

ILO HELPDESK

ASSISTANCE@ILO.ORG




International
Labour
Organization

Do you have questions about putting
decent work principles
into practice in company operations?

If so, the ILO Helpdesk is now open
to answer your questions.





WHAT is the minimum age for a young person to undertake an apprenticeship involving night work? **HOW** can I know if workers in my supply chain are free to organize? **WHAT** can we do to prevent trafficking of migrant labour? **HOW** can I help enterprises in my supply chain observe labour standards?

Getting answers to these and many other questions is crucial to making informed decisions today about labour practices and industrial relations. But where to get them? A new service from the Multinational Enterprise Programme of the International Labour Office provides a one-stop-shop to help company managers and workers understand the ILO approach to socially responsible labour practices and at the same time help enterprises build good industrial relations.

WHO IS THE HELPDESK FOR?

The Helpdesk is available free of charge to managers and workers, as well as workers' and employers' organizations. Its primary audience are the people who deal with day-to-day company operations and supply chain management, and who develop private policies shaping those operations, particularly concerning respect for workers' rights.

HOW DOES IT HELP COMPANIES?

The Helpdesk deals with questions relating to international labour standards and draws on guidance provided by the ILO Declaration of Fundamental Principles and Rights at Work, the ILO MNE Declaration and a range of other declarations, conclusions, guidelines, tools and other instruments. The Helpdesk addresses how these instruments might guide company operations.

“HOW DO YOU DEFINE AND MEASURE ‘WORK OF EQUAL VALUE’?”


WHAT KIND OF INFORMATION DOES IT PROVIDE?

The Helpdesk provides guidance only. It doesn't assess company compliance or endorse any company or initiative, nor does it provide information on national labour laws or national industrial relations practices. (For country-specific information, please consult national labour ministries and national employers' and workers' organizations.)



HOW DOES IT RELATE TO ILO SUPERVISORY BODIES?

The Helpdesk draws on the jurisprudence of ILO supervisory bodies, such as the Committee of Experts on the Application of Conventions and Recommendations and the Committee on Freedom of Association, as it relates to company operations. That makes it easier for business, trade unions and other non-specialists to understand the guidance. Questions concerning government responsibilities or specific complaints of non-compliance should be addressed to the ILO Standards Department.



“WHAT CONSTITUTES ANTI-UNION DISCRIMINATION?”



WHO PREPARES THE REPLIES?

Replies are prepared by a multi-disciplinary team, ensuring that users receive a comprehensive response. The Helpdesk is the entry point for companies to access the whole range of ILO expertise concerning protection of workers' rights, sustainable enterprise development, conditions of work and social safety nets, industrial relations, etc.

HOW LONG DOES IT TAKE TO GET A REPLY?

The Helpdesk can provide many responses within a day or two. For more complex questions, replies may take longer. The Helpdesk aims to provide a reply to all enquiries within two weeks.

“I AM A SUPPLIER TO A MULTINATIONAL THAT TELLS ME I MUST OBSERVE THE TERMS OF THE MNE DECLARATION. AM I REQUIRED TO DO THIS?”

CAN THE HELPDESK BE USED BY COMPANIES FOLLOWING THE OECD GUIDELINES OR INVOLVED IN CSR INITIATIVES SUCH AS THE UN GLOBAL COMPACT?

The Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (MNE Declaration) is the point of reference for the ILO's work on CSR. The Declaration is the most detailed instrument available to guide companies concerning economic and social development. The OECD Guidelines, the principles of the UN Global Compact and codes of many other multi-stakeholder and industry initiatives use the international labour standards as their main reference point for labour-related CSR issues. Company managers and workers' organizations using the OECD guidelines or engaged in an initiative are welcome to use the Helpdesk to find out more about the principles contained in referenced international labour standards.

WHERE CAN I GET MORE INFORMATION?



**ILO Helpdesk
Multinational Enterprises Programme
International Labour Office**

4, route des Morillons
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Fax: +41.22.799.6354

www.ilo.org/public/english/employment/multi/

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ILO

The ILO advances opportunities for women and men to obtain decent and productive work in conditions of freedom, equity, security and human dignity. ILO brings together representatives of governments, employers and workers to jointly shape policies and programmes. This approach ensures 'real world' knowledge about employment and work.



ILS

The ILO is the recognized international authority for drawing up and overseeing international labour standards. ILO Conventions and Recommendations cover a broad range of subjects concerning work, employment, social security, social policy and related human rights.



MNE DECLARATION

The MNE Declaration seeks to encourage the positive contribution that companies can make to economic and social progress and to minimize and resolve the difficulties arising from their operations. It is voluntary in nature and encourages social dialogue. It is the only international tripartite consensus guiding enterprises on labour and social policy.



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