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# Wilmar Phase 2 - Supplier Workshops

## Implementing Wilmar's Child Protection Policy

Summary Report | Indonesia

NOVEMBER 2020



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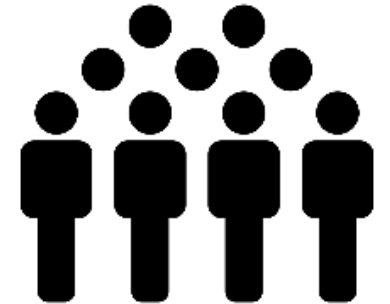
## Overview of completed workshops

# Overview

- Approximately 190 persons from Wilmar supplier companies participated in one in-person and three (3) virtual workshops from November 2019 to October 2020.
- In addition to BSR, speakers included representatives from government, unions, civil society, business organizations, buyers and plantations.

**190**

**Participants**



# 02

## Workshop Agendas

# Agenda

**Jakarta, 25 November 2019**

*08.30 – 17.00 WIB*

9.00-9.10	<b>Ms. Berta Melissa, Director of Trade, Wilmar International</b> Welcome and Opening Remarks
9.10-9.30	<b>Ms. Putu Elvina, Commissioner of Indonesian Child Protection Commission (KPAI)</b> <b>Indonesian Child Protection Commission (KPAI)</b> Aligning regulatory frameworks with international good practice to improve the situation for working parents and their children
9.30-10.10	<b>Ms. Erlina Panitri, Head of Human Capital, Wilmar International</b> Why is child protection important? Wilmar's Journey in Promoting the Protection of Children's Rights.
10.10-11.00	<b>Ms. Rosa Kusbiantoro, Associate Director, Business for Social Responsibility (BSR)</b> An Introduction and overview of Wilmar's Child Protection Implementation Manual
11.00-11.15	<b>Break</b>
11.15-11.45	<b>Mr. Sumarjono Saragih, GAPKI Head of Labor Sector</b> Indonesian Palm Oil Association (GAPKI) Ensuring a child-friendly Indonesian palm oil industry (Sawit Indonesia Ramah Anak)
11.45-12.15	<b>Ms. Nursanna Marpaung, Executive Secretary of JAPBUSI</b> Indonesia Oil Palm Labour Union Network (JAPBUSI) Preventing child labour by promoting palm oil industry
12.15-12.45	Q&A
12.45-14.00	Lunch
14.00-14.20	<b>Mr. Abi Ismarrahman (Senior Programme Manager, Proforest); Ms. Siti (Riri) Octrina Malikah (Project Coordinator, CCR CSR Indonesia)</b> Developing Guidance on Child Rights for Palm Oil Companies
14.20-15.00	<b>Ms. Sandra Yossi, Wilmar Indonesia Lead on Women and Children's Issues</b> Improving Responsible Business Practices: Wilmar's Journey on the Protection of Women and Children
15.00-15.30	Break
15.30-16.45	Group work/Breakout Session: Developing a child labour remediation plan Facilitated by BSR
16.45-17.00	Closing Remarks & Next Steps

# Agenda

**Virtual, 28 July 2020**

*09.00 – 11.00 WIB*

09.00	<b>Mr. Fadli Yusfi, Senior Manager, Sustainability Compliance, Wilmar Indonesia</b> Welcome & Opening Remarks
09.05	<b>Ms. Erlina Panitri, Head of Human Capital, Wilmar International</b> Why is Child Protection Important? Wilmar's Journey in Promoting the Protection of Children's Rights.
09.20	<b>Ms. Rosa Kusbiantoro, Associate Director, Business for Social Responsibility (BSR)</b> An Introduction and overview of Wilmar's Child Protection Implementation Manual
09.45	<b>Mr. Reuben Blackie, Manager, Sustainable Agriculture (AMESA and APAC regions), PEPSICO</b> The Buyer Perspective and Expectations of Suppliers
10.00	<b>Mr. Herwin Nasution, Ketua umum, Serbundo</b> Preventing child labour by promoting social dialogue in Indonesia's palm oil industry
10.15	Q&A (Moderated by <b>Mr. Fadli</b> )
11.00	Closing Remarks & Next Steps

