



Trade Union  
Advisory Committee  
to the OECD  
*Commission  
syndicale consultative  
auprès de l'OCDE*

# National Contact Point Best Practices

Governments that adhere to the OECD Guidelines are required to establish National Contact Points (NCPs), which are responsible for promoting and protecting the Guidelines, handling cases of violations in a timely fashion, facilitating dispute resolution and promoting positive impacts by Multinational Enterprises.

TUAC recognises the central role NCPs play to help adhering governments meet their binding obligations and drive positive, sustainable outcomes for those workers who place their trust in the NCP system.

TUAC supports work to strengthen the Guidelines as the global standard for responsible business. To do that, TUAC advocates for Adherent Government, NCPs and OECD officials to make progress towards the following set of practices.

## Recent Examples of an NCP Strengthening the Guidelines

In 2020 efforts by the Netherlands NCP contributed to the union recognition of workers in the Bangladesh telecommunications industry. The NCP determined the Dutch multinational had not acted in line with what could be expected from it under the Guidelines.

In 2019, the Brazil NCP made a recommendation in a Specific Instance that included the request for evidence of due diligence being performed by the multinational enterprise and the trade unions.

In 2018, the French NCP proceedings applied the OECD due diligence guidance for investors resulting in a transfer of ownership of a US hotel. The resolution of the case enabled workers to exercise rights under Chapter IV and V of the Guidelines.

- 1** Adherent governments should sufficiently resource NCPs with the capacity to promote and protect the Guidelines.
- 2** Formalize inclusive operational structures with stakeholder oversight to ensure transparency and fairness.
- 3** Establish fair processes that incentivise good faith participation in NCP proceedings.
- 4** Regularly incorporate workers, worker representatives and trade unions in promotional activities.
- 5** Insist upon good faith engagement in specific instance proceedings.
- 6** Help level the playing field by addressing leverage imbalances between parties to a specific instance.
- 7** Observe a narrow set of criteria for initial assessments that "determine whether the issue raised is bona fide and relevant to the implementation of Guidelines."
- 8** Pursue outcomes in the most expeditious timeline.
- 9** Strive to incorporate the Guidelines in policymaking activities related to trade & investment agreements, public procurement and private development.



[Link to the Trade Union Guide to the OECD Guidelines for Multinational Enterprises](#)

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