



# Grievance mechanisms for global supply chains



## Supply chain grievance mechanisms: an effective tool for risk identification and remediation

Establishing effective and independent grievance mechanism systems is key to ensuring early risk identification, prevention and remediation of risks across all levels of the supply chain.

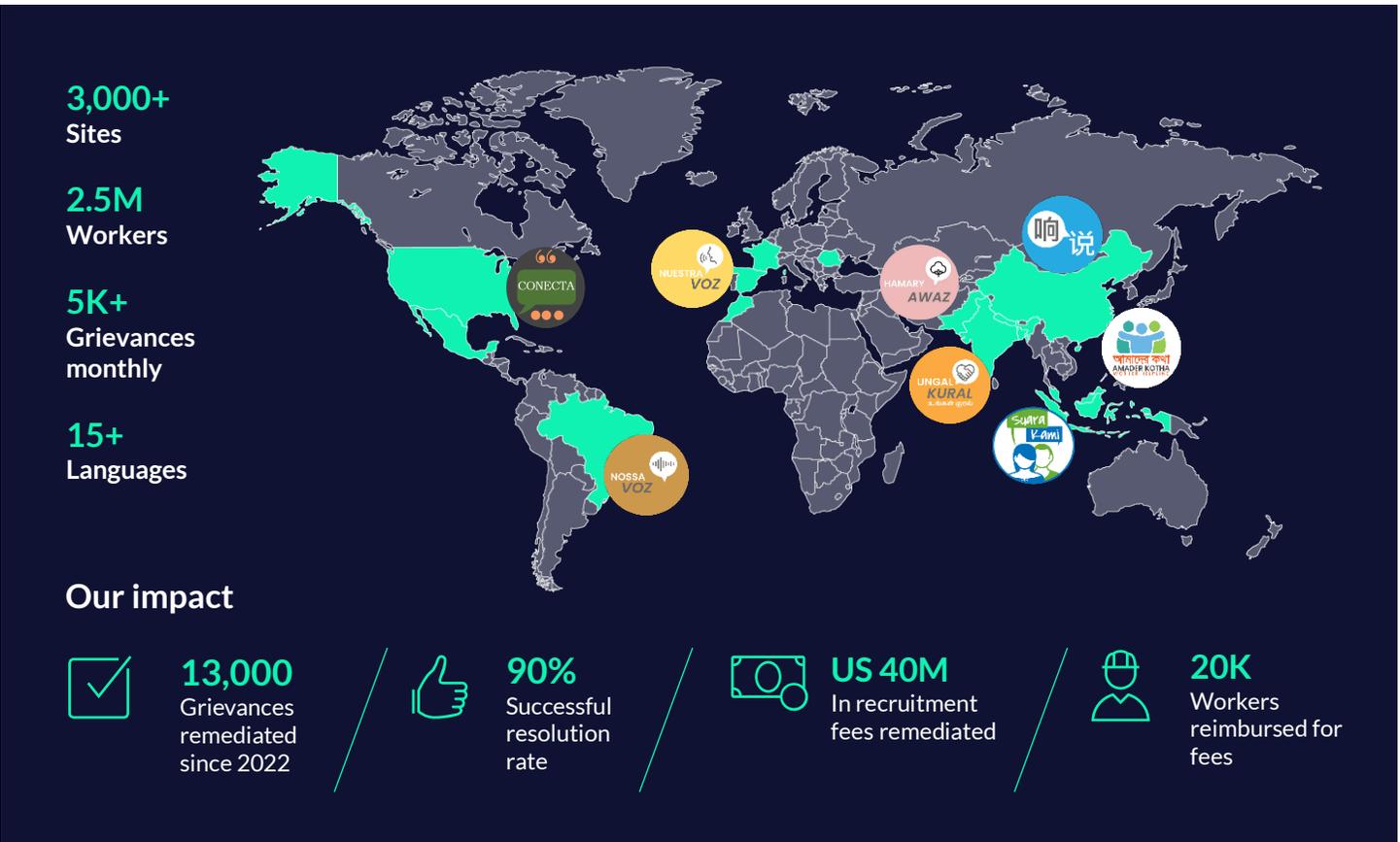
A grievance mechanism is a formal or informal complaint process that allows individuals or groups to raise concerns, or grievances within an organisation related to potential or actual adverse impacts on human rights and the environment.

They enable companies to meet domestic and international obligations under Human Rights and Environmental Due Diligence (HREDD) legislation, anti-modern slavery laws, and custom and import control laws, while also aligning with global sustainability

standards including the United Nations Guiding Principles (UNGP) and international best practice.

These mechanisms are crucial for businesses as they provide a structured and transparent way to proactively identify, address, and resolve issues that affect supply chain workers, suppliers, and other rightsholders.

LRQA supports businesses to implement grievance mechanisms for global supply chains. As a trusted expert with decades of experience, we offer a confidential and independent mechanism for workers to report and remediate issues, while gathering critical data to support proactive risk management and due diligence.



