

The Walt Disney Company – International Labor Standards Program Resources for Licensee Capability Improvement

The Walt Disney Company is committed to fostering safe, inclusive and respectful workplaces wherever Disney-branded products are produced. The International Labor Standards (ILS) Program is an important component of Disney's efforts to promote the ethical production of Disney-branded products and support improvements in conditions in facilities producing these products. Disney's licensees play a critical role in fulfilling this commitment and Disney requires its licensees and other business associates to comply with ILS Program requirements in the production of Disney-branded products.

Licensees and prospective licensees may wish to consult the resources listed below to increase their capacity to manage their supply chains and meet the requirements of Disney's ILS Program.

The resources listed below are intended for reference only and do not constitute an endorsement by Disney. Disney makes no warranties or claims about the effectiveness of these reference materials and utilization of these resources does not guarantee compliance with Disney's ILS Program. Use of these resources is entirely voluntary.

1. General Principles

[Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy, ILO](#) and [Guidelines for Multinational Enterprises, OECD](#): These general frameworks, developed by the International Labor Organization (ILO) and the Organization for Economic Cooperation and Development (OECD) respectively, provide non-binding principles and standards for responsible business conduct in a global context.

2. Management Systems

[Social & Environmental Management System, IFC](#): This resource provides sample language and useful structures that a company can adopt as they develop their own policies.

[Basics of a Social Compliance System, U.S. Department of Labor](#): This resource explains the basic elements and characteristics of a social compliance system.

3. Developing Your Internal Team

[Forming An Effective Internal Labor Standards Team, IFC & SAI](#): This document outlines roles, responsibilities and best practices.

4. Supply Chain Management

[Supply Chain Sustainability: A Practical Guide for Continuous Improvement, UN Global Compact & BSR](#): This resource provides an easy-to-follow five-step approach to building supply chain management into a company's policies and procedures.

5. Compliance & Sourcing Integration

[Integrating Corporate Social Responsibility into the Core Activities of Apparel Businesses, University of Delaware](#): This article offers practical advice on the integration of purchasing decisions and sourcing practices with labor standards compliance.

6. Complaint Management

[Principles for Rights-Compatible Grievance Mechanisms, Harvard Kennedy School](#): This presentation outlines effective structures and methods of implementation.

7. External Verification

[Back to Basics: How to Make Stakeholder Engagement Meaningful for Your Company, BSR](#): This article provides a five step process for establishing a relationship with a new stakeholder.

8. Training & Capacity Building

[Worker Involvement & Communications, SAI & IFC \(pages 53-57\)](#): This document discusses the importance of effectively communicating company expectations regarding labor standards and social compliance throughout the company and provides tips on developing effective training.

9. Non-conformance Resolution

[Incentivizing Sustainability in Your Chinese Supply Chain, The European Business Review](#): This article addresses successful methods for motivating suppliers to comply with social standards and improve where they are not meeting requirements.