CONTEXT

The Atelier is an activity exclusively dedicated to CSR Europe’s corporate members, with the aim of fostering a collective dialogue and exchange on companies’ approaches, challenges and best practice examples on a wide array of sustainability topics.

The 2023 Materials’ Atelier series “Fostering a Human-Rights Based Approach to Business” aims to provide corporate members with a deep dive into the concepts of grievance mechanisms and remediation, targeting professionals interested in improving their complaint management procedures and internal due diligence policies, also considering the upcoming EU legislation on Human Rights and Environmental Due Diligence.

These objectives will be achieved through a focus on:

ABOUT THE EVENT

The fruitful interaction in Atelier 1, focused on key legislation related to human rights due diligence, helped companies understand current and new possible legal requirements on how businesses should establish their complaints procedures, highlighting the need for clearer guidance on what a successful grievance mechanism should entail.

Following this dialogue, Atelier 2 “Building a Successful Grievance Mechanism” on Thursday 19th October (10:00-11:30 CET) will dive deeper into the concepts of grievance and remediation, providing companies with practical examples and recommendations on the structure of effective grievance procedures.

During the first part of the atelier, experts on business and human rights will present different types of non-judicial grievance mechanisms, such as operational-level grievance mechanisms and the OECD’s National Contact Points for Responsible Business Conduct, as well as an example of multi-stakeholder initiative. A detailed description of the difference between grievance and remedy, as well as suggestions on the processes to involve affected stakeholders and communities, will be provided too.
The second part of the event will be dedicated to a peer conversation with some businesses, that will share their hands-on experiences in handling grievances, highlighting the challenges faced and providing examples of best practices.

Finally, CSR Europe will present to the companies the recently developed [Grievance Management Assessment (GMA)](https://www.grievanceassessment.com), based on the UN Guiding Principles Effectiveness Criteria for non-judicial grievance mechanisms. With new compulsory requirements for corporates, companies need a comprehensive grievance management assessment service package which is clear, fast, easily accessible and improvement-oriented, that helps assessing the maturity of grievance processes and identify potential gaps.

Key learning points:

- Discover the main challenges brought by the approaching legislation on due diligence and human rights and how to develop and implement a grievance mechanism.
- Learn the importance of collaboration in handling grievances and potential or factual human rights adverse impacts.
- Improve your internal decision-making processes by learning from peer experience and best practices.

**WHO SHOULD ATTEND:**

- CSR/Sustainability Managers
- Reporting Officers
- HR Managers
- Supply Chain analysts/specialists

**CONTACT:**

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<tr>
<th>TIME (CET)</th>
<th>SESSION</th>
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<tr>
<td>10:00 – 10:10</td>
<td>Welcome &amp; Introduction</td>
<td>CSR Europe</td>
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<td>10:10 – 10:25</td>
<td>How To Build An Effective Grievance Mechanism</td>
<td>Seljan Verdiyeva-Smeets, Senior Policy Officer on International Responsible Business Conduct Social and Economic Council of the Netherlands (SER)</td>
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<td>10:25 – 10:35</td>
<td>Non-judicial Grievance Mechanisms: The Merits and Demerits of The OECD’s National Contact Points for Responsible Business Conduct</td>
<td>Nicolas Hachez, Head of Access to Remedy OECD Centre for Responsible Business Conduct</td>
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<td>10:35 – 10:45</td>
<td>Handling Grievances Through Multi-Stakeholder Initiatives: The Example of The Textile Sector</td>
<td>Liselotte Goemans, Grievance Mechanism Coordinator Fair Wear Foundation</td>
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<td>10:45 – 11:15</td>
<td>Practical Examples from Companies</td>
<td>Representatives from businesses in CSR Europe’s network: Kostas Giamaldis, Group Compliance and Anti-Fraud Director Titan Bridgestone (TBC) Total (TBC)</td>
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<td>11:15 – 11:25</td>
<td>Assessing your company’s performance with CSR Europe’s Grievance Management Assessment (GMA)</td>
<td>CSR Europe</td>
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<td>11:25 – 11:30</td>
<td>Closing Remarks &amp; Next Steps</td>
<td>CSR Europe</td>
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