Looking for answers to your questions about labour standards?

ILO Helpdesk for Business on International Labour Standards

The one-stop shop for managers and workers to:
- Protect workers’ rights
- Improve industrial relations
- Contribute to human rights and social development

The International Labour Organization (ILO) is the United Nations specialized agency for the world of work. It sets international standards to protect rights at work in ways that also enable companies and economies to grow and expand. It facilitates social dialogue at sectoral, national, regional and international levels; and provides policy advice and technical assistance.

The ILO brings together governments, employers and workers of 187 member states. This unique tripartite structure ensures that the views of those directly involved in the world of work are fully taken on board in forming an international consensus on a just and fair globalization.

Multinational Enterprises and Enterprise Engagement Unit

The Multinational Enterprises and Enterprise Engagement Unit (MULTI) is part of the Enterprises Department, which focuses on sustainable enterprise development. MULTI provides policy advice and technical support for the effective implementation of the MNE Declaration at the global and national levels and plays a central role in the ILO’s engagement with MNEs. It coordinates the ILO approach to corporate social responsibility (CSR), and assists other agencies to promote international policy coherence on the labour dimension of CSR (e.g., OECD MNE Guidelines, UN Global Compact, UN Guiding Principles, and ISO 26000). Through the ILO Helpdesk for Business, it also works directly with companies seeking to integrate principles contained in international labour standards in their company policies and operations.

The MNE Declaration

The Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy (the MNE Declaration) is the only ILO instrument that directly speaks to companies in addition to governments and employers’ and workers’ organizations.

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

Get the summary and full text: www.ilo.org/mnedeclaration
The ILO Helpdesk for Business

The ILO Helpdesk for Business gives advice on how to align business operations with principles of the MNE Declaration. The Helpdesk provides an individual assistance service to respond to specific questions and a website which features ILO tools and resources for business.

Want to know what issues other companies have raised? Have a look at our questions and answers section on key issues on the website.

ILO Conventions and Recommendations have become the main international reference on labour for most codes of conduct, whether company, industry or multi-stakeholder, transforming how companies manage their operations globally, including their supply chains.

Other international standards on responsible and sustainable business, such as the OECD Guidelines for Multinational Enterprises, the UN Business and Human Rights Guiding Principles and the UN Global Compact Principles, all draw directly from the MNE Declaration and International Labour Standards.

How do you make these commitments and principles a reality? Use the Helpdesk to find out more.

The Experts Team

The ILO Helpdesk Experts Team answers specific questions on how companies can align their operations with the principles of international labour standards while clarifying what is the responsibility of governments.

The majority of questions are submitted by either company managers or workers and their organizations. Investors, public procurement specialists, employers’ organizations, among others, also use the service.

The service is free of charge and confidential. While fully protecting the user’s identity, the issue raised and reply provided are posted on the website so that other companies possibly facing the same challenge can also benefit.

Responses are normally sent within ten working days unless the issue raised is particularly complex, in which case the Experts Team may need more time to respond.

Guidance is based on ILO instruments only. The ILO Helpdesk does not address national legal obligations, provide legal advice, or endorse company initiatives.

Do you have a question? Contact assistance@ilo.org or phone +41-22-799-6264.

The Website

The ILO Helpdesk for Business Website is the gateway to all ILO information relevant to enterprises.

- It provides an overview of the range of labour issues.
- It consolidates the practical tools and resources ILO has developed for companies.
- It contains replies prepared by the Experts Team, organized by topic.
- It posts information on upcoming ILO events, meetings, webinars and trainings.

Learn more: www.ilo.org/business

A neutral place to talk

As part of the dialogue approach underlying the MNE Declaration, companies and trade unions wishing to use the facilities of the ILO as a neutral place to discuss issues of mutual concern can contact the Helpdesk at: assistance@ilo.org.