



# GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS

Implementing  
the United Nations  
"Protect, Respect and  
Remedy" Framework



UNITED NATIONS  
**HUMAN RIGHTS**  
OFFICE OF THE HIGH COMMISSIONER



UNITED NATIONS





# CONTENTS

<b>I. THE STATE DUTY TO PROTECT HUMAN RIGHTS</b>	<b>3</b>
A. FOUNDATIONAL PRINCIPLES	3
B. OPERATIONAL PRINCIPLES	4
<b>II. THE CORPORATE RESPONSIBILITY TO RESPECT HUMAN RIGHTS</b>	<b>13</b>
A. FOUNDATIONAL PRINCIPLES	13
B. OPERATIONAL PRINCIPLES	16
<b>III. ACCESS TO REMEDY</b>	<b>27</b>
A. FOUNDATIONAL PRINCIPLE	27
B. OPERATIONAL PRINCIPLES	28



Tā bīcāḥ g...ā... "Gīd. Pīā... Bī... a d H a Ṛ... :  
 I... U... d Nā... 'P... c, R... c a d R... d 'F a... ",  
 d... db... S āa R... ā... S c .a -G... a...  
 ,... a... a d . a... ā... a g... ā... a d... b... . T...  
 S āa R... ā... a... d... Gīd. Pīā... a...  
 H a Ṛ... G... ā (A/HRC/17/31), ... a... c d a... d c...  
 Gīd. Pīā... a d a... c... a d... d...  
 T... H a Ṛ... G... ā... d... Gīd. Pīā... 17/4  
 , 16J... 2011.





# I. THE STATE DUTY TO PROTECT HUMAN RIGHTS

## A. FOUNDATIONAL PRINCIPLES

1. States must protect against human rights abuse within their territory and/or jurisdiction by third parties, including business enterprises. This requires taking appropriate steps to prevent, investigate, punish and redress such abuse through effective policies, legislation, regulations and adjudication.

### *Commentary*

States have a duty to protect human rights within their territory and/or jurisdiction by third parties, including business enterprises. This requires taking appropriate steps to prevent, investigate, punish and redress such abuse through effective policies, legislation, regulations and adjudication.

The State's duty to protect human rights within their territory and/or jurisdiction by third parties, including business enterprises, is a positive obligation. It requires the State to take appropriate steps to prevent, investigate, punish and redress such abuse through effective policies, legislation, regulations and adjudication. The State's duty to protect human rights within their territory and/or jurisdiction by third parties, including business enterprises, is a positive obligation. It requires the State to take appropriate steps to prevent, investigate, punish and redress such abuse through effective policies, legislation, regulations and adjudication. The State's duty to protect human rights within their territory and/or jurisdiction by third parties, including business enterprises, is a positive obligation. It requires the State to take appropriate steps to prevent, investigate, punish and redress such abuse through effective policies, legislation, regulations and adjudication.

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2. States should set out clearly the expectation that all business enterprises domiciled in their territory and/or jurisdiction respect human rights throughout their operations.

### *Commentary*

All States should set out clearly the expectation that all business enterprises domiciled in their territory and/or jurisdiction respect human rights throughout their operations.

a d/ d c. N a a a d d d. a g d d c a b a. W. a a a b d g d. a Sa a ab ab, ad b b d c. T a c a Sa c a c a b c a ab, ad, a Sa d b T a c d d c a b b b d g a d g a, a d Sa a. Sa ad d a a a ac a d. S a d c a a a a c a. E a c d a a g a b a a a a c a. G d M a a E. O a a E g c G a d D a d a c a d a d b a a a a. Q a ac a d c a a a d c T c d c a a a c. ba d a a a c c. Va ac a g b. c d a d a c a a ab Sa a a a d d. a a a

## B. OPERATIONAL PRINCIPLES

### GENERAL STATE REGULATORY AND POLICY FUNCTIONS

#### 3. In meeting their duty to protect, States should:

- (a) Enforce laws that are aimed at, or have the effect of, requiring business enterprises to respect human rights, and periodically to assess the adequacy of such laws and address any gaps;
- (b) Ensure that other laws and policies governing the creation and ongoing operation of business enterprises, such as corporate law, do not constrain but enable business respect for human rights;
- (c) Provide effective guidance to business enterprises on how to respect human rights throughout their operations;
- (d) Encourage, and where appropriate require, business enterprises to communicate how they address their human rights impacts.

