



## LABOR SOLUTIONS FOR EMERGING MARKETS

### Helping Facilities Better Engage Their Worker Populations

Bespoke services from Workplace Options' Labor Solutions division make worker engagement a viable option for your facility:

- **We meet the individual needs and budgets** of each facility while providing **globally comparable data for brands**
- Our Account Managers **work with facilities every step of the way** to identify challenges and seek sustainable solutions
- While we believe in the full Worker Engagement Development Cycle, **all services are available individually**

## How it worked for a second-tier electronics facility in Malaysia

A successful worker engagement program is an ongoing cycle involving the following phases:



## A second-tier electronics facility in Malaysia

**Ask and Listen:** The factory conducts an **Engagement and Wellbeing Survey**, which reveals a low *purpose and community* score.

**Verify:** The factory conducts a **focus group discussion** and determines that **many workers don't know what they are making**.

**Problem Solve:** Factory determines that they need to **show workers examples of their end product**. Their wire is used as part of a phone charger.

**Implement:** The factory implements **WOVO** and uses the newsletter function to send photos of their final product on retail shelves. Workers are also able to use WOVO to communicate with their facility directly and ask questions.

**Inform:** Factory uses communication system to announce that based on feedback, **they will be taking questions and suggestions**. Reports are also generated through the new system.

**Ask and Listen:** Factory conducts surveys regularly now and their *purpose score* has **increased by 30% over the last three years**. They use the data from WOVO's connect function to listen to workers, respond to concerns, and continue to make improvements.

## ABOUT US

Founded in 2013 as a division of Workplace Options, Labor Solutions' mission is leveraging technology to bring high-quality employee wellbeing services to employees in emerging markets. Products in the Labor Solutions suite, designed for employees in factory, farming, or mining industries include:

- **WOVO:** A mobile phone-based employee engagement tool
- **Labor Line:** A third-party helpline
- **Employee Surveys:** Remote (mobile) or in-person
- **Consulting and Focus Group Discussions**

Labor Solutions provides services to more than **1 million employees globally** in countries across North America, Europe, the Middle East, and Asia Pacific.

WORKPLACE OPTIONS

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WE HELP PEOPLE