# Agenda

**Virtual, 23 September 2020**

*09.00 – 11.00 WIB*

09.00	<b>Ms. Sany Anthony, Head of Trading, Wilmar Indonesia</b> Welcome & Opening Remarks
09.05	<b>Ms. Erlina Panitri, Head of Human Capital, Wilmar International</b> Why is Child Protection Important? Wilmar's Journey in Promoting the Protection of Children's Rights.
09.20	<b>Ms. Rosa Kusbiantoro, Associate Director, Business for Social Responsibility (BSR)</b> An Introduction and overview of Wilmar's Child Protection Implementation Manual
09.45	<b>Ms. Yan Peng Ng, Senior Manager, Human Rights, Neste Corporation</b> The Buyer Perspective and Expectations of Suppliers
10.00	<b>Ms. Nursanna Marpaung, General Secretary, HUKATAN</b> The Trade Union Perspective
10.15	Q&A (Moderated by <b>Mr. Fadli</b> )
11.00	Closing Remarks & Next Steps



# Agenda

**Virtual, 13 October 2020**

*09.00 – 11.00 WIB*

09.00	<b>Ms. Sany Anthony, Head of Trading, Wilmar Indonesia</b> Welcome & Opening Remarks
09.05	<b>Ms. Erlina Panitri, Head of Human Capital, Wilmar International</b> Why is Child Protection Important? Wilmar's Journey in Promoting the Protection of Children's Rights.
09.20	<b>Ms. Rosa Kusbiantoro, Associate Director, Business for Social Responsibility (BSR)</b> An Introduction and overview of Wilmar's Child Protection Implementation Manual
09.45	<b>Mr. Suffian Mohd Muhili, Manager, Global Palm Sustainability Program</b> <b>Pak Nararya Soeprapto, Senior Director, Government Relations</b> The Buyer Perspective and Expectations of Suppliers
10.00	<b>Ms. Dra. Valentina Gintings, Deputy Assistant for Child Protection, Ministry of Women's Empowerment and Child Protection, KPPPA</b> Protection of Children from Economic Exploitation in Work Prone Areas.
10.15	Q&A (Moderated by <b>Mr. Fadli</b> )
11.00	Closing Remarks & Next Steps



# Supplier Workshop Jakarta, November 2019

- Indonesian Child Protection Commission (KPAI)
- GAPKI
- JAPBUSI
- CCR CSR and Proforest

