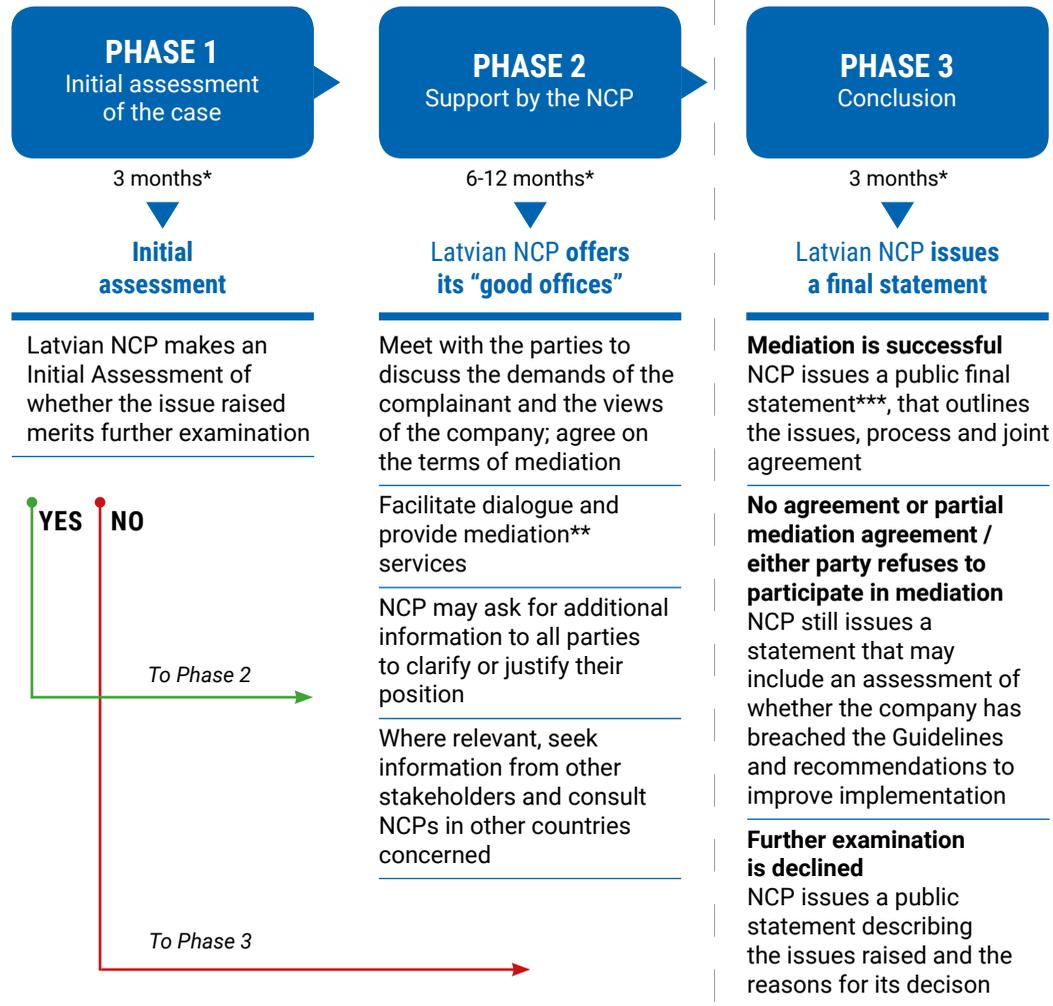


The Handling of Specific Instances



* indicative timeframe

** mediation is voluntary; information exchanged during the process should not be shared publicly

*** the parties can decide that only parts of the mediation agreement are to be published.

Follow-up –
the NCP will publish a brief evaluation of the implementation of the agreements and / or recommendations on the Latvian NCP website one year after the publication of the Final Statement

Record of all cases handled by NCPs is available online in the OECD database of specific instances:
<http://mneguidelines.oecd.org/database/>

Latvian National Contact Point
for Responsible Business Conduct



**OECD Guidelines
for Multinational
Enterprises**

The OECD Guidelines for Multinational Enterprises

The Guidelines are the **most comprehensive government-backed** recommendations to enterprises aimed at encouraging responsible business behaviour in their worldwide operations.

The Guidelines define standards for socially and environmentally responsible corporate behaviour and **prescribe procedures for resolving disputes** between corporations and the communities or individuals negatively affected by corporate activities.

Guidelines **apply to multinational enterprises** operating in or from countries that are signatory to the Declaration on International Investment and Multinational Enterprises including the Guidelines. **Small- and medium-sized companies** are encouraged to comply with the Guidelines to the fullest extent possible.

Structure of the Guidelines:

- General policies
- Disclosure
- Human Rights
- Employment and Industrial Relations
- Science and Technology
- Competition
- Environment
- Combating Bribery, Bribe Solicitation and Extortion
- Consumer Interests
- Taxation

All OECD members and 12 non-OECD countries have adhered to the Guidelines.
Latvia subscribed to the Declaration in 2004.

The OECD has developed **sectoral guidance** that provides practical, clear explanations to enterprises on the implementation of the Guidelines and helps identify and address risks in the various sectors:



Due Diligence Guidance for Responsible Business Conduct



Minerals



Extractive sector



Garment and footwear



Agriculture



Financial sector

National Contact Point for Responsible Business Conduct

Governments that adhere to the Guidelines are obliged to set up a National Contact Point (NCP). The role of the NCP is to:

- Promote awareness and encourage implementation of the Guidelines
- Explain the Guidelines and the dispute resolution mechanism to the interested parties
- Provide a grievance mechanism to resolve cases (known as “specific instances”) relating to non-observance of the recommendations of the Guidelines

To date, 48 governments have committed to create an NCP for Responsible Business Conduct

Who can submit a case to an NCP?

Any “interested party” – trade unions and NGOs, as well as communities, workers or individuals impacted by the enterprise’s activities - can file a complaint against a company for alleged breaches of the Guidelines.

Structure of the Latvian National Contact Point:

- **Governmental institutions** – Ministry of Foreign Affairs, Ministry of Economics, Ministry of Finance, Ministry of Justice, Ministry of Education and Science, and Cross-Sectoral Co-ordination Centre
- **Business community** – Employers’ Confederation of Latvia and Latvian Chamber of Commerce and Industry
- **Trade Unions** – Free Trade Union Confederation of Latvia
- **An independent expert**

NCP Secretariat is based in the Ministry of Foreign Affairs.

A complaint can be submitted to the Ministry of Foreign Affairs

Latvian National Contact Point

Ministry of Foreign Affairs
Economic Relations and Development
Cooperation Policy Department

Address: K. Valdemāra Street 3, LV-1395, Latvia

Phone: +371 67016114

Fax: +371 67828121

E-mail: lvncp@mfa.gov.lv

www.mfa.gov.lv/en/policy/economic-affairs/oecd/latvian-national-contact-point-for-the-oecd-guidelines-for-multinational-enterprises

Useful links:

OECD Guidelines for Multinational Enterprises:
<http://mneguidelines.oecd.org/mneguidelines/>

Advice to complainants from OECD Watch:

<https://www.oecdwatch.org/oecd-watch-case-check>