## LRQA's approach to grievance mechanisms

Our global grievance mechanisms provide a transparent, independent and safe avenue for workers to report issues related to health, safety, social/labour, and environmental issues at any time. Designed for scale, our grievance mechanisms can be deployed from a single site, to an entire sector or geography. LRQA's model is fully aligned with international frameworks including the UNGPs and Corporate Sustainability Due Diligence Directive (CSDDD).

Our system ensures that individuals can communicate their grievances in their preferred local language, utilising familiar and accessible communication channels such as toll-free lines,

Facebook, and instant messaging applications. What sets our system apart is the presence of locally based trained operators who are well-equipped to handle grievances, understand the local context, and are trusted by rightsholders. This unique expertise enables us to swiftly identify and address issues at an early stage, providing actionable information and on-the-ground support to conduct in-person training, awareness raising and remediation. Our data-driven solution enables companies to monitor, track, and report grievance data in real time to support risk assessment, strategy, and sustainability reporting needs. Grievance mechanisms are a critical tool that help cover “blind spots” that audits, SAQs, and other risk monitoring tools cannot reach in real time.



**Digital case management** platform tracks, monitors, and reports live grievance data down to the site level



**Scalable global solution** accessible in over 15 languages across commodities and geographies



**Multi-channel support** by toll-free numbers, social media, instant messaging, webform, or apps



**Dedicated team of trainers** who support building awareness, trust as well as encouraging adoption



**Live operators** who are trusted by workers, gather information and support with case handling, and remediation



**Specialist support to remediate** complex high-risk issues including forced labour, child labour, migrant worker rights and discrimination

## Benefits to businesses and workers - rightsholders

Companies	Workers - Rightsholders
<ul style="list-style-type: none"> <li>Compliance with national legislation and international frameworks and guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Accessible and user-friendly channels to report concerns, ensuring that their voices are heard, and rights protected</li> </ul>
<ul style="list-style-type: none"> <li>Early identification and prevention of issues before they escalate into larger problems</li> </ul>	<ul style="list-style-type: none"> <li>Confidentiality and safety, allowing workers to report grievances without fear of retaliation or discrimination</li> </ul>
<ul style="list-style-type: none"> <li>Improved risk management associated with human rights violations, avoiding legal, financial, and reputational consequences</li> </ul>	<ul style="list-style-type: none"> <li>Timely resolution leading to improved working and living conditions</li> </ul>
<ul style="list-style-type: none"> <li>Valuable insights into business operations and supply chains, enabling informed decisions and improved practices</li> </ul>	<ul style="list-style-type: none"> <li>Empowerment and active participation of workers in shaping their working environment, fostering a sense of ownership and engagement</li> </ul>
<ul style="list-style-type: none"> <li>Enhanced reputation and trust with stakeholders including customers, investors, and employees</li> </ul>	<ul style="list-style-type: none"> <li>Access to effective and time-bound remediation, with monitoring to ensure implementation</li> </ul>

## Case Study: Supporting migrant workers in occupational accident recovery

Suara Kami, a dedicated helpline for workers in Malaysia, Indonesia, and Nepal, recently handled a distressing case involving a foreign worker who suffered a life-altering occupational accident. The worker, following an instruction from their supervisor without proper personal protective equipment, endured an injury that led to blindness and an inability to continue working.

Upon receiving the worker's call for assistance, the helpline immediately gathered all details, escalating the case to the employer for an investigation. The employer conducted an internal assessment and arranged essential support services, including disability assessment, medical treatment, daily care, and other crucial assistance.

Throughout the process, Suara Kami played a vital role in facilitating communication between the worker and management. The helpline assisted the worker in navigating their insurance claim, ensuring they received the compensation they deserved. They also helped arrange safe repatriation, ensuring the worker's return home was secure and comfortable.

This incident prompted the employer to review their health and safety practices, implement improved management systems, training programmes, and communication channels to promote a safer work environment for all workers.



## Why LRQA?

Our approach combines a pragmatic, business-driven approach with on-the-ground knowledge & expertise.

We have global high performing local teams who speak the local language, understand the context, and are trained in conducting field assessments, and training in an ethical and inclusive way.



Our proprietary research and analytic tools are used every day across the world to identify risks and hear from workers directly, and tailored to the industry and geography.



We engage with civil society and other experts on developing appropriate methodologies to ensure our due diligence tools address concerns in a sensitive and culturally appropriate manner...



... but we speak your language: we provide pragmatic, sensible and resource-effective solutions that are scalable.



And we can help not just to identify the risk, but to remediate it as well: with 25+ years of on-the-ground experience, it's in our DNA.



## Get in touch

Visit [www.lrqa.com](http://www.lrqa.com) for more information  
or email [advisory@lrqa.com](mailto:advisory@lrqa.com)



LRQA, 1 Trinity Park, Bickenhill Lane, Birmingham, B37 7ES

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