Wilmar Supplier Workshop: Implementing  
Wilmar's Child Protection Policy

London Hotel, 25 November 2019

# Virtual Supplier Workshops – External Speakers

## July 2020

- PepsiCo
- SERBUNDO



## September 2020

- Neste
- HUKATAN



## October 2020

- Procter & Gamble
- Ministry of Women Empowerment and Child Protection



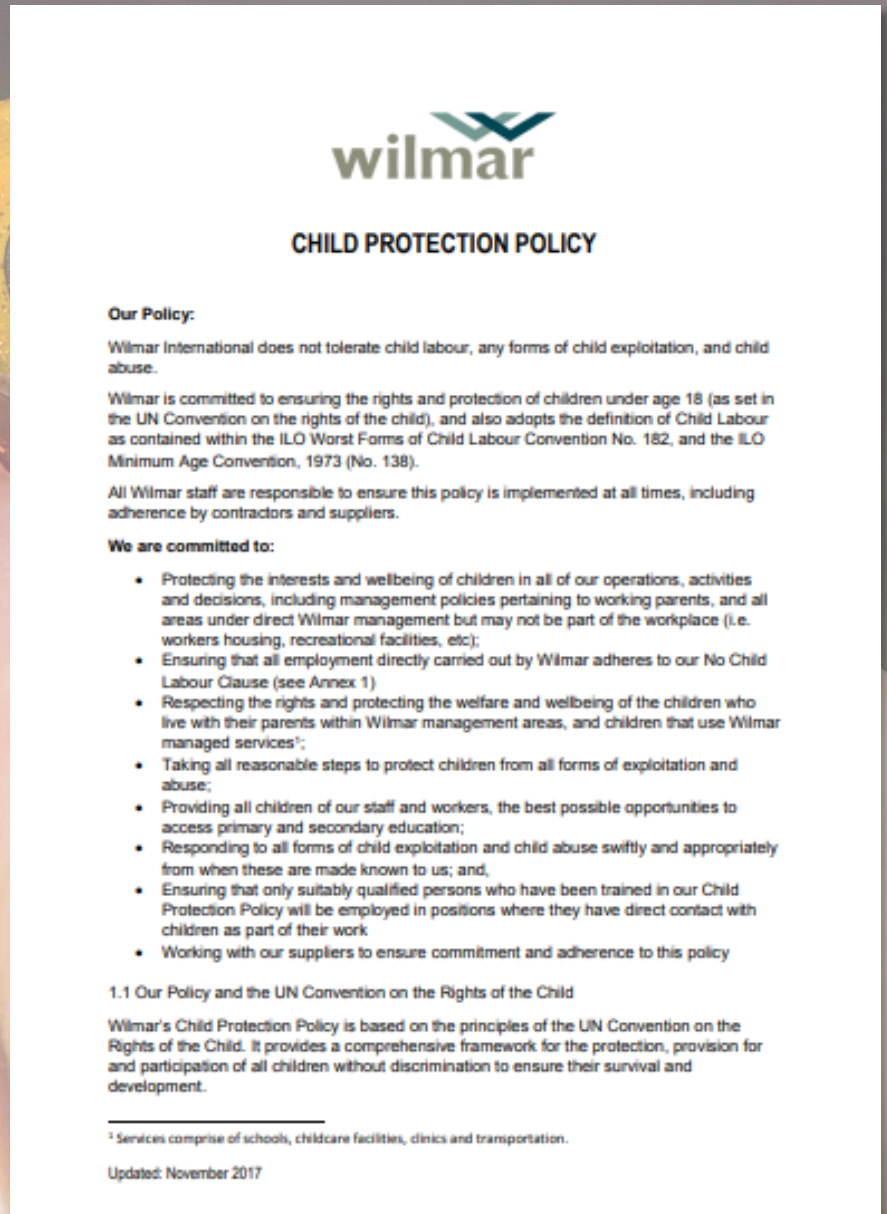


# 03

## Issues Discussed

# Wilmar Child Protection Policy

- **Launch of Child Protection Policy in 2017**
  - Applicable across Wilmar's global operations, including joint ventures, third-party and contractors.
- **Child Protection Policy (CPP) Commitment**
  - Protecting the interest and overall well-being of children in Wilmar's operations including of the parent
  - Provision of education
  - Adherence to employment practices in line with No Child Labour
  - Swift action and provision for remediation steps if child labour found
  - Protect children against exploitation & abuse, including only those qualified can work with children



## CHILD PROTECTION POLICY

### Our Policy:

Wilmar International does not tolerate child labour, any forms of child exploitation, and child abuse.

Wilmar is committed to ensuring the rights and protection of children under age 18 (as set in the UN Convention on the rights of the child), and also adopts the definition of Child Labour as contained within the ILO Worst Forms of Child Labour Convention No. 182, and the ILO Minimum Age Convention, 1973 (No. 138).

All Wilmar staff are responsible to ensure this policy is implemented at all times, including adherence by contractors and suppliers.

