and Fouquin, 2016)

7 countries = *Australia, United States, France, Norway, Netherlands, United Kingdom and Sweden.*

17 countries = + *Chile, Belgium, Germany, Denmark, Greece, Brazil, Finland, Italy, Japan and Portugal.*



FIGURE 1.2: European Union map (Pytyczek, nd a)



FIGURE 1.3: Southeast Asian geographical region map (Pytyczek, nd b)

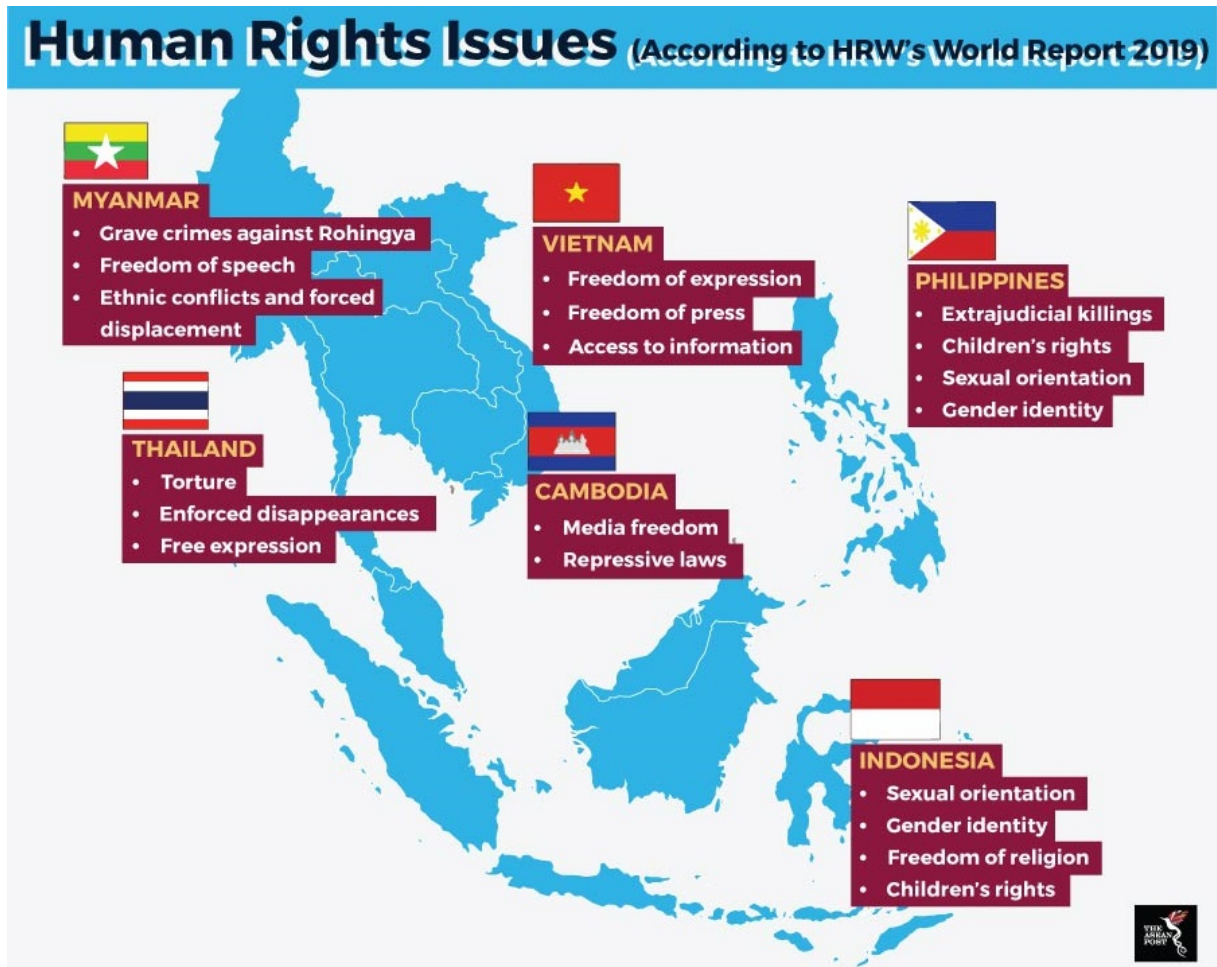


FIGURE 1.4: Human Rights Issues in Southeast Asia according to HRW's World Report 2019 (HRW, 2019) (Farhan, 2019)

CHAPTER

2

GLOSSARY OF ACRONYMS

- ASEAN: Association of Southeast Asian Nations
- B Corp: Benefit Corporations
- BSCI: Business Social Compliance Initiative
- CCC: Clean Clothes Campaign
- CSR: Corporate Social Responsibility
- EU: European Union
- FSC: Forest Stewardship Council
- GAP: Good Agricultural Principles
- GDP: Gross Domestic Product
- HDI: Human Development Index
- HRW: Human Rights Watch
- ILO: International Labour Organization
- LGBTQI+: Lesbian, Gay, Bisexual, Transgender, Queer, Questioning or Intersex people
- NGO: Non-governmental organization
- OECD: Organization for Economic Co-operation and Development
- OHCHR: Office of the High Commissioner for Human Rights
- PEFC: Programme for the Endorsement of Forest Certification
- PPE: Personal Protective Equipment
- RSIS: Rajaratnam School of International Studie
- SDG: Sustainable Development Goals
- UN: United Nations
- US: United States
- Worker-driven Social Responsibility

CHAPTER

3

SOLUTIONS FOR OTHER STAKEHOLDERS

This thesis focuses on the solutions can European companies can implement. For this reason, we only discussed solutions for European companies in our results and analysis. However, this is always interesting to know which other actors have a role to play to ensure human rights respect in subcontracting relationships. For that purpose, here is a summary of the solutions for other stakeholders proposed by experts and suppliers.

