

► Highlights

In October 2010, the ILO launched the Helpdesk for Business website to provide a one-stop shop for those seeking information, practical tools and training opportunities relevant to respecting principles of international labour standards in company operations. It also posts answers to questions received in the ILO Helpdesk for Business that are of interest to other users.

The web site of the ILO Helpdesk for Business has more than 3.5 million page views.



50,000

Visitors access the website of the ILO Helpdesk for Business each month



1,500+

Queries were answered by the ILO Helpdesk for Business receiving a confidential expert reply



22+

Sectors were specified in queries to the ILO Helpdesk for business expert team



► Find out more details on the annual report on ILO Helpdesk for Business

► Multinational Enterprises and Enterprise Engagement unit

The Multinational Enterprises and Enterprise Engagement Unit (MULTI) in the Sustainable Enterprises Department is responsible for the promotion of the MNE Declaration. The Unit supports ILO member States on using the MNE Declaration as a tripartite agreed framework for action to identify, discuss and address decent work deficits and opportunities in business operations, in line with the distinct and complementary roles and responsibilities of the government, social partners and enterprises. MULTI is leading ILO's work on responsible business conduct and the business and human rights agenda, building on the alignment of the three leading international instruments in these areas. The UN Guiding Principles on Business and Human Rights, the ILO MNE Declaration and the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct.

Through the ILO Helpdesk for Business, the Unit works directly with companies seeking to integrate principles contained in international labour standards and the MNE Declaration in their company policies and operations.

Multinational Enterprises and Enterprise Engagement Unit (MULTI)

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ILO Helpdesk for business on international labour standards

Are you looking for information on how to better align business practices with principles of international labour standards?

Are you seeking advice on how to enhance respect for workers' human rights as part of a responsible business strategy, sustainable procurement practices or due diligence processes?

Explore our Helpdesk for Business where you will gain insights into the ILO approach to responsible labour practices and connect with ILO experts!



► Find out more about the ILO Helpdesk for Business and get answers to your questions.

▶ Maximizing the positive contribution of business

A solid understanding of the principles contained in international labour standards is an essential part of how a company upholds its responsibility to respect human rights in its operations.

The ILO Helpdesk for Business is designed for company managers and workers to better align business operations with international labour standards as well as the ILO [MNE Declaration](#). The ILO Helpdesk for Business provides information on a wide range of labour topics, all derived from the ILO MNE Declaration:

- ▶ Child labour
- ▶ Collective bargaining
- ▶ Due diligence
- ▶ Employment promotion
- ▶ Freedom of association and the right to organize
- ▶ Forced labour
- ▶ General policies
- ▶ Non-discrimination and equality
- ▶ Safe and healthy working environment
- ▶ Security of employment
- ▶ Wages and benefits
- ▶ Working time

The ILO Helpdesk for Business does not address national legal obligations that companies have nor does it provide legal advice, or endorse company initiatives.



▶ Connect with ILO Experts!

The ILO Helpdesk for Business Experts Team answers specific questions on how companies can align their operations with the principles of international labour standards.

- ▶ The majority of questions are submitted by **companies, workers and their representatives, multi-stakeholder initiatives**, inter-governmental organizations, government agencies, employers' organizations and investors.
- ▶ The expert service is **free** and **confidential**. Responses are normally sent within **10 working days** unless the issue is particularly complex, requiring additional time.
- ▶ Questions considered useful for a wider audience are reformulated as a [Q&A](#) on the ILO Helpdesk website, with full protection of the user's identity.

▶ Talk it out

Where a company and a union voluntarily agree to take advantage of using the facilities of the ILO to meet and talk, without prejudice, the ILO provides a neutral ground for discussion of issues of mutual concern. Strict confidentiality is maintained throughout the dialogue process.

- ▶ For further information on this process, please see the [company-union dialogue webpage](#) and/ or contact the ILO Helpdesk for Business via assistance@ilo.org.



▶ ILO MNE Declaration

[The Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy \(MNE Declaration\)](#) is the only ILO instrument that provides guidance to encourage companies to maximize their positive contributions and to resolve difficulties in business operations and supply chains. This guidance is founded substantially on principles contained in international labour standards.

The MNE Declaration:

- ▶ Reflects the consensus of governments, employers, and workers on the **five key areas (general policies, employment, training, conditions of work and life and industrial relations)** where business contributions can have the greatest positive social impact.
- ▶ Recognizes the distinct roles of governments and enterprises, as well as ways in which employers' and workers' organizations can contribute.
- ▶ Promotes dialogue between multinational enterprises (MNEs), government and employers' and workers' organizations on issues of mutual concern.
- ▶ Focuses on policy coherence and provides detailed guidance to companies on social policy and responsible labour practices.
- ▶ Explains how governments can create an environment conducive to maximizing the positive contribution of business.



- ▶ Find out more about the ILO MNE Declaration for guidance on responsible business conduct, and how companies can contribute to achieving decent work (SDG 8) through their operations.