### We are committed to:

- Protecting the interests and wellbeing of children in all of our operations, activities and decisions, including management policies pertaining to working parents, and all areas under direct Wilmar management but may not be part of the workplace (i.e. workers housing, recreational facilities, etc);
- Ensuring that all employment directly carried out by Wilmar adheres to our No Child Labour Clause (see Annex 1)
- Respecting the rights and protecting the welfare and wellbeing of the children who live with their parents within Wilmar management areas, and children that use Wilmar managed services<sup>1</sup>;
- Taking all reasonable steps to protect children from all forms of exploitation and abuse;
- Providing all children of our staff and workers, the best possible opportunities to access primary and secondary education;
- Responding to all forms of child exploitation and child abuse swiftly and appropriately from when these are made known to us; and,
- Ensuring that only suitably qualified persons who have been trained in our Child Protection Policy will be employed in positions where they have direct contact with children as part of their work
- Working with our suppliers to ensure commitment and adherence to this policy

### 1.1 Our Policy and the UN Convention on the Rights of the Child

Wilmar's Child Protection Policy is based on the principles of the UN Convention on the Rights of the Child. It provides a comprehensive framework for the protection, provision for and participation of all children without discrimination to ensure their survival and development.

<sup>1</sup> Services comprise of schools, childcare facilities, clinics and transportation.

Updated: November 2017

# Wilmar Child Protection Policy Implementation Manual

BSR is working directly with Wilmar and its suppliers to deepen supplier understanding of labor issues, in particular, strengthening child rights and protection while enabling learning and improvement opportunities for better plantation management practices in Indonesia.

- Development of Child Protection Implementation Manual, building on Wilmar's Child Protection Policy
- Utilizes resources from relevant public materials, e.g. RSPO, UNICEF
- Discussion on strengthening components of the policy to address impacts on children beyond child labor

## Wilmar Child Protection Policy Implementation Manual

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#### 1. IDENTIFIKASI ANAK YANG RENTAN/TERDAPAT



#### 2. SEGERA HENTIKAN ANAK SAKIT/BAKAR



#### 4. PANTAU RENCANA REMEDIASI & KEBERHASILAN PROSES PEMERATAAN



#### 1. IDENTIFY CHILDREN AT RISK



#### 2. REMOVE THE CHILD FROM HARM IMMEDIATELY



#### 4. MONITOR THE PLAN & MEASURE SUCCESS SUPPORT



### 3. SUSUNLAH RENCANA YANG MEMASTIKAN KESEJAHTERAAN ANAK

DENGARKAN DAN SERTAKAN PANDANGAN ANAK UNTUK MEMASTIKAN BAHWA RENCANA REMEDIASI BERFOKUS PADA KEPENTINGAN TERBAIK ANAK.

SELAIN ITU, HAL-HAL BERIKUT PERLU DIPERHATIKAN:



**A** SUSUN TIM REMEDIASI YANG TERDARI DARI, ANTARA LAIN:

ORGANISASI MASYARAKAT SIPIL  
AHLI BIDANG KESEHATAN  
AHLI BIDANG PENDIDIKAN

**B** SELIDIKI SITUASI ANAK

KEADAAN  
KEBUTUHAN  
JERDEAH  
ASPIRASI

**C** SUSUN DAN JALANKAN RENCANA REMEDIASI, DENGAN MEMPEROLEH PERJANJIAN YANG DITANDATANGANI DARI WALI ANAK.

INI TERMASUK:

- TAMAPAN RENCANA
- TUGAS MASING-MASING

**D** BUATLAM KESEPAKATAN MENGENAI SUMBER DANA UNTUK REMEDIASI

### 3. DEVELOP A PLAN THAT ENSURES THE CHILD'S WELLBEING

LISTEN AND RESPOND TO THE VIEWS OF THE CHILD TO ENSURE THAT THE CHILD'S BEST INTERESTS ARE CENTRAL TO THE PLAN.