All interviewees agree on one point. All stakeholders have a role to play in ensuring human rights respect in Southeast Asian factories (Appendices 5.1.1 to 5.1.9). We are in a multi-stakeholder approach that needs a collective action (Appendices 5.1.1 and 5.1.2). Each player has equal accountability to contribute to improving human and workers rights at work (Appendix 5.1.6)

Let have a closer look at the role of each group and, in particular, at the role of the stakeholder concerned by our research: European companies.

Southeast Asian suppliers

Suppliers must respect their contract and accept audits (Appendix 5.2.5).

Suppliers need to respect the code of conduct from their customers (Appendix 5.1.2). But they also need to have their own code of conduct. More than commitments, they must enforce it into actions. They need to commit to a zero-tolerance policy in terms of human rights violations such as child labour and forced labour. (Appendix 5.1.1)

Even if the situation is improving, they must work directly on the main human rights abuses. Suppliers must invest money and time for long term profits rather than focusing on the short term. They should invest in worker training and education on security. They must provide minimum wages and decent working hours according to law. (Appendix 5.1.5) They have to pay decent wages. They have to proof of age from young workers. (Appendix 5.1.1) They need to focus on migrant inequalities which is one of the biggest

human rights issue (Appendix 5.1.5).

Suppliers must comply with national laws even if national laws are not strong enough or not well enforced. Sometimes, codes of conduct from contractors are more severe than national laws. But in any way, they need to do what they can to conform to both of them, national laws and contractors' codes of conduct. (Appendices 5.1.2 and 5.1.6)

Suppliers can work in collaboration with national or international organizations that have the mission to support them with ethics and sustainability. There are many organizations doing that in Southeast Asia and they can easily be reached. (Appendix 5.1.2) For example, they can work with the ILO that provides a tripartite dialogue with governments and workers representatives. Moreover, they provide trainings to employees about decent work and human rights. (Appendix 5.1.5) Manufacturers of the garment industry can work with the Better Work program from the ILO. This project aims to support them with monitoring, remediation and overall advisory services. The objective is to help them with the challenges they face including the difficulties to comply with national laws, international standards and contractors' requirements. They assist them to improve their standards to become an ethical supplier. (Appendix 5.1.2)

Governments

In every subcontracting relationship, two governments are involved. One in Europe where the contractor is based and one in Southeast Asia where the subcontractor is located.

Governments are the first ones able to address human rights abuses. They hold in their hands a legal regulatory framework that can make a difference. (Appendices 5.1.1 to 5.2.5) They have the duty to protect people in their states against human rights violations and must improve their governance capacity on this question (Appendix 5.2.4).

It is important to have things legally binding. If there is not, some companies will just ignore what is unprofitable. (Appendix 5.2.1)

In Southeast Asia, governments need to strengthen labour laws to protect worker rights (Appendices 5.1.1, 5.1.2 and 5.1.6). They must ratify main labour conventions and implement it into their national law (Appendix 5.2.1) The most important is the implementation and enforcement of labour laws and labour inspections (Appendices 5.1.1, 5.1.2, 5.1.3, 5.1.9, 5.2.1 and 5.1.6).

They need to make sure that local companies are safe and fair, that they do not mistreat workers, that they pay minimum wages in compliance with the contracts, etc. (Appendix 5.1.9) If this is not the case, they have to penalize and educate businesses (Appendix 5.1.6).

The different ministries need to get involved. The ministries of labour, agriculture, health, education, finance have to work together in order to deal with human rights. Because

child labour and forced labour happen everywhere. (Appendix 5.1.1)

In Europe, governments must promote accountability and encourage companies to ensure human rights minimum standards. They should strengthen the due diligence standards of the companies outsourcing abroad. (Appendices 5.1.2, 5.1.9 and 5.1.6)

Above all, trade agreements between European and Southeast Asian countries must include legally binding clauses about human rights. European governments and the European Union have to legally penalize European companies which do not respect human rights in global supply chains. (Appendix 5.1.6)

We need a tripartite dialogue between European governments, Southeast Asian governments and international brands outsourcing in Southeast Asia with the aim to improve human rights. This is proposed by the ILO . (Appendices 5.1.6 and 5.1.9).

International organizations

Non-governmental organizations [NGO] have a big role to play (Appendices 5.1.1 to 5.2.5).

