



# Methodology for the 2026 Corporate Human Rights Benchmark

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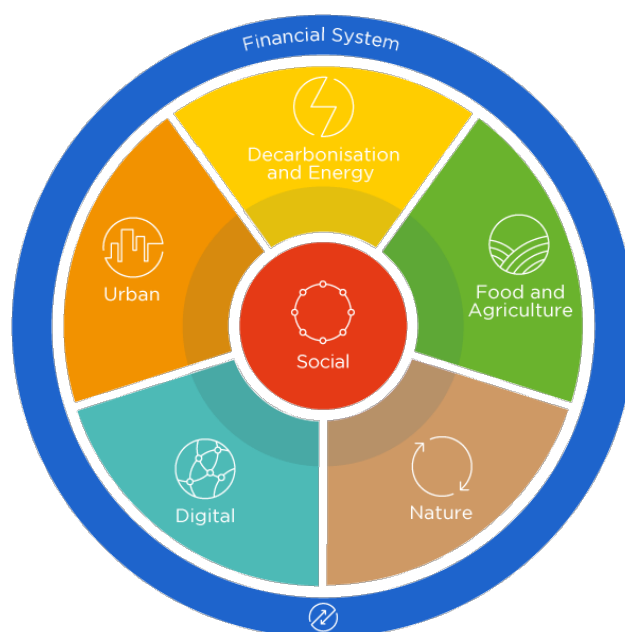
# Introduction

The Corporate Human Rights Benchmark (CHRB) aims to drive corporate accountability and create a pathway for better human rights practices by assessing and ranking companies in high-risk sectors on their human rights performance. The CHRB identifies where progress and leadership are evident as well as areas where improvements are needed, both for individual companies and across industries. As with all benchmarks from the World Benchmarking Alliance (WBA), this tool is vital for stakeholders, including civil society, investors and governments, to hold companies accountable.

WBA develops free and public benchmarks that measure and rank 2,000 of the most influential companies globally on how they contribute to the United Nations' Sustainable Development Goals (SDGs). These keystone companies – the “SDG2000” – include public, private and state-owned companies and represent USD 45 trillion in collective revenues. They are spread across 87 countries and directly employ 95 million people, with a quarter of the companies headquartered in developing, emerging or frontier markets.

In order to measure their contribution to the SDGs, WBA assesses these companies across seven critical systems transformations, namely: decarbonisation and energy, food and agriculture, nature, digital, urban, financial and social. Following the SDG's 'leave no one behind' principle, the **social transformation**, which focuses on the fundamentals of respecting human rights, providing and promoting decent work and ethical business conduct, sits at the heart of WBA's model (Figure 1).

FIGURE 1: WBA'S SEVEN SYSTEMS TRANSFORMATIONS

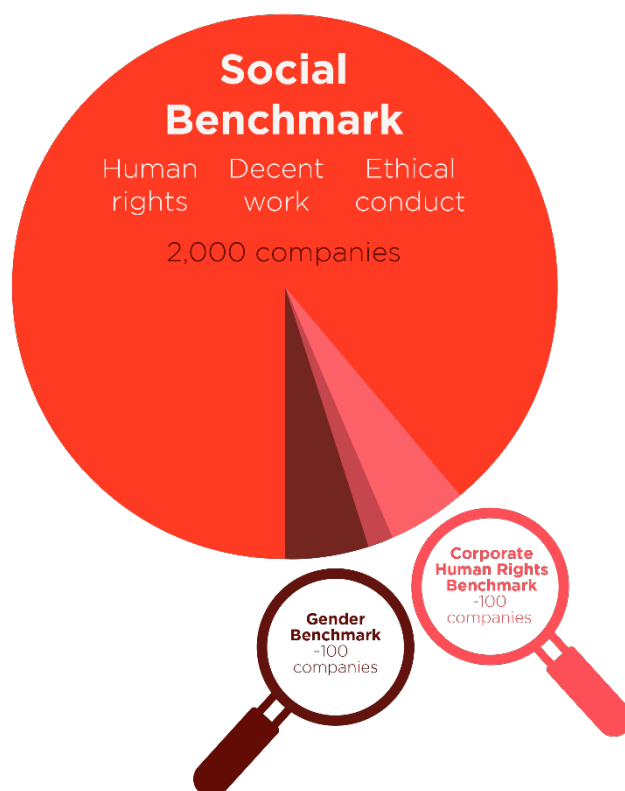


## Going beyond the fundamentals

The CHRB is part of WBA's social transformation and functions as a spotlight benchmark to shine a light on respect for human rights in sectors considered to be at high risk for negative impacts (Figure 2). Whereas our [Social Benchmark](#) focuses on scale, assessing 2,000 companies on whether they are taking the first fundamental steps towards respect for human rights, the CHRB goes beyond the fundamentals by holding around 100 companies in high-risk sectors accountable for their performance and progress on respecting human rights and implementation of the full UN Guiding Principles on Business and Human Rights (UNGPs).

The Social Benchmark and the CHRB are complementary, as they allow for the production and analysis of evidence at two levels: an assessment of a large number of companies on a set of core metrics in the Social Benchmark; and a deeper evaluation of a smaller number of companies in high-risk sectors in the CHRB. This dual approach allows WBA's social transformation to achieve both breadth and depth in holding companies accountable for their impacts on people.

FIGURE 2: SOCIAL TRANSFORMATION BENCHMARKS



## Continuous learning

Over the past five iterations of the CHRB, we have seen that benchmarking on business and human rights produces positive results to hold companies accountable. However, we have also learned how it could work even better.

In 2020–2021, the CHRB conducted a year-long review of its methodology. As part of this, we consulted a diverse range of stakeholders, including companies, investors, civil society organisations and individual experts. The [revised methodology for the 2022–2023 CHRB](#), published in September 2021, further emphasised the actual performance of companies and included an integrated focus on stakeholder engagement. New topics such as recruitment fees and the intersection between business models and human rights risks were also included. More information about the 2020–2021 methodology review process can be found in this [overview document](#).

After the fifth CHRB iteration was completed in 2023, the CHRB methodology was updated in 2024 to integrate learnings from five years of benchmarking and improve integration with other WBA benchmarks. As a part of this process, particularly impactful CHRB indicators – including those on stakeholder engagement in human rights due diligence and remedy – were scaled up to be included in the Social Benchmark, enabling a more comprehensive human rights assessment for all SDG2000 companies. A more detailed overview of the changes can be found on page 18.



## Using the Corporate Human Rights Benchmark

As a free and publicly available resource, the CHRB enables stakeholders to hold corporations accountable for their human rights commitments and actions. Investors play a crucial role in driving corporate accountability on human rights and can utilise CHRB insights to inform their engagement and advocacy, due diligence and risk assessments as well as voting and proxy decisions. Policymakers, regulators and advocacy groups can leverage the insights generated by the CHRB to inform discussions and shape decisions on norms and legislation regarding business and human rights. WBA plays an active role in engaging with various stakeholders through the publication of targeted resources and initiatives such as Collective Impact Coalitions.

The CHRB also serves as a practical guide for companies to improve their human rights performance. The methodology functions as a road map for implementing the UNGPs and, by comparing their human rights practices with those of their peers, companies can identify best practices and areas for improvement. WBA engages directly with companies and fosters collaboration through initiatives such as Communities of Practice. Furthermore, the CHRB encourages companies to hold each other accountable, creating a network of mutual responsibility, especially among companies that are interlinked through supply chains and partnerships.





# Scope of the benchmark

The CHRB assesses the human rights policies, processes and practices of companies operating in high-risk sectors for human rights. By assessing companies that have the fundamentals on respect for human rights in place, the CHRB aims to further accelerate progress towards the full implementation of the UNGPs.

## High-risk sectors

The CHRB focuses on sectors considered to be high risk for negative human rights impacts. Some sectors are more likely to be associated with severe negative human rights impacts. This is due to factors such as complex supply chains, labour-intensive operations or operations in weak regulatory environments. By focusing on high-risk sectors, the CHRB can drive accountability and improvement in areas where human rights impacts are most significant, ensuring that companies in these industries prioritise human rights in their operations and supply chains.

The sectors currently included in the benchmark are food and agricultural products, apparel, extractives, ICT manufacturing and automotive manufacturing. These sectors were selected following multi-stakeholder consultations and consider:

- the severity of the sectors' human rights impacts
- the extent of previous work on human rights in the sectors, including through industry-specific initiatives
- the existence of other human rights-related benchmarks covering the sectors
- the sectors' contribution to each of WBA's seven systems transformations.

## Challenges and opportunities in the food and agricultural products sector

As global demand for food rises and environmental changes threaten food production, the agricultural sector faces increasing pressure. Systemic inequalities in land ownership and access to resources disproportionately impact communities that depend on agriculture for their livelihoods. Furthermore, agricultural workers often comprise groups considered to be vulnerable, including women, migrants and children, and face critical issues such as forced labour, child labour and unsafe working conditions. Despite these challenges, the food and agricultural products sector employs approximately one third of the world's workforce and can therefore play a key role in advancing a more sustainable and socially inclusive global economy.

## Challenges and opportunities in the apparel sector

The apparel sector's dispersed supply chains and market-driven pressures foster intense competition and cost-cutting. These amplify human and labour rights risks, especially on the factory floor. Issues such as forced labour, wage violations, unsafe working conditions and gender-based violence are common, particularly further up the supply chain where oversight is weak. However, with an estimated global workforce of 3.5 billion people – many of whom are women in developing countries – the sector holds significant potential to drive meaningful social change, promote gender equality and empower women.





## Challenges and opportunities in the extractives sector

The extractives sector is characterised by large-scale projects, often in partnership with local companies and governments, and faces significant human rights challenges due to these projects' health and environmental impacts and effects on local communities. Key human rights risks in the establishment and operation of extractive projects include violations of land and Indigenous peoples' rights, environmental degradation and challenges related to decent work. These include safety, forced labour and restricted freedom of association. Furthermore, while extractive projects promise capital inflows, they can also exacerbate power imbalances, exploitation and corruption. However, the sector also presents opportunities. By adopting responsible practices, extractive companies can support local economic development, improve labour standards and contribute to sustainable development, particularly in the context of the green energy transition.

## Challenges and opportunities in the ICT manufacturing sector

ICT manufacturing is a large and increasingly essential sector. However, business practices by brands and contract manufacturers often allow exploitative conditions to persist, both on the factory floor and in the sourcing of essential materials. Common human rights issues include forced labour, poor occupational health and safety, and excessive working hours in factories. Additionally, the sector's reliance on a diverse range of materials exposes it to significant downstream risks, including child labour and environmental degradation. To mitigate harm and ensure technology contributes to a more sustainable and socially inclusive world, companies must proactively address these issues across their supply chains.

## Challenges and opportunities in the automotive manufacturing sector

The automotive manufacturing sector faces several key human rights challenges, both within its complex supply chains and on factory floors. Common issues include forced labour, low wages, unsafe working conditions and restrictions on freedom of association. Additionally, the sourcing of raw materials – such as cobalt, rubber and steel – can give rise to a range of potential human rights impacts such as illegal land grabbing, child labour or environmental degradation. However, as one of the world's largest industries by revenue, the automotive manufacturing sector has significant opportunities to lead in promoting respect for human rights. By ensuring ethical sourcing, improving labour conditions and supporting the green transition, automotive manufacturing companies can drive positive social change and foster sustainable development.

## Company selection

All companies assessed in the CHRB are keystone companies included in WBA's [SDG2000](#). This is a list of the world's 2,000 most influential companies needed to achieve the SDGs and other global agendas. The SDG2000 consists of publicly listed, privately held and state-owned enterprises. They are selected using five keystone principles that go beyond just size to include impact and influence. The list is updated yearly to reflect revised methodologies and benchmark scopes as well as changes in keystone metrics and corporate restructuring. All SDG2000 companies are assessed against fundamental expectations on socially responsible business conduct, including human rights and decent work, through the core social indicators (CSIs) which make up the Social Benchmark.

While the Social Benchmark holds companies accountable for meeting fundamental expectations, the CHRB provides more in-depth scrutiny for sectors where human rights are particularly at risk and drives further progress for companies already working to meet their responsibility to respect human rights. For the 2026 benchmark, we selected 105 companies from those previously assessed in the CHRB based on their performance relative to sectoral peers. Consequently, the CHRB will focus on



companies that are more advanced in their human rights journey. Focusing on these companies enables us to create a road map for better human rights practices.

### Selection criteria

1. **Previously assessed by the CHRB:** For the 2026 CHRB, we selected companies that had previously been assessed to maintain consistent data, enabling us to track their progress over time. While no new companies were added this year, the CHRB may include more companies in high-risk sectors from the SDG2000 list in future iterations.
2. **Sectoral top 20 based on CSIs score:** All companies that ranked within the top 20 for their sector, based on their most recent CSIs score as of September 2024, were selected. This approach helped to ensure a reasonable sample size within each sector, providing companies with enough peers for meaningful comparison and opportunities for learning.

#### The CHRB includes the following company structures when defining what is part of the company:

- subsidiaries (+50% equity ownership)
- associated companies (20-50% inclusive)
- subsidiaries of associated companies
- associated companies of subsidiary companies
- joint ventures or consortia (with at least a 20% equity stake)
- franchises
- divisions
- operating units
- discontinued operations where it is clear turnover is still derived (but subject to a one-year review).

### Value chain scope

The CHRB focuses on the production end of the value chain of each sector, rather than on the impacts linked to the distribution, retailing, end-use or consumption of products and services. These downstream impacts are covered by other benchmarks produced by WBA.

- For the food and agricultural products sector, the apparel sector, the ICT manufacturing sector and the automotive manufacturing sector, the CHRB focuses on the human rights risks associated with production and manufacturing, but not the distribution and retailing of products. For the ICT manufacturing sector, the CHRB does not focus on the risks associated with the end-use of ICT products.
- For the extractives sector, the CHRB focuses on the human rights risks associated with exploration, development, production, decommissioning and closure, but not processing, refining, marketing or end-use of extractive resources.

There are some aspects that contribute to the human rights performance of companies but are not covered in the CHRB.

- **Positive impacts:** In line with the UN Guiding Principles, the benchmark focuses on measures to avoid adverse impacts on human rights. It does not consider positive impacts through, for example, corporate social responsibility (CSR) and philanthropic programmes.



- **Collective impacts:** The CHRB does not address issues that are relevant to human rights but where specific impacts on identifiable victims cannot be directly attributed to a particular company or its business relationships. For example, while climate change links to human rights concerning a clean environment, these effects cannot be directly tied to a single company. This is not to imply that these impacts are unimportant, but rather that they cannot be effectively measured using the performance measures currently incorporated in the benchmark.

## Scope of business relationships

Each company faces a wide range of risks and impacts across its value chain. However, the CHRB specifically focuses on activities and relationships that, if poorly managed or neglected, pose particularly severe risks to human rights. This approach is complementary to other benchmarks produced by WBA that assess important system contributions to other areas of the value chain (e.g. digital inclusion, decarbonisation, access to nutrition and environmental management).

