



An Roinn Fiontar,
Turasóireachta agus Fostaíochta
Department of Enterprise,
Tourism and Employment

Final Statement Ireland National Contact Point for the OECD Guidelines for Multinational Enterprises

Specific Instance – Complaint against Temu
(PDD Holdings, via Whaleco Technology
Limited)



As noted in the Procedural Guidance to the [OECD Guidelines for Multinational Enterprises](#), following conclusion of a Specific Instance and after consultation with the parties involved, the NCP will make the results of the procedure publicly available.

As an agreement was reached between the parties outside the Specific Instance process and the Complainant has withdrawn the complaint, the NCP is issuing the following statement.

As specific instances are not legal cases and NCPs are not judicial bodies, NCPs cannot directly compel parties to participate in a conciliation or mediation process.

The OECD Guidelines for Multinational Enterprises are recommendations on responsible business conduct (RBC), addressed by Governments to multinational enterprises operating in or from adhering countries. They provide non-binding principles and standards for RBC in a global context consistent with applicable laws and internationally recognised standards. As an adhering country, Ireland is required to maintain a National Contact Point (NCP) to promote and raise awareness of the Guidelines and to consider complaints of alleged nonobservance of the Guidelines. As the complaint was submitted in 2021, the Ireland NCP has handled this specific instance using the 2011 Guidelines.

The Ireland NCP is a standalone unit in the Department for Enterprise, Trade and Employment.

Executive Summary

On 6 August 2025, a private individual (hereinafter “complainant”) filed a complaint with the Ireland National Contact Point (NCP) for the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct against Temu (PDD Holdings, via Whaleco Technology limited) (hereinafter the “company”) regarding alleged adverse impacts linked to a product purchased via the Temu platform. The complaint referenced Chapters II (General Policies), IV (Human Rights), and VIII (Consumer Interests) of the OECD Guidelines.

As per the NCP's Case Handling Procedures and the procedural guidance of the OECD Guidelines, the Ireland NCP met with the complainant to provide an overview of the Specific Instance process. The NCP contacted the company via email, who provided an initial response to the complaint. The NCP carried out an initial review of all documentation submitted by the parties. The NCP subsequently met with the company to provide an overview of the Specific Instance process. During this meeting, the company informed the NCP that discussions were being held with the complainant outside the NCP process. The NCP agreed to pause the Specific Instance process pending the outcome of those discussions and informed the complainant.

The NCP was informed by the company on 14 November that the parties came to a resolution outside the NCP process. Under Temu's coordination, the seller and the complainant executed a settlement agreement on 7 November 2025. The agreed settlement payment has been remitted in full, and the complainant confirmed completion of all settlement terms, including receipt of payment.

On 17 November 2025, the complainant informed the Ireland NCP that they will withdraw the complaint.

Conclusion

As the issues have been resolved through a private settlement, further investigation into whether the complaint should be accepted for detailed examination by the NCP is not necessary. The Ireland NCP will take no further action on this specific instance. The case is now closed.

ENDS

**Ireland National Contact Point
OECD Guidelines for Multinational Enterprises on Responsible Business Conduct
Department of Enterprise, Tourism and Employment**