In particular, the International Labour Organization [ILO] is actively working on labour rights issues. They are the ones that have been establishing international labour rights standards and conventions for 100 years. They promote a tripartite dialogue between governments, employers representatives and workers representatives from 187 member states. They are the only place where that kind of dialogue takes place between these three parties. (Appendices 5.1.1 to 5.1.9)

They provide technical support at several levels with the aim to address labour rights issues: migration, child labour, social security and protection, freedom of association and collective bargaining (trade unions), social dialogue, global supply chains, etc. They are focused on all fundamental principles and rights at work. That's what they call decent work. (Appendices 5.1.1 to 5.1.9)

The ILO encourages and helps governments to introduce fundamental human rights standards in their national law. They help international companies by providing them standards to follow. Then, they ask their suppliers to comply with these standards. And the whole supply chain is involved. (Appendix 5.1.9)

They also have a specific program for the garment industry called Better Work. The objective of this unique program is to implement the ILO standards, conventions and policies on the ground. The role of this program is to advocate and influence governments, employees representatives, employers representatives and international brands to make a collective change. Better Work organizes global and national meetings between all of them to create a dialogue. (Appendix 5.1.6)

Activist organizations can put pressure on companies and governments (Appendices 5.1.9

and 5.2.1). It has already been efficient in the past with, for example, one intervention from the European Union [EU] in collaboration with the International Labour Organization [ILO] which threatened Thailand to ban import from the fishing industry. Then, the country reacted and improved its labour laws related to this sector. (Appendix 5.2.1)

International and national organizations must work together to put pressure on governments and make them change their laws. They can share information and report abuses to companies. (Appendix 5.2.1)

In addition to the ILO, this is also the role of Amnesty to put pressure on companies and governments. They push companies to improve their human rights practices and to comply with international labour rights standards. They urge governments to better implement and enforce their laws. (Appendix 5.2.4)

A solution to address human rights is to support economic development. Enterprises development is done through education and training of employers and businesses with international labour standards and fundamental human rights. For example with the migrants issue, we need to train and educate enterprises receiving migrant workers and also recruitment agencies. (Appendix 5.1.5)

Workers representatives

Workers organizations and trade unions must be involved (Appendices 5.1.2 and 5.1.6). The global union federations can support employees by empowering them, help them to organize and collectively bargain with employers. (Appendix 5.2.1)

Employers representatives

Employers associations also have a role to play (Appendices 5.1.4, 5.1.6 and 5.2.5).

They must ensure a fair competition between each employer. It is unfair if one employer is complying with the law and the other ones is exploiting workers. Their role is to create homogeneity and uniformity between their members. They need to inform them on the benefits of human rights compliance on the productivity. (Appendix 5.1.4)

Consumers

Consumers are also part of the solution to address human rights abuses (Appendices 5.1.1, 5.1.4 and 5.1.6). They are very powerful to force companies to give more importance to human rights (Appendices 5.1.1 and 5.1.4). It already happened that companies change for consumers (Appendix 5.1.4). Nowadays, it takes time for consumers to react and they do not value abuses in the same way for each product. They can boycott garment brands but not phone brands. (Appendices 5.1.1 and 5.1.9)

They should be aware about the way the products they buy are made and not only focus

on the price or good-looking of the goods (Appendices 5.1.6 and 5.1.4). They must feel concerned about the impacts on people that their purchases have. They should demand more quality. This is a process of consciousness and solidarity. Consumers should boycott brands that are not respectful to human rights. This is the only way to make multinational companies change. Their most sensitive point is their profits. If consumers attack profits, companies will react. (Appendix 5.1.4)

Investors

Investors can have an important effect on companies' activities. Especially if they agree to reduce their own profit for the purpose of investing in human rights compliance. (Appendices 5.1.9 and 5.2.5)

Auditors

External auditors are of course an actor that can make the difference. They are the first one directly on the field to investigate in the factories. (Appendix 5.2.5)

Local infrastructures

In order to address the issue of child labour, it is necessary to work with local infrastructures like schools. Teachers need to participate in the investigation against child labour. They can observe children in the classroom to try to detect cases of child labour and react if they suspect something. (Appendix 5.1.1)

CHAPTER

4

INTERVIEW GUIDES

Interview guides need to be adapted depending on the interviewee's field of expertise. For that purpose, you will find four different interviews guide for the three main interviewee's profiles. Moreover, the interview guides are translated in English and in French adapted to the respondent's mother tongue.

As reminder, some additional questions can be asked in case of clarification need and not all questions described in the interview guides will be asked if the interviewee answers several questions at once.

In this way, you will observe some variations in the different interviews conducted.

4.1 Experts on human rights, labour rights and local economy

Objective: *Get experts' point of view to understand the reality on the field: What happen in factories? Why do suppliers not respect human rights? How can companies ensure human rights respect in suppliers' factories?*

In English:

Introduction

Hello, I am Sophie. Nice to meet you.

First, I want to thank you for agreeing to participate in this study.

In order to complete my Master degree in Corporate Sustainable Management in the Louvain School of Management in Belgium, I am writing a Master Thesis about the respect of human rights in subcontracting relationships.

The question of research of this thesis is "How can European organizations ensure that suppliers from Southeast Asia do respect human rights in subcontracting relationships?".

This thesis focuses on the relationships between European companies and Southeast Asian

suppliers in the factories. We delimit the subject of this research around factories in particular because the situation is very different with suppliers working in fields or other raw materials extraction areas.

Would you mind if I record our interview? It would be helpful for me to record our discussion to be sure not to miss any information.