- **Business relationships** are defined as the relationships a company has with business partners, entities in its value chain and any other business entity directly linked to its operations, products or services, depending on the sector. Business relationships include all suppliers, from direct suppliers with formal and contractual relationships to those beyond the first tier in a company's value chain. For manufacturing industries that require material inputs, such as apparel and ICT manufacturing, this includes manufacturing sites for major components. Meanwhile, for specific issues like conflict minerals and raw material sourcing, this encompasses refiners, smelters and raw material suppliers. Business relationships also include both minority and majority shareholding positions in joint ventures as well as operational-level contractors. For the extractives sector, this includes on-site and off-site contractors involved in operations, such as those involved in resettlement operations or contracted security providers.
- The **supply chain** is defined as all supply chain business relationships and includes both direct and indirect, tier one and beyond.
- **Workers** refers to employees, directly contracted and third-party contracted staff performing tasks for the company.



# Measurement areas and approach to scoring

## Measurement areas and indicators

The CHRB methodology is composed of seven measurement areas (Figure 3), each containing a series of indicators focusing on different aspects of how a business seeks to respect human rights across its own operations and supply chain.

- Measurement area A focuses on policy commitments.
- Measurement area B focuses on board-level governance.
- Measurement area C focuses on embedding respect for human rights in company culture and management systems.
- Measurement area D focuses on human rights due diligence.
- Measurement area E focuses on grievance mechanisms and access to remedy.
- Measurement area F focuses on specific practices to prevent human rights impacts in each sector.
- Measurement area G focuses on responses to allegations of serious negative impacts on human rights.

These measurement areas and indicators within them are grounded in the UN Guiding Principles on Business and Human Rights and other international human rights standards.

FIGURE 3: THE CHRB'S SEVEN MEASUREMENT AREAS AND INDIVIDUAL WEIGHTING

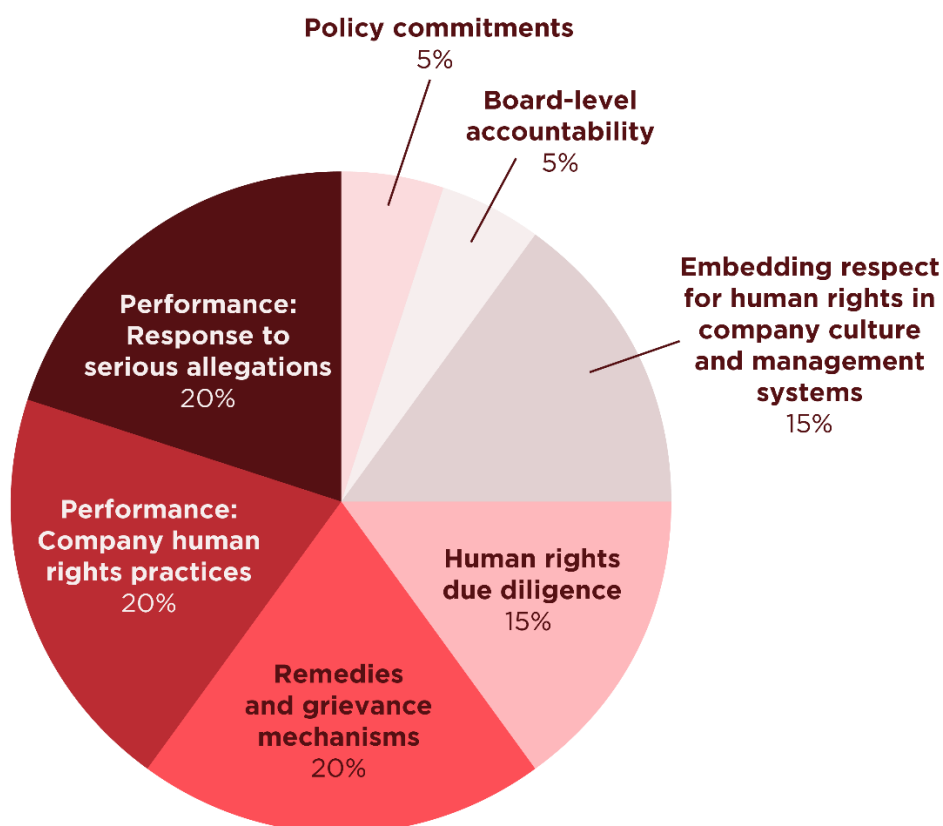


FIGURE 4: THE CHRB'S INDICATORS

<b>(A)</b> <b>Policy commitments</b> 5%	<b>(B)</b> <b>Board-level accountability</b> 5%	<b>(C)</b> <b>Embedding respect for human rights in company culture and management systems</b> 15%	<b>(D)</b> <b>Human rights due diligence</b> 15%	<b>(E)</b> <b>Remedies and grievance mechanisms</b> 20%	<b>(F)</b> <b>Performance: Company human rights practices</b> 20%	<b>(G)</b> <b>Performance: Response to serious allegations</b> 20%
<b>A01</b> Commitment to respect human rights	<b>B01</b> Commitment from the top	<b>C01</b> Responsibility and resources for day-to-day human rights functions	<b>D01</b> Identifying human rights risks and impacts	<b>E01</b> Grievance mechanism(s) for workers	<b>F01</b> Living wage (in own operations) <b>F02</b> Living wage (in the supply chain) <b>F03</b> Prohibition of child labour (in own operations)	<b>G01</b> Public response
<b>A02</b> Commitment to respect the human rights of workers	<b>B02</b> Board responsibility	<b>C02</b> Incentives and performance management	<b>D02</b> Assessing human rights risks and impacts	<b>E02</b> Grievance mechanism(s) for external individuals and communities	<b>F04</b> Prohibition of child labour (in the supply chain) <b>F05</b> Prohibition of forced labour (in own operations) <b>F06</b> Prohibition of forced labour (in the supply chain)	<b>G02</b> Investigation and appropriate action
<b>A03</b> Commitment to respect working hours	<b>B03</b> Incentives and performance management	<b>C03</b> Integration with enterprise risk management	<b>D03</b> Integrating and acting on human rights risk and impact assessments	<b>E03</b> Users are involved in the design and performance of the mechanism(s)	<b>F07</b> Freedom of association and collective bargaining (in own operations) <b>F08</b> Freedom of association and collective bargaining (in the supply chain)	<b>G03</b> Provision of remedy
<b>A04</b> Commitment to respect the human rights of vulnerable groups	<b>B04</b> Business model, strategy and risks	<b>C04</b> Communication/ dissemination of policy commitment(s)	<b>D04</b> Tracking the effectiveness of actions to respond to human rights risks and impacts	<b>E04</b> Procedures related to the grievance mechanism(s) are equitable, publicly available and explained	<b>F09</b> Health and safety (in own operations) <b>F10</b> Health and safety (in the supply chain)	
<b>A05</b> Commitment to respect land, natural resources and Indigenous peoples' rights		<b>C05</b> Training on human rights	<b>D05</b> Communicating on human rights impacts	<b>E05</b> Prohibition of retaliation for raising complaints or concerns	<b>F11</b> Women's rights (in own operations) <b>F12</b> Women's rights (in the supply chain)	
<b>A06</b> Commitment to responsible sourcing of minerals		<b>C06</b> Monitoring and corrective actions		<b>E06</b> Company involvement with state-based judicial and non-judicial grievance mechanisms	<b>F13</b> Working hours (in own operations) <b>F14</b> Working hours (in the supply chain)	
<b>A07</b> Commitment to security and human rights		<b>C07</b> Engaging and terminating business relationships		<b>E07</b> Remedying adverse impacts	<b>F15</b> Water and sanitation (in own operations) <b>F16</b> Water and sanitation (in the supply chain)	
<b>A08</b> Commitment to remedy		<b>C08</b> Aligning purchasing decisions with human rights		<b>E08</b> Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned	<b>F17</b> Land rights (in own operations) <b>F18</b> Land rights (in the supply chain) <b>F19</b> Indigenous peoples' rights and free, prior and informed consent (in own operations)	
<b>A09</b> Commitment to respect the rights of human rights defenders		<b>C09</b> Mapping and disclosing the supply chain			<b>F20</b> Security (in own operations) <b>F21</b> Arrangements with suppliers and smelters/refiners in mineral supply chains	
		<b>C10</b> Transparency and accountability			<b>F22</b> Risk identification in mineral supply chains <b>F23</b> Risk management in mineral supply chains <b>F24</b> Responsible sourcing of materials	



## Indicator scoring

The total available score in the CHRB is 100 and is divided across seven measurement areas. All measurement areas are individually weighted, as shown in Figure 3. Each measurement area is broken down into multiple indicators, which consist of between two and six elements. For each element, companies may simply score 0 (unmet) or 1 (met). In a departure from the previous CHRB methodology, each element is scored independently with no interdependencies between elements. This means it is no longer necessary to meet a specific part of an indicator to obtain points on a different part of the same indicator. More details on scoring changes are provided on page 18.

All indicators within a measurement area have the same weighting, as do all elements within an indicator. The weight of elements under each indicator depends on their number: since all indicators within each measurement area carry the same weight, elements under each indicator are weighted proportionally to their number to ensure the maximum score achievable in each indicator is 1. For example, if an indicator has two elements, each element carries a weight of 0.5. Similarly, if an indicator has five elements, each element carries a weight of 0.2. The score achieved by companies in each indicator is calculated as the sum of all scores of individual elements under that indicator divided by the number of elements within the indicator. Scores are normalised on a 0-100 scale at both the measurement area and total score levels.

Some indicators and elements may not apply in specific cases. In the CHRB, this happens when indicators only apply to some sectors, for example in measurement areas A, C and F), and when no serious allegations have been identified under measurement area G. When an element is not applicable, weights are redistributed proportionally to the remaining number of applicable elements in the indicator. Similarly, when an indicator is non-applicable, weights are redistributed proportionally to the remaining number of applicable indicators within a measurement area.

For more information on scoring, please consult [WBA's scoring approach](#).

## Cross-referencing

A wide range of global and industry-specific initiatives and standards were used to develop the CHRB methodology. The major sources are listed in Annex 4. Individual indicators also cross-reference specific sources to highlight the alignment of each indicator with existing standards and practices. Annex 4 also lists the acronyms of sources specifically referenced in individual indicators.

## Types of evidence

The benchmark will use publicly available information from the company's website(s), its formal financial and non-financial reporting or other public documents, plus statements such as those related to its policy commitments. These could be codes of conduct, policies, values, guidelines, frequently asked questions (FAQs) and other related documents. The CHRB will also consider reports, such as annual reports, corporate social responsibility and sustainability reports, or human rights reports if these are available, or reports written for other purposes if these contain information applicable to the CHRB indicators.

External sources of information, such as press articles, external reports or other sources, will be used in measurement area G (responses to serious allegations). See measurement area G for more information about the external sources accepted. For the assessment of the company's response in measurement area G, company sources will be used. Where it is necessary to protect victims, or in the event of confidentiality issues related to an ongoing court case, the CHRB will consider non-publicly



available information on a case-by-case basis. Where non-publicly available information is used, the CHRB will indicate this.

## Timeframe for requirements

The majority of CHRB indicators require information about the specific issue in question to be made public. In these instances, information provided by the company must be less than three years old at the start of the assessment year, except for policies or as otherwise specified in the indicator.

## Changes to the methodology

In the spirit of continuous improvement, the CHRB seeks to ensure that its approach remains up-to-date and relevant, based on learnings, stakeholder input as well as evolving international and industry-specific standards on human rights and responsible business conduct. In 2024, the methodology underwent a revision to ensure further alignment with other WBA benchmarks.

## Scoring

The measurement areas within the CHRB methodology are broken down into multiple indicators, each divided into several elements. Previously, companies were scored on a scale of 0 to 2 points for each indicator, with some multi-criteria indicators allowing for scores of 0.5 and 1.5 points. The CHRB also followed a 'gated scoring system', where companies had to meet all requirements at the first level ('score 1') before earning points for higher level practices ('score 2'). This approach emphasised that companies should meet fundamental requirements before advancing to more advanced practices. Finally, indicators carried different weightings in final score calculations.

Stakeholders raised concerns about the complexity and reproducibility of the CHRB scoring system. To simplify and align with other WBA benchmarks, the CHRB adopted [WBA's unified scoring approach](#). Under this system, each element is scored independently and carries equal weight within an indicator. All indicators carry equal weight within a measurement area and are scored on a scale from 0 to 1. Measurement areas will continue to be individually weighted.

## Business relationships

Previously, the CHRB had separate indicators for manufacturing industries, setting requirements for companies to expect or demand certain practices of their 'suppliers', and for the extractives sector, setting requirements for companies to expect or demand certain practices of their 'extractive business relationships'. These indicators have been merged under one indicator, using the term 'business relationships'. See the 'Scope of business relationships' section above for a definition.

## Indicators

Several indicators were adapted to facilitate alignment, address stakeholder concerns and streamline the methodology.

- Indicator B04, which evaluates how companies consider and address the (potential) impacts of strategy and business models on human rights, has been updated for better alignment with (legally mandated) disclosure frameworks. These include the European Union's Corporate Sustainability Reporting Standards (ESRS) and the International Financial Reporting Standard (IFRS). The updated indicator shifts focus from assessing processes and triggers to examining whether companies disclose their assessment of the relationships between (potential) human rights impacts and their business model and strategy. It also assesses how the interests, views and rights of potentially affected stakeholders inform the company's strategy and business model.





- The CHRB methodology previously included indicator B.1.8, assessing how companies engage with affected or potentially affected stakeholders – a practice the CHRB deemed essential. However, during the 2021 CHRB methodology review, new requirements were introduced to assess affected stakeholder engagement at key stages of various processes to ensure respect for human rights. This includes, for instance, stakeholder engagement as part of the different steps of the human rights due diligence process, in line with current international standards and legislation. Due to the significant overlap between these elements, the CHRB removed the standalone affected stakeholder engagement indicator. This approach emphasises the importance of affected stakeholder engagement as a core component of human rights considerations rather than treating it as a separate activity.
- In measurement area C, which focuses on embedding respect for human rights in company culture and management systems, changes were made to streamline the indicators and align with the new scoring system. Two indicators on the dissemination and communication of policy documents to different audiences, formerly B.1.4.a and b, were merged into indicator C04 in order to align with the new scoring system and remove redundant elements. Three indicators that were previously part of measurement area F were moved to C, as they help to paint a complete picture of embedding respect for human rights in management systems. Therefore, the indicators on aligning purchasing decisions with human rights, mapping and disclosing the supply chain, and transparency and accountability are now part of measurement area C. To maintain consistency in the weighting of indicators, the weight of measurement area C has been raised to 15%, whereas the weight of measurement area F has been reduced to 20%.
- The two living wage indicators, F01 and F02, were updated to align more closely with other initiatives and reporting frameworks, such as the ILO's agreement on the definition of a living wage and the UN Global Compact's Forward Faster Initiative. These updates also enhance the indicators' capacity to capture a company's activities regarding paying a living wage in its operations and supply chains, beyond the establishment of targets and requirements.
- To accommodate the new scoring system, in which all indicators within a measurement area carry an equal weight, the six indicators assessing the prohibition of different manifestations of forced labour were merged into two indicators, F05 and F06. All previously assessed manifestations of forced labour – debt bondage, illicit wage practices and restrictions on workers – continue to be assessed in these indicators.