## Commentary

Sa d a a b a ab b  
 Sa ac a d d a a a a a  
 a d a a da a d a a b c  
 a

T a c a d c d c a  
 b c a a ca a a Sa  
 ac c . S c a a d c a a d ab a  
 a , , vac a d a - b b a . T  
 a . Sa d c a a c b  
 c d c a d ca a d a a a  
 a ab c a

l a a Sa d  
 c a a a a c a c a d  
 a a d a d a b  
 c a a , a ca a a a  
 a d c , c a acc a d c d  
 a a a d c a c b  
 d a d b

La a d a c a d a  
 b , c a a a d c a , d c a  
 b b . Y . ca a a  
 d d . a a ac ca a a d c  
 a a a a d c a d , a  
 d , d a d a . La a d a a  
 d d , a da c ab a c a  
 d a d a c . c c a  
 a b a d .

G da c b a a d  
 d ca c d a d a b . ac c . l d ad  
 a a a d c a a d d c , a d  
 d c a d a b a d a a a  
 a c c a a a b a c d b d  
 a a a c a d

... d ... d a b ... a d ... a ... a d  
 ... a ...  
 Na ... a ... a ... Pa ... Pa ... a  
 a ... a ... Sa ... d ... a ... a  
 a ... d ... a ... b ... a d a b ... c  
 ... c d, a d ... d a c ... a ... a ... b  
 ... a d ... -Sa ac ...  
 G ... ca ... b b ... add ... a  
 ... ac ca a ... a ... a c d a d  
 ... a b c ... Sa ... a ... a ... a  
 ... c ... ca ... a ... c  
 ... b b ... c ... ca ad a  
 ... a ... d c d ... c ...  
 ... a ... a d ... a ... c d ... A ...  
 ... ca ca b a c a a ... a ... b  
 ... a ... a ... ca ... a ...  
 P ... a ... a ca ... a a d ... b  
 ... d ... ca ... b ... acc ... a d acc ac  
 ... ca ...  
 A ... a ... a ... d ... ad a ... ca ... d  
 ... ac ... a ... a ... a d c ... d d a  
 a d ... ; ... a ... a ... d ... ; a d  
 ... a ... a d ... c ...  
 ... a a ... d ca ... a ... a ... ac  
 ... a c ... a b ... a ... ca ...  
 ... a c ... b ...

## THE STATE-BUSINESS NEXUS

4. States should take additional steps to protect against human rights abuses by business enterprises that are owned or controlled by the State, or that receive substantial support and services from State agencies such as export credit agencies and official investment insurance or guarantee agencies, including, where appropriate, by requiring human rights due diligence.

### Commentary

Sa d d a a d b a d a a  
 a a d g c a a a a a  
 a . W a b a d b Sa  
 a c c a b a b d Sa a ab a  
 b b a a a a a Sa  
 a a a b a M a b  
 Sa a a a a g a  
 Sa a a b g a  
 c a

W Sa a b a  
 a a a a a a a  
 a d a a c a a d  
 S a a a a a a a a d  
 d a a a a c a d  
 c d a a a d d c d  
 (T a a b c a a c  
 a , add d c a . II.)

A a a d a a Sa a  
 a d a d c b a c d  
 c d a a a a c a a a a  
 d a a a d d a c a . W  
 a a d a a a a d a a d a c  
 a a b a a a a a a  
 a a a a a a a a  
 a c a a d a a a a c d b  
 a . Sa .

G a Sa d g a a d a a  
 a a d d c b a a a d b  
 b a a c c a A  
 a d d c a b a a  
 a b a a a a a a a  
 a a .

5. States should exercise adequate oversight in order to meet their international human rights obligations when they contract with, or legislate for, business enterprises to provide services that may impact upon the enjoyment of human rights.