General discussion

Before I start, I would like to know more about you and your organization.

Delimitation of the subject of expertise:

- First, what is your name and your position in your organization?
- What is your field of action in your organization?
- Can you describe your organization and what they are doing?
- What is the main mission of your organization?
- Does your organization work on the respect of human rights?
- Does your organization work on the respect of human rights in factories?

Geographical delimitation:

- In which countries is your organization working?
- Does your organization work in developing countries?
- Does your organization work in Southeast Asia?
- Are you specialized in a specific location?

Specific discussion

With the internationalization of the market, many companies in Europe started to out-source part of their work in developing countries where cost of labour is lower. This situation leads to an increase in human rights abuses in global supply chains.

Position:

- What is your personal opinion concerning the current situation?

Expertise:

→ HUMAN RIGHTS ISSUES:

- What are the main issues concerning human rights in Southeast Asia?
- More precisely, what is the situation of workers in Southeast Asian factories?
- What are the working conditions?
- What are the fundamental human rights that are not respected?

→ SOLUTIONS:

- Which actors have the ability to improve the situation? → European companies, Southeast Asian suppliers, governments, NGOs?
- How can European companies ensure that their suppliers in Southeast Asia do respect human rights in subcontracting relationships?
- How do many companies reach new suppliers? → Do they look for ethical suppliers or do they look for usual suppliers to whom they will ask to respect human rights? If they look for ethical suppliers, how can they find them?
- How can companies success their auditing, monitoring in factories in an effective way?
- How can suppliers ensure to their contractor that they effectively respect human rights in their factories?
- Which guarantees can suppliers offer to their contractors? → Corporate social responsibility policy, reporting, certification standards, corporate social responsibility indexes, international human rights standards, on-site visits, partnerships with international organizations, partnerships for ethics/sustainability.
- What are the main solutions to improve the situation?

→ REALITY ON THE FIELD:

- Are corporate social responsibility policies effectively applied?
- Why do many companies fail to ensure human rights respect in subcontracting relationships in Southeast Asia? → Do companies voluntarily turn a blind eye? Are companies not aware of these abuses? Do companies face too many obstacles?
- Why do many suppliers in Southeast Asia do not respect human rights in their factories? → Do suppliers do it on purpose? Do suppliers feel concerned about human rights respect in factories? Do suppliers face too many obstacles?
- What are the main limitations and constraints to ensure human right respect?
- Why do some companies and suppliers success to ensure and respect human rights and not other ones?
- In practice, can companies really success in ensuring human rights respect in subcontracting relationships in Southeast Asia?
- Which advices would you give to European companies who would like to outsource in Southeast Asia while respecting human rights?
- In your opinion, how can the situation be improved in te future?

Specialization:

- Can you please tell me more about your role as ...?
- + *Specific questions related to the expert's specialization.*

Organization:

- What is your organization doing to fight against human rights abuses? → In the world/in Southeast Asia

- Does your organization have the ability to ensure more respect of human rights or to improve working conditions in Southeast Asia?
- Does your organization have the ability to encourage or force European companies or Southeast Asian suppliers to respect human rights in their subcontracting relationships?
- Which results do you or did you get from your actions? → Do you have some figures representing the impact that your organization has on human rights protection?
- In your opinion, how can your actions be improved in the future?

Before to conclude, I would like to ask you if you have ideas of organizations I could contact. I am looking for European companies outsourcing in Southeast Asia and South-east Asian suppliers that are committed to respect human rights in their supply chain. The objective is to discuss about their human rights practices and how to set up their commitments into actions. The interview has no willingness to harm the company in any way but only to gather advices from them.

Conclusion

The interview is now over. Do you have something to add or do you think about something we forgot to talk about?

I thank you for your participation. This interview will be very helpful in my research.

If you wish, I can keep you informed about the results of this study.

In French:

Introduction

Bonjour. Je suis Sophie, enchantée.

Premièrement, je voudrais vous remercier d'accepter de participer à cette étude.

Dans le cadre de mon master en gestion durable d'organisations à la Louvain School of Management en Belgique, je rédige un mémoire sur le respect des droits de l'homme.

La question de recherche de ce mémoire, traduite en français, est "Comment les entreprises européennes peuvent assurer que leurs fournisseurs en Asie du Sud-Est respectent les droits de l'homme dans leurs relations de sous-traitance ?".

Ce mémoire se concentre sur les relations entre entreprises européennes et leurs fournisseurs dans les usines en Asie du Sud-Est. Nous délimitons le sujet de ces recherches autour des usines en particulier car la situation est très différente pour les fournisseurs travaillant dans les champs ou autres lieux d'extraction de matières premières.

Est-ce que cela vous dérange si j'enregistre cette interview ? Cela me serait utile d'enregistrer notre discussion afin de n'omettre aucune information.

Discussion générale

Avant de commencer, je voudrais en savoir davantage sur vous.

Délimitation du sujet d'expertise :

- Premièrement, quel est votre nom et votre position dans votre organisation ?
- Quel est votre champ d'action dans votre organisation ?
- Pourriez-vous me décrire votre organisation et ce qu'elle fait ?
- Quelle est la mission première de votre organisation ?
- Est-ce que votre organisation travaille sur le respect des droits de l'homme ?
- Est-ce que votre organisation travaille sur le respect des droits de l'homme dans les usines ?

