



**Hewlett Packard
Enterprise**

Guidance

Hewlett Packard Enterprise (HPE) Supplier Guidance on Social Responsibility and COVID-19

Exercising compassion and respect for workers during a pandemic

Demonstrating respect for workers

COVID-19 has impacted all workers, with an estimated 94% of the global workforce living in countries where there have been recommended or required business closures¹. The pandemic has put many workers at risk of job loss, insufficient income, late wage payments, inability to return home, inadequate living conditions, excessive working hours, discrimination, unethical recruitment, unnecessary restricted movement, and forced labor².

As an important supplier to HPE, this guide is designed to help you move into a lasting recovery during the pandemic. A strong response program that supports workers can help boost productivity and morale, and improve your company's resiliency to a crisis. The guidelines below may be updated as the pandemic evolves and additional practices are identified.

Supplier responsibilities

As an HPE supplier, it is your responsibility to maintain safe operations for your workforce, including enhancing health and safety (H&S) measures to prevent the transmission of COVID-19, prioritizing worker well-being, enhancing worker engagement, and maintaining labor standards as per your commitment to the [HPE Supplier Code of Conduct \(COC\)](#), HPE Supplier SCR Requirements, contracts, local laws and regulation.

We facilitated individual discussions with many of our suppliers in manufacturing and services, to better understand the impact of the pandemic on suppliers and their workers, identify best practice for this guide and voice our commitment to work with suppliers to plan appropriate responses to workforce challenges. We acknowledge operational challenges resulting from the disruption. In response, we will permit delays of VAP audits or accept remote assessments with prior approval from our team, and recognize temporary exceptions on overtime, provided that such exceptions are implemented in line with RBA guidance³.

We remind suppliers that workers can be severely impacted by a pandemic, in terms of working conditions, health (both physical and mental), and livelihoods. Continued prioritization of worker well-being – especially the most vulnerable – is critical. We recommend that suppliers maintain and enhance channels for workers to raise issues and questions, and treat all workers with equality, dignity, and respect, irrespective of their gender, age, disability, religion, ethnicity, migration, or other status.

Please alert us immediately at SCRassurance@hpe.com if any of the following apply:

- You are unable to meet any of HPE's requirements or comply with the HPE Supplier COC.
- You have a confirmed case of a worker contracting COVID-19 who supports production or assembly of HPE goods or came into contact with an HPE employee or site.
- You are faced with unavoidable layoffs or closures.
- You have migrant workers required to return to their home country.

We will consult with you to identify potential solutions and recommend resources.

COVID-19 best practice

HPE encourages suppliers to conduct a COVID-19 risk assessment of all site locations and their workforce. Suppliers should implement a plan that prioritizes worker well-being, exercises dignity and respect, and includes ongoing reviews and updates.

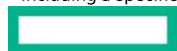
A. **ENHANCE HEALTH & SAFETY** to prevent COVID-19:

1. Monitor and comply with local regulation and advisories, such as business closures, curfews and labor laws.
2. Provide PPE free-of-charge and adequate cleaning facilities to help protect and prevent spread of COVID-19 (including distribution and proper use of masks).
3. Review and reconfigure physical spaces to ensure sufficient social distancing of least two meters between individuals or in line with local regulations, whichever provides for the greatest distance between workers. This may include reconfiguring work spaces, canteens, change rooms, and corridors; installing barriers; limiting capacity; investing in additional housing and transportation; staggering shifts and breaks.
4. Enhance degree and frequency of cleaning for all common spaces.
5. Implement a visitor policy to ensure reporting, logging, and denied entry of individuals who were in contact with known or suspected individuals testing positive for Covid-19 or exhibiting symptoms consistent with Covid-19, or who travelled to high risk areas two weeks prior to the date of requested entry.
6. Screen worker health in line with local best practice (e.g. temperature check prior to entry).

¹ ILO Policy Brief: [The World of Work and COVID-19](#), June 2020.

² Antislavery International [Leaving No-one Behind](#).

³ Including a specified temporary increase on limits to working when a clear plan is in place for returning to regular hours.