*Commentary*

Sa d... a... a... b...  
 ... d... ac...  
 ... Fa b Sa ... a b...  
 ... c... a... a...  
 ... Sa' a... b... a... a d... a  
 ... c... Sa... A a... c... a...  
 ... ac... ab... a... dca... Sa' ... ca...  
 ... c... a... Sa... d... a... ca  
 ... ac... c... d...  
 ... ad... d... d... a d acq... ab... ca...

6. States should promote respect for human rights by business enterprises with which they conduct commercial transactions.

*Commentary*

Sa g d c a ... a... a... b...  
 ... a... c... T... d  
 Sa ... d... a d... c...  
 a a ... a d ... c... a ... b... c d...  
 ... g... ac... d... a d... Sa' ... a... b... a...  
 ... d... a... a d... a... a...

**SUPPORTING BUSINESS RESPECT FOR HUMAN RIGHTS IN CONFLICT-AFFECTED AREAS**

7. Because the risk of gross human rights abuses is heightened in conflict-affected areas, States should help ensure that business enterprises operating in those contexts are not involved with such abuses, including by:
- (a) Engaging at the earliest stage possible with business enterprises to help them identify, prevent and mitigate the human rights-related risks of their activities and business relationships;



Sa d a b d b  
 d d ab a c-a c d a a .  
 T d a a a , a a d  
 c a c add d , c d .  
 a d d d c b b . W  
 d a , Sa d a a a . add  
 T a c d , a , ad . a c a ab .  
 d d a a d / a d c a  
 a b . a a ab . M , Sa d  
 d a a a ac a d add c ac , a  
 a . c a c a .  
 A a a add . Sa ' b a d . a a  
 a a a a a d c , a d d . a a  
 c a a .

## ENSURING POLICY COHERENCE

8. States should ensure that governmental departments, agencies and other State-based institutions that shape business practices are aware of and observe the State's human rights obligations when fulfilling their respective mandates, including by providing them with relevant information, training and support.

*Commentary*



### Commentary

G a ḡ c ḡ c cī a ḡ d d a . . . a ḡ a ḡ c d  
 Sa aā a ā a ā a ā a ā a d a b ā  
 a dī , c a ā a ā a . a d a d a ā a ā . Sa  
 ā . . . a ḡ a a ā a ḡ b ā . . . a ā a  
 ā c . . .

Ca āā . b ā d a d a a . . . ā . . . c ā a  
 ā ā a ḡ . . . a Sa ḡ . . . d . . . c , c d b  
 . . . ā b ā . . . ā . . . ā . . . ā . . . c a . . . a d b . . . ā c ,  
 . . . ḡ . . . ḡ . . . ḡ . . . a ḡ a c .

G c ā a c ā . . . a a ā a ā . . . ca . . . Sa . . .  
 ā . . . d . . . a d , b ā . . . c . . . a ā . . . , b ā . . . d  
 d , b ā . . . a c , a a d . G , ā . . . Sa ,  
 ā a ā a ā . . . a d . . . a d ca a ḡ a ā . . .

T G ā d . P ā . . . d a ḡ . . . c . . . a d ,  
 a d ḡ d . . . a a . . . b ā , b ā d . a c . . . a ḡ . . . c  
 . . . a . . . a ā . . . a c ḡ . . . c ā . . . a d . . . ā . . . a  
 . . . a d .

## II. THE CORPORATE RESPONSIBILITY TO RESPECT HUMAN RIGHTS

### A. FOUNDATIONAL PRINCIPLES

11. Business enterprises should respect human rights. This means that they should avoid infringing on the human rights of others and should address adverse human rights impacts with which they are involved.

#### *Commentary*

The text is heavily distorted and illegible. It appears to be a corrupted scan of a document. The visible fragments include "Sa", "Ad", and "a".

Additional text is also illegible due to corruption. Visible fragments include "Add", "B", and "Sa".

12. The responsibility of business enterprises to respect human rights refers to internationally recognized human rights – understood, at a minimum, as those expressed in the International Bill of Human Rights and the principles concerning fundamental rights set out in the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.

#### *Commentary*

The text is heavily distorted and illegible. It appears to be a corrupted scan of a document. The visible fragments include "B", "c", and "a".



