



Child Rights Monitoring and Remediation (CRMRS)

A Community-Based System

Integrated with National Child Protection Systems



Vision

Children's child protection rights are respected and promoted throughout the global supply chains of private sector multinationals

Action

A holistic, multi-sectoral, innovative and cost-effective system which strengthens local child protection systems and is embedded in communities

Approach

Uniting the private sector, civil society, communities and governments to strengthen child protection in global supply chains

The Child Rights Monitoring and Remediation System (CRMRS)

With the vision to uphold children's protection rights throughout the supply chain, **CRMRS provides a comprehensive and context-sensitive prevention, monitoring and remediation system that enables continuous improvement and long-term change, supported by strong local engagement and alignment with national strategies.** Through CRMRS, the private sector, local civil society, communities and governments collaboratively address root causes, mitigate risks and put in place shared systems to address incidents of child protection violations in and around sourcing and extraction communities. The system is fully embedded into local community structures and integrated with government systems. Tdh supports the design and establishment of the CRMRS which, after ongoing capacity building and technical support, will be implemented by private sector, government and communities in a sustained manner.

Relevance of the CRMRS

Child labour continues to be a salient human rights risk for many companies, in part because of approaches focusing exclusively on monitoring in workplaces, rather than on tackling root causes. Even when it comes to monitoring, companies are often unable to identify the true extent. Company staff don't have the relevant child protection background and are often only able to visit a sourcing/extraction site twice per year during which they are responsible for a wide range of other activities. Self-reported data from these sites have limited reliability and reports show limited effectiveness in removing and keeping children out of child labour, in part due to lack of synergies with existing national and community-based protection systems, as well as lack of joined engagement between all supply chain actors.

Conventional industry responses, typically limited to audit-based due-diligence systems and certification standards, have struggled to address these challenges in sourcing/extraction realities. **Despite a proliferation of due diligence efforts in supply chains, there have been various evaluations and reports which surfaced key limitations:**

- “Zero-tolerance” policies often push violations underground, discouraging honest reporting and creating a culture of concealment.
- Audits, certification schemes, and company field staff are often unable to identify the true extent of child protection issues, particularly due to field staff being overburdened and not having the necessary profile to detect sensitive child protection cases.
- Wide-scale surveys and extensive interviewing of children by adults who may not have the necessary training or vetting to do so create survey fatigue and raise significant ethical and safeguarding concerns.
- Self-reported data from sourcing/extraction sites are of limited reliability, including due to interviewees providing false reports in anticipation of receiving material support.
- Auditors or company field staff rarely have the mandate or expertise to respond when a case is identified, resulting in unremediated harm.
- Limited effectiveness in removing and keeping children out of child labour, including the limited impact of standardized remediation kits (e.g. school bags, uniforms and scholastic materials).
- Primary focuses on monitoring prevalence rather than addressing the root causes of child labour.
- A disconnect between supply-chain monitoring and remediation systems and local child-protection systems compromises sustainability and leaves critical gaps in prevention and response.

Child labour



Terre des hommes makes a distinction between child work and child labour.

Child work refers to the participation of children in any paid or unpaid economic activity, or activities to support families and family caregivers, which is not detrimental to their health and mental and physical development. This type of work can even be seen as beneficial for the child’s development.

On the contrary, **child labour** refers to work that deprives children of their childhood, their potential and their dignity, and that is harmful to their physical or mental development – including by interfering with their education. It includes work done by children *under the minimum legal age* for that type of work and *the worst forms of child labour* (like slavery, forced labor, prostitution, illicit activities and *hazardous work*). These types of work should be eliminated as a matter of priority.

Child labour can result in extreme bodily and mental harm, and even death. It can lead to slavery and sexual exploitation. In nearly every case, it cuts children off from schooling and health care, restricting their fundamental rights. Children who miss out on education struggle to access decent work, earn an adequate living and are likely to have to send their children into child labour when they become a parent one day.

