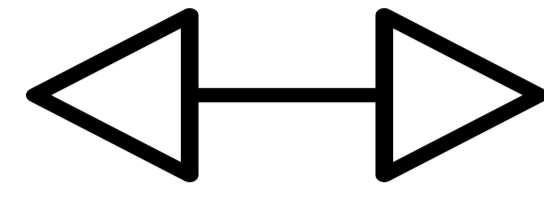


ETHICAL GRIEVANCE MECHANISMS



SAFEGUARDED WORKERS



RESPONSIVE, RESPECTFUL EMPLOYERS & RECRUITERS



1 ETHICAL

Employer / recruiter and its responsible persons are fully committed to 'do no harm,' seeking informed consent from workers before actioning grievances, treating workers with respect, and maintaining worker safeguards at all times.

2 PROFESSIONAL

Employer's / recruiter's grievance policy and procedures are ethical, well-documented, and well-communicated to all employees in all relevant languages.

Responsible persons in the grievance mechanism are knowledgeable, qualified, and trained to serve in the grievance mechanism, with no conflicts of interest. They are fully informed of workplace rules and worker benefits, and understand labour recruitment and factory floor / farm / vessel operations in order to better understand jobseeker and worker grievances.

3 INCLUSIVE

Language, gender, nationality of the workers, and literacy are considered when setting up grievance channels to maximize inclusiveness.

4 ACCESSIBLE

Jobseekers and workers have easy, private access to a range of grievance channels, both in-house and third party, with no threat of retaliation.

Grievance channels are available down to the first mile, meaning from the beginning of the recruitment process and not just in the workplace.

5 SAFE

Employer / recruiter prioritizes safety, confidentiality, privacy, and efficient response to urgent issues.

Employer / recruiter has and enforces a zero tolerance policy against retaliation.

Responsible persons are trained and provided with clear protocols and procedures for managing urgent jobseeker- and worker-reported issues.

6 IMPARTIAL

Employer / recruiter ensures that responsible persons in the grievance mechanism are unbiased, uncompromised, and refrain from judgment when hearing the perspectives of workers.

Responsible persons are neutral and non-discriminatory, and do not have any real or perceived conflicts of interest that may compromise their ability to behave ethically and provide jobseekers and workers with fair treatment.

7 TIMELY ACTION

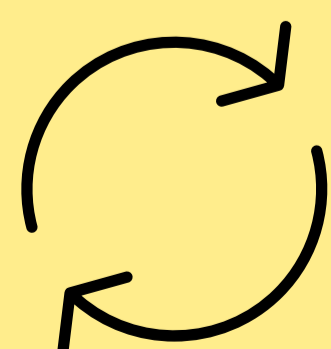
Investigation, remediation, and resolution of jobseeker- and worker-reported issues are carried out in a timely manner.

8 EFFECTIVE

Grievance mechanisms are effective. They yield positive results for migrants, workers, and business - not only for remediation, but also to guide systems strengthening so that the same issues do not occur in the future, whether they relate to the recruitment process or to management of workplace conditions.

RESULTS FOR WORKERS, RESULTS FOR BUSINESS

BETTER BUSINESS INTELLIGENCE



MEANINGFUL WORKER ENGAGEMENT



MORE ETHICAL BUSINESS PRACTICES



BETTER LABOUR CONDITIONS ACROSS ENTIRE SUPPLY CHAINS

