



Operational-level grievance mechanisms – making them work for workers: lessons learnt from practice

Parallel session

29 November

08:15-09:45

Organized by the Ethical Trading Initiative (ETI)

Outline: This parallel session, which is part of the 2017 Forum’s track on “making operational-level grievance mechanisms (OLGMs) work”, will focus on the questions of how to make OLGMs work for workers. It aims to examine practice from different sectors and address key questions such as:

- What do good OLGMs for workers in line with the effectiveness criteria of the UN Guiding Principles on Business and Human Rights look like? What good practices exist?
- What are the key challenges to designing and implementing an effective worker grievance mechanism? Are the key challenges the same across industries or sector-specific?
- What are the advantages of industry collaboration on worker grievance mechanisms?
- When developing an operational grievance mechanism in collaboration with a trade union, what lessons did the company learn? Which elements were successful and replicable?
- What are the limitations of company-run grievance mechanisms, eg. in large, diverse supply chains? How should they be addressed?
- Can we discern any industry-specific/wide good practice as to what works and what does not?
- What amounts to OLGMs being “rights compatible” in particular contexts and sectors?

Speakers:

- Moderator: Peter McAllister, Executive Director, ETI
- Caroline Haycock, Director of Ethical Trade & Corporate Responsibility, Debenhams Retail
- Bob Mitchell, Vice President, Responsible Business Alliance
- Ruwan Subasinghe, Legal Officer, International Transport Workers' Federation