### Commentary

B... a b... d... ad... a... ac...  
 ... act... a a... b... a...  
 ... G... P... 19 ab a... ca...  
 ... b... d add... a... F...  
 ... G... P... a b... ac... a... d...  
 ... c d b... ac... a d... ; a d... b... a...  
 ... d... d... c d... a... b... a...  
 ... a... a... a d a... -S a... S a... d... c... d...  
 ... b... a... , d c... c...

14. **The responsibility of business enterprises to respect human rights applies to all enterprises regardless of their size, sector, operational context, ownership and structure. Nevertheless, the scale and complexity of the means through which enterprises meet that responsibility may**

- (a) A policy commitment to meet their responsibility to respect human rights;
- (b) A human rights due diligence process to identify, prevent, mitigate and account for how they address their impacts on human rights;
- (c) Processes to enable the remediation of any adverse human rights impacts they cause or to which they contribute.

### Commentary

Businesses should have a policy commitment to meet their responsibility to respect human rights. This commitment should be based on the business' human rights expectations of personnel, business partners and other parties directly linked to its operations, products or services. Paragraphs 16, 24 and 25 of the Guiding Principles provide further details.

## B. OPERATIONAL PRINCIPLES

### POLICY COMMITMENT

16. As the basis for embedding their responsibility to respect human rights, business enterprises should express their commitment to meet this responsibility through a statement of policy that:

- (a) Is approved at the most senior level of the business enterprise;
- (b) Is informed by relevant internal and/or external expertise;
- (c) Stipulates the enterprise's human rights expectations of personnel, business partners and other parties directly linked to its operations, products or services;
- (d) Is publicly available and communicated internally and externally to all personnel, business partners and other relevant parties;
- (e) Is reflected in operational policies and procedures necessary to embed it throughout the business enterprise.

### Commentary

The policy commitment should be based on the business' human rights expectations of personnel, business partners and other parties directly linked to its operations, products or services. Paragraphs 16, 24 and 25 of the Guiding Principles provide further details. The policy commitment should be based on the business' human rights expectations of personnel, business partners and other parties directly linked to its operations, products or services. Paragraphs 16, 24 and 25 of the Guiding Principles provide further details.









(ii) Internal decision-making, budget allocations and oversight processes enable effective responses to such impacts.

(b) Appropriate action will vary according to:

(i) Whether the business enterprise causes or contributes to an adverse impact, or whether it is involved solely because the impact is directly linked to its operations, products or services by a business relationship;

(ii) The extent of its leverage in addressing the adverse impact.

### Commentary

The first part of the commentary discusses the concept of 'adverse impact' and how it is defined in the context of business operations. It mentions that an adverse impact is a negative effect on the environment or society that is caused or contributed to by a business enterprise. The text also notes that the impact must be directly linked to the business's operations, products, or services by a business relationship.

The second part of the commentary discusses the concept of 'leverage' and how it is defined in the context of business operations. It mentions that leverage is the ability of a business enterprise to influence the operations, products, or services of another business enterprise. The text also notes that leverage is a key factor in determining the extent of a business enterprise's responsibility for addressing an adverse impact. (Para 22).

When a business enterprise causes or contributes to an adverse impact, it has a duty to address the impact. This duty is based on the business enterprise's leverage in addressing the impact.

When a business enterprise is involved in an adverse impact solely because the impact is directly linked to its operations, products, or services by a business relationship, it has a duty to address the impact. This duty is based on the business enterprise's leverage in addressing the impact. The text also notes that the business enterprise's leverage is a key factor in determining the extent of its responsibility for addressing the adverse impact.

When a business enterprise causes or contributes to an adverse impact, it has a duty to address the impact. This duty is based on the business enterprise's leverage in addressing the impact. The text also notes that the business enterprise's leverage is a key factor in determining the extent of its responsibility for addressing the adverse impact.