B. ENHANCE BENEFITS for workers to support those on leave or needing care:

7. Ensure workers can easily take leave, in addition to the following:
 - a. Implement a policy to ensure workers with COVID-19 symptoms or close exposure self-quarantine for two weeks.
 - b. Provide and support an option to work from home, especially for high risk individuals, whenever possible (increased cost for remote work should not prevent implementation of this option).
 - c. Provide paid extended leave or optional unpaid leave for those at high risk or unwilling to work during the pandemic.
8. Provide paid leave for all workers who fall ill, must care for ill dependents, or are quarantined related to Covid-19, in addition to:
 - a. Pay each worker's average pay. If financially unfeasible, consider pay reductions or furloughs as the next best option. Any adjustment to base pay, overtime pay, or benefits must be legal (i.e. in compliance with all applicable laws and regulations) and conform to any collective bargaining agreement, union, or other agreement.
 - b. Use layoffs only as a last resort and comply with local laws, agreements, and contracts.
 - i. Avoid favoring one group of workers over another.
 - ii. Designate priority status for rehiring.
 - iii. Ensure workers receive their final paycheck, including overtime, reimbursements due (including recruitment fees), severance and other benefits.
 - iv. Pay transportation/repatriation costs for foreign or domestic migrant workers.
 - c. Ensure workers have access to required social security and health care and can return to work when able and willing.
 - d. Provide extra support to workers who have difficulty accessing preventative information, health care, and social services, such as migrant workers who may lack documentation and personal possession of all legal documents, in addition to facing discrimination and language barriers.
9. Whenever feasible, consider providing the following additional benefits:
 - a. Debt relief, accommodation subsidies, free food, or financial support for those with financial hardship
 - b. Extra health benefits, such as access to telehealth, COVID-19 testing, or other health services
 - c. Counselling and other mental health services
 - d. Training to prevent discrimination, harassment, and exclusion from Covid-19 benefits

C. ENHANCE COMMUNICATION with workers and **MAINTAIN LABOR STANDARDS:**

10. Communicate clearly, consistently, and frequently with all workers and supervising staff. Good communication can alleviate anxiety, reduce fear, help manage stresses at home and at work, and help workers feel valued.
 - a. Provide accurate scientific information from legitimate sources that can support workers' knowledge to protect themselves, their coworkers, families, and communities.
 - b. Translate notices into all native languages of the workforce.
 - c. Discourage the spread of disinformation and rumors that can promote discrimination.
 - d. Reach out to any workers who have not returned to work, to confirm they are safe, well, and received wages due.
11. Consider workers most vulnerable to negative impacts and offer extra outreach.
 - a. This may include young and old workers, women, migrants, agency, temporary, and those with stated underlying conditions that increase health risks.
 - b. Consider translation, interpretive services, and additional support roles. Long-serving workers in these groups can be leaders that can help communicate important information and provide worker feedback.
12. Ensure all workers have multiple ways to raise concerns and that there is an effective process for receiving and responding.
 - a. Check that workers trust the channels for raising concerns.
 - b. Provide extra resource and reduce response time.
 - c. Where possible, provide an additional third party channel with an option to remain anonymous.
13. Maintain management systems for ensuring worker well-being in conformance with HPE's Supplier COC, noting that a pandemic can heighten certain risks related to hours, leave, recruitment, and forced labor.
14. Maintain ethical recruitment standards including:
 - a. It is never acceptable to exploit vulnerable or desperate job seekers, including during times of labor shortages.
 - b. Uphold policies for preventing forced labor and child labor, including enacting no recruitment fees.
 - c. Communicate recruitment standards transparently to all agents and hiring staff.
 - d. Communicate job requirements clearly and transparently to all new job seekers.
 - e. Avoid discrimination for social or medical reasons which would not impact a candidate's ability to do the job.
15. Avoid increasing workloads or line speeds without added staff, automation, or other efficiencies.
16. Expand recordkeeping to cover PPE inventory, PPE use, visitor logs, enhanced cleaning, and quarantine records. Ensure these records maintain the privacy and security of workers and do not contribute towards discrimination against workers. Build a file of your COVID-19 response policies, practices, and impact, and use this file to train your managers and workers.
17. Continuously re-evaluate risks and develop a return-to-work plan and a crisis management policy.

Together, we can build a more resilient supply chain while protecting and elevating workers.



Additional resources

- RBA Member Advisory on Protecting Worker Rights While Promoting Business Continuity During and After the Coronavirus Outbreak
- Elevate online training: [Wellness at Work: Supporting Workers During COVID-19](#)
- Re-assurance Network [Factory Resilience Guidelines](#)
- IOM guidance: [migrant worker protection](#), [migrant workers whose job is affected](#) and [COVID-19: How to include marginalized and vulnerable people in risk communication and community engagement](#)
- IHRB briefing series to understand the [Impact of COVID-19 on Migrant Workers in SE Asia](#)
- ILO guidance on [Safe Return to Work](#) and for SMEs, a [6 step business continuity plan](#) and database of [country responses](#)
- US Department of Labor, Wages and Hours Division guidance on common [wage and hour challenges](#) in light of COVID-19
- WHO [Advice for Workplaces](#), [country level data](#) and Covid-19 trainings in different languages
- UNDP guidance for carrying out a rapid self-assessment: [Human Rights Due Diligence and COVID-19](#)