Délimitation géographique :

- Dans quels pays est-ce que votre organisation travaille ?
- Est-ce que votre organisation travaille dans les pays en voie de développement ?
- Est-ce que votre organisation travaille en Asie du Sud-Est ?
- Êtes-vous spécialisé sur une localisation spécifique ?

Discussion spécifique

Avec l'internationalisation du marché, beaucoup d'entreprises en Europe sous-traitent une partie de leur production dans les pays en voie de développement où le coût du travail est plus bas. Cette situation engendre une augmentation des violations des droits de l'homme dans les chaînes de production globales.

Position :

- Quelle est votre opinion concernant la situation actuelle ?

Expertise :

→ PROBLÈMES DE DROITS DE L'HOMME :

- De manière générale, quels sont les problèmes principaux concernant les droits de l'homme en Asie du Sud-Est ?
- Plus précisément, quelle est la situation des travailleurs dans les usines en Asie du Sud-Est ?
- Quelles sont les conditions de travail ?
- Quels sont les droits de l'homme fondamentaux qui ne sont pas respectés ?

→ SOLUTIONS :

- Quels acteurs pourraient améliorer la situation ? → Les entreprises européennes, les fournisseurs en Asie du Sud-Est, les gouvernements, les ONG's, etc.
- Comment les entreprises européennes peuvent s'assurer que leurs fournisseurs en

Asie du Sud-Est respectent les droits de l'homme dans les relations de sous-traitance?

- Comment font la plupart des entreprises pour atteindre de nouveaux fournisseurs ?
→ Est-ce qu'ils recherchent des fournisseurs éthiques ou est-ce qu'ils recherchent les fournisseurs habituels à qui ils vont demander de respecter les droits de l'homme ? S'ils recherchent des fournisseurs éthiques, comment peuvent-ils les trouver ?
- Comment les entreprises peuvent réussir à auditer, contrôler les fournisseurs de manière efficace?
- Comment les fournisseurs peuvent assurer aux entreprises qu'ils respectent effectivement les droits de l'homme dans leurs usines ?
- Quelles garanties est-ce que les fournisseurs peuvent offrir aux entreprises pour qui elles travaillent ? → Politique de responsabilité sociale, rapports, normes de certification, indices de responsabilité sociale des entreprises, normes nationales en matière de droits de l'homme, visites sur place, partenariats avec des organisations internationales, partenariats pour l'éthique.
- Quelles sont les solutions principales qui pourraient améliorer la situation?

→ RÉALITÉ SUR LE TERRAIN :

- Est-ce que les politiques de responsabilité sociale des entreprises sont effectivement appliquées ?
- Pourquoi de nombreuses entreprises échouent à assurer le respect des droits de l'homme dans leurs relations de sous-traitance en Asie du Sud-Est ? → Est-ce que les entreprises ferment volontairement les yeux ? Est-ce que les entreprises ne sont pas conscientes de ces abus ? Est-ce que les entreprises font face à trop de difficultés ?
- Pourquoi de nombreux fournisseurs en Asie du Sud-Est ne respectent pas les droits de l'homme dans leurs usines ? → Est-ce que les fournisseurs le font consciemment ? Est-ce que les fournisseurs se sentent concernés par le respect des droits de l'homme dans les usines ? Est-ce que les fournisseurs font face à trop de difficultés ?
- Quelles sont les limites et contraintes principales pour assurer le respect des droits de l'homme ?
- Pourquoi est-ce que certaines entreprises et certains fournisseurs réussissent à assurer et respecter les droits de l'homme et pas certains autres ?
- En pratique, est-ce que les entreprises peuvent vraiment réussir à assurer le respect des droits de l'homme dans les relations de sous-traitance en Asie du Sud-Est ?
- Quels conseils est-ce que vous donneriez aux entreprises européennes qui veulent sous-traiter en Asie du Sud-Est en respectant les droits de l'homme ?
- A votre avis, comment la situation peut être améliorée dans le futur?

Spécialisation :

- Est-ce que vous pourriez m'en dire plus sur votre rôle en tant que ... ?
- + *Questions spécifiques liées à leur spécialisation en tant qu'expert.*

Organisation :

- Qu'est-ce que votre organisation fait pour combattre les abus de droits de l'homme ? → Dans le monde/en Asie du Sud-Est
- Est-ce que votre organisation a les capacités d'assurer plus de respect des droits de l'homme ou d'améliorer les conditions de travail en Asie du Sud-Est ?
- Est-ce que votre organisation a les capacités d'encourager ou de forcer les entreprises européennes ou les fournisseurs en Asie du Sud-Est à respecter les droits de l'homme dans les relations de sous-traitance ?
- Quels sont les résultats que vous obtenez de vos actions ? → Est-ce que vous avez des chiffres représentant l'impact de votre organisation sur la protection des droits de l'homme ?
- A votre avis, comment vos actions peuvent être améliorées dans le futur ?