Key Features and Results of the CRMRS

The CRMRS seeks to close these gaps by embedding corporate due diligence within the very fabric of community and government structures, creating a sustainable system that detects issues early, supports families, and reinforces children’s rights. Anchored in the principles of shared responsibility and collective impact, the initiative brings together companies, civil society, communities and public institutions to ensure that child protection is not treated as a compliance requirement but as a core component of sustainable sourcing and as part of wider systems change. This means that companies’ monitoring and remediation systems will be coordinated with and strengthen public systems and community efforts, instead of acting in parallel (or even in conflict) with existing structures, systems and services. By integrating supply chain-based and government efforts, companies can support more effective child protection systems that identify, provide support to and coordinate social services for affected families and children while addressing root causes through community and corporate collaboration.





4 Key Strategies

There are four key strategies which Terre des hommes will always adopt when engaging with a private sector actor in 'source/developing' countries:

1) A focus on child rights – Terre des hommes does not just only focus on addressing child labour in supply chains. It works with companies to protect and promote children's rights in a company's supply chain and operations – while still being sensitive to the specific issues around child labour.

2) A community-based approach – instead of a 'supply chain-based approach', Terre des hommes adopts a 'community-based approach'. Leveraging on, engaging with and supporting their capacity to identify and address child rights violations within their own community.

3) Strengthening the existing formal child protection system – Terre des hommes ensures that supply chain efforts are linking up to, aligned with and strengthen the existing government child protection system. Terre des hommes thereby invests in the overall system and the connection between supply chain and government efforts, preventing the risk of potentially building duplicate and inefficient systems that run in silo.

4) Innovation through digitalization – CRMRS uses [the global standard digital case management tool](#) (in partnership with [Salus](#)) tailored for the first time for private sector use. It enables frontline workers to follow right procedures, facilitates documentation, allows for secure data sharing with authorities, and supports evidence-based collective action via an interactive dashboard that visualizes real-time data on risks, trends, and root causes.



At the heart of this initiative is the community-based Child Rights Monitoring and Remediation System (CRMRS), an innovative model developed by Terre des hommes (Tdh) and its coffee partners to bridge child protection systems and responsible-sourcing frameworks. First piloted in Uganda, the CRMRS demonstrated that when communities are given ownership, trained, and connected to formal protection services, they become powerful agents of change in identifying and addressing the root causes of the main child protection issues in their own communities. In addition, through the establishment of Community-Based Child Rights Committees (CBCRCs), cross-company collaboration, the deployment of private sector funded social workers which are seconded to government institutions, and the use of a digital case-management platform tailored for monitoring and remediation in supply chains, the Uganda pilot successfully resolved 80% of the identified cases through coordinated community, private sector and government action. The model has since been recognized by UNICEF, ILO and the Child Labour Platform as a promising approach to supply chain human rights due diligence in agriculture and a framework for a National Child Labour Monitoring and Remediation System for the Ugandan Government has been drafted by ILO based on the CRMRS. conditions demand context-specific solutions.

“Tdh supports the design and establishment of the CRMRS which, after ongoing capacity building and technical support, will be implemented by private sector, government and communities in a sustained manner.”

The CRMRS is therefore not so much a project, but more so the adoption of a system based on agreed upon and shared roles and responsibilities in addressing the root causes of, preventing, identifying and remediating child protection violations between communities, civil society, private companies, and public authorities. The main goal in adopting the CRMRS is to ensure children at risk of or affected by child labour, violence, neglect, abuse and harassment access their fundamental protection rights throughout the supply chain. It achieves this through three mutually reinforcing objectives:

1. Communities are empowered and feel ownership to act as a lookout, support structure and change agent for child protection at the community level;
2. Child protection incidents (i.e. individual children) and risks (i.e. sourcing/extraction sites not meeting social sustainability process and practices to reduce likelihood of incidents) are responded to in an effective, multi-sectoral, coordinated and timely manner through trained professionals and relevant service providers as part of company HRDD and local child protection systems;
3. Children, youth and families have improved access to education, livelihood/income and other necessary support services (e.g. health, psychosocial support, birth registration) through effective and localized responses which support identified child protection cases.

