

Summary Note

Organisers

CSR Europe ([webpage](#))

Fair Play Human Rights Consulting ([webpage](#))

Title of the session

Embedding the corporate responsibility to respect human rights. Trends and challenges in the implementation of the UN Guiding Principles towards the promotion of a multi-stakeholder dialogue and cooperation.

Time and Room number

3 December, 8:00-9:30am Room XI

Names of the panellists and moderator

Moderator: Jan Noterdaeme, Senior Advisor on External Relations, CSR Europe

Panellists:

- Business representatives (CSR Europe members and non-members):
 - Monica Bowen-Schrire, Senior Advisor, Corporate Sustainability & Environment, Vattenfall AB
 - Sibylle Baumgartner, Project Manager, Corporate Responsibility, Kuoni Travel Holding
 - Yves Nissim, VP, head of Transformation and operation in CSR, Orange
 - Angel Fraile, Sustainability Manager, Enel S.p.A.
- NGO representative: Jana Heinze, Project Manager at econsense
- CSR Europe: Alice Pedretti, Project Manager and coordinator of the Business & Human Rights project
- The co-organising organisation: Mary Johnson, Human Rights expert and founder at Fair Play Human Rights Consulting

Short summary of the main points relayed by the presenters (1x paragraph for each panellist)

In line with the two main take-aways from the UN Forum (delivery and collaboration on human rights), on the third day, CSR Europe and Fair Play Human Rights Consulting hosted a unique session focused on company experience in implementing human rights within company functions and the supply chain.



and monitoring.

Experiences were shared with examples from Orange, Vattenfall, Enel, Kuoni Travel Holding, and CSR Europe National Partner econsense.

At the [seminar](#) with over 100 participants, valuable interaction took place on embedding the respect for human rights while promoting a multi-stakeholder dialogue and cooperation.

Main points emerged from the presentations include:

- Importance of **stakeholder engagement** in human rights policy development, implementation

- Investment in sufficient **resources and time** to put in practice what is in the policy. To this end, **sponsorship/clear commitment** of the Board gives a clear signal that the company is 'serious' about it.
- Involvement of **local actors** in the due diligence activities
- **Cooperation with peers** – instead of competition – for increased leveraged.
- The need to increase **government-business dialogue**.

Key issues of discussion- record of ensuing discussion and interventions from the floor

From the debate, it became evident that companies still find reporting to be a challenge.

And, it is also evident how reporting has become a priority especially in Europe where 6000 corporations by 2018 will have to report on non-financial information and diversity, in compliance with the new EU Directive

A second key issue that was raised was in connection to human rights training programmes. These need further work in order to provide adequate support and guidance to the different functions and locations within a company. The programmes should also be designed in a way that instils behaviour change and capability to address impact.

Additionally, it was found that companies are working hard - in collaboration with NGOs - on the third pillar of the UNGPs 'Grievance mechanisms'. However, a number of challenges are still apparent:

- Overcoming cultural differences, when implementing corporate policies at a local level;
- Adopting a continuous improvement approach;
- Implementing KPIs to measure performance of grievance mechanisms.

To address the need to enhance the internal process of dealing with complaints, CSR Europe elaborated on its work with companies to develop the [Management of Complaints Assessment \(MOC-A\) tool](#) and report on the initial findings entitled '[Assessing the effectiveness of company grievance mechanisms](#)'.