Avant de conclure, je voudrais vous demander si vous avez des idées d'organisations que je pourrais contacter. Je suis à la recherche d'entreprises européennes qui sous-traitent en Asie du Sud-Est ainsi que par les fournisseurs en Asie du Sud-Est qui se sont engagés à respecter les droits de l'homme dans leur chaîne de production. L'objectif est de discuter à propos de leurs pratiques en matière de droits de l'homme et de la manière dont ils mettent en œuvre ces engagements. L'interview n'est pas la volonté de nuire à ces entreprises mais seulement d'obtenir des conseils de leur part.

Conclusion

L'interview se termine. Avez-vous quelque chose à ajouter ? Pensez-vous que nous avons oublié de parler à propos de quelque chose ?

Je vous remercie pour votre participation. Cette interview sera très utile à mes recherches.

Si vous le souhaitez, je peux vous tenir informé à propos des résultats de cette étude.

4.2 Southeast Asian suppliers

Objective: *Get responsible suppliers' point of view to understand the reality on the field: What happens in their factory? Why do most suppliers not respect human rights? How do they ensure human rights respect to contractors companies?*

In English:

Introduction

Hello, I am Sophie. Nice to meet you.

First, I want to thank you for agreeing to participate in this study.

In order to complete my Master degree in Corporate Sustainable Management in the Louvain School of Management in Belgium, I am writing a Master Thesis about the respect of human rights in subcontracting relationships.

The question of research of this thesis is "How can European organizations ensure that suppliers from Southeast Asia do respect human rights in subcontracting relationships?".

This thesis focuses on the relationships between European companies and Southeast Asian suppliers in the factories. We delimit the subject of this research around factories in particular because the situation is very different with suppliers working in fields or other raw materials extraction areas.

Would you mind if I record our interview? It would be helpful for me to record our discussion to be sure not to miss any information.

General discussion

Before I start, I would like to know more about you and your organization.

Delimitation of the subject of expertise:

- First, what is your name and your position in your organization?
- Can you describe your organization and what they are doing?
- What is the main mission of your organization?
- What is the position of your organization concerning the respect of human rights?

Geographical delimitation:

- In which countries is your organization located?
- Is your organization located in Southeast Asia?
- For which countries is your organization supplying?
- Is your organization supplying for Europe?

→ *If the interviewee is not the CEO:*

Field of action:

- What is your field of action in your organization?
- Do you take decisions that impact human rights? → Management of human resources, contracts, wages, safety, unions, working conditions, etc.

Specific discussion

Expertise:

→ HUMAN RIGHTS PRACTICES:

- What is your organization doing to ensure human rights respect in its supply chain?

In order to better understand what you are setting up to ensure human rights respect, I would need to ask you more detailed questions. This is important for you to understand that there is no judgement in this questionnaire. The objective is to highlight what you are doing and what could be done in order to create a guide for other companies.

- What is your organization doing to ensure ...?
 - ⇒ Safe work environment : Decent working conditions, risks management, safety standards, healthy environment, protection against occupational accidents ;
 - ⇒ Decent work schedule : Decent number of working day a year and number of working hours a day ;
 - ⇒ Decent wages ;
 - ⇒ Labour protection : Union, collective bargain, complaints mechanisms, whistle blower protection, right to strike, social security ;
 - ⇒ Children protection : Child labour ;
 - ⇒ No discrimination : Especially against women, people with disabilities and migrants. Maternity protection, disable people employment, migrants protection;
 - ⇒ Protection against harassment or violence : Physical, psychological, sexual.

On the assumption that they do not practice forced labour. This is useless to ask what they do to address this issue. If they give importance to human rights, they will for sure never practice forced labour. If they do, they will never tell us.

→ SUBCONTRACTING RELATIONSHIPS:

- How do your customers reach your factory?
- How do you set up a supplying contract? Do you mention human rights?
- How do you ensure the respect of human rights to your customers?
- Which guarantees can you give them?
- Do you have a corporate social responsibility policy? → Or other additional policies
- Do you report about your activities?
- Do you have certifications, standards, labels or indexes? → Certifications: SA8000, ISO certifications (ISO 45001, ISO 26000, ISO 31000, etc.), B Corp Certification ; Indexes: DJSI, CSI, FTSE4GOOD, JSE SRI, ISE, GSI ; Standards: UN Global Compact, ILO International Labour Standards, UN Universal Declaration of Human Rights, Sustainable Development Goals
- Do you have partnerships with any national or international organization to support you in ensuring human rights respect in your factory? → Better Work, the Sustainable Apparel Coalition, etc.

- Do you let your customers visit your factory? How often does it generally happen?
- How do you deal with your own suppliers?

→ REALITY ON THE FIELD:

- Why do many suppliers in Southeast Asia do not respect human rights in their factories? → Do suppliers voluntarily turn a blind eye? Are suppliers not aware of these abuses? Do suppliers face too many obstacles?
- What are the main limitations and constraints to ensure human rights respect?
- Is it an easy task to respect human rights in its factory in Southeast Asia?
- How does your factory success in ensuring human rights respect and not the other ones?
- Do you think that your practices can be improved in the future?
- How can European companies make sure that their suppliers in Southeast Asia do respect human rights in subcontracting relationships?
- Which advices would you give to European companies who would like to outsource in Southeast Asia while respecting human rights?

Before to conclude, I would like to ask you if you have ideas of organizations I could contact. I am looking for European companies outsourcing in Southeast Asia and other Southeast Asian suppliers that are committed to respect human rights in their supply chain. The objective is to discuss about their human rights practices in the same way we have done with you today.