Together, these objectives seek to transform how the sector addresses child labour and other child protection violations. **From isolated supply chain-based and reactive measures to preventive, transparent, and integrated systems that strengthen community and public State efforts in line with national development plans and priorities.**

CRMRS has been shown to lead to:

- **Pre-Competitive Collaboration:** Shared methodology, data systems, and resources.
- **Multi-Stakeholder Engagement:** Operates based on agreed upon roles and responsibilities between companies, communities, CSOs, and government.
- **Community Ownership:** Builds collective responsibility, empowerment and agency with existing structures for long-term impact.
- **Tackle Root Causes:** Enables communities to identify and address drivers of protection issues in their own community.
- **Sourcing/Extraction Site-Level Standards:** Promotes sustainable systems and practices agreed upon between all companies to prevent violations on sites.
- **Comprehensive Monitoring & Remediation:** Addresses child protection holistically, not just child labour.
- **Continuous Observation:** Community-led monitoring avoids reliance on company field staff and self-reported data.
- **Integrated Remediation:** Strengthens local and national child protection systems through shared resources.
- **Improved Data Quality for Action:** Interactive real-time dashboard for collective action.
- **Complementarity:** Aligns with existing corporate sustainability efforts (e.g. livelihoods, education, women's empowerment).
- **Sustainability & Scalability:** Designed for integration into daily operations with minimal disruption.



Julie Reneau · Vous
Motivated to transition to a regenerative economy tog...
17 h · Modifié · 🌐

There are certain moments in a 30-year career that leave a lasting impact and continue to fuel my belief that coffee can be a force for good. Yesterday was one of those days.

We gathered with the Kabatundo community in the beautiful Rwenzori mountains of Uganda to celebrate the one-year anniversary of the Child Rights Monitoring and Remediation System (CRMRS). It may seem strange to celebrate a solution to a basic human right, but this celebration was so much more. It was expressing the revival of a coffee community, the hope that coffee can bring a brighter future for children and their families.

So what did make this moment truly special?

👉 Firstly, the people: from volunteers of communities to children to parents to partners and local authorities, there was a collective understanding that altogether we can challenge the status quo and shape the future we want.

👉 Secondly, the people: the community based approach of the CRMRS is the strongest model I ever witnessed. It is not about taking cases in isolation. It is about collectively tackling systemic root causes and implementing systemic solutions rooted in communities.

👉 Thirdly, the people: we were overwhelmed with emotions, smiles, words of gratitude specifically regarding empowerment and skills training.

Child protection is a non negotiable criteria for our coffee sourcing. As a coffee roaster, we had 2 choices: Act or Escape.

At Nestlé Nespresso SA, we opted for Actions!