## A. Policy commitments (5%)

This measurement area focuses on a company's human rights-related policy commitments. The indicators aim to assess the extent to which a company acknowledges its responsibility to respect human rights, and how it formally incorporates this into publicly available statements of policy.

A01	Commitment to respect human rights
A02	Commitment to respect the human rights of workers
A03	Commitment to respect the human rights of workers: Working hours
A04	Commitment to respect human rights of vulnerable groups
A05	Commitment to respect land, natural resources and Indigenous peoples' rights
A06	Commitment to responsible sourcing of minerals
A07	Commitment to security and human rights
A08	Commitment to remedy (core UNGP)
A09	Commitment to respect the rights of human rights defenders

### What do the UN Guiding Principles on Business and Human Rights (UNGPs) expect?

A policy commitment is a statement approved at the highest levels of the business that shows the company is committed to respecting human rights and communicates this internally and externally. The term 'statement' is used to describe a wide range of forms a company may use to set out publicly its responsibilities, commitments and expectations. This may be a separate human rights policy or human rights commitments within other formal policies, or provisions within other documents that govern the company's approach, such as a company code or business principles.

### Why is this important?

A policy commitment sets the 'tone at the top' of the company, which is needed to continually drive respect for human rights into the core values and culture of the business. It indicates that top management considers respect for human rights to be a minimum standard for conducting business with legitimacy. It sets out management's expectations of how staff and business relationships should act as well as what others can expect of the company. It should trigger a range of other internal actions that are necessary to meet the commitment in practice.

### Research note on commitment language

Whenever a CHRB indicator requires a policy commitment, researchers will look for an explicit commitment or any form of promise that companies will uphold the specific rights, instruments and/or standards listed in the indicator description. Language that is ambiguous, vague or weak will be considered insufficient to qualify as a clear expression of commitment.

The examples listed below would typically be accepted as a clear expression of commitment:

- The company commits to respect X
- The company is committed to respecting the rights under X
- The company adheres to X
- The company upholds X
- The company endorses the principles enshrined in X



- The company's policy complies with X
- The company's policy is drafted in accordance with X

By contrast, the examples listed below would be considered insufficient:

- The company's commitments are consistent with X
- The company's commitments are informed by / based on X
- The company strives to ensure X is respected
- The company recognises the principles of X

### **A01 Commitment to respect human rights**

**Indicator:** The company publicly commits to respect all internationally recognised human rights across its activities.

**Applicability:** All sectors.

**Rationale:** A company's human rights commitment signals that respect for human rights is a core value and sets clear expectations for employees and business partners. It also signals that top management views this respect as fundamental, guiding internal practices and shaping the company's culture.

**Elements:**

- a) The company has a publicly available policy statement committing it to respect human rights.
- b) The company has a publicly available policy statement committing it to the UN Guiding Principles on Business and Human Rights or the OECD Guidelines for Multinational Enterprises.

**Sources:** UNGP 11 and 12; UNGPRF A1; GRI 103-2

### **A02 Commitment to respect the human rights of workers**

**Indicator:** The company publicly commits to respect the principles concerning fundamental rights at work in the 11 ILO core conventions as set out in the Declaration on Fundamental Principles and Rights at Work (see box below). It also has a publicly available statement of policy committing it to respect the human rights of workers in its business relationships.

**Applicability:** All sectors.

**Rationale:** A commitment to the ILO core conventions demonstrates a company's dedication to fundamental labour rights. It sets clear expectations for fair treatment of workers, guiding the organisation and its business relationships to uphold international labour standards.

**Elements:**

- a) The company has a publicly available policy statement committing it to respect the human rights that the ILO has declared to be fundamental rights at work.
- b) The company has a publicly available policy statement that expects its business relationships to commit to respecting the human rights that the ILO has declared to be fundamental rights at work.

**Sources:** UNGP 12 and 16(c); UNGPRF A1; FLA Code of Conduct; GRI 103-2



### **The fundamental principles and rights at work**

The ILO Declaration on Fundamental Principles and Rights at Work covers the following fundamental principles and rights at work, laid out in 11 conventions:

- Freedom of Association and the Effective recognition of the Right to Collective Bargaining (Convention No. 87 and No. 98)
- Health and Safety of Workers (Convention No. 155)
- Elimination of all Forms of Forced or Compulsory Labour (Convention No. 29 and No. 105)
- Effective Abolition of Child Labour (Convention No. 138 and No. 182)
- Elimination of Discrimination in Respect of Employment and Occupation (Convention No. 100 and No. 111)
- Safe and Healthy Working Environment (Convention No. 187)

#### **Additional ILO labour standard:**

- Working Hours (Convention No. 1, No. 14, No. 30 and No. 106)

### **A03 Commitment to respect working hours**

**Indicator:** The company publicly states that workers shall not be required to work more than 48 hours in a regular work week or 60 hours including overtime. The company also states that overtime work must be consensual and be paid at a premium rate. It also places equivalent expectations on its business relationships.

**Applicability:** All sectors.

**Rationale:** A commitment to standards on working hours, aligned with ILO conventions, ensures that a company upholds international norms for fair labour practices. It sets clear expectations for the company's and business relationships' workers on reasonable working hours, safeguarding worker well-being.

#### **Elements:**

- a) The company has a publicly available policy statement committing it to respect the ILO convention on working hours or stating that workers shall not be required to work more than 48 hours in a regular work week or 60 hours including overtime.
- b) The company has a publicly available policy statement that expects its business relationships to commit to respecting the ILO conventions on working hours or shall not require workers to work more than 48 hours in a regular work week or 60 hours including overtime.
- c) The company has a publicly available policy statement stating that all overtime work must be consensual and paid at a premium rate.
- d) The company has a publicly available policy statement that expects its business relationships to require that all overtime work must be consensual and paid at a premium rate.



**Sources:** GRI 403-9; ICESCR Art. 7; HRIB 3 and 8.2.1; FLA VII. HSE.3; SA8000 IV.3.5 and IV.3.7; ETI 6; ILO No. 1, 14, 30 and 106

#### **A04 Commitment to respect the human rights of vulnerable groups**

**Indicator:** The company publicly commits to respect, and ensures that its business relationships respect, the human rights of individuals belonging to specific groups or populations that require particular attention (for example, women, children, Indigenous peoples, minorities, persons with disabilities, or migrant workers and their families – see box below), where they may be at heightened risk of becoming vulnerable or marginalised if adversely impacted by the company’s activities or its business relationships.

**Applicability:** All sectors.

**Rationale:** A commitment to respect the rights of vulnerable and marginalised groups ensures the company upholds international standards for the groups’ protection. It sets clear expectations for the company and its business relationships to prioritise the rights and well-being of groups such as children, women and migrants, promoting inclusivity and equity in their operations.

**Elements:**

- a) The company has a publicly available policy statement committing it to respect at least women’s rights or children’s rights or migrant workers’ rights.
- b) The company has a publicly available policy statement that expects its business relationships to commit to respect at least women’s rights or children’s rights or migrant workers’ rights.

**Sources:** UNGP 12; UNGPRF A1.2; GRI 103-2

#### **Key international human rights instruments protecting the rights of individuals/groups that may require particular attention**

International conventions protecting the rights of individuals who may be affected by a company’s activities include but are not limited to:

- United Nations (UN) Convention on the Elimination of all Forms of Discrimination against Women (CEDAW), 1979
- UN Convention on the Rights of the Child (CRC), 1989
- UN Convention on the Elimination of All Forms of Racial Discrimination (CERD), 1965
- International Labour Organization (ILO) Convention 107, Indigenous and Tribal Populations Convention, 1957
- ILO Convention 169, Indigenous and Tribal Peoples Convention, 1991
- UN Declaration on the Rights of Indigenous Peoples (UNDRIP), 2007
- UN Convention on the Rights of Persons with Disabilities (CRPD), 2006
- ILO Convention 190, Violence and Harassment, 2019



## A05 Commitment to respect land, natural resources and Indigenous peoples' rights

**Indicator:** The company publicly commits to respect, and ensures its business relationships respect, the human rights of particular relevance to communities' livelihoods and health, including the right to water and the ownership or use of land and natural resources (see box below).

**Applicability:** Food and agricultural products, extractives.

**Rationale:** A company commitment to land and Indigenous peoples' rights ensures the company respects international standards on these issues. It sets clear expectations for the company and its business relationships to safeguard the rights of Indigenous communities, promoting ethical practices in land use and resource management.

### Elements:

- a) The company has a publicly available policy statement committing it to respect rights related to the ownership and use of land and natural resources.
- b) The company has a publicly available policy statement that expects its business relationships to respect ownership and use of land and natural resources as well as related legitimate tenure rights.
- c) The company has a publicly available policy statement committing it to respect Indigenous peoples' rights.
- d) The company has a publicly available policy statement that expects its business relationships to respect Indigenous peoples' rights.
- e) The company has a publicly available policy statement committing it to respect the right to water.
- f) The company has a publicly available policy statement that expects its business relationships to respect the right to water.

**Sources:** UNGP 12; UNGPRF A1.2; GRI 103-2

### Key international human rights instruments protecting land rights and Indigenous peoples' rights

International instruments protecting land rights and Indigenous peoples' rights as relevant for the indicator include but are not limited to:

- Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security (VGGT)
- IFC Performance Standards
- ILO Convention on Indigenous and Tribal Peoples (Convention No.169)
- UN Declaration on the Rights of Indigenous Peoples
- CEO Water Mandate



## A06 Commitment to responsible sourcing of minerals

**Indicator:** The company publicly commits to the responsible sourcing of minerals from conflict-affected and high-risk areas, in line with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, including its current supplements on tin, tantalum, tungsten and gold (3TG) (3rd edition) (the OECD Guidance). The OECD Guidance Annex II includes the Model Supply Chain Policy for a Responsible Global Supply Chain of Minerals from Conflict-Affected and High-Risk Areas. This lists standards against which due diligence is to be conducted. For companies headquartered in mainland China, Hong Kong and Macau or controlled or owned by mainland Chinese nationals, as an alternative, the company publicly commits to the responsible sourcing of minerals from conflict-affected and high-risk areas, in line with the Chinese Due Diligence Guidelines for Responsible Mineral Supply Chains (2015) (Chinese Guidance), which are consistent with the OECD Guidance.

**Applicability:** ICT manufacturing, automotive manufacturing.

**Rationale:** A commitment to responsible sourcing of minerals ensures the company follows international standards for ethical mineral supply chains. It sets clear expectations for the company and its business relationships to prevent human rights abuses and to promote transparency and sustainability in mineral sourcing.

### Elements:

- a) The company has a publicly available policy statement committing it to the responsible sourcing of minerals, or the company has a publicly available policy statement committing it to follow the OECD Guidance at least in respect of 3TG.
- b) The company has a publicly available policy statement that expects its business relationships to follow the company's responsible sourcing policy or the OECD Guidance at least in respect to 3TG.
- c) The company's responsible sourcing policy statement committing it to follow the OECD Guidance explicitly covers all minerals.
- d) The company has a publicly available policy statement that expects its business relationships to require their business relationships to follow the OECD Guidance explicitly covering all minerals.

**Sources:** GRI 103-2; OECD Guidance; Chinese Guidance

## A07 Commitment to security and human rights

**Indicator:** The company publicly commits to respect, and ensures that its business relationships respect, the human rights of particular relevance to communities' livelihoods, security and health, including fundamental humanitarian norms such as protections for civilians and other protected persons when operating in conflict-affected areas.

**Applicability:** Extractives.

**Rationale:** A commitment to protect communities' security in conflict-affected areas, in line with international humanitarian law, ensures the company adheres to global standards for ethical operations. It sets clear expectations for safeguarding local communities and minimising harm, promoting responsible practices and respect for humanitarian principles.





**Elements:**

- a) The company has a publicly available policy statement committing it to respect the Voluntary Principles on Security and Human Rights (VPs) or only uses security providers who are members of the International Code of Conduct of Private Security Providers Association (ICoCA).
- b) The company expects its business relationships to respect the VPs or only to use security providers that are members of ICoCA.
- c) The company has a publicly available policy statement committing it to respect international humanitarian law (IHL).
- d) The company expects its business relationships to respect IHL.

**Sources:** UNGP 12; UNGPRF A1.2; GRI 103-2

**A08 Commitment to remedy**

**Indicator:** The company publicly commits to provide or cooperate in remediation for affected individuals, workers and communities through legitimate processes (including judicial and non-judicial mechanisms, as appropriate), where it identifies that it has caused or contributed to adverse impacts.

**Applicability:** All sectors.

**Rationale:** A commitment to remedy ensures the company provides effective solutions for addressing human rights impacts and grievances. It sets clear expectations for addressing harm, offering redress and improving practices, thereby reinforcing the company's dedication to accountability and continuous improvement.

**Elements:**

- a) The company has a publicly available policy statement committing it to remedy the adverse impacts on individuals, workers and communities that it has caused or contributed to.
- b) The company expects its business relationships to commit to the right to remedy.
- c) The company has a publicly available policy statement committing it to co-operate with judicial and non-judicial mechanisms to provide access to remedy.
- d) The company has a publicly available policy statement committing it to work with business relationships to remedy adverse impacts which are directly linked to the company's operations, products or services.

**Sources:** UNGP 22; UNGPRF C6

**A09 Commitment to respect the rights of human rights defenders**

**Indicator:** The company publicly commits not to tolerate threats, intimidation, violence, punitive action, surveillance or physical or legal attacks against human rights defenders, including those exercising their rights to freedom of expression, association, peaceful assembly and protest against the business or its operations. It also places equivalent expectations on its business relationships. The company also commits to engage with human rights defenders as part of operational processes of risk assessment and due diligence or to support the work of human rights defenders to create a safe and enabling environment for the work of civil society in locations where it operates, at both local and national levels.



*Note: The term 'human rights defender' is a broad and inclusive definition that refers to individuals or groups that, in their personal or professional capacity and in a peaceful manner, strive to protect and promote human rights. This includes affected communities, non-governmental organisations and individuals, members of the media, lawyers, judges, academics, government officials and civil servants or members of the private sector (including company employees such as trade unionists and whistle-blowers).*

**Applicability:** All sectors.

**Rationale:** A commitment to respect the rights of human rights defenders ensures the company upholds international standards for protecting those who advocate for human rights. It sets clear expectations for safeguarding defenders from retaliation and promoting their safety.

