

Welcome to the ILO Helpdesk for Business

The **ILO Helpdesk for Business on International Labour Standards** is the one-stop shop for company managers and workers interested in better aligning business operations with international labour standards, using the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy and the ILO Declaration on Fundamental Principles and Rights at Work. The Helpdesk consists of a **website information service** and an assistance service responding to specific inquiries.

The Helpdesk website provides information, resources specially designed for business, Q&As, trainings, and links to background reports. The website is available in English, French and Spanish.

www.ilo.org/business

The screenshot shows the ILO Helpdesk for Business website. At the top is the ILO logo and the text 'International Labour Organization Promoting jobs, protecting people'. Below this is a navigation bar with links: 'About the ILO', 'Topics', 'Regions', 'Meetings and events', 'Programmes and projects', 'Publications', 'Labour standards', 'Statistics and databases'. A search bar is on the right. The main heading is 'EMPLOYMENT' with a sub-heading 'Job Creation and Enterprise Development Department (EMP/ENTERPRISE)'. Below this is a sidebar with 'Tools and resources' and 'Questions and answers'. The main content area is titled 'ILO Helpdesk for Business on International Labour Standards' and features three images of workers. Below the images is the text 'operated by the ILO Multinational Enterprises Programme' and a quote: 'WHAT is the minimum age for a young person to undertake an apprenticeship involving night work? HOW can we know whether workers in our supply chain are free to organize? WHAT can our company do to prevent trafficking of migrant workers? HOW can our company assist enterprises in our supply chain to observe labour standards?'. On the right, there is a 'See also' section with links to 'Short overview of the Principles of the MNE Declaration', 'Rules of the Game: a brief introduction to International Labour Standards', and 'ILOLEX - database of International Labour Standards and Recommendations'.

- * Child labour * Collective bargaining * Discrimination & Equality * Employment promotion * Forced labour * Freedom of association *
- * Occupational safety and health * Security of Employment * Training * Wages & Benefits * Working time *

Welcome to the ILO Helpdesk for Business

The **ILO Helpdesk for Business on International Labour Standards** is the one-stop shop for company managers and workers interested in better aligning business operations with international labour standards, using the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy and the ILO Declaration on Fundamental Principles and Rights at Work. The Helpdesk consists of a website information service and an **assistance service** responding to specific inquiries.

“WHAT is the minimum age for a young person to undertake an apprenticeship involving night work? HOW can we know whether workers in our supply chain are free to organize? WHAT can our company do to prevent trafficking of migrant workers? HOW can our company assist enterprises in our supply chain to observe labour standards?”

Specific queries can be directly submitted by email to **assistance@ilo.org** or **telephone +41 22 799-6264** (fax +41 22 799-6354). This individual assistance service is free and confidential and available for company managers and workers. Government agencies, employers' and workers' organizations and other interested organizations are also welcome to use the service. Replies are prepared by an ILO expert team and draw on the different ILO normative instruments, policy documents and tools.

assistance@ilo.org



www.ilo.org/business