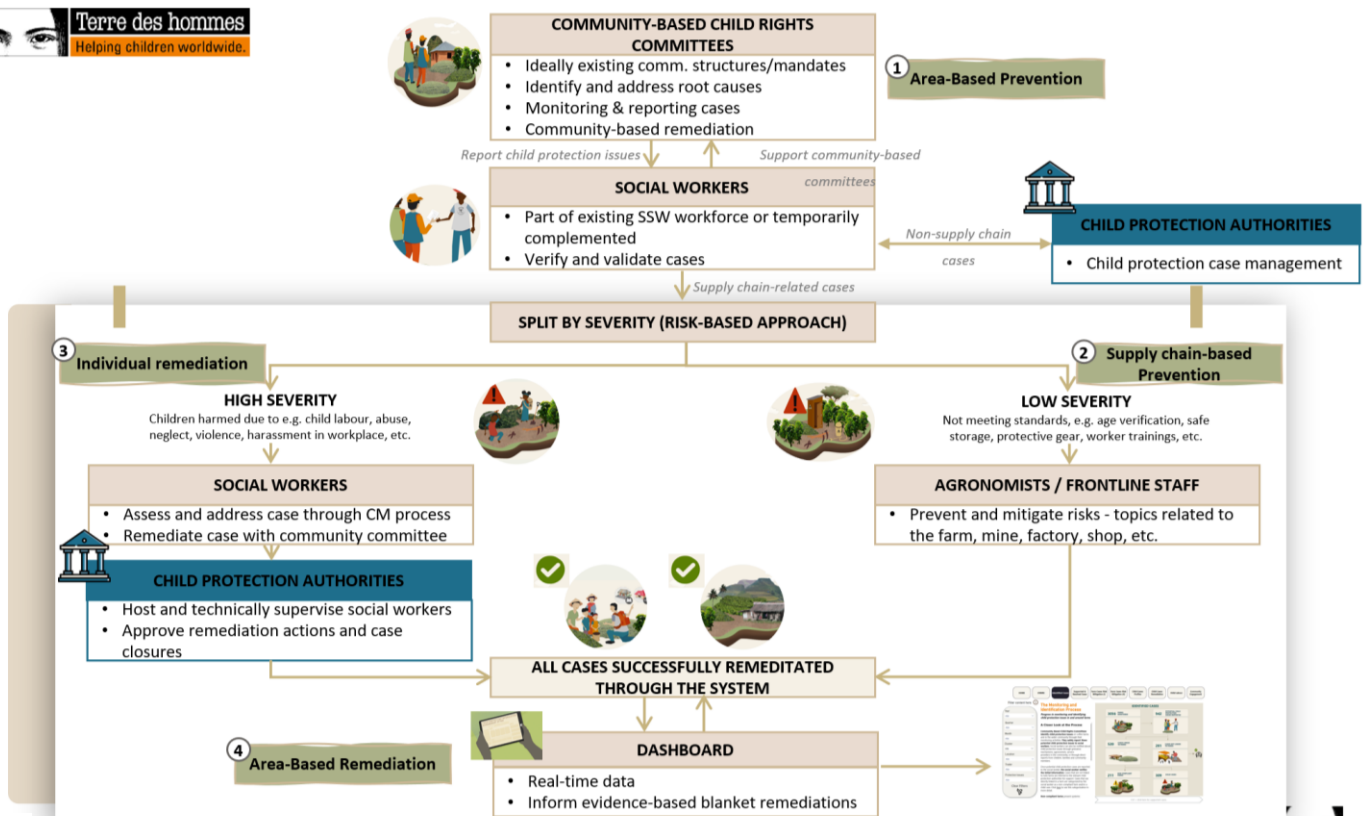
The journey is long and challenging but we are grateful to be accompanied by remarkable partners who built trust and shared vision with local civil society: Terre des hommes switzerland, Volcafe Kyagalanyi Coffee Ltd, CEFORD

Special thanks for their commitments to : Roy tjan, okaya John Bosco, Samuel Mafabi, Geert Jan Heusinkveld, Jeremy Mpalamba, Marta Garofalo Phyllis Warui Sarah Langrand Charles Ssemwogerere and many more behind the scene.

#humanrights #HRDD #CS3D #childrights

How the CRMRS Works

Through local engagement, the CRMRS operates based on agreed upon roles and responsibilities between communities, companies, CSOs and government.



Local authorities, the private sector, local civil society and communities will be engaged in inception and follow-up workshops on the design, deployment, management and running of the CRMRS. These engagement will lay the necessary foundations for the CRMRS – including roles and responsibilities between actors, integration with existing protection systems, and sustainability strategies for the CRMRS in line with national development plans.

By leveraging on, engaging with and supporting existing community structures, volunteers and mandates, Community-Based Child Rights Committees (CBCRCs) are mobilized as voluntary community action groups which act as a lookout, support structure and change agent for child protection at the community level. CBCRC members (for example para-social workers, community leaders, cooperative farm representatives, and youth) will be trained on child rights, child protection, child labour, community action, and safe identification and referral of child protection cases. Through local CSO community facilitators, they will be supported to: 1) develop their own constitution, manage their own membership, and set their regular meetings, 2) lead on addressing and tackling the root causes to the main child protection issues in their own communities using a [proven methodology](#), 3) conduct individual household/site visits to monitor for and identify potential child protection issues through an observation-based system both on the sourcing/extraction sites and in the wider community, 4) safely refer identified child protection issues to social workers, and 5) support individual child protection cases through community-based remediation. The latter will not only be facilitated through community para-social workers, but also through the establishment of Community Child Protection Funds (CCPFs). These CCPFs – co-financed by private sector partners and community savings groups, managed by the CBCRCs, and utilized by the social workers – provide sustainable emergency cash assistance to urgent individual cases for e.g. protection support, access to education and medical care. It leverages on the inherent self-reliance of communities to build a resilient support system for child protection in their own communities. CBCRCs will be registered and establish clear reporting pathways with the local child protection authorities.