**Elements:**

- a) The company commits to neither tolerate nor contribute to threats, intimidation and attacks against human and environmental rights defenders.
- b) The company expects its business relationships to commit to respect the rights of human rights defenders.
- c) The company commits to working with human rights defenders to create safe and enabling environments for civic engagement and human rights at local, national or international levels.

**Sources:** UNGP 12; UNGPRF A1.2



## B. Board-level accountability (5%)

This measurement area focuses the role of the highest governance body with respect to human rights. The indicators seek to assess how the company's board's signals the importance of human rights and ensures coherence between the responsibility to respect human rights and wider business activities.

- B01 Commitment from the top
- B02 Board responsibility
- B03 Incentives and performance management
- B04 Business model strategy and risks

### What do the UN Guiding Principles on Business and Human Rights expect?

The development and implementation of a company's approach to human rights should be guided from the top of the business, which for larger companies is the board. Companies need to strive for coherence between their responsibility to respect human rights, and policies and procedures that govern their wider business activities and relationships. This should include, for example, policies and procedures that set financial and other performance incentives for personnel, procurement practices or lobbying activities where human rights are at stake. A board committee is often the best placed to ensure such coordination.

### Why is this important?

Signals from and attention to human rights issues by the board indicate that top management considers respect for human rights to be a minimum standard for conducting business with legitimacy.

### B01 Commitment from the top

**Indicator:** The company's human rights policy commitments are communicated at board level, and a board member or board committee oversees the company's strategy, policies and processes for respecting human rights. The board member or board committee possesses relevant knowledge, skills and competence in the area of human rights. Board members or the chief executive officer (CEO) talk publicly about the company's approach to addressing risks to people and the importance of human rights to the business.

**Applicability:** All sectors.

**Rationale:** Allocating oversight responsibilities of the human rights strategy to knowledgeable board members or committees is a critical marker of corporate respect for human rights. It ensures that human rights considerations are integrated into the highest level of decision-making and business strategy, reflecting a company's genuine commitment to addressing risks to people. When board members or the CEO publicly address the company's human rights approach, it strengthens accountability and leadership, demonstrating that human rights are not just a compliance issue, but a core value tied to the company's long-term success and reputation.



**Elements:**

- a) The company indicates that a board member or board committee is tasked with specific governance oversight of respect for human rights.
- b) The company describes the human rights expertise of the board member or board committee tasked with that governance oversight.
- c) Board members or the CEO clearly signal the company's commitment to human rights (e.g. speeches, presentations or other communications), discussing why human rights matter to the business or any challenges to respecting human rights encountered by the business.

**Sources:** UNGP 16(a); UNGPRF A1.1 and A2; GRI 102-26; ESRS 2 GOV-1

**B02 Board responsibility**

**Indicator:** The company has processes in place at board level to discuss and address human rights issues and how they fit within the company's overall purpose and strategy. Alternatively, a board committee regularly reviews the company's strategy, policy and management processes, as well as challenges and progress in managing human rights issues, and provides examples of what was discussed. These discussions are informed by the experiences of affected stakeholders or external human rights experts.

**Applicability:** All sectors.

**Rationale:** Board-level processes to discuss and address human rights issues demonstrate the company's commitment to integrating human rights into its overall strategy and operations. Regular review by the board or a committee ensures that human rights challenges, progress and management processes are continuously monitored. By incorporating insights from affected stakeholders or external human rights experts, the board is better equipped to make informed decisions, identify risks and respond to emerging issues. This engagement strengthens the company's accountability and supports proactive, informed decision-making on human rights.

**Elements:**

- a) The company describes the processes it has in place to discuss and regularly review its human rights strategy, policy or management processes at board level.
- b) The company provides an example of specific human rights issues or trends discussed at board level during the last reporting period.
- c) The company describes how the experiences of affected stakeholders or external human rights experts informed board-level discussions on human rights.

**Sources:** UNGP 16 and 24; UNGPRF A2.2; GRI 102-18 and 102-31; EU ESRS 2 GOV-2

**B03 Incentives and performance management**

**Indicator:** The company provides incentives to the board linked to the implementation of its human rights policy commitments or targets. The company also reviews other board incentives to ensure coherence with its human rights policy commitments.

**Applicability:** All sectors.

**Rationale:** Linking board incentives to the implementation of human rights policy commitments ensures that human rights are prioritised and embedded in the company's performance goals. This alignment reinforces accountability at the highest level, further motivating the board to actively



support human rights objectives. Reviewing other board incentives for coherence with human rights policies ensures consistency and helps resolve any conflicting priorities.

**Elements:**

- a) The company indicates that at least one board member has an incentive or performance management scheme linked to the company's human rights policy commitment(s) or strategy.

*Note: If the company has linked its scheme to only one aspect of its human rights policy commitment(s), then this aspect must be one of the human rights risks the company considers salient. If that one aspect is health and safety, then it must include the health and safety of local communities, or workers in the supply chain.*

- b) The criteria linking board remuneration to human rights performance are made public.
- c) The company indicates that it has reviewed other board performance incentives to ensure coherence with its human rights policy commitment(s).

**Sources:** UNGP 16; UNGPRF A2.3; GRI 102-35

### **B04 Business model, strategy and risks**

**Indicator:** The company considers and addresses, at board level, the impacts of its strategy and business model on the human rights of affected stakeholders. The term 'business model' refers to the value a company seeks to deliver, and to whom and how it delivers that value in pursuit of commercial success. Business model choices are linked to strategy and are governed by the board and shaped by senior management.

**Applicability:** All sectors.

**Rationale:** Where certain business models (e.g. fast fashion, gig economy, depletion of natural resources) establish processes, incentives and practices that increase risks to workers, communities or consumers, this can conflict with, or undermine, a company's ability to respect human rights. By reflecting on how actual and potential adverse human rights impacts originate from its business model or strategy, and taking action on these findings, the company demonstrates a proactive approach to identifying and mitigating risk.

**Elements:**

- a) The company discloses its assessment of whether and how actual and potential adverse human rights impacts originate from or are related to the company's strategy and business model.
- b) The company provides an example of action(s) decided as a result of discussions about its business model or strategy and potential impacts on human rights.
- c) The company discloses how the interests, views and rights of potentially affected stakeholders inform its strategy and business model.

**Sources:** Shift G.1; B-Tech; IFRS S1; EU ESRS 2 S-1 and 2



## C. Embedding respect for human rights in company culture and management systems (15%)

This measurement area assesses the extent of systems and processes established to implement the company's policy commitments in practice. The indicators seek to assess how the company's human rights policy commitments are embedded in company culture and across its management systems and day-to-day activities, including within the management systems covering its business relationships.

- C01 Responsibility and resources for day-to-day human rights functions
- C02 Incentives and performance management
- C03 Integration with enterprise risk management
- C04 Communication/dissemination of policy commitment(s)
- C05 Training on human rights
- C06 Monitoring and corrective actions
- C07 Engaging and terminating business relationships
- C08 Aligning purchasing decisions with human rights
- C09 Mapping and disclosing the supply chain
- C10 Transparency and accountability

### **What do the UN Guiding Principles on Business and Human Rights expect?**

The company's statement(s) of commitment should be publicly available in prominent locations and communicated actively to workers, business relationships and others, including investors and stakeholders, so that they are aware of the company's commitments and integrate the commitments into company culture. The company should align the policies and procedures that govern its wider business activities and relationships with its responsibility to respect human rights.

### **Why is this important?**

These steps of embedding policy commitments into company culture and broader management systems and reinforcing them with specific due diligence processes ensures that a company takes a systematic and proactive, rather than ad hoc or reactive approach, to respecting human rights.



## C01 Responsibility and resources for day-to-day human rights functions

**Indicator:** The company outlines senior-level responsibility for human rights as well as the organisation of the day-to-day responsibility for human rights across relevant internal functions. This includes responsibility for the ILO core labour standards at a minimum. The company also allocates resources and expertise for the day-to-day management of human rights within its operations and business relationships.

**Applicability:** All sectors.

**Rationale:** A company committed to respecting human rights appoints specific individuals in senior managerial positions with overall accountability for implementing its human rights policy, and it distributes accountability and resources for the day-to-day management of human rights issues within the company and supply chain. This ensures that the company's human rights strategy and its implementation are the responsibility of senior management who have appropriate resources available.

*Note: Board-level responsibility is assessed under indicator B01 and is therefore not considered in this indicator.*

### Elements:

- a) The company indicates the senior manager role(s) accountable for implementation and decision-making regarding human rights issues within the company.
- b) The company describes how it assigns responsibility for implementing its human rights policy commitment(s) for the day-to-day management across relevant departments.
- c) The company describes how it allocates resources and expertise for the day-to-day management of relevant human rights issues within its own operations.
- d) The company describes how it allocates resources and expertise for the day-to-day management of relevant human rights issues within its supply chain.

**Sources:** UNGP 19; UNGPRF A2 and A2.1; GRI 102-19 and 102-20

## C02 Incentives and performance management

**Indicator:** The company provides incentives to senior managers linked to implementation of the company's human rights policy commitments or targets. The company also reviews other senior managers' incentives to ensure coherence with its human rights policy commitments.

**Applicability:** All sectors.

**Rationale:** Linking incentives and performance management schemes for senior managers to the implementation of human rights commitments ensures that these issues are prioritised in leadership decisions and reinforce clear roles and responsibilities. Reviewing other incentives for alignment with these commitments prevents conflicts of interest, ensuring business objectives at large support ethical standards.

### Elements:

- a) The company indicates that it has an incentive or performance management scheme linked to its human rights policy commitment(s) for at least one senior manager.
- b) The company's incentive or performance management scheme covers at least one of the key sector risks that the company considers salient.





*Note: If that one risk is health and safety, then it must include the health and safety of local communities, or workers in the supply chain.*

- c) The criteria linking the senior manager(s)' remuneration to the company's human rights performance is made public.
- d) The company indicates that it has reviewed other senior management performance incentives to ensure coherence with its human rights policy commitment(s).

**Sources:** UNGP 16 and 19; UNGPRF A2.3; GRI 102-35

### **C03 Integration with enterprise risk management**

**Indicator:** The company integrates attention to human rights risks into its broader enterprise risk management system(s).

**Applicability:** All sectors.

**Rationale:** Integrating human rights risks into a company's enterprise risk management system ensures these risks are prioritised alongside other key business concerns. Providing examples of integration demonstrates practical application, while regular assessments, overseen by the board audit committee or an independent third party, ensure the system remains effective. This strengthens accountability and aligns risk management with responsible business practices.

**Elements:**

- a) The company describes how attention to human rights risks is integrated into its broader enterprise risk management system(s).
- b) The company provides an example of how attention to human rights risks is integrated into its broader enterprise risk management system(s).
- c) The company also describes how it assesses the adequacy of the enterprise risk management system(s) in managing human rights during the company's last reporting year. The assessment was either overseen by the board audit committee or conducted by an independent third party.

**Sources:** UNGP 17 and 19; UNGPRF A2

### **C04 Communication/dissemination of policy commitment(s)**

**Indicator:** The company communicates its human rights policy commitment(s) to employees, other workers, business relationships as well as to external stakeholders, in particular affected stakeholders. In addition, it reflects its human rights commitments within the terms of its contracts (or other equivalent, binding arrangements) with business relationships. This includes the ILO core labour standards at a minimum.

**Applicability:** All sectors.

**Rationale:** Human rights commitments need to be communicated to internal and external stakeholders (company workers, local communities, suppliers including beyond tier one) to ensure that mutual expectations are clear and that the company's human rights commitments are respected in its direct and indirect operations. In the case of suppliers, this is insured by including human rights commitments in contractual arrangements throughout the supply chain.



**Elements:**

- a) The company describes how it communicates its policy commitment(s) to all its workers, including in local languages where necessary.
- b) The company describes how it communicates its policy commitments to affected stakeholders, including local communities and other groups.
- c) The company describes the steps it takes to communicate its human rights policy down its supply chain itself, or the company demonstrates that it requires its business relationships to do so.
- d) The company describes how its human rights policy commitments are reflected within contractual or other binding arrangements with its business relationships.
- e) The company demonstrates that it requires its business relationships to cascade the contractual or other binding requirements down their supply chain.
- f) The company provides an example of how it ensures the form and frequency of the information communicated are accessible to its intended audience.

**Sources:** UNGP 12 and 16(d); UNGPRF A.1.3

**C05 Training on human rights**

**Indicator:** The company trains its workers and business relationships on its human rights policy commitment(s). This includes the ILO core labour standards at a minimum.

**Applicability:** All sectors.

**Rationale:** Human rights commitments can only be upheld if all company workers are aware of them and relevant managers and workers in key functions understand the implications that such commitments have on their role. Similarly, business relationships need to receive training to be empowered to meet the company's expectations of them with regards to human rights.

**Elements:**

- a) The company describes how its workers are trained on its human rights policy commitment(s).
- b) The company describes how relevant managers and workers in key functions receive specific human rights training relevant to their role.
- c) The company describes the training it provides to business relationships to help them meet its human rights policy commitment(s).
- d) The company discloses the percentage of business relationships trained.

Sources: UNGP 12; UNGPRF A1.3; GRI 410-1 and 412-2

**C06 Monitoring and corrective actions**

**Indicator:** The company monitors the implementation of its human rights policy commitment(s) across its operations and business relationships. It also follows up on corrective actions and necessary changes to policies or processes and discloses its findings. The company involves workers in this process.

**Applicability:** All sectors.



**Rationale:** Monitoring the implementation of its human rights commitments is necessary for the company to identify any breaches, internally or externally, and the need for corrective action. The involvement of workers in the monitoring process can improve the quality of the outcomes. Disclosing the proportion of the supply chain monitored, as well as how monitoring is conducted, enhances transparency and accountability. A clear corrective action process ensures that issues are addressed promptly, and public disclosure of findings demonstrates the company's commitment to continuous improvement and responsible business practices.

**Elements:**

- a) The company describes how it monitors the implementation of its human rights policy commitment(s) across its global operations and supply chain (e.g. including external/independent third parties).
- b) The company discloses the proportion of its supply chain that is monitored.
- c) The company describes how workers are involved in the monitoring process.
- d) The company describes its corrective action process(es).
- e) The company publicly discloses the findings and number of corrective action process(es) as a result of the monitoring.

**Sources:** UNGP 12 and 20; UNGRPF C4, C4.3 and C5; GRI 414-2; SASB CN0501-05 and CN0501-06

### **C07 Engaging and terminating business relationships**

**Indicator:** The company takes human rights considerations into account when deciding to engage or terminate business relationships. This includes offering incentives and support to business relationships to meet the company's requirements.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Incorporating human rights considerations in decisions on business relationships enables companies to mitigate associated risks and drive responsible practices. Offering incentives like price premiums, longer contracts or increased orders encourages business relationships to meet human rights requirements. Additionally, providing support to business relationships to help them comply with these standards fosters collaboration, reduces risks and enhances the company's ability to uphold its human rights commitments while promoting a more responsible and ethical supply chain.