IN ADDITION:



**A** ASSEMBLE A REMEDIATION TEAM

HEALTHCARE PROFESSIONALS  
NGOS  
EDUCATION PROFESSIONALS

**B** INVESTIGATE THE SITUATION OF THE CHILD

SCHOOL  
ASPIRATIONS  
CIRCUMSTANCES  
NEEDS

**C** DEFINE AND IMPLEMENT THE PLAN, OBTAINING SIGNED AGREEMENTS FROM THE CHILD'S GUARDIANS.

INCLUDE:

- STAGES OF PLAN
- DUTIES OF EACH PARTY

**D** REACH AN AGREEMENT ON HOW REMEDIATION COSTS WILL BE FUNDED



APAKAH SUDAH TERDAPAT PELAKSANAAN REMEDIASI KARENA GUGUR DAN BERKELANJUTAN REMEDIASI

APAKAH SUDAH TERDAPAT PELAKSANAAN REMEDIASI KARENA GUGUR DAN BERKELANJUTAN REMEDIASI

1. IDENTIFIKASI ANAK YANG BERKUTUPAN REMEDIASI

2. SEGERA MENYERANG ANAK YANG BERKUTUPAN REMEDIASI

3. SUSUNLAH REMEDIASI YANG BERKUTUPAN REMEDIASI

REASON OF THEIR JOB & VULNERABILITY, CHILDREN ARE NOT ALLOWED TO WORK

WHY IS NOT ALLOWED?

1. IDENTIFY CHILDREN AT RISK

2. REMOVE THE CHILD FROM WORK IMMEDIATELY

3. DEVELOP A PLAN THAT COUNTERS THE CHILD'S WEIKNESSES

## 4. PANTAU RENCANA REMEDIASI & SEDIAKAN DUKUNGAN YANG BERKELANJUTAN

**Remediasi & PEMANTAUAN YANG BERHASIL MELIPUTI:**

- MEMANTAU PERKEMBANGAN ANAK DI SEKOLAH
- SESUAIKAN PROGRAM DENGAN KEBUTUHAN ANAK YANG BERUBAH-UBAH
- SUSUN DAN DISTRIBUSIKAN LAPORAN PEMANTAUAN KEPADA PEMANGKU KEPENTINGAN UNTUK MENINGKATKAN PERTANGGUNG JAWABAN
- LAKUKAN KUNJUNGAN RUMAH DAN SEKOLAH SECARA TERATUR
- BERIKAN TUNJANGAN, BIAYA SEKOLAH, DAN BIAYA LAINNYA SECARA RUTIN

**REMEDIASI YANG BERHASIL HARUS BIDUKUNG OLEH:**

- CIPTAKAN KEMITRAAN DENGAN ORGANISASI MASYARAKAT SIPIL
- ATASI PENYEBAB UTAMA PEKERJA ANAK

## 4. MONITOR THE PLAN & PROVIDE ONGOING SUPPORT

**Successful Remediation & MONITORING INCLUDES:**

- CHECK UP ON THE CHILD'S PROGRESS AT SCHOOL
- ADJUST PROGRAMMING TO MEET CHILD'S CHANGING NEEDS
- DEVELOP & DISTRIBUTE MONITORING REPORT TO STAKEHOLDERS TO ENCOURAGE ACCOUNTABILITY.
- CONDUCT REGULAR HOME AND SCHOOL VISITS
- PROVIDE REGULAR PAYMENT OF STIPENDS, SCHOOL FEES AND ANY OTHER EXPENSES

**SUCCESSFUL REMEDIATION SHOULD BE SUPPORTED BY:**

- CREATING PARTNERSHIPS WITH NGOS
- ADDRESSING THE ROOT CAUSES OF CHILD LABOUR

# 04

## Participant Feedback

# Participant Feedback – Jakarta Workshop 2019

**Participants considered the most useful aspects of the workshop to be:**

- “The opportunity to exchange ideas and motivate each other.”
- “Materials, case studies, and examples.”
- “An understanding of the focus of buyers on child protection issues.”
- “Each meeting is useful, especially when new issues introduced will become guidelines (for implementation) in the future.”
- “An understanding of current trends and regulations related to underage workers.”
- “Best management practices on child safeguarding.”
- “Interactive group discussions.”
- “Information on remediation.”
- “An understanding of the importance of socializing child protection & how to do this.”
- “An understanding of other companies’ policies.”
- “Explanations provided by relevant experts.”

