

CHEMIE³ INDUSTRY STANDARD FOR SUSTAINABLE VALUE CREATION – OBJECTIVES, MEASURES, TOOLS FOR SUSTAINABILITY IN SUPPLY CHAINS

MODULE IV: GRIEVANCE MECHANISM

This module supports companies in establishing an effective and efficient complaints mechanism and provides assistance in dealing with challenges such as language barriers or the accessibility of companies for rights holders. Dealing with anonymous complaints is also a challenge.

This module is dedicated to complaints management, which includes setting up communication channels, processing, tracking and documenting complaints and remedial measures. Companies can use an internal company procedure or participate in an external procedure. A combination of internal and external grievance mechanisms is also possible. As a rule, a grievance mechanism is not a single channel, but usually a combination of different channels and procedures that enable different complaint paths for different target groups and complement each other to form a mechanism.

An effective grievance mechanism helps to identify negative human rights and environmental impacts. Companies can use the findings from a grievance mechanism to continuously optimise their human rights due diligence processes. Communication channels are an important source of information for companies to record and respond to complaints. Expensive and reputation-damaging conflicts that can arise from complaints can thus be avoided.

About the Chemie³ Industry Standard

The industry standard describes a framework for action and objectives for human rights due diligence, broken down to the specific requirements of companies in the chemical industry. Especially for small and medium-sized companies it offers practical tools and assistance, such as sample and decision templates.

This offer from Chemie³ is free of charge for companies. The Chemie³ industry standard is based on the Act on Corporate Due Diligence Obligations in Supply Chains and the United Nations Guiding Principles on Business and Human Rights. It is advisable for companies to address the issue at an early stage. They can do this on their own or with external help. The Chemie³ industry standard provides support in both cases.

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