**Elements:**

- a) The company describes how human rights performance is taken into account in the identification and selection of potential business relationships, including suppliers.
- b) The company describes how human rights performance is taken into account in decisions to renew, expand or terminate business relationships, including with suppliers.
- c) The company describes the specific incentives (e.g. price premiums, increased orders or longer contracts) offered to business relationships, including suppliers, for meeting the company's requirements.
- d) The company describes how it supports business relationships, including suppliers, in meeting the company's requirements.

**Sources:** UNGP 13 and 19; UNGRPF A2.4; HRIB 8.1.1; GRI 103-2, 414-1 and 414-2



## C08 Aligning purchasing decisions with human rights

**Indicator:** The company ensures coherence between its purchasing policies and practices and its human rights commitment(s) and pays suppliers in line with agreed timeframes and for the amount agreed in the payment terms. It also communicates production needs to suppliers ahead of time. Additionally, the company mitigates negative human rights impacts of its purchasing practices in planning, merchandising and costing, and it includes commitments to implement responsible purchasing practices in contractual or other binding arrangements with its suppliers.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Specific practices and expectations from companies can undermine suppliers' ability to respect human rights, thereby exacerbating human rights risks in the supply chain. Avoiding price or short notice requirements and committing to pay suppliers on time fosters stability and trust in the supply chain. Including such responsible purchasing commitments in contracts and reviewing the company's own operations ensures accountability.

### Elements:

- a) The company describes the practices it adopts to avoid price or short notice requirements or other business considerations undermining human rights.
- b) The company describes the practices it adopts to pay suppliers in line with agreed timeframe(s) and for the amount(s) agreed in the payment terms.
- c) The company commits to implement responsible purchasing practices in contractual or other binding arrangements with its suppliers.
- d) The company reviews its own operations to mitigate negative impacts of its purchasing practices in planning, merchandising and costing.
- e) The company provides an example of how it assessed, addressed and made changes to its purchasing practices to avoid undermining its human rights commitments.

**Sources:** UNGP 16; UNGPRF C4.2; HRIB 8.1.1; FLA I.ER.24; RCP Toolkit

## C09 Mapping and disclosing the supply chain

**Indicator:** The company maps its suppliers and discloses its mapping publicly. To increase visibility of the supply chain and reduce human rights risks, this process should include identifying higher-risk activities, geographies and products, and disclosing the names and specific locations of suppliers who make up the most significant parts of the company's supply chain. This information should be provided for stakeholders in a usable format (e.g. downloadable, machine-readable).

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** For companies that are committed to human rights in their supply chains, good visibility of their suppliers is a prerequisite. It allows companies to accurately assess and mitigate risks as well as remediate and prevent them. This visibility includes both direct and indirect suppliers.

### Elements:

- a) The company indicates that it identifies its suppliers, including direct and indirect suppliers. This needs to include the product source (e.g. farm, fishery, ranch, production facility etc.).



- b) The company discloses the names and specific locations of the direct and indirect suppliers who make up the most significant parts of its supply chain and explains how it has defined what are the most significant parts of its supply chain.
- c) The company discloses which direct or indirect suppliers it considers to be involved in higher-risk activities, geographies and products.

**Sources:** GRI 102-9

### **C10 Transparency and accountability**

**Indicator:** The company understands the importance of more openness around how countries and businesses manage natural resource wealth to ensure that these resources can benefit all citizens. The company demonstrates this by participating in transparency initiatives, in particular relating to revenue transparency, or by disclosing payments and contracts.

**Applicability:** Extractives.

**Rationale:** The extractive sector's business model is characterised by extensive project life cycles and the need for high capital investment to extract natural resources. Extractive projects often have such a large size that they can exacerbate power imbalances, exploitation and corruption. Such projects primarily impact vulnerable groups such as low-income workers, migrant workers, local communities and children.

**Elements:**

- a) The company is a member of the Extractive Industries Transparency Initiative (EITI) or publicly reports, by country, the taxes and revenue payments to some countries beyond legal requirements for disclosure.
- b) The company publicly reports, by country, taxes and revenue payments to all countries where it operates.

**Sources:** IEITI; RMF B04.1



## D. Human rights due diligence (15%)

This measurement area focuses on the specific systems the company has in place for conducting due diligence processes to assess the real-time risks to human rights that the company poses, to integrate and act on these findings so as to prevent and mitigate the impacts, and to track and communicate those actions. The indicators are aligned with the human rights due diligence steps in the UN Guiding Principles on Business and Human Rights.

- D01 Identifying human rights risks and impacts
- D02 Assessing human rights risks and impacts
- D03 Integrating and acting on human rights risks and impact assessments
- D04 Tracking the effectiveness of actions to respond to human rights risks and impacts
- D05 Communicating on human rights impacts

FIGURE 5: THE FIVE STEPS OF HUMAN RIGHTS DUE DILIGENCE



### Identifying and assessing

#### What do the UN Guiding Principles on Business and Human Rights expect?

Companies should identify and assess any negative impacts on human rights with which they may be involved. This includes actual impacts (past or current) and potential impacts (those possible in the future – also referred to as human rights risks), from the company's own activities and from its

business relationships, direct relationships and those one or more steps removed. The focus must be on risks to the human rights of people, as distinct from risks to the business itself, although the two are increasingly related.

### **Why is this important?**

Assessment is the process by which the company gathers the basic information it needs to know what its human rights risks are, so it can prevent and mitigate them. It is the starting point for the company to understand how to translate its human rights policy commitment into practice. Therefore, involving different parts of the company in the assessment process helps to build shared responsibility for addressing the actual and potential impacts identified.

### **Integrating and acting**

#### **What do the UN Guiding Principles on Business and Human Rights expect?**

To address negative human rights impacts, companies should integrate the findings from their impact assessments across relevant internal functions and processes, act to prevent and mitigate the impacts identified, and have the internal decision-making, budget allocation and oversight processes in place to enable effective responses.

### **Why is this important?**

Through the process of 'integration', the company can take the findings from its impact assessments, identify who in the company needs to be involved in addressing them, and work with them to decide on an effective response. It is through the actions it takes to prevent or mitigate impacts that the company actually reduces its negative impacts on people, which is central to achieving respect for human rights.

### **Tracking**

#### **What do the UN Guiding Principles on Business and Human Rights expect?**

Companies need to track their responses to actual and potential human rights impacts to evaluate how effectively they are being addressed. Tracking should be based on appropriate qualitative and quantitative indicators and draw on internal and external feedback, including from affected stakeholders.

### **Why is this Important?**

Tracking how well the company is managing its human rights risks is the only way the company can really know it is respecting human rights in practice. Tracking is a crucial dimension of continuous improvement. It helps the company identify trends and patterns, and it highlights recurring problems that may require more systemic changes to policies or processes as well as good practices that can be shared across the company. Tracking is also essential for the company to be able to communicate accurately to all its stakeholders about what it is doing to meet its responsibility to respect human rights.

### **Communicating**

#### **What do the UN Guiding Principles on Business and Human Rights expect?**

Companies need to be prepared to communicate externally in order to account for how they address their impacts, particularly when concerns are raised by, or on behalf of, affected stakeholders. Companies that may have severe human rights impacts should report formally on how they address them.

### **Why is this Important?**

It is by knowing and showing that it respects human rights in practice that a company builds trust in





its performance, demonstrates its reliability as a partner and gains a sustainable 'social license to operate'. More widely, it is part of being accountable for how the company does business, not least to those who may be impacted. Increasingly, shareholders, governments, potential business relationships, stock exchanges and civil society stakeholders also expect companies to provide information on their human rights performance.

### **D01 Identifying human rights risks and impacts**

**Indicator:** The company proactively identifies its human rights risks and impacts on an on-going basis, including when these are triggered by key moments in the company's activities (e.g. policy change, market entry, new projects). This includes engaging with stakeholders and vulnerable groups as part of the identification process.

**Applicability:** All sectors.

**Rationale:** Identifying human rights risks and impacts helps the company understand the key human rights risks and impacts in their operations and supply chains, understanding which risks are most prevalent for relevant (affected) stakeholders and what risks and impacts need to be understood more closely.

#### **Elements:**

- a) The company describes the process(es) it has in place to identify its human rights risks and impacts in specific locations or activities, covering its own operations.
- b) The company describes the process(es) it has in place to identify its human rights risks and impacts through relevant business relationships, including its supply chain.
- c) The company describes how it involves affected stakeholders and internal or independent external human rights experts in its human rights risks and impact identification process(es).
- d) The company describes how its risk and impact identification process(es) are triggered by new country operations, new business relationships, new human rights challenges or conflict affecting particular locations.

**Sources:** UNGP 17 and 18; UNGPRF B2 and C3; HRIB 1.2.1; GRI 412-1 and 414-2



## Key concepts

**Key sector risks:** These are the risks commonly regarded as potentially severe and/or likely within the sector and that companies are expected to demonstrate, through a process of human rights due diligence, how they are preventing them or why they are not relevant. Therefore, while these risks are anticipated to be relevant, given the company's sector, they may not necessarily be the individual company's most salient human rights issues. These may change over time.

**Salient human rights issues:** Those human rights that are at risk of the most severe negative impacts through a company's activities or business relationships. Therefore, they vary from company to company and over time.

**Materiality:** Refers to what is really important or has great consequences. The various definitions of materiality provide differing views depending on who is asking and for what purpose. For company public reporting, materiality often refers to a threshold used to determine what information a company will disclose in its formal reporting. Definitions of what constitutes that threshold vary considerably.

## D02 Assessing human rights risks and impacts

**Indicator:** Having identified its human rights risks and impacts, the company assesses them and then prioritises its salient human rights risks and impacts. This includes engaging with stakeholders and vulnerable groups as part of the assessment process.

**Applicability:** All sectors.

**Rationale:** Assessing the key human rights risks and impacts and understanding their saliency for the company's operations and supply chain allows the company to set strategic priorities for managing these risks, and to focus mitigation and remedy efforts where the (potential) harm to people is greatest.

### Elements:

- a) The company describes the process(es) it has in place to assess its human rights risks and impacts and discloses what it considers to be its salient human rights issues, covering its own operations.
- b) The company describes the process(es) it has in place to assess its human rights risks and impacts in its supply chain.
- c) The company publicly discloses the results of its human rights risks and impact assessments, which may be aggregated across its operations and locations.
- d) The company describes how it involves affected stakeholders in its human rights risks and impact assessment process(es).

**Sources:** UNGP 17, 18 and 24; UNGPRF B1, B2 and C3; HRIB 1.2.1; GRI 412-1 and 414-2



### D03 Integrating and acting on human rights risk and impact assessments

**Indicator:** The company integrates the findings of its assessments of human rights risks and impacts into relevant internal functions and processes in order to take appropriate actions to prevent, mitigate or remediate its salient human rights risks and impacts. This includes engaging with stakeholders and vulnerable groups on any action taken or to be taken.

**Applicability:** All sectors.

**Rationale:** Integrating and acting on human rights risks and impact assessments allows the company to comprehensively prevent, mitigate and remediate its (potential) risks and impacts, reducing or eliminating negative impacts on affected people and communities.

**Elements:**

- a) The company describes the process(es) it has in place to prevent, mitigate or remediate its salient human rights issues in its own operations.
- b) The company describes the process(es) it has in place to prevent, mitigate or remediate its salient human rights issues in its supply chain.
- c) The company provides an example of the specific actions taken or to be taken on at least one of its salient human rights issues as a result of assessment process(es) in at least one of its activities/operations in the last three years.
- d) The company describes how it involves affected stakeholders in decisions about the actions to take in response to its salient human rights issues.

**Sources:** UNGP 17, 19 and 24; UNGPRF C4; GRI 103-2

### D04 Tracking the effectiveness of actions to respond to human rights risks and impacts

**Indicator:** The company tracks and evaluates the effectiveness of actions taken in response to its human rights risks and impacts and describes how it uses that information to improve processes and systems on an ongoing basis. This includes engaging with stakeholders and vulnerable groups when evaluating the effectiveness of any action taken.

**Applicability:** All sectors.

**Rationale:** Tracking and evaluating the effectiveness of actions taken enables a company to know whether its human rights due diligence has achieved the desired results and is central to any continuous improvement and change process.

**Elements:**

- a) The company describes the process(es) it has in place to track or monitor the actions taken in response to human rights issues and for evaluating whether the actions have been effective.
- b) The company provides an example of the lessons learned while tracking the effectiveness of its actions on at least one of its salient human rights issues as a result of its due diligence process(es).
- c) The company describes how it involves affected stakeholders in evaluation(s) of whether the actions taken have been effective.

**Sources:** UNGP 17, 20 and 24; UNGPRF C5; GRI 103-3



## D05 Communicating on human rights impacts

**Indicator:** The company communicates externally how it addresses its human rights impacts (i.e. throughout its due diligence process(es)) in a manner that is accessible to its intended audiences, especially affected stakeholders who have raised concerns. These communications also provide enough information to evaluate the adequacy of the response(s) and do not pose risks to affected stakeholders or personnel. Such communications should provide accurate, balanced and complete information.

**Applicability:** All sectors.

**Rationale:** Communicating externally about how the company addresses its human rights impacts is crucial for transparency and accountability and requires a company to show clearly that it understands and respects human rights and communicates with relevant stakeholders.

**Elements:**

- a) The company provides an example demonstrating how it communicates with affected stakeholders regarding specific human rights issues raised by the stakeholders or on their behalf.
- b) The company describes any challenge(s) to effective communication with affected stakeholders it has identified in its human rights due diligence process and how it is working to address them.

**Sources:** UNGP 20 and 21; UNGPRF C2



## E. Remedies and grievance mechanisms (20%)

This measurement area focuses on the extent to which a company provides remedy for actual adverse impacts on human rights. It covers a company's approach to providing or cooperating in remediation when human rights harms – actual human rights impacts – have occurred. The indicators aim to assess whether a company has appropriate processes in place so that grievances may be addressed early and remediated directly where appropriate. They also assess the company's willingness to participate in other remedy options and its approach to litigation concerning credible allegations of human rights impacts.

- E01 Grievance mechanism(s) for workers
- E02 Grievance mechanism(s) for external individuals and communities
- E03 Users are involved in the design and performance of the mechanism(s)
- E04 Procedures related to the grievance mechanism(s) are equitable, publicly available and explained
- E05 Prohibition of retaliation for raising complaints or concerns
- E06 Company involvement with state-based judicial and non-judicial grievance mechanisms
- E07 Remediating adverse impacts
- E08 Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned

### What do the UN Guiding Principles on Business and Human Rights expect?

Where a company identifies that it has caused or contributed to negative human rights impacts, it should provide or cooperate in their remediation through legitimate processes. Companies should establish or participate in effective operational-level grievance mechanisms for stakeholders who may be negatively impacted by their activities. Remediation processes provided by the state or third-party institutions can provide alternative channels for affected stakeholders to raise complaints or concerns. Complainants should be free to choose which available channels they wish to use.