... a ... c ... d, ... c ... a ... a ...  
 ... ab, ... a d ... a ...  
 ... a ... d ... ad ... a ...  
 ... c ...  
 T ... a d ... ca ... a ...  
 ... ca ... d a ... d ... ad ...  
 ... d ... d ...  
 I ... b ... a ... a ... a ... ad ...  
 ... ac, ... d ... A d ... ac ... a ... a b ... a ...  
 ... c a ... L ... a ... a b ... c a d b, ... a ...  
 ... ca ... a ... b ... d ... c ... a d ...  
 ... a b ... a ... ac ...  
 T ... a ... a ... c ... ac ... a ...  
 ... a ... ad ... ac ... a d ... ab ... c a ... a ... H ...  
 ... d ... d ... a ... a ... ac ...  
 ... c d b ... a ... a ... a ... ac ... d ...  
 W ... a ... a ... a ... d ... a ...  
 ... a ... A ... a ... d b ... d ... a ... a ... d ... a ...  
 ... d c ... a ... b ... a d ... c ...  
 ... a ... ab ... a ... c ... H ... a ... ad ...  
 ... a ... ac ... a ... b ... d ... d ... ab ...  
 ... c ... d ... c a ... b ... a ... a ...  
 ... d ... d ... a ... l ... a ... a ...  
 ... a ... ab ... a d ... a ... a ...  
 ... d b ... a ... a ... a ... ac ...  
 ... a d b ... a d ... acc ... a ... c ... a ... a ... a ...  
 ... a ... c ...

20. In order to verify whether adverse human rights impacts are being addressed, business enterprises should track the effectiveness of their response. Tracking should:

- (a) Be based on appropriate qualitative and quantitative indicators;
- (b) Draw on feedback from both internal and external sources, including affected stakeholders.

### Commentary

Tac... c a... d... ab... .. Tac... .. a  
 Tac... .. a b... .. d... a... .. a  
 Tac... .. d... d... a... .. ac... a d... d... ..  
 Tac... ..

B... .. d a... a... .. ac... ..  
 Tac... .. ac... .. d... d... a... .. a... ..  
 a b... .. d... .. ab... .. a... .. a... ..

Tac... .. d b... .. a d... .. a... .. a... .. c... ..

B... .. Tac... .. a ad... .. a... ..  
 Tac... .. Tac... .. c d... .. a c... .. ac... .. a d... .. a  
 a... .. a d... .. a... .. d... .. a... .. a d... .. a... ..

O... .. a... .. Tac... .. c... .. ca... .. a... .. a... ..  
 dbac... .. Tac... .. b... .. a... .. d... ..  
 Tac... .. c... .. d... .. a... .. c... .. d... .. (P... .. 29).

**21. In order to account for how they address their human rights impacts, business enterprises should be prepared to communicate this externally, particularly when concerns are raised by or on behalf of affected stakeholders. Business enterprises whose operations or operating contexts pose risks of severe human rights impacts should report formally on how they address them. In all instances, communications should:**

- (a) Be of a form and frequency that reflect an enterprise's human rights impacts and that are accessible to its intended audiences;
- (b) Provide information that is sufficient to evaluate the adequacy of an enterprise's response to the particular human rights impact involved;
- (c) In turn not pose risks to affected stakeholders, personnel or to legitimate requirements of commercial confidentiality.

### Commentary

T... .. c... .. a... .. a b... .. Tac... ..  
 Tac... .. ac... .. a d... .. c... .. Tac... .. ca... .. b... ..

a d ... a ... c ... a ... acic . S ...  
 G ... ca ... a ... a ... a ... c ... a d acq ... ab ...  
 ... d ... a ... a ... b ... ac d a d ...  
 ... a ... d ... c ... d ...

G ... ca ... a ... a ... c ... d ...  
 ... d ... a ... a ... c ... d ... a ... d ... a ... d ... a ...  
 ... b ... c ... F ... a ... a ... a ... a ... d ... a ... a ... a ...  
 ... a ... d ... a ... a ... / ... a ... ab ... c ... d ...  
 da ... a ... d ... a ... d ... a ... a ... a ... d ... a ... a ...

F ... a ... b ... c ... d ... a ...  
 ... ac ... d ... a ... b ...  
 ... a ... a ... G ... T ... d ... a ... d ... c ... a ... d ...  
 ... d ... ca ... c ... d ... a ... d ... add ... ad ... ac ...  
 ... a ... d ... d ... ca ... a ... ca ...  
 ... a ... d ... c ... d ... S ... - ... a ... c ... d ... ca ... d ...  
 ... add ... a ... d ...