# Participant Feedback – Jakarta Workshop 2019

## **Participants provided feedback on areas for improvement for future workshops:**

- “More innovative ways to present materials.”
- “Improved translation.”
- “Workshop duration was too short.”
- “More group discussion.”
- “Case studies of real-life examples.”

## **Participants provided feedback on issues of interest for future workshops:**

- “Issues related to the employment of casual daily workers (buruh harian lepas).”
- “How to develop policies which are in alignment with international standards.”
- “How to protect the rights of disabled workers.”
- “Impacts and benefits on business.”
- “Worker welfare and insurance benefits.”
- “Other commitments related to sustainability.”
- “Good corporate governance (GCG).”
- “Follow up workshop on child protection.”

# Child Protection Manual – Selected Q&A Session

## Questions from Participants

## Responses from Wilmar

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Given the Covid-19 Pandemic, many children will be out of school, therefore, some children may follow their parents to work, is this allowed?</li> <li>2. How do you respond if there are job applicants who are married but under the age of 18 years of age, especially when the applicant has an obligation to support his/ her family?</li> <li>3. What are the recommended action steps once child labour is identified – are they immediately terminated or given guidance?</li> <li>4. I have some experiences where I see a child helping his mother because he was on school holidays for 2 weeks. Is it considered as child labour? and does that include the form of exploitation of children?</li> </ol> | <ol style="list-style-type: none"> <li>1. To protect and uphold the welfare of children, parents are still not allowed to bring their children to work area. In fact, more stringent control should be put in place to protect the children during the pandemic. We understand that even though there are no physical school activities, children still required to manage their schoolwork at home. In some instances, children may still be able to use existing play facilities and there are some outdoor extra-curricular activities may still possible while adhering to the Covid19 protocol.</li> <li>2. Workers' marital status should not affect their employability. The employment of worker will need to strictly adhere to the age limit as per usual practice. The Manpower Act has also clearly stated the regulation of employment, where marital status is not part of the criteria.</li> <li>3. The child (below minimum age) should be immediately removed from the workplace and ensuring the child is in a safe place. The company will need to contact the parents or guardian, whenever possible, to understand why the child was working and to agree on situation-specific remediation options. Commence the implementation of identified actions and/or protective measures, e.g. removal from the workplace, provision of emergency shelter, counseling, etc. In general, the company will also need to immediately Stop hiring children below minimum age and remove young workers from hazardous work (if any).</li> <li>4. Yes, the above is still being construed as a form of exploitation of children. Workplaces such as oil palm plantations pose many safety risk to the children, such as Chemical work hazards (pesticides / fertilizers), Biology(Viruses), Mechanical (Knife, Egrek, Tojok, Duri) and potentially encountering with dangerous wild animal. To ensure the children's safety and their general wellbeing, children are strictly prohibited to work in the plantation, including helping their parents.</li> </ol> |
|--|--|

# 05

## Next Steps



## Next Steps

To ensure Wilmar's suppliers are able to understand and implement the Child Protection Policy Implementation Manual in a practical and sustainable manner, as well as to ensure Wilmar is able to monitor and report on suppliers' progress in this area, BSR seeks to continue working with Wilmar to conduct a **pilot of the Child Protection Policy Implementation Manual** with a local partner and a selected supplier in Indonesia

The purposes of the pilot are to:



1. Strengthen supplier capacity



2. Test and measure impacts



3. Identify and share lessons learned



# Thank You

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BSR™ is a global nonprofit organization that works with its network of more than 250 member companies and other partners to build a just and sustainable world. From its offices in Asia, Europe, and North America, BSR™ develops sustainable business strategies and solutions through consulting, research, and cross-sector collaboration.

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