### Why is this important?

Access to effective remedy is a human right in itself and therefore a core part of respecting human rights. Unless a company actively engages in the remediation of impacts it has caused or contributed to, it cannot fully meet its responsibility to respect human rights. Negative impacts may occur despite a company's best efforts, given the complexity of activities and business relationships involved. Companies need to be prepared for this situation so that they can respond quickly and effectively. Strong remediation processes can help prevent impacts or conflicts from increasing or escalating.

### Effectiveness criteria for non-judicial grievance mechanisms

The UNGPs identify a set of eight criteria for designing, revising or assessing a non-judicial grievance mechanism to help ensure that it is effective in practice. These criteria have been further elaborated on by the Office of the High Commissioner for Human Rights' (OHCHR) Accountability and Remedy Project (ARP), the third phase of which has focused on non-state-based grievance mechanisms.



Table 1 is a (non-exhaustive) mapping of where the effectiveness criteria, as defined by the UNGPs and elaborated on in the ARP III, is assessed within the CHRB indicators.

TABLE 1: EFFECTIVENESS CRITERIA MAPPING

	E.1	E.2	E.3	E.4	E.5	E.6	E.7	E.8
<b>Legitimate</b>	•	•	•					
<b>Accessible</b>	•	•			•	•		
<b>Predictable</b>				•	•			
<b>Equitable</b>				•				
<b>Transparent</b>								•
<b>Rights-compatible</b>							•	•
<b>Continuous learning</b>							•	•
<b>Based on engagement</b>			•					

### E01 Grievance mechanism(s) for workers

**Indicator:** The company has one or more mechanisms (its own, third party or shared) through which workers can raise complaints or concerns, including in relation to human rights issues. The mechanism(s) is available to all workers and takes into account accessibility by marginalised groups.

**Applicability:** All sectors.

**Rationale:** Providing accessible mechanisms for workers to raise concerns is essential for addressing actual and potential human rights impacts. By ensuring mechanisms are available in languages workers understand and that workers are aware of them, the company enhances the mechanisms' effectiveness. Through ensuring its own workers and those in the supply chain have access to grievance mechanisms, companies help empower all workers to report negative impacts and seek access to remedy.

#### Elements:

- The company indicates that it has one or more mechanism(s), or participates in a third-party or shared mechanism, accessible to all workers to raise complaints or concerns related to the company.
- The company describes how it ensures the mechanism(s) is available in all appropriate languages and that workers are aware of it (e.g. specific communication(s)/training).
- The company describes how it ensures workers in its supply chain have access to either: the company's own mechanism(s) to raise complaints or concerns about human rights issues at the company's business relationships, or the company expects its business relationships to establish a mechanism(s) for their workers to raise such complaints or concerns.



- d) The company expects its business relationships to convey the same expectation on access to grievance mechanism(s) to their own business relationships.

**Sources:** UNGP 22, 29 and 30; UNGPRF C6.1 and C6.3; GRI 103-2; ARP 7.1, 8.1 and 8.8

## **E02 Grievance mechanism(s) for external individuals and communities**

**Indicator:** The company has one or more mechanisms (its own, third party or shared) through which individuals and communities who may be adversely impacted by the company can raise complaints or concerns, including in relation to human rights issues. The mechanism(s) is available to all external individuals and communities and takes into account accessibility by marginalised groups.

**Applicability:** All sectors.

**Rationale:** Providing accessible mechanisms for external individuals and communities to raise concerns is essential for addressing actual and potential human rights impacts. By ensuring the mechanism is available in appropriate languages and that stakeholders are aware of it, the company enhances the mechanism's effectiveness. Through ensuring individuals and communities have access to grievance mechanisms, companies help empower them to report negative impacts and seek access to remedy.

### **Elements:**

- a) The company indicates that it has one or more mechanism(s), or participates in a shared mechanism, accessible to all external individuals and communities who may be adversely impacted by the company, or those acting on their behalf, to raise complaints or concerns.
- b) The company describes how it ensures the mechanism(s) is available in local languages and that all affected external stakeholders at its own operations are aware of it (e.g. specific communication(s)/training).
- c) The company describes how it ensures external individuals and communities have access to either: the company's own mechanism(s) to raise complaints or concerns about human rights issues at the company's business relationships, or the company expects its business relationships to establish a mechanism for external individuals and communities to raise such complaints or concerns.
- d) The company expects its business relationships to convey the same expectation on access to grievance mechanism(s) to their own business relationships.

**Sources:** UNGP 22, 29 and 30; UNGPRF C6.1 and C6.3; GRI 103-2; ARP 7.1, 8.1 and 8.8

## **E03 Users involvement in the design and performance of the mechanism(s)**

**Indicator:** The company (or the initiative, in the case of a shared mechanism) engages with potential or actual users on the design, implementation, performance and improvement of the mechanism(s).

**Applicability:** All sectors.

**Rationale:** Users and potential users of the grievance mechanism should be consulted on the way the mechanism is designed and performs to ensure it adequately addresses the needs of its intended audience. Consulting users and potential users is a way to improve the accessibility and effectiveness of the mechanism.



**Elements:**

- a) The company describes how it engages with potential or actual users on the design and performance of the mechanism(s) (such as on scope, methods of raising grievances, etc), or the company provides at least one example of how it engages with potential or actual users on the design, implementation or performance of the mechanism(s).
- b) The company also describes how it engages with potential or actual users (or individuals or organisations acting on their behalf) on the improvement of the mechanism(s), or it provides at least one example of engaging with potential or actual users of the grievance mechanism to improve it.

*Note: If the company expects its business relationships to set up their own mechanism(s) under C01 or C02, it also expects them to consult potential or actual users on the design, implementation or performance of their mechanism(s).*

**Sources:** UNGP 31(h); UNGPRF C6.1, C6.2 and C6.3; ARP 7.3 and 14.1

**E04 Procedures related to the grievance mechanism(s) are equitable, publicly available and explained**

**Indicator:** The company describes how complaints or concerns are received, processed and addressed. It also describes how those making complaints are informed throughout the process as well as how complaints may be escalated or withdrawn. In addition, the company takes steps to ensure equitable access to and participation in grievance process(es) through the provision of technical, financial or advisory support, as may be appropriate in light of the mandate, objectives and operations of the grievance mechanism(s). This includes an explanation of what outcomes the grievance mechanism(s) can and cannot offer to users in the form of remedy(ies) (including financial and non-financial).

**Applicability:** All sectors.

**Rationale:** To reduce asymmetries in information and improve the predictability of the mechanism, the company puts in place specific measures that provide (potential) complainants with certainty about the process and outcome of the grievance mechanism. Such measures include clear procedures to handle the complaint, support to enable equal access, types of outcomes expected and escalation procedures. This information empowers users of the mechanism and increases accountability by the company.

**Elements:**

- a) The company describes the procedures for managing complaints or concerns, including timescales for addressing complaints or concerns and for informing complainants.
- b) The company describes the technical, financial or advisory support available to complainants to enable equal access to and participation in the grievance process.
- c) The company explains the type(s) of outcome(s) complainants can expect from use of the grievance mechanism(s).
- d) The company also describes how complaints or concerns for workers and all external individuals and communities may be escalated to more senior levels or independent third-party adjudicators or mediators to challenge the process or outcome.

**Sources:** UNGP 19 and 31(c); UNGPRF C6.3; ARP 9.1, 9.2, 10.1, 10.5 and 10.6





## E05 Prohibition of retaliation for raising complaints or concerns

**Indicator:** The company prohibits retaliation for raising complaints or concerns, including in relation to human rights issues. Retaliation can take many forms, including physical, psychological, economic or legal harm. In addition, retaliation may take place against many different people depending on the context. This may not only be the person raising the complaint or concern but also family members, representatives, colleagues, trade union representatives, human rights defenders, witnesses, interpreters, friends and others. Economic forms of retaliation can include negative actions connected with a person's employment such as demotion, disciplinary action, firing, salary reduction, job or shift reassignment, anti-union discrimination and blacklisting. Legal forms of retaliation can include vexatious litigation and strategic lawsuits against public participation (SLAPPs). These are civil, criminal or administrative lawsuits without merit, but with the intent to prevent individuals or groups (including persons and organisations acting on their behalf) from engaging in criticism, opposition, public participation or similar activities in relation to a business' operations. (see also indicator A.1.6).

**Applicability:** All sectors.

**Rationale:** (Potential) complainants must know they are protected from retaliation when using the grievance mechanism(s). This is essential to ensure that human rights abuses do not go unreported because the affected stakeholders are unable to report them due to fear of negative consequences.

### Elements:

- a) The company indicates that it prohibits retaliation against workers and other stakeholders (including those that represent them) for raising human rights-related complaints or concerns.
- b) The company describes the measures in place to prevent retaliation (for example, through guaranteeing anonymity when complaints or concerns are raised or carrying out assessments of and addressing risks of retaliation).
- c) The company also indicates that it will not retaliate against workers and stakeholders by means of at least one of the following:
  - legal action against persons or organisations who have brought or tried to bring a case against it involving a credible allegation of adverse human rights impacts, or against the lawyers representing them
  - firing or engaging in economic forms of retaliation against any workers or their representatives who have brought or tried to bring a case against it involving an allegation of human rights abuse
  - engaging in violent acts or threats to the livelihoods, careers or reputation of claimants or their lawyers.
- d) The company expects its business relationships to prohibit retaliation against workers and other stakeholders (including those that represent them) for raising human rights-related concerns.

**Sources:** UNGP 22 and 31; UNGPRF C6.2 and C6.3; ARP 8.9 and 9.4



## E06 Company involvement with state-based judicial and non-judicial grievance mechanisms

**Indicator:** The company does not impede access to state-based judicial or non-judicial mechanisms or other mechanisms (such as international mechanisms) for persons who make allegations of adverse human rights impacts. The company operates on the assumption that it will not require individuals to permanently waive their legal rights to bring a claim through a judicial or non-judicial process as a condition of participation in a grievance/mediation process and does not require confidentiality provisions (e.g. non-disclosure agreements) with respect to human rights grievances. It also does not impede access by competent authorities investigating and adjudicating credible allegations of human rights impacts. It participates in non-judicial grievance mechanisms provided by the state where these are available to resolve grievances.

**Applicability:** All sectors.

**Rationale:** Companies should not impede complainants' access to justice in any way. Complainants of adverse human rights impacts have the right to seek remedy in all available ways, which includes justice through state-based judicial and non-judicial mechanisms. This ensures that authorities can be informed in cases of human rights abuses, and that they can investigate allegations, sanction perpetrators and provide remediation.

### Elements:

- a) The company indicates that it does not require affected individuals or communities participating in a grievance process to permanently waive their legal rights to bring a claim through a judicial or non-judicial process as a condition of participating in the grievance process (e.g. by requiring binding arbitration or mediation).
- b) The company indicates that it does not require confidentiality provisions (e.g. non-disclosure agreements) with respect to human rights grievances.
- c) The company sets out the process by which it cooperates with state-based non-judicial grievance mechanism(s) on complaints brought against it, or it provides an example of issues resolved (if applicable).

**Sources:** UNGPRF C6; ARP 8.4

## E07 Remedying adverse impacts

**Indicator:** The company provides or cooperates in remediation (see definition below) to victims where it has identified that it has caused or contributed to adverse human rights impacts (or others have brought such information to the company's attention, such as through its grievance mechanism(s)). It also incorporates changes to systems, processes (e.g. human rights due diligence processes) and practices to prevent similar adverse impacts in the future.

**Applicability:** All sectors.

**Rationale:** Companies have a responsibility to provide or cooperate in remediation when they have caused or contributed to adverse impacts, as emphasised by UN Guiding Principle 22. By transparently reporting on the provision of remedy and monitoring its implementation, companies can build trust with stakeholders and demonstrate accountability. Incorporating lessons learned from negative impacts reduces the likelihood of reoccurrence and further harm.



**Elements:**

- a) For adverse human rights impacts which it has caused or to which it has contributed, the company describes the approach it took to provide or enable a timely remedy for victims or, if no adverse impacts have been identified, the company describes the approach it would take to provide or enable timely remedy for victims.
- b) For adverse human rights impacts which it has caused or to which it has contributed, the company also describes changes to systems, processes and practices to prevent similar adverse impacts in the future or, if no adverse impacts have been identified, the process it would take to review and change systems, processes or practices to prevent similar adverse impacts in the future.
- c) The company describes its approach to monitoring implementation of the agreed remedy.

**Sources:** UNGP 19, 22 and 31; UNGPRF C6, C6.4 and C6.5; GRI 103-2 and 413-2; ARP 12.2 and 13.1

**Definition of remediation/remedy**

Remediation/remedy refers to both the process of providing remedy for a negative human rights impact and the substantive outcomes that can counteract, or make good, the negative impact. These outcomes may take a range of forms such as apologies, restitution, rehabilitation, financial or non-financial compensation, and punitive sanctions (whether criminal or administrative, such as fines) as well as the prevention of harm through, for example, injunctions or guarantees of non-repetition.

**E08 Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned**

**Indicator:** The company discloses information about the practical operation of the grievance mechanism(s) for its own workers and external individuals/communities that may be adversely impacted by the company's operations. This may include the types/nature of the grievances filed, the number of complaints rejected and the grounds, and the outcomes and follow-up activities for completed cases. The company also describes how lessons from the mechanism contributed to improving its human rights management system, and how it reviews the effectiveness of the grievance mechanism(s) on an ongoing basis to improve its functioning and address delays or non-implementation of outcomes agreed with stakeholders.

**Applicability:** All sectors.

**Rationale:** Companies that are committed to human rights, monitor and disclose information related to the effectiveness of the grievance mechanism(s), including on the number of grievances, lessons learned, processes to review the effectiveness of it and monitoring of remedy implementation. This is essential to ensure a cycle of continuous improvement on the outcomes of the grievance mechanism(s).

**Elements:**

- a) The company discloses data about the practical operation of the mechanism(s), including the number of grievances about human rights issues filed, addressed or resolved, and outcomes achieved for its own workers and for external individuals and communities that may be adversely impacted by the company.



- b) The company provides an example of how lessons from the mechanism(s) have contributed to improving the company's human rights management system(s).
- c) The company describes the process(es) to review the effectiveness of the grievance mechanism(s) and any changes made to improve it based on the review.
- d) The company describes the procedures it has in place to address delays or non-implementation of outcomes agreed with stakeholders.

**Sources:** ARP 11.2, 12.3 and 13.2



## F. Performance: Company human rights practices (20%)

This measurement area focuses on selected human rights-related practices specific to each sector. The indicators seek to assess the actual practices occurring within companies, to prevent specific impacts on human rights particularly at risk of occurring in the sector in question. Complemented by the performance indicators on responses to serious allegations (measurement area G), they seek to achieve a more comprehensive overall proxy measure for the human rights performance of a company. Many of the indicators interconnect with indicators in the other CHRB measurement areas, which aids the inter- and intra-comparative benefits of the benchmark.