**REMIEDIATION**

**22. Where business enterprises identify that they have caused or contributed to adverse impacts, they should provide for or cooperate in their remediation through legitimate processes.**

*Commentary*

E ... b ... a ... d ... acic , a b ... a ca ...  
 ... b ... a ... ad ... a ... ac ... a ... a ...  
 b ... ab ...

W ... a b ... d ... c ... a ... a ...  
 ... a ... d ... d ... c ... a ... a ... b ...  
 ... c ... a ... ac ... a ... d ... a ... b ...  
 ... G ... a ... ac ... O ... a ... a ... c ... c ... a ...  
 ... a ... ac ... d ... b ... b ... ac ... ca ... b ...  
 ... a ... ab ... d ... c ... a ... G ...  
 c ... a , a ... P ... a ... 31.

W ... ad ... ac ... c ... d ... a ... b ... a ...  
 ca ... d ... b ... d ... b ... a ... d ... c ... d ... a ...

, d c , w̄c b a b̄ . āh̄ . . . . . āb̄ .  
 c ā d̄ . . . . . ā . . . . . ā d̄ .  
 d̄āh̄ . . . . . a . a a , d̄ .  
 S̄ . . . . . āc a c̄ a a d , . . . . . cā .  
 . . . . . āh̄ . . . . . d̄āa c̄ā .  
 F . . . . . da c . . . . . c̄ā . . . . . c̄ . . . . . d̄āh̄ a b  
 . . . . . c d̄ . . . . . a āh̄ . . . . . ad̄ . . . . . ā . . . . . ac a  
 . . . . . d̄ . . . . . c d̄ . . . . . c̄a . . . . . acc . . . . . d̄ .

## ISSUES OF CONTEXT

**23. In all contexts, business enterprises should:**

- (a) Comply with all applicable laws and respect internationally recognized human rights, wherever they operate;
- (b) Seek ways to honour the principles of internationally recognized human rights when faced with conflicting requirements;
- (c) Treat the risk of causing or contributing to gross human rights abuses as a legal compliance issue wherever they operate.

### *Commentary*

A . . . . . āc a ā . . . . . a d̄ , ca ā . . . . . a a c̄ . . . . . ā . . . . .





cāī , , a c d a dī c ī dī dī dī ;  
 , a ī . dā dī b a . E a ī c d  
 . G . ( b c ī a a d āī acī ) , abī . b a , āī a  
 a ī ī ī ī , Naī a G . ac Pī . d . G d ī ī  
 M ī āī a E . ī . O āī āī ī , E g ī c G ī āī  
 a d D ī ī , a ī b d ī ī , c , a d G ī ī  
 G āī ī , c .

E ī acc ī d ī b ī - a d ī a ī ab  
 ī a ī a Sa āī a bī c a a ī a d ī a dī ī  
 . cāī , ī c a b acc d , a d a ī . ( a āī  
 ī ī ) ī dī ī .

Sa -ba d ī dāā a d ī dāā ī v a c cāī ī d  
 ī ī dāī ī a ī d ī d . Wī . c a ī ,  
 ī āī a - ī v a c cāī c a ī d a ī a G  
 a d ī ī . Sa -ba d a d ī āī a - ī cāī ī , c a  
 b ī d ī a c d b ī dā cī ī G ab āī  
 ī āī a ī a ī ī . āī a a d ī a ī a ī ī  
 cāī . F ī d a c ī a d ī cāī ī ī d d  
 ī G dī Pī ā 26 , 31 .

**B. OPERATIONAL PRINCIPLES**

**STATE-BASED JUDICIAL MECHANISMS**

- 26. States should take appropriate steps to ensure the effectiveness of domestic judicial mechanisms when addressing business-related human rights abuses, including considering ways to reduce legal, practical and other relevant barriers that could lead to a denial of access to remedy.

