

# Ireland 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, anti-corruption, 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 Ireland National Contact Point (NCP)?

The Ireland National Contact Point, or Ireland NCP is the contact point set up by the Irish Government, which adheres to the OECD Guidelines for Multinational Enterprises.

### The main objectives for the Ireland NCP 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 Ireland NCP?

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

## How does the Ireland NCP handle complaints in practice?

There are generally three steps the Ireland NCP follows. They are:

1

**Initial Assessment** – The Ireland NCP 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 Ireland NCP 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 Ireland NCP publishes a statement regarding the issues raised in the case, the support offered by the Ireland NCP and the outcome.

The Ireland NCP procedures for handling complaints are available [here](#)

## How can you contact the Ireland NCP?

The Ireland NCP is located at the Department of Enterprise, Trade and Employment

Email: [oeecdncp@enterprise.gov.ie](mailto:oeecdncp@enterprise.gov.ie) | Tel: +353 1 631 2284 | Web: [enterprise.gov.ie](http://enterprise.gov.ie)



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