Each CBCRC will be connected to a professional social worker responsible for the verification and handling of reported child protection issues. To strengthen company and institutional capacity for effective remediation, the CRMRS adopts a sustainable approach by capitalizing on, fully integrating with, and further strengthening public State child protection systems. Social workers will be seconded to the local child protection authorities under an agreement with the government. As part of the existing child protection system, they will assess and address the needs of individual child protection cases. Farms not meeting social sustainability standards (i.e. processes and practices) to prevent child labour and other child protection incidents from occurring on farms, will be referred to company field staff by the social workers. These company field staff will support the sourcing/extraction sites to mitigate child protection risks at the site. The social workers, local child protection authorities, and company field staff will be equipped with knowledge and skills to: 1) assess and respond to child protection incidents and risks through a systematic, coordinated and timely process, and 2) work with the CRMRS Digital Information Management Tool to facilitate this process.

The CRMRS Digital Tool

In partnership with [Salus](#), Tdh has tailored [the global standard protection case management digital tool](#) to be used for child rights monitoring and remediation in the private sector. With the global standard tool already used by over 16.0000 users across 60+ countries and adopted by national governments as their protection information management system, the tailored CRMRS Digital Information Management Tool guides the frontline workers through the process, ensures timely responses and accountability, while maintaining strict confidentiality standards. It also provides real-time aggregated data intelligence and evidence through a connected dashboard for companies, supporting further strategy development and decision-making.

The CRMRS thereby provides :

- **Area-based prevention:** CBCRCs adopt [a researched approach](#) to assess and address root causes of the main protection issues in their own community. Through deeply participatory methods, evidence-informed and innovative solutions are generated and implemented by children, communities and small business holders to open the way toward sustainable community systems change.
- **Supply chain-based prevention:** Companies and relevant stakeholders come together to develop localized standards for sourcing/extraction sites to prevent child labour and other child protection issues from occurring – e.g. safe storage practices, age verification processes, trainings for workers, and protocols for employing young workers. CRMRS continuously monitors for compliance and supports sites to mitigate risks when compliance is not met.
- **Individual remediation:** To integrate with and strengthen government protection systems, additional social workers funded by the companies are seconded to local authorities to address gaps in the existing system. Based on an agreed upon transition strategy and in line with national development plans, social workers will then be absorbed by the national system in due time.
- **Area-based remediation:** CRMRS provides high-quality data by deploying [the global standard and in multiple countries government adopted case management digital tool](#). Now tailored, by Tdh and [Salus](#), for use in private sector supply chains – it is inter-operable with government data systems and follows locally agreed upon data protection protocols. It also provides real-time aggregated data intelligence through a connected dashboard - supporting companies' collaborative interventions to address the main issues, trends and root causes at area-level.

Case study: The community-based Child Rights Monitoring and Remediation System (CRMRS) in Uganda

As part of a global partnership with Nestlé Coffee, holding some of the leading coffee companies in the world, Terre des hommes has supported the company in developing and implementing a community-based Child Rights Monitoring and Remediation System (CRMRS). The CRMRS focuses on prevention, continuous monitoring, identification and remediation of child rights violations on the coffee farms and in the communities from where coffee is sourced. It ensures that children who are at risk of/or exposed to child labour, violence, neglect, abuse and harassment are identified and receive an effective, timely, multi-sectoral and child-friendly response from relevant service providers under the local child protection system in a coordinated and accountable manner. The CRMRS adopts a holistic, innovative and sustainable approach by capitalizing on and strengthening local and national child protection systems. It does this by **supporting and working closely with both national child protection authorities and community-based structures around the farms.**



