

The Hungarian National Contact Point

for the OECD Guidelines for Multinational Enterprises

What are the OECD Guidelines for Multinational Enterprises?

The Guidelines are a set of recommendations for Responsible Business Conduct (RBC) covering all areas of business responsibility including disclosure, human rights, employment and industrial relations, environment, anticorruption, competition and taxation.

The Guidelines:

- Provide principles and standards for good practice in RBC consistent with applicable laws and internationally recognised standards
- Aim to promote positive contributions by enterprises to economic, environmental and social progress
- Are voluntary for enterprises, however, adhering countries are bound to implement them
- Require adhering governments to the Guidelines to set up a National Contact Point

What is the Hungarian National Contact Point (HNCP)?

The Hungarian National Contact Point, or HNCP is the contact point set up by the Hungarian Government ([Government Decree 245/2017 \(VIII.29\)](#)), which adheres to the OECD Guidelines for Multinational Enterprises.

The main objectives for the HNCP are:

- To promote and raise awareness of the Guidelines and their implementation procedures
- To handle enquiries related to the Guidelines from other NCPs; the business community; worker organisations; other nongovernmental organisations; the public; and governments of non-adhering countries
- To provide a grievance mechanism to resolve complaints relating to non-observance of the recommendations of the Guidelines

Who can submit a complaint to the HNCP?

Any individual or organisation with a legitimate interest in the matter can submit a case to the HNCP regarding a multinational company, operating in or from Hungary, where it is alleged that the Guidelines have not been observed.

How does the HNCP handle complaints in practice?

There are generally three steps the HNCP follows. They are:

1.

Initial Assessment — The HNCP evaluates whether the issues raised merit further examination and either accepts the case or publishes a statement explaining why it has not accepted it.

2.

Support — The HNCP offers its “good offices” with the objective of bringing both parties together to discuss the issues and help come to a mutually agreed resolution. Good offices typically include access to mediation to provide a pathway to a resolution for the parties.

3.

Conclusion — At the end of the process, the HNCP publishes a conclusion regarding the issues raised in the case, the support offered by the HNCP and the outcome. The conclusion, depending on the outcome of the agreement, can be either a statement or a report.

The HNCP procedures for handling complaints are available [here](#).

How can you contact the HNCP?

Secretariat services of the Hungarian National Contact Point are provided by the Strategic Department of EU Affairs in the Ministry of Finance.

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FOR MULTINATIONAL ENTERPRISES

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NATIONAL CONTACT POINT