F01	Living wage (in own operations and joint ventures)
F02	Living wage (in the supply chain)
F03	Prohibition of child labour (in own operations and joint ventures)
F04	Prohibition of child labour (in the supply chain)
F05	Prohibition of forced labour (in own operations and joint ventures)
F06	Prohibition of forced labour (in the supply chain)
F07	Freedom of association and collective bargaining (in own operations and joint ventures)
F08	Freedom of association and collective bargaining (in the supply chain)
F09	Health and safety (in own operations and joint ventures)
F10	Health and safety (in the supply chain)
F11	Women's rights (in own operations and joint ventures)
F12	Women's rights (in the supply chain)
F13	Working hours (in own operations and joint ventures)
F14	Working hours (in the supply chain)
F15	Water and sanitation (in own operations and joint ventures)
F16	Water and sanitation (in the supply chain)
F17	Land rights (in own operations and joint ventures)
F18	Land rights (in the supply chain)
F19	Indigenous peoples' rights and free, prior and informed consent
F20	Security
F21	Arrangements with suppliers and smelters/refiners in mineral supply chains
F22	Risk identification in mineral supply chains
F23	Risk management in mineral supply chains
F24	Responsible sourcing of materials

### What do the UN Guiding Principles on Business and Human Rights expect?

Guiding Principle 14 asserts that businesses should have policies and processes in place that are proportionate to factors including size, sector, operational context, business structure and the severity



of the business' adverse human rights impacts. The commentary to Guiding Principle 14 states that 'severity of impacts will be judged by their scale, scope and irremediable character'.

The Interpretive Guide to the UN Guiding Principles elaborates further on 'severity', noting that the gravity of the impact (its scale) and the number of individuals that are or will be affected (its scope) and irremediability (meaning any limits on the ability to restore those affected to a situation at least the same as, or equivalent to, their situation before the adverse impact) are relevant factors in determining severity.

### Why is this important?

Key sector risks are risks commonly regarded as potentially severe or likely within the sector and that companies are expected to demonstrate, through a process of human rights due diligence, how they are preventing them or why they are not relevant.

### Sectoral risks

The indicators applied to each sector are mapped in Table 2, split between **risks common to all sectors assessed in CHRB** (indicators that apply to all sectors) and **sector-specific risks** (indicators that apply only to certain sectors). These key sector risks were identified following sector research and consultation.

TABLE 2: SECTORAL RISKS ASSESSED IN THE CHRB

Key sector risks	AG	AP	EX	ICT	AUTO
<i>Living wage</i>	•	•	•	•	•
<i>Prohibition of child labour</i>	•	•	•	•	•
<i>Prohibition of forced labour</i>	•	•	•	•	•
<i>Freedom of association and collective bargaining</i>	•	•	•	•	•
<i>Health and safety</i>	•	•	•	•	•
<i>Women's rights</i>	•	•	•	•	•
<i>Working hours</i>		•		•	•
<i>Water and sanitation</i>	•	•	•	•	•
<i>Land rights</i>	•		•		
<i>Indigenous peoples' rights and FPIC</i>			•		
<i>Security</i>			•		
<i>Responsible sourcing of minerals</i>				•	•
<i>Responsible sourcing of materials</i>					•



## Indicators relating to own operations and joint ventures vs. the supply chain

For the food and agricultural products, apparel, ICT manufacturing and automotive manufacturing sectors, most indicators in measurement area D are split between those relating to a company's own operations and joint ventures, where relevant, and those relating to the supply chain. Depending on the nature of a company's activities, it will be assessed against just the supply chain indicators or both.

In the context of the CHRB assessment, companies are considered to have relevant own operations if they:

- **Food and agricultural products sector:** own or lease land for the purpose of crop farming or animal husbandry.
- **Apparel sector:** derive at least 25% of their apparel output from their own manufacturing facilities or workshops.
- **ICT manufacturing sector:** derive at least 25% of their electronics output from their own manufacturing facilities.
- **Automotive manufacturing sector:** derive at least 25% of their automotive output from their own manufacturing facilities.

### F01 Living wage (in own operations and joint ventures)

**Indicator:** The company discloses how it determines a living wage (see definition below) for its operating locations and has conducted a gap analysis between current wages and living wages for its workers. The company pays all its workers a living wage, or discloses a time-bound target to do so, and has a process in place to regularly review, monitor and address any instances of payment below a living wage.

**Applicability:** All sectors.

**Rationale:** Ensuring all workers are paid a living wage is crucial for meeting basic needs and achieving a decent standard of living. This not only supports the well-being of workers and their families but also contributes to ending poverty and fostering sustainable development. By paying a living wage, companies play a vital role in meeting several SDGs, such as promoting decent work, reducing inequalities, and improving health and education outcomes.

#### Elements:

- a) The company describes how it determines a living wage for the locations where it operates.
- b) The company has measured the gap between current wages and living wages for all workers.
- c) The company discloses a time-bound target for paying all workers a living wage or that it pays all workers a living wage.
- d) The company has a process in place to regularly review, monitor and address any instances of payment below a living wage.

**Sources:** ICESCR Art. 7; HRIB 2.4.1; ETI 5; SA8000; GLWC; SA8000 IV.8.1

### F02 Living wage (in the supply chain)

**Indicator:** The company discloses evidence of activities to further the payment of living wages by its business relationships and has developed a joint action plan or plans towards this goal. The company reports transparently on progress towards the payment of living wages by its business relationships.



**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Over a billion working people worldwide are estimated to earn less than they need to afford a decent standard of living, many of whom work in the value chains of global companies. To lift the lowest paid workers in global value chains out of poverty, companies need to provide support to and collaborate with their business relationships. Targets and transparent reporting support accountability for progress on living wages and provide stakeholders with much needed information on the state of play.

**Elements:**

- a) The company discloses evidence of activities to further the payment of living wages by its business relationships.
- b) The company has established a joint action plan(s) with business relationships to work towards achieving living wages with measurable and time-bound milestones.
- c) The company demonstrates progress towards achieving the payment of living wages by its business relationships.

**Sources:** ICESCR Art. 7; HRIB 8.2.3; ETI 5; FWF 5; SA8000; GLWC; SA8000 IV.8.1; UNGC Forward Faster

**Non-applicability:** For companies in the food and agricultural products sector that predominantly procure agricultural products from farmers, the payment of living wages by business relationships may not be a relevant risk. For these companies, this indicator will be non-applicable. Living income is assessed in WBA's Food and Agriculture Benchmark.

### Definition of a living wage

A living wage is the amount of income necessary to afford a decent standard of living for workers and their families, taking into account the country circumstances and calculated for the work performed during the normal hours of work. It should be sufficient to cover essential needs such as food, housing, education, healthcare and other basic necessities. Unlike minimum wages, which are not necessarily sufficient to cover these costs, living wages are designed to guarantee workers' well-being, lifting them and their families out of poverty.

The ILO has emphasised that a living wage should be calculated according to local costs and must result from an evidence-based process that involves social dialogue. It reflects the principles outlined in Article 25 of the Universal Declaration of Human Rights, which emphasises the right to an adequate standard of living.

### F03 Prohibition of child labour (in own operations and joint ventures)

**Indicator:** The company does not use child labour (see definitions below) and verifies the age of workers recruited in its own operations to ensure they comply with the ILO requirements for minimum age for admission to employment and are therefore entitled to work. If the company learns that it has child labour in its operations, it ensures that the child/children is/are enrolled in a remediation/education programme, rather than just dismissing them from employment. The objective is to ensure that children are not pushed into more dangerous survival strategies. If young workers are found to be involved in hazardous work, they are removed immediately from the situation and provided alternative work that is not hazardous and is age-appropriate and therefore not child labour.





The objective is to ensure that no workers under the age of 18 are required to perform hazardous work.

**Applicability:** All sectors.

**Rationale:** Prohibiting child labour and implementing corrective actions are essential for a company to protect children's rights and ensure their well-being. This approach prevents children from being exposed to dangerous or exploitative situations and ensures they are not deprived of health, safety or education. By preventing and remediating child labour, a company contributes to several SDGs, including quality education, decent work and the eradication of child labour in all its forms.

**Elements:**

- a) The company discloses whether it verifies the age of workers recruited in its own operations to ensure that they are not engaged in child labour.
- b) The company describes how it develops, participates in or contributes to child labour remediation programmes.

**Sources:** CRC Art. 32; ILO No. 138 and No. 182; CRBP; HRIB 2.3; FLA V.CL.2, V.CL.4 and V.CL.8; ETI 4.2 and 4.4; FWF 3; SA8000; GRI 408-1; SA8000 IV.1.2

#### **F04 Prohibition of child labour (in the supply chain)**

**Indicator:** The company requires that its business relationships and third-party recruitment services verify the age of workers recruited to ensure that they comply with the ILO requirements for minimum age for admission to employment and are therefore entitled to work (see relevant definitions below). The company provides evidence of working with its supply chain partners to eliminate child labour and improve hazardous conditions for young workers under the age of 18. It also transparently reports on progress on eliminating child labour from its supply chains.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** According to the latest global estimates, 152 million children are engaged in child labour. Due to the complex and oftentimes opaque nature of global supply chains, companies may unintentionally become complicit in these practices. By requiring business relationships to verify the age of workers and take corrective actions, companies help protect children from exploitation and hazardous conditions.

**Elements:**

- a) In its contractual arrangements or code of conduct, the company requires business relationships to verify the age of workers they recruit.
- b) The company describes how it works with its business relationships to eliminate child labour and to improve working conditions for young workers where relevant.
- c) The company demonstrates progress towards eliminating child labour in its supply chain.

**Sources:** CRC Art. 32; ILO No. 138 and No. 182; CRBP; HRIB 8.2.7; FLA V.CL.2, V.CL.4 and V.CL.8; ETI 4.2 and 4.4; FWF 3; SA8000; GRI 408-1; SA8000 IV.1.2



## Relevant definitions of child labour

A 'child' is anyone under the age of 18, as defined by the Convention on the Rights of the Child.

A child can 'work' at an earlier age than 18, as specified in ILO Convention No. 138, Minimum Age for Admission to Employment (1973) – i.e. if the age is above the age for finishing compulsory schooling, is in any case not less than 15 years of age (and at 14 years of age in specific circumstances in developing countries) and as long as it is not 'hazardous work'.

'Hazardous work' is work that 'by its nature or the circumstances in which it is carried out is likely to jeopardise the health, safety or morals of young persons'. The age for hazardous work is not less than 18 years – i.e. anyone who is a child should not be in hazardous work. Both ILO Convention No. 138 and No. 182 elaborate on what 'hazardous work' is.

'Child labour' is work by people under 18 ('children') that is not permitted (as set out above).

'Child work' is work by people under 18 ('children') that is permitted. Child work is carried out by 'young workers'.

According to ILO Convention No. 138, the working age requirements set out above must be applied at a minimum to work in the following sectors covered by the CHRB: mining and quarrying; manufacturing; gas; plantations and other agricultural undertakings mainly producing for commercial purposes but excluding family and small-scale holdings producing for local consumption and not regularly employing hired workers.

## F05 Prohibition of forced labour (in own operations and joint ventures)

**Indicator:** The company prevents forced labour by refraining from charging recruitment fees, ensuring fair wage practices and prohibiting restrictions on workers.

**Applicability:** All sectors.

**Rationale:** Forced labour is a severe violation of human rights, impacting an estimated 27.6 million people worldwide, with 63% of these cases occurring in the private sector, according to the ILO. This exploitation can take many forms, including withholding wages, restricting workers' freedom or charging recruitment fees. By ensuring fair recruitment and wage practices as well as workers' freedom, companies can help prevent forced labour and promote an ethical work environment, contributing to the achievement of decent work (SDG 8) and the reduction of inequalities (SDG 10).

### Elements:

- a) The company indicates that job seekers and workers do not pay any recruitment fees or related costs to secure a job (Employer Pays Principle) and commits to fully reimburse them if they have been required to pay any fees or related costs during recruitment.
- b) The company indicates that it pays workers regularly, in full and on time and that all workers receive a pay slip with their wages explaining any legitimate deductions.
- c) The company indicates that it does not retain workers' personal documents, restrict workers' freedom of movement or require workers to use company-provided accommodation.



- d) The company describes how it implements and checks practices aimed at preventing forced labour in its operations, particularly with employment agencies/labour brokers/recruitment intermediaries.

**Sources:** ICCPR Art.8 and 12; ILO No. 29 and No. 105; ILO 2019; HRIB 2.2; ETI 1.2; FLA IV.F; SA8000; GRI 409-1

### **F06 Prohibition of forced labour (in the supply chain)**

**Indicator:** The company prohibits the use of forced labour in this supply chain by requiring its business partners to refrain from or prohibit charging recruitment fees, adopt fair wage practices and prohibit restrictions on workers.

**Applicability:** All sectors.

**Rationale:** While companies may not directly employ forced labour, they can become associated with such practices through their links with contractors and business relationships. To address this, it is vital for companies to work closely with business relationships to prohibit recruitment fees, ensure timely payments and protect workers' freedom. By taking these steps, companies can support a fair and sustainable economy and align with global efforts to eradicate forced labour.

**Elements:**

- a) In its contractual arrangements or code of conduct, the company prohibits business relationships from charging recruitment fees and restricting workers' freedom, and requires they pay their workers in full and on time.
- b) The company describes how it works with its business relationships to eliminate forced labour.
- c) The company demonstrates progress towards eliminating forced labour in its supply chain.

**Sources:** ICCPR Art. 8; ICCPR Art. 12; ILO No. 29 and No. 105; ILO 2019; HRIB 8.2.6; ETI 1.2; FLA IV.F; SAI SA8000; GRI 409-1

#### **Employer Pays Principle**

Many workers are required to pay fees to agencies and brokers for recruitment and placement in jobs abroad. These fees may cover costs including the recruitment itself, travel, visa and administrative costs, and often other unspecified 'fees' and 'service charges'. These fees are typically substantial and are sometimes set up as loans with high rates of compound interest. Migrant workers are particularly at risk of paying recruitment fees.

According to the Institute for Human Rights and Business (IHRB), 'No worker should pay for a job – the costs of recruitment should be borne not by the worker but by the employer'. The IHRB recommends that employers pay the full costs of recruiting workers and ensure no worker is required to pay a deposit or bond to secure work, nor have to pay any reimbursements to cover their recruitment fees and costs. (Source: IHRB briefing, Recruitment fees)

## **F07 Freedom of association and collective bargaining (in own operations and joint ventures)**

**Indicator:** The company respects the right of all workers to form and join a trade union of their choice (or equivalent worker bodies where the rights to freedom of association and collective bargaining are restricted under law) and to bargain collectively. In addition, it provides workers' representatives with appropriate facilities to assist in the development of effective collective bargaining agreement(s). The company also prohibits intimidation, harassment, retaliation and violence against trade union members and trade union representatives.