COMMUNITY-BASED PREVENTION, MONITORING AND IDENTIFICATION

- 1) Communities play an important role in preventing, monitoring and identifying child rights violations. The CRMRS supports them to form a **Community-Based Child Rights Committee (CBCRC)** which acts as a lookout, support structure and change agent for child protection at the community level.
- 2) CBCRCs are supported to: A) develop their own constitution, manage their own membership, and set their regular meetings, B) **lead on addressing and tackling the root causes to the main child protection issues in their own communities** using a [proven methodology](#), 3) conduct individual household/coffee farm visits to monitor for and identify potential child protection issues through an observation-based system both on the coffee farms and in the wider community, 4) **safely refer identified child protection issues** to social workers, and 5) **support individual child protection cases through community-based remediation.**



REMEDIAL SUPPORT FOR CHILDREN

- 3 Each CBCRC will be connected to a **professional social worker who assesses and addresses the needs of each child protection case.** They provide direct support and involve relevant community-based service providers. Farms not meeting social sustainability standards (i.e. processes and practices) to prevent child labour and other child protection incidents from occurring on farms, will be referred to coffee company agronomists who will support the farms to mitigate child protection risks at the farm.
- 4 **Children in child labour will be supported to access education, livelihoods/income support and other basic services.** For this, local referral pathways will also be strengthened/established.
- 5 **Existing local financing schemes contribute to a community child protection fund,** which is managed by the CBCRC. The fund is available to the community and functions as an emergency fund for urgent child protection cases.

INTEGRATION OF SUPPLY CHAIN AND GOVERNMENT EFFORTS

- 6) In contexts where social workers do not exist or do not have the capacity to respond to identified child protection cases, **social workers are put in place as part of the national child protection system.** They are hosted and supervised by the child protection authorities.
- 7) An [innovative technology application](#) guides social workers and agronomists through the monitoring and remediation process, ensures timely responses and accountability, and provides **access to real-time data for companies** while maintaining strict confidentiality standards.



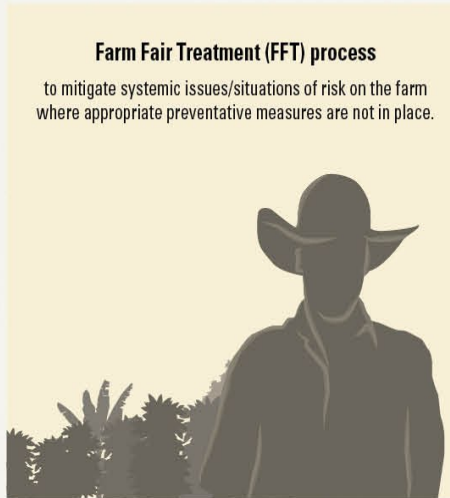
REMEDICATION SUPPORT FOR CHILDREN

RISK MITIGATION AT FARM LEVEL AND TAILORED SUPPORT AT INDIVIDUAL LEVEL

When child protection concerns or incidents are identified, cases that are not linked to farms are referred to the relevant child protection authorities. Concerns or incidents that are linked to an farm are taken up by the social worker.

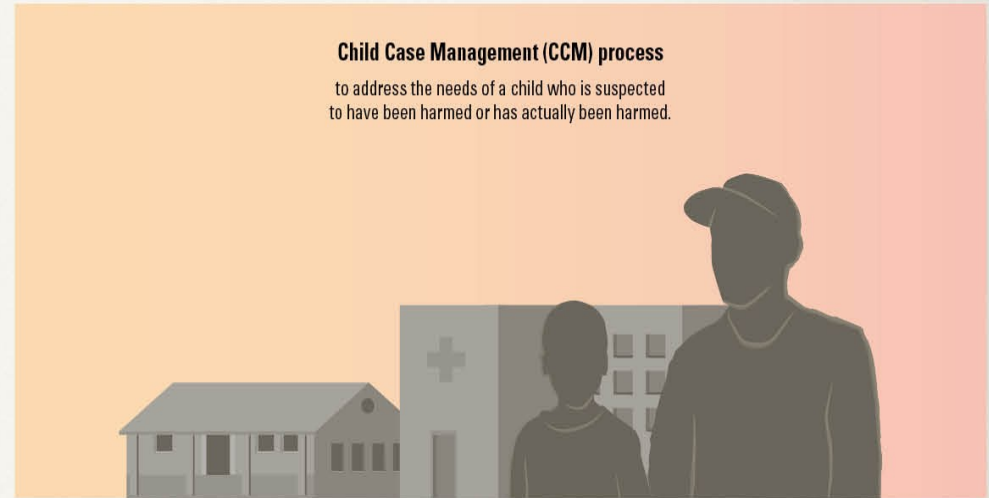
The social worker verifies the initial information. A child protection **CONCERN** indicates that the child is at risk, but that no actual harm has taken place. In those cases, the social worker transfers the case to an agronomist, who follows the Farm Fair Treatment process (FFT) to mitigate any potential risks to children at the farm.

