Notification mechanism

This template is in line with the effectiveness criteria for complaints procedures, to be inserted to a digital platform that ensures anonymity and confidentiality, similar to the platforms used for whistleblowing. It's important to make the notification mechanism available in the **languages relevant to your markets and supply chains**. Many digital platforms provide automatic translations once complaints are submitted.

The template covers the topics of the Corporate Sustainability Due Diligence Directive (human rights, including workers’ rights, and the environment). It needs to be accompanied by an instruction on how to handle the received complaints.

Adapt the template to your company.

**Speak up!**

**… if you experience or see any harm happening to people or the environment in [company's] operations, or in the operations of companies related to [company].**

**What do we mean by harm to people or the environment?**

This includes anything that negatively affects people or the environment. It could be unfair or unsafe working conditions, impacts on communities or consumers, or pollution and environmental degradation.

We encourage you to speak up about any harm caused by us or our business partners in our value chains, whether it's affecting workers, communities, or the environment.

**Who can speak up?**

Anyone can speak up, but especially if you are:

* affected or believe you could be affected by harm to people or the environment
* a representative of an affected person, for example a civil society organisation, community-based organisation or a human rights defender or a workers’ representative speaking on behalf of workers
* a civil society organisation with experience in environmental issues.

**How do you speak up?**

Follow the instructions in this form [add link]

After speaking up, you’ll receive an ID and a password on the screen. Keep these safe because you’ll need them for future communication with our team.

**Need help during the process?**

For help filling out the form, watch this video [add link to video].

For independent advice, contact [add email address, telephone number/WhatsApp/ Signal to a civil society organisation or other stakeholder your company enlists for this purpose].

If you need a lawyer, you can check out this directory:

* Business & Human Rights Resource Centre’s Lawyer Directory <https://www.business-humanrights.org/en/big-issues/corporate-legal-accountability/lawyers-directory/>

For information about global and national unions, visit these links:

* International Trade Union Confederation <https://www.ituc-csi.org/?lang=en>
* IndustriALL <https://www.industriall-union.org/>
* Building and Wood Workers’ International <https://www.bwint.org/>
* International Transport Workers’ federation <https://www.itfglobal.org/en>
* International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations <https://www.iuf.org/>
* UNI Global Union <https://uniglobalunion.org/>

**What happens after you speak up?**

A [company] coordinator will receive your concern and respond within 24 hours (Monday to Friday). They’ll pass it to the right team based on the issue and location.

Within 30 days, we’ll let you know if we find your concern founded or unfounded, and explain why. If we find it founded, we’ll share the next steps with you. The focus will be on arriving at a shared understanding of underlying problems and reaching agreed solutions. This means you may need to provide more information, but you can stay anonymous throughout the process if you communicate through this platform.

We typically involve representatives of the relevant staff function or business area in the process – unless there is a conflict of interest – as well as representatives from [add e.g. legal department] as needed. If third party expertise is brought into the process, we will communicate this with you.

If we caused or contributed to the harm, we will work with you to remediate it. The solution could involve an apology, restoration of the person to the situation he or she was in before the harm happened, rehabilitation of health or land, compensation, or measures to make sure it doesn’t happen again. If the harm was caused by someone else in our value chain, we’ll use our leverage to influence them to remediate it.

We aim to resolve issues within six months and will update you regularly. You can also request a follow-up at any time. In case of a severe harm, you have the right to meet with a [company] representative to discuss the harm and possible remediation.

Click on the "Follow up" button for further communication with our team, including if you have any questions.

**Unhappy with the decision?**

If you're not satisfied with our response, you can ask for a review by contacting one of our external ombudspersons [add link to external ombudspersons or similar function].

These ombudspersons are experienced lawyers who do not work for [company]. They act in accordance with professional discretion.

**How do you know it’s safe?**

Our Speak Up! service is run by an external partner to ensure your information stays safe, anonymous and confidential. All personal data is encrypted and protected.

If we need to share your information with the investigation team, authorities or other stakeholders we will do so without disclosing your identity – unless you agree to it. This is to keep you safe from any form of retaliation. [Company] employees or representatives who either disclose a complainant’s identity against their will or engages in any sort of retaliation towards a complainant will face disciplinary actions.

**Are there other ways to raise concerns?**

If you'd rather use another avenue, you can reach out to these alternative mechanisms:

*In our markets*

[Add links to the following and similar authorities and organisations in your markets:

* Supervisory authority for substantiated concerns, once it has been established under the Corporate Sustainability Due Diligence Directive
* Relevant courts, including labour court
* OECD National Contact Point for Responsible Business Conduct
* Work environment authority
* Discrimination authority
* Environmental protection agencies
* Consumer protection authority
* Data protection authority
* National human rights institution
* Ombudsperson]

*In other markets*

* ILO Database on Occupational Safety and Health Agencies, Institutions and Organizations <https://wwwex.ilo.org/dyn/interosh/f?p=14120:1:10173924926764>:::::
* National Contact Points for Responsible Business Conduct <https://mneguidelines.oecd.org/ncps/>
* National human rights institutions <https://ganhri.org/membership/>
* European Court of Human Rights <https://www.echr.coe.int/home>
* Inter-American Court of Human Rights <https://www.corteidh.or.cr/index.cfm?lang=en>
* African Court on Human and Peoples’ Rights <https://www.african-court.org/wpafc/>
* UN Treaty Bodies <https://www.ohchr.org/en/treaty-bodies>
* Special Procedures of the Human Rights Council <https://www.ohchr.org/en/special-procedures-human-rights-council>

*Multi-stakeholder initiatives*

* [add multi-stakeholder initiatives complaints procedures]

**Describe what has happened**

Please give us a clear explanation of what has happened so we can look into it further.

1. In what part of the business did the harm to people or the environment happen?

[add a drop-down of business areas]

2. In which country did this happen?

[add a drop-down of ALL countries in the world]

a. If you can, please give more details about the specific location.

3. Who/what is affected?

[drop-down]

Workers

Affected communities

Consumers and end-users

Environment

4. Please explain the harm in detail

[free text]

5. When did the harm happen?

[free text]

6. Do you want to stay anonymous?

[drop-down]

Yes

No

If no, please enter your name and email address

[free text]