Conclusion

The interview is now over. Do you have something to add or do you think about something we forgot to talk about?

I thank you for your participation. This interview will be very helpful in my research.

If you wish, I can keep you informed about the results of this study.

4.3 European companies

In English:

Introduction

Hello, I am Sophie. Nice to meet you.

First, I want to thank you for agreeing to participate in this study.

In order to complete my Master degree in Corporate Sustainable Management in the Louvain School of Management in Belgium, I am writing a Master Thesis about the respect of human rights in subcontracting relationships.

The question of research of this thesis is "How can European organizations ensure that suppliers from Southeast Asia do respect human rights in subcontracting relationships?".

This thesis focuses on the relationships between European companies and Southeast Asian suppliers in the factories. We delimit the subject of this research around factories in particular because the situation is very different with suppliers working in fields or other raw materials extraction areas.

Would you mind if I record our interview? It would be helpful for me to record our discussion to be sure not to miss any information.

General discussion

Before I start, I would like to know more about you and your organization.

Delimitation of the subject of expertise:

- First, what is your name and your position in your organization?
- Can you describe your organization and what they are doing?
- What is the main mission of your organization?
- What is the position of your organization concerning the respect of human rights?

Geographical delimitation:

- In which countries is your company located?
- Where is your headquarter located?
- Is your headquarter located in Europe?
- In which countries are your suppliers located?
- Do you have suppliers in Southeast Asia?

→ *If the interviewee is not the CEO:*

Field of action:

- What is your field of action in your organization?
- Do you take decisions that impact subcontracting relationships? → Purchasement or Corporate Social Responsibility departement?

Specific discussion

Expertise:

→ HUMAN RIGHTS PRACTICES:

- What is your organization doing to ensure human rights respect in its own supply chain?
- How is your Corporate Social Responsibilities policy?
- How do you implement it in your corporate vision?

- How do you assess risks of human rights abuses?
- How do you make this commitment into effective actions?
- How do you communicate about our actions with stakeholders?
- How do you react in case of human rights violation?

→ SUBCONTRACTING RELATIONSHIPS:

- What is your organization doing to make sure that its suppliers do respect human rights in their supply chain?
- How do you select new suppliers?
- How do you set up a supplying contract? Do you mention human rights in your supply contract?
- How do you deal with subcontracting suppliers? Suppliers of your suppliers
- Which guarantees are you looking for to deal with a new supplier?
- Do you look at suppliers' corporate social responsibility policies or reports?
- Do you look at suppliers' certification, standards, labels or indexes? → Certifications: SA8000, ISO certifications (ISO 45001, ISO 26000, ISO 31000, etc.) ; Indexes: DJSI, CSI, FTSE4GOOD, JSE SRI, ISE, GSI ; Standards: UN Global Compact, ILO International Labour Standards, UN Universal Declaration of Human Rights, Sustainable Development Goals
- How do you ensure the respect of human rights on the long term?
- Do you visit or monitor factories? If you do, at which frequency?
- Do you have partnerships with any national or international organization to support you in ensuring human rights respect in your subcontracting relationships?

→ REALITY ON THE FIELD:

- Why many companies in Europe do not respect human rights in their subcontracting relationships? → Do companies voluntarily turn a blind eye? Are companies not aware of these abuses? Do companies face too many obstacles?
- What are the main limitations and constraints to ensure human rights respect?
- Is it an easy task to respect human rights in subcontracting relationships?
- How does your company success in ensuring human rights respect and not the other ones?
- Do you think that your practices can be improved in the future?
- How can European companies make sure that their suppliers in Southeast Asia do respect human rights in subcontracting relationships?
- Which advices would you give to European companies who would like to outsource in Southeast Asia while respecting human rights?

Before to conclude, I would like to ask you if you have ideas of organizations I could contact. I am looking for European companies outsourcing in Southeast Asia and Southeast Asian suppliers that are committed to respect human rights in their supply chain. The

objective is to discuss about their human rights practices the same way we have done with you today.

Conclusion

The interview is now over. Do you have something to add or do you think about something we forgot to talk about?

I thank you for your participation. This interview will be very helpful in my research.

If you wish, I can keep you informed about the results of this study.

In French:

Introduction

Bonjour. Je suis Sophie, enchantée.

Premièrement, je voudrais vous remercier d'accepter de participer à cette étude.

Dans le cadre de mon master en gestion durable d'organisations à la Louvain School of Management en Belgique, je rédige un mémoire sur le respect des droits de l'homme.

La question de recherche de ce mémoire, traduite en français, est "Comment les entreprises européennes peuvent assurer que leurs fournisseurs en Asie du Sud-Est respectent les droits de l'homme dans leurs relations de sous-traitance ?".

Ce mémoire se concentre sur les relations entre entreprises européennes et leurs fournisseurs dans les usines en Asie du Sud-Est. Nous délimitons le sujet de ces recherches autour des usines en particulier car la situation est très différente pour les fournisseurs travaillant dans les champs ou autres lieux d'extraction de matières premières.

Est-ce que cela vous dérange si j'enregistre cette interview ? Cela me serait utile d'enregistrer notre discussion afin de n'omettre aucune information.