*Commentary*

E cī dāā cāī a a ī ī acc ī d .  
 Tī abī ī add b ī - a d ī a ī ab d ī d ī  
 . ī āī . ī a d āī ī acc d d ī c .  
 Sa ī d ī a ī d ī c b a ī ī a  
 c a ī b ī b ī b ī G . ī ī āī ī dāā  
 G ī a ī a a ī acc ī d ī a ī āī ī c ī  
 cī d a ī āī ab . Tī ī d a ī ī a ī ī ī





### NON-STATE-BASED GRIEVANCE MECHANISMS

**28. States should consider ways to facilitate access to effective non-State-based grievance mechanisms dealing with business-related human rights harms.**

*Commentary*

Q ca r r -Sa -ba d i a c c a i g a  
ad i i . d b a b i . . i a r r i . a d , b  
a i d . a a a r a i . a d r . T a - d a a ,  
b . a ad d a i , d a r -ba d r r c . a a r i a  
a d i -g a b r c . T c a i a r a i c a  
b . . c a d r acc a d a a r , d c d g . a d /  
. a a a a a c .

A r ca r g i a a d i . . a a a i u a i u  
b d i . T u a d a . r . . i a d i a a b Sa r  
. i b i a r r c a i u . H u r r u a r a d a .  
i . . a r a Sa r . i d . r r c a a . a i u  
ab b b i . . i .

Sa ca a a u i a a . . r r r i  
a a i . acc r , c r i , a r i d . c a i r i d d b  
Sa . . .

**29. To make it possible for grievances to be addressed early and remediated directly, business enterprises should establish or participate in effective operational-level grievance mechanisms for individuals and communities who may be adversely impacted.**

*Commentary*

O a a - i i a c c a i a acc i b d i c r  
i d i d a a d g . . i a b ad i i ac d b a b i  
. . . T a . i ca ad i i . d b . . i , a r r i  
g ab i a r r . i c d i . a . a d . T a a r  
b r i d d . r g r a . a acc . ab . . a r r  
b d . T d r . . i . a . b i i a g a i . . acc r  
a r g . T ca - a . b i . . i d i c i  
a i . . i a d i . d a r r a a .

- First, they support the identification of adverse human rights impacts as a condition for grievance. This is because the grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts.
- Second, these mechanisms make it possible for grievances, once identified, to be addressed. This is because the grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts.

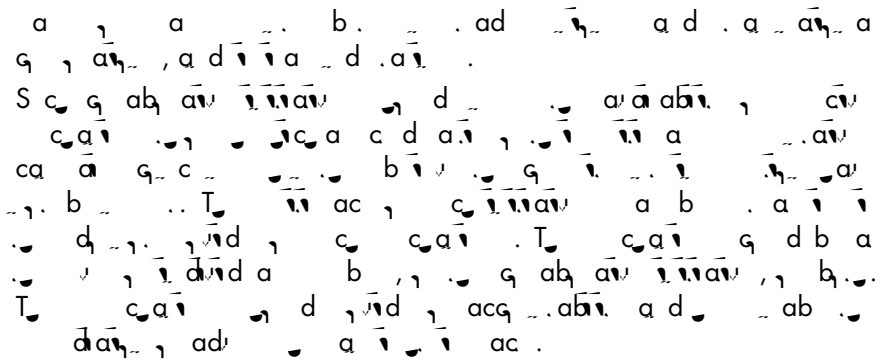
Such a grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts.

- The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts.
- The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts.

**30. Industry, multi-stakeholder and other collaborative initiatives that are based on respect for human rights-related standards should ensure that effective grievance mechanisms are available.**

*Commentary*

Human rights-related standards should ensure that effective grievance mechanisms are available. This is because the grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts. The grievance mechanism is designed to address adverse human rights impacts.



## EFFECTIVENESS CRITERIA FOR NON-JUDICIAL GRIEVANCE MECHANISMS

31. In order to ensure their effectiveness, non-judicial grievance mechanisms, both State-based and non-State-based, should be:

- (a) **Legitimate:** enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes;
- (b) **Accessible:** being known to all stakeholder groups for whose use they are intended, and providing adequate assistance for those who may face particular barriers to access;
- (c) **Predictable:** providing a clear and known procedure with an indicative time frame for each stage, and clarity on the types of process and outcome available and means of monitoring implementation;
- (d) **Equitable:** seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms;
- (e) **Transparent:** keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake;