A child protection **INCIDENT** on the other hand is when harm has actually come to the child. In this case, following informed consent, the social worker begins the Child Case Management (CCM) process to address the needs of the child.



Farm Fair Treatment (FFT) process

to mitigate systemic issues/situations of risk on the farm where appropriate preventative measures are not in place.



Child Case Management (CCM) process

to address the needs of a child who is suspected to have been harmed or has actually been harmed.

Child protection CONCERN

Systemic issues/situations on the farm where appropriate preventative measures are not in place, and as a result children have been harmed or there is potential for children to be harmed.

Example:

A farm is not taking reasonable steps to determine and verify the age of young workers (above the legal working age but below 18) before they start work, does not have a list of young workers active at the farm, is not providing training to their workers regarding child protection and how to raise concerns, does not have grievance mechanisms in place, and does not ensure young workers are using protective equipment when operating machinery or using tools that are considered dangerous.

**Child protection INCIDENT
Non-severe case**

Situations where a child is suspected to have been harmed or has actually been harmed.

Example:

A child at a farm is found to be in child labour or affected by violence, neglect, abuse or harassment – although the situation of the child is NOT considered as life-threatening, is NOT suspected to have a lifelong negative impact on the welfare of the child, and/or it is NOT a recurring case or a situation where the family continues to approve the practice.

**Child protection INCIDENT
Severe case**

Situations where a child is suspected to have been harmed or has actually been harmed.

Example:

A child at a farm is found to be in child labour or affected by violence, neglect, abuse or harassment – and the situation of the child IS considered as life-threatening, IS suspected to have a lifelong negative impact on the welfare of the child, and/or it IS a recurring case or a situation where the family continues to approve the practice.

Cases not linked to farms

Referred to child protection authorities

Handled by agronomists
(Supervised by social workers)

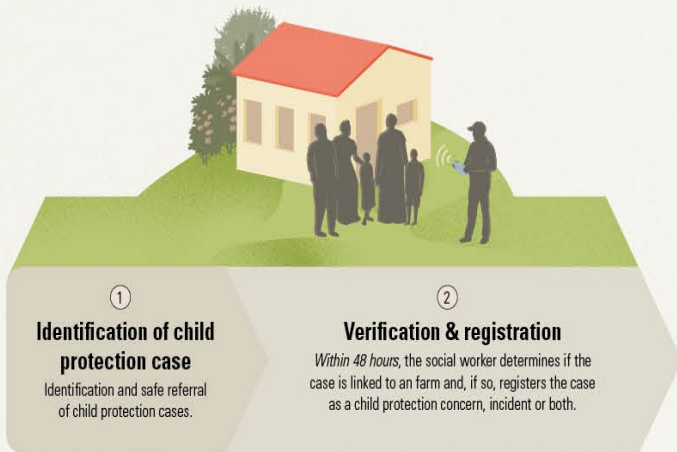
Handled by social workers
(Supervised by the child protection authorities)

REMEDATION SUPPORT FOR CHILDREN

A CLOSER LOOK AT THE PROCESS

Community-Based Child Rights Committees identify child protection concerns and incidents on farms and in the wider community. They safely refer these cases to social workers. Social workers can also be notified about child protection cases through agronomists, service providers in the community, or through direct reports from children, families and community members.

Once child protection cases are identified and referred to the social worker ①, the remediation process is started ② and handled by the Farm Fair Treatment (FFT) process and/or the Child Case Management (CCM) process ③ ④ ⑤ ⑥.



cases not related to farms are referred to child protection authorities

