

## Cases handled by the National Contact Points for the OECD Guidelines for Multinational Enterprises

The OECD Guidelines for Multinational Enterprises (Guidelines) represent a global framework for responsible business conduct covering all areas of business responsibility including disclosure, human rights, employment and industrial relations, environment, anti-corruption, competition and taxation.

Countries adhering to the Guidelines are required to set up National Contact Points (NCPs) which are tasked with furthering their effectiveness. As part of their mandate, NCPs provide a mediation and conciliation platform for helping to resolve cases (known as “specific instances”) of the alleged non-observance of the Guidelines.

### How do NCPs handle cases in practice?



**1. Initial assessment** The NCP evaluates whether the issues raised merit further examination and either accepts the case or publishes a statement explaining why it has not accepted the case.



**2. Support** The NCP offers its “good offices” (dialogue, mediation, conciliation services) to both parties with a view to resolving the issues.



**3. Conclusion** At the end of the process, the NCP publishes a statement regarding the issues raised in the case, the support offered by the NCP and the outcomes.

# A unique grievance mechanism



**SCOPE:** Since 2000, NCPs have received more than 425 cases relating to company operations in over 100 countries and territories.



**THEMES:** The majority of cases deal with employment and worker issues (55%), followed by human rights (30%) and environment (20%). However since 2011, when a human rights chapter was added to the Guidelines, human rights cases have accounted for 56% of all cases.



**SECTOR:** 32% of cases since 2000 relate to issues arising from multinational enterprises operating in the manufacturing sector. However, cases concerning the financial sector are on the rise, accounting for over 20% of all new cases between 2014 and 2017.

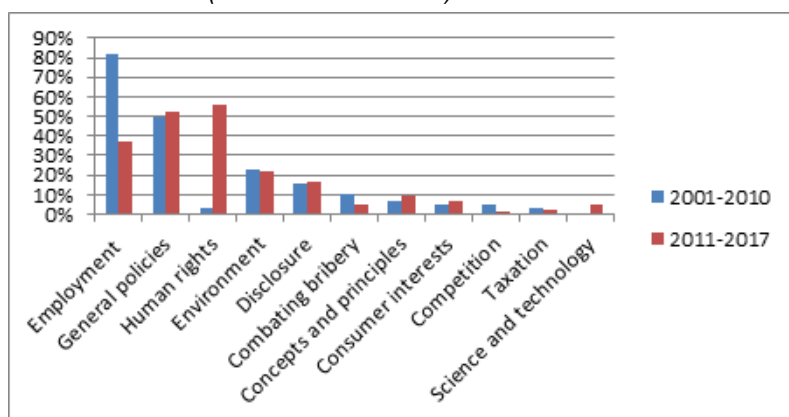


**SUBMITTERS:** Trade unions and non-governmental organisations (NGOs) account for 82% of the cases submitted to NCPs since 2000. Individual companies and government officials have also submitted cases to NCPs.



**OUTCOMES:** Between 2011 and 2017, approximately half of all cases (48%) which were accepted for further examination by NCPs resulted in some form of agreement between the parties; approximately 37% resulted in an internal policy change by the company in question.

## Main themes of specific instances (before and after 2011)



For more information please visit:  
[mneguidelines.oecd.org/ncp.htm](http://mneguidelines.oecd.org/ncp.htm)

## These cases have contributed to protecting:



### HUMAN RIGHTS

A case handled by the Swiss NCP involved alleged human rights violations of migrant workers related to the construction of facilities for the FIFA 2022 World Cup in Qatar. Through mediation hosted by the NCP, the parties reached an agreement and developed a detailed action plan for promoting decent and safe working conditions for migrant construction workers. Subsequent to the mediation FIFA also introduced human rights criteria into its assessment of bids for hosting of the 2026 games.



### WORKERS

A case was brought to the Dutch NCP involving a subsidiary of Heineken which had dismissed 168 former employees in the DRC between the years 1999 and 2000. Through the mediation arranged by the NCP, Heineken agreed to provide significant financial compensation to the dismissed workers, a remedy they had been seeking for nearly 17 years. Heineken also indicated that it will draw up a policy and guidelines on how to conduct business and operate in volatile and conflict-affected countries.



### THE ENVIRONMENT

The NCP of Austria concluded a specific instance involving the construction of the Mekong Delta Xayaburi dam in Laos which the submitters claimed would have severe negative environmental impacts and affect local farming and fishing communities. Upon mediation with the Austrian NCP ANDRITZ HYDRO, one of the companies involved in the construction and operation of the dam, committed to develop human rights and environmental policies in accordance with the OECD Guidelines and to share information about the dam and resettlement with relevant stakeholder groups.