

Ulula Worker Engagement and Technology Solutions

About the Ulula Platform



Ulula is used by global entities to reduce the cost of social compliance, engage workers, and manage labour risks more effectively. Through simple mobile phones, Ulula's AI-powered chatbots anonymously collect data directly from workers in any language, almost anywhere in the world.

The solution is used to monitor and manage human rights risks and improve health and safety performance across global supply chains.

ULULA SUITE OF TOOLS

Two-Way Dialogue | Anonymous | Multi-Channel | Multi-Language | Real-time analytics

Automated surveys to monitor community perception and SLO

Grievance management systems to manage stakeholder feedback

Mass broadcasts and alerts for continued engagement

Training and capacity building for ongoing learning

Ulula Value

More robust data to compliment assessments and impact reports

Agile decision making through real-time analytics

New insights to reduce "surprises" and cultivate fresh ideas and out-of-the-box thinking

Measure outcomes to help contextualize social performance

Reduce risks to Social License to Operate through the automated grievance mechanism and a collaborative case management platform

Scale across global assets and easily replicate the voice program across the assets

Ulula Solutions

Ulula offers a suite of tools that can be leveraged to support and complement the client's responsible sourcing and audit programs.



Notifications. Organize outreach campaigns, send alerts and share information to workers, communities and project stakeholders.



Feedback mechanism. Anonymous submissions and comprehensive case management system to remedy workers' grievances using two-way communication.



OWL Worker engagement App leverages smartphones to engage more continuously with workers through surveys, feedback, broadcast and training modules.



Surveys. Automated mobile worker and community surveys to monitor labor conditions.



Owlyfield is Ulula's on the ground tablet data collection to measure your impacts. Offline compatible to mitigate risks associated with connectivity and wifi disruptions.



Training and resources. Workers get access to training modules to enhance education and inform them of their rights to mitigate labor and human rights exploitation.



Dashboard visualizes user input data in real-time and provide insights for decision making.

Ulula Features & Partners

Ulula's smart chatbots automate communication in any language to offer continuous monitoring of social risks at scale. Real time analytics enable decision makers to better manage risks and drive positive change across assets and operations.



Multilingual capability allows workers to participate in their preferred language



Accessible communication channels through SMS and automated voice calls accommodate workers with low internet connectivity and populations with lower digital literacy; WhatsApp, web forms, and messenger applications for online populations;



Two-way communication drives dialogue with workers to help resolve high-risk human rights issues



Secure data hosting and privacy controls. All data that comes into the platform via telecommunication channels is safely stored and secured in Canada, complied with Canada's high data security standards. Ulula is GDPR compliant.



Integrate with existing platforms to reduce siloed solutions and bring together complementary data sources



Share data across industry partners to drive collaborative improvements;

Partners

Training of Partners: Ulula can train existing local client and partner teams to cost-effectively deploy the solution across sites.

Advisory and Remedy Partners: Ulula works closely with human rights and labour rights experts to provide advisory services to support and strengthen remediation and training programs.

Audit Partners: Ulula works with a network of audit partners to support clients without an on the ground presence.

Software Partners: Ulula's open API integrates with existing supply chain software to broader ecosystem sustainability solutions.