Discussion générale

Avant de commencer, je voudrais en savoir davantage sur vous.

Délimitations du sujet d'expertise :

- Premièrement, quel est votre nom et votre position dans votre organisation ?
- Est-ce que vous pourriez me décrire votre organisation et ce qu'elle fait ?
- Quelle est la mission principale de votre organisation ?
- Quelle est la position de votre organisation concernant les droits de l'homme ?

Délimitation géographique :

- Dans quels pays se trouvent votre organisation ?
- Où se trouve votre siège social ?

- Est-ce que votre siège social se trouve en Europe ?
- Dans quels pays se trouvent vos fournisseurs ?
- Est-ce que vous avez des fournisseurs en Asie du Sud-Est?

→ Si l'interviewé n'est pas le CEO :

Champ d'action

- Quel est votre champ d'action au sein de votre organisation ?
- Est-ce que vous prenez des décisions qui impactent les relations de sous-traitance?
→ Département des achats ou des Responsabilités Sociétales des Entreprises ?

Discussion spécifique

Expertise :

→ PRATIQUES EN MATIÈRE DE DROITS DE L'HOMME :

- Que fait votre organisation pour assurer le respect des droits de l'homme dans sa chaîne de production ?
- Comment est votre politique de responsabilité sociétale d'entreprise ?
- Comment est-ce que vous l'implémentez dans votre vision d'entreprise ?
- Comment est-ce que vous évaluez les risques d'abus des droits de l'homme ?
- Comment est-ce que vous traduisez vos engagements en actions effectives ?
- Comment est-ce que vous communiquez à propos de vos actions avec les différentes parties prenantes ?
- Comment est-ce que vous réagissez en cas de violation des droits de l'homme ?

→ RELATIONS DE SOUS-TRAITANCE :

- Que fait votre organisation pour être sûr que ses fournisseurs respectent les droits de l'homme?
- Comment est-ce que vous sélectionnez vos fournisseurs ?
- Comment est-ce que vous établissez un contrat de sous-traitance ? Est-ce que vous mentionnez les droits de l'homme ?
- Comment est-ce que vous gérez les sous-traitants de vos fournisseurs? Fournisseurs de vos fournisseurs
- A quelles garanties regardez-vous pour sélectionner un nouveau fournisseur ?
- Est-ce que vous regardez s'ils ont une politique de responsabilité sociétale ou des rapports ?
- Est-ce que vous regardez s'ils ont des certifications, standards, labels ou indices de mesure ? → Certifications: SA8000, certifications ISO (ISO 45001, ISO 26000, ISO 31000, etc.) ; Indices: DJSI, CSI, FTSE4GOOD, JSE SRI, ISE, GSI ; Standards: UN Global Compact, ILO International Labour Standards, UN Universal Declaration of Human Rights, Sustainable Development Goals

- Comment est-ce que vous assurez le respect des droits humains sur le long terme ?
- Est-ce que vous visitez ou contrôlez les usines ? Si oui, à quelle fréquence ?
- Est-ce que vous avez des partenariats avec une organisation nationale ou internationale pour vous aider à assurer le respect des droits de l'homme dans vos relations de sous-traitance ?

→ RÉALITÉ SUR LE TERRAIN :

- Pourquoi de nombreuses entreprises échouent à assurer le respect des droits de l'homme dans leurs relations de sous-traitance en Asie du Sud-Est ? → Est-ce que les entreprises ferment volontairement les yeux ? Est-ce que les entreprises ne sont pas conscientes de ces abus ? Est-ce que les entreprises font face à trop de difficultés ?
- Quelles sont les limites et contraintes principales pour assurer le respect des droits de l'homme ?
- Est-ce que c'est une mission facile de respecter les droits de l'homme dans les relations de sous-traitance ?
- Comment est-ce que votre entreprise réussit à assurer le respect des droits de l'homme et pas les autres ?
- Est-ce que vous pensez que vos pratiques peuvent être améliorées dans le futur ?
- Comment les entreprises européennes peuvent s'assurer que leurs fournisseurs en Asie du Sud-Est respectent les droits de l'homme dans les relations de sous-traitance ?
- Quels conseils est-ce que vous donneriez aux entreprises européennes qui souhaitent sous-traiter en Asie du Sud-Est tout en respectant les droits de l'homme ?

Avant de conclure, je voudrais vous demander si vous avez des idées d'organisations que je pourrais contacter. Je suis à la recherche d'entreprises européennes qui sous-traitent en Asie du Sud-Est ainsi que par les fournisseurs en Asie du Sud-Est qui se sont engagés à respecter les droits de l'homme dans leur chaîne de production. L'objectif est de discuter à propos de leurs pratiques en matière de droits de l'homme et de la manière dont ils mettent en œuvre ces engagements. L'interview n'est pas la volonté de nuire à ces entreprises mais seulement d'obtenir des conseils de leur part.

Conclusion

L'interview se termine. Avez-vous quelque chose à ajouter ? Pensez-vous que nous avons oublié de parler à propos de quelque chose ?

Je vous remercie pour votre participation. Cette interview sera très utile à mes recherches.

Si vous le souhaitez, je peux vous tenir informé à propos des résultats de cette étude.