

# OPERATIONAL GUIDELINES FOR BUSINESSES ON REMEDIATION OF MIGRANT-WORKER GRIEVANCES

## BACKGROUND

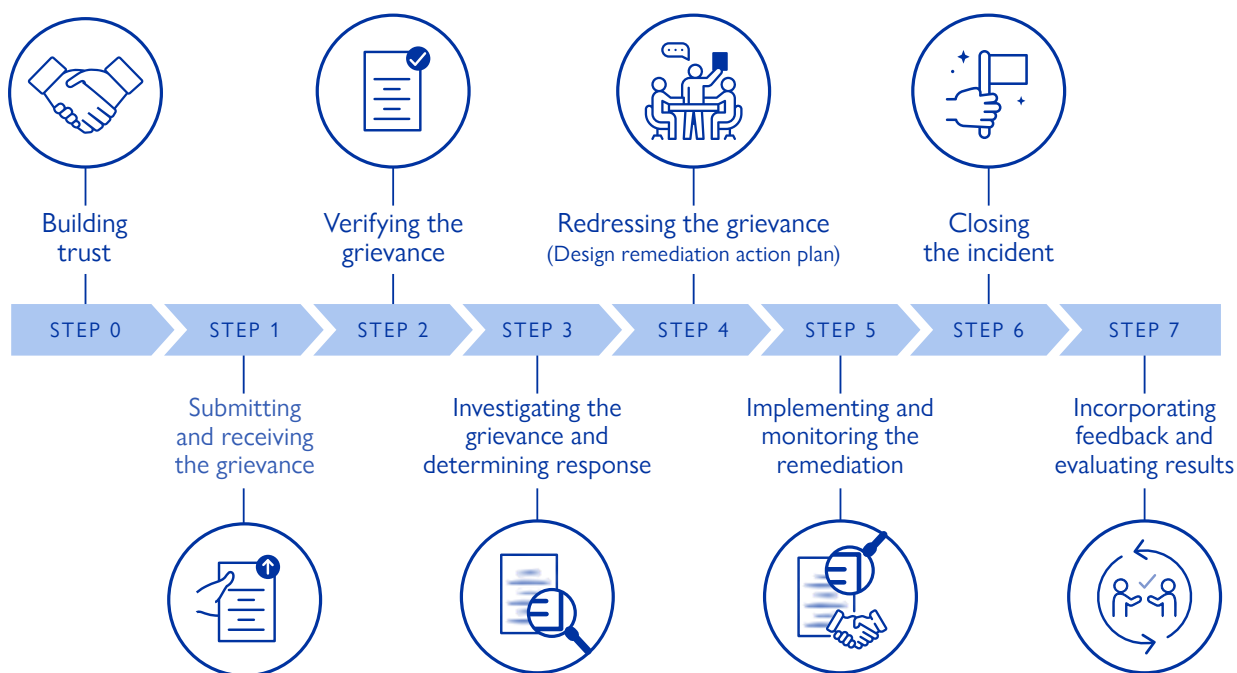
Migrant workers contribute significantly to the global economy. Yet, human and labour rights of migrant workers in multiple sectors and migration corridors are often not fully upheld. Migrant workers face many barriers preventing from effective access to remedy, including the lack of grievance mechanisms, language barriers, fear of retaliation, lengthy and bureaucratic processes, low level of transparency and high costs for migrant workers. The COVID-19 pandemic has only exacerbated the situation for migrant workers.

Upholding the human and labour rights of migrant workers and remedying adverse business impacts is every company's responsibility in line with the United Nations Guiding Principles on Business and Human Rights (UNGPs). In addition to human rights due diligence and environmental, social, and corporate governance policies, remediation programmes can be an effective way to strengthen a company's or industry's human rights profile through its early detection and resolution, as well as a consistent feedback loop mechanism for continual improvements.

## THE GUIDELINES

[The Operational Guidelines for Businesses on Remediation of Migrant-Worker Grievances](#) (the "Guidelines") provides a framework for designing and implementing a remediation programme in a manner that emphasizes engaging with workers including migrant and minority populations. The Guidelines list detailed steps and best practices to develop a remediation program which seeks to strengthen a company's or industry's human rights profile by engaging with workers to identify and resolve human rights grievances, and also to provide feedback on existing human rights programmes, such as compliance, due diligence, and environmental, social and governance policies.

## THE PRACTICAL GUIDANCE OF THE GUIDELINES



## THE BENEFITS

The Guidelines support the development of an effective remediation program which could bring far-reaching benefits to:

- **WORKERS:** increased awareness of worker rights, an accountable and transparent system to raise concerns, and equal access to a fair resolution and better employment conditions.
- **COMPANIES:** early detection of human rights issues, better mitigation of risks, improved labour relations, talent retention, more inclusive supply chains, and enhanced brand reputation and legal compliance.
- **INDUSTRIES:** improved industry standards, reductions in the systemic causes of exploitation (e.g., recruitment fees), and better retention of employee population.

While recognizing existing challenges in providing migrant workers with effective access to remedy, the Guidelines intend to complement and strengthen effective mechanisms that might already be in place. This includes collective bargaining mechanisms, efforts at unionization, or company-led initiatives to support workers. Additionally, the Guidelines do not replace state-based relief or operate independently from formal judicial processes. It is important that all workers understand their right to access the justice system and any other state-based relief and that criminal justice actors are engaged when appropriate.

## GENERAL PROJECT INFORMATION AND CONTACT

IOM CREST is a regional partnership initiative that aims to realize the potential of business to uphold the human and labour rights of migrant workers in their operations and supply chains.

IOM's operational guidelines for remediation, in partnership with [The Remedy Project](#), is available and can be downloaded on the [IOM Publications Platform](#). To learn more, you may also visit <https://crest.iom.int/> or contact [iom\\_crest@iom.int](mailto:iom_crest@iom.int).

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RELEVANT  
SDGs