**Applicability:** All sectors.

**Rationale:** Respecting the rights to freedom of association and collective bargaining is fundamental to ensuring fair and just working conditions. These rights, recognised in the International Bill of Human Rights and ILO Conventions No. 87 and No. 98, empower workers to collectively negotiate better terms and conditions. Without workers' associations, incorporating worker voices into business decisions becomes less likely. By supporting these rights and prohibiting intimidation or retaliation against union members, companies help to enhance workplace dialogue, which supports decent work (SDG 8) and reduces inequalities (SDG 10).

### **Elements:**

- a) The company puts in place measures to prohibit any form of intimidation, harassment, retaliation or violence against workers seeking to exercise the right to form and join a trade union of their choice (or equivalent worker bodies where the rights to freedom of association and collective bargaining are restricted under law).
- b) The company discloses the proportion of its total direct operations workforce covered by collective bargaining agreements.

**Sources:** ICESCR Art. 7; ICCPR Art. 22; ILO No. 87 and No. 98; HRIB 2.6; FLA VI.FOA.1, VI.FOA.3 and VI.FOA.4; SA8000; GRI 407-1; SA8000 IV.4

## **F08 Freedom of association and collective bargaining (in the supply chain)**

**Indicator:** The company requires that its business relationships respect the right of all workers to form and join a trade union of their choice (or equivalent worker bodies where the rights to freedom of association and collective bargaining are restricted under law) and to bargain collectively. It also requires that its business relationships prohibit intimidation, harassment, retaliation and violence against trade union members and trade union representatives. The company discloses how it works with its business partners to eliminate restrictions on freedom of association and collective bargaining and reports on progress made.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** In global supply chains, workers often fear dismissal or retaliation when trying to organise or raise concerns. Requiring business relationships to uphold the rights to freedom of association and collective bargaining and refrain from intimidation practices helps ensure that workers can form unions and negotiate collectively without fear, balancing the inherent power dynamics in employment relationships. By working with business relationships to eliminate restrictions and reporting on progress, companies reinforce their commitment to human rights, improve labour conditions and build stronger, more resilient supply chains.



**Elements:**

- a) In its contractual arrangements or code of conduct, the company requires business relationships to respect the right of all workers to form and join a trade union of their choice (or equivalent worker bodies where the rights to freedom of association and collective bargaining are restricted under law) and to bargain collectively. It also prohibits intimidation, harassment, retaliation and violence against trade union members and trade union representatives.
- b) The company describes how it works to support the practices of its business relationships in relation to freedom of association and collective bargaining.
- c) The company demonstrates progress towards eliminating restrictions to freedom of association or collective bargaining in its supply chain.

**Sources:** ICESCR Art. 7; ICCPR Art. 22; ILO No. 87 and No. 98; HRIB 2.6; ETI 2; FLA VI.FOA.1, VI.FOA.3 and VI.FOA.4; FWF 4; SA8000; GRI 407 1; SA8000 IV.4

**F09 Health and safety (in own operations and joint ventures)**

**Indicator:** The company describes the process(es) it has in place to identify its health and safety risks and impacts, and it discloses quantitative information on health and safety related to its total workforce, namely: injury rate, fatality rate, lost days (or near-miss frequency rate) and occupational disease rates.

**Applicability:** All sectors.

**Rationale:** A safe and healthy working environment is a fundamental right at work and critical for protecting workers. Despite progress, work-related accidents, injuries and diseases still occur too often, causing severe impacts on workers and their communities. By identifying health and safety risks, disclosing key safety metrics and setting targets, companies ensure transparency and accountability. This commitment not only safeguards workers' well-being but also strengthens business resilience.

**Elements:**

- a) The company describes the process(es) it has in place to identify its health and safety risks and impacts.
- b) The company discloses quantitative information on health and safety for its workers.
- c) The company has set a target or targets related to health and safety for its workers.
- d) The company has met its health and safety target(s) or provides an explanation of why these were not met or how it is working to improve its health and safety management systems.

**Sources:** ICESCR Art. 7; HRIB 3.3; FLA VII.HSE.30; SA8000; GRI 403-9; SA8000 IV.3.5

**F10 Health and safety (in the supply chain)**

**Indicator:** The company includes health and safety requirements in its contractual arrangements with business relationships and discloses quantitative information on health and safety metrics for supply chain workers. The company works with its business relationships to improve health and safety issues and reports on progress achieved.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.



**Rationale:** Safeguarding the health and safety of workers in the supply chain is critical for ensuring decent working conditions, particularly for vulnerable workers. By setting clear health and safety requirements for business relationships and disclosing key metrics like injury and fatality rates, companies improve transparency and accountability across their supply chains. Working closely with business relationships to enhance safety practices not only protects workers but also strengthens supply chain resilience, ensuring that no workers, including casual labourers, are left behind in the pursuit of better working conditions.

**Elements:**

- a) In its contractual arrangements or code of conduct, the company sets out clear health and safety requirements for its business relationships.
- b) The company discloses quantitative information on health and safety for workers in the supply chain.
- c) The company describes how it works with its business relationships to improve their practices in relation to health and safety.
- d) The company demonstrates progress towards eliminating health and safety issues in its supply chain.

**Sources:** ICESCR Art. 7; HRIB 8.2.1; FLA VII.HSE.30; SA8000; GRI 403 9; SA8000 IV.3.5

### **F11 Women's rights (in own operations and joint ventures)**

**Indicator:** The company demonstrates taking action to help prevent violence and harassment against women in the workplace and pays attention to the differential impacts of working conditions on women and men (i.e. sexual harassment, physical security, and protection and accommodation of pregnant and nursing workers). The company is working to eliminate discrimination against women through ensuring equal pay for equal work. It does this by measuring its gender pay gap at all levels of employment and demonstrates progress in closing this gap.

**Applicability:** All sectors.

**Rationale:** Gender inequality remains a pervasive issue across industries, with women disproportionately affected by harmful norms and power structures. Companies that address barriers to gender equality can make a significant positive impact by ensuring equal pay, eliminating discrimination and implementing policies to protect women's rights. By taking actions to prevent harassment, providing gender-sensitive health and safety measures, and closing the gender pay gap, companies contribute to more inclusive work environments and help achieve the SDGs, particularly SDG 5 on gender equality.

**Elements:**

- a) The company takes actions to help prevent violence and harassment against women in the workplace.
- b) The company describes how it takes into account differential impacts on women and men of working conditions, including to reproductive health.
- c) The company discloses the ratio of the basic salary and remuneration of women to men in its total direct operations for each employee category, by significant locations of operation.
- d) The company demonstrates progress towards closing any gender pay gap.



**Sources:** CEDAW; ILO No. 100 and No. 111; WEP; HRIB 2.7; ETI 7 and 9; FLA II.ND.8, FLA VII.HSE.11, FLA VII.HSE.12 and FLA VIII.HOW.4; FWF 2; SA8000; GRI 405-2; SA8000 IV.5

## **F12 Women's rights (in the supply chain)**

**Indicator:** The company requires that its business relationships have measures in place to eliminate discrimination against women by providing equal pay for equal work and measures to ensure equal opportunities throughout all levels of employment. These may include setting up women's committees that report to management to address and resolve issues, gender equality training, and eliminating working or employment conditions linked to marital status or family responsibilities or the absence of pregnancy. In addition, the company requires that its business relationships have measures in place to eliminate health and safety concerns that are particularly prevalent among women workers (e.g. sexual harassment, physical security, and protection and accommodation of pregnant and nursing workers). The company works with its business relationships to improve their practices and reports on progress.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Women workers in global supply chains often face significant inequalities, including low-wage jobs, unsafe working conditions and limited access to maternity rights and childcare. Companies that require business relationships to provide equal pay, ensure equal opportunities and eliminate gender-specific risks such as harassment and unsafe conditions can help address these issues. Working with business relationships to improve women's rights addresses the disproportionate challenges women encounter in supply chains and contributes to more equitable and sustainable workplaces.

### **Elements:**

- a) In its contractual arrangements or code of conduct, the company requires its business relationships to provide equal pay for equal work, introduce measures to ensure equal opportunities throughout all levels of employment and eliminate health and safety concerns that are particularly prevalent among women workers.
- b) The company works with its business relationships to improve their practices in relation to women's rights.
- c) The company demonstrates progress towards ensuring women's rights in its supply chain.

**Sources:** CEDAW; ILO No. 100 and No. 111; WEP; HRIB 8.2.5; ETI 7 and 9; FLA II.ND.8, VII.HSE.11, VII.HSE.12 and VIII.HOW.4; FWF 2; SA8000; GRI 405-2; SA8000 IV.5

## **F13 Working hours (in own operations and joint ventures)**

**Indicator:** The company respects applicable international standards concerning maximum working hours, minimum breaks and rest periods, and it assesses the ability of workers within its factories to comply with its commitments to respect working hours, minimum breaks and rest periods when allocating work or setting targets. The company also describes how it implements practices to prevent excessive working hours in its operations.

**Applicability:** Apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Respecting international standards for working hours, minimum breaks and rest periods is crucial for safeguarding workers' health and well-being. Excessive working hours and insufficient rest can result in health issues and a higher risk of workplace accidents. Moreover, long hours often hinder workers from fulfilling family responsibilities and engaging with their communities. Ensuring that



workers can meet these standards when tasks are allocated or targets are set helps create safer working conditions and supports a more balanced and sustainable workforce.

**Elements:**

- a) The company assesses the ability of workers within its factories to comply with its commitments to respect working hours when allocating work or setting targets.
- b) The company describes how it implements and checks practices related to preventing excessive working hours in its operations.

**Sources:** ICESCR Art. 7; ILO No. 1, 14 and 106; HRIB 8.2.2; FLA VIII.HOW Workplace Code Provisions, FLA VIII.HOW.3 and FLA VIII.HOW.8; FWF 6; SA8000 IV.7

### **F14 Working hours (in the supply chain)**

**Indicator:** The company requires that its business relationships respect applicable international standards concerning maximum working hours. The company also assesses the ability of business relationships to comply with its commitments to respect working hours, minimum breaks and rest periods when allocating work or setting targets in its purchasing orders.

**Applicability:** Apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Ensuring that business relationships adhere to international standards on working hours, minimum breaks and rest periods is critical for protecting workers' health and preventing workplace accidents. Excessive working hours in supply chains can lead to worker fatigue, health problems and reduced productivity. Requiring business relationships to respect these standards, and assessing their ability to do so when setting targets or allocating tasks, helps create fairer and safer working conditions.

**Elements:**

- a) In its contractual arrangements or code of conduct, the company requires business relationships to respect applicable international standards concerning maximum working hours.
- b) The company describes how it works with its business relationships to improve their practices in relation to working hours.
- c) The company demonstrates progress in relation to working hours in the supply chain.

**Sources:** ICESCR Art. 7; ILO No. 1, 14 and 106; HRIB 8.2.2; FLA VIII.HOW Workplace Code Provisions, FLA VIII.HOW.3 and FLA VIII.HOW.8; ETI 6; FWF 6; SA8000 IV.7

### **F15 Water and sanitation (in own operations and joint ventures)**

**Indicator:** The company does not negatively affect access to safe water, in line with the UN SDGs and the UN Global Compact's CEO Water Mandate, and has set targets on water stewardship.

**Applicability:** All sectors.

**Rationale:** Access to safe water and sanitation is a fundamental human right, essential for health, well-being and sustainable development. Companies must ensure their operations do not negatively impact local communities' access to water. Implementing water stewardship practices and setting specific targets helps protect this vital resource.





**Elements:**

- a) The company describes how it implements preventive and corrective action plans for identified specific risks to the right to water and sanitation in its own operations.
- b) The company has set specific targets on water stewardship that take into consideration water use by local communities and other users in the vicinity of its operations.
- c) The company reports on progress against its water stewardship targets.

**Sources:** ICESCR Art. 11 and 12; SDG 6; HRIB 5.1; UNGC CEO Water Mandate; UN GA Res 64/292; IPIECA ENV-1.C4 and IPIECA ENV-2.A2; RMF F03.1

**F16 Water and sanitation (in the supply chain)**

**Indicator:** The company requires that its suppliers do not negatively affect access to safe water, in line with the UN Sustainable Development Goals and the UN Global Compact's CEO Water Mandate. The company supports its business relationships in improving their practices on access to water and sanitation and reports on related progress.

**Applicability:** Food and agricultural products, apparel, ICT manufacturing, automotive manufacturing.

**Rationale:** Water access is a critical issue in supply chains, where irresponsible practices can significantly affect local communities. Requiring suppliers to uphold the right to safe water and sanitation helps ensure that these fundamental human rights are protected across all levels of production.

**Elements:**

- a) The company includes access to water and sanitation requirements, including refraining from negatively affecting access to safe water, in its contractual arrangements with business relationships.
- b) The company describes how it works with its business relationships to improve their practices in relation to access to water and sanitation.
- c) The company demonstrates progress towards improving access to water and sanitation in its supply chain.

**Sources:** ICESCR Art. 11 and 12; SDG 6; HRIB 5.2; UNGC CEO Water Mandate; UN GA Res 64/292; SASB CN0101-23, CN0102-22, CN0201-13 and CN0103-19

**F17 Land rights (in own operations and joint ventures)**

**Indicator:** When acquiring, leasing or making other arrangements to use, or restrict the use of, land, the company recognises legitimate tenure rights (as set out in the relevant part(s) of the Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security – VGGT), with particular attention to vulnerable or marginalised tenure rights holders, recognising that claims to tenure rights may be legitimate under the VGGT even when they are not recognised or registered by the government.

**Applicability:** Food and agricultural products, extractives.

**Rationale:** Decades of research have shown that resettlement associated with private sector projects frequently results in the impoverishment of local land users. To mitigate this and ensure responsible land acquisition, it is essential that companies recognise and engage with legitimate tenure rights holders. Companies must respect the rights of tenure holders, including vulnerable and marginalised



groups, and negotiate with them in good faith to provide adequate compensation, ensuring these principles in land transactions foster transparency and social responsibility, minimising negative impacts on local populations and ecosystems.

**Elements:**

- a) When acquiring, leasing or making other arrangements to use or restrict the use of or access to land or natural resources, the company describes how it identifies legitimate tenure rights holders, including through engagement with the affected communities in the process, with particular attention to vulnerable or marginalised tenure rights holders, and negotiates with them to provide adequate compensation or requested alternatives to financial compensation.

*If the company has not engaged in any land transactions in the past two years, it describes its approach to identifying legitimate tenure rights holders generally.*

- b) For any new or on-going land resettlements, the company describes how it provides financial compensation or other compensation alternatives, including its valuation methods and how legitimate tenure rights holders were involved in determining the valuation.
- c) If a state has been involved in the transaction, the company follows IFC Performance Standard 5 on Land Acquisition and Involuntary Resettlement and describes the steps it has taken to meet the standards with respect to legitimate tenure rights holders.

*If the company has not engaged in any land transactions in the past two years, it describes its approach in relation to all elements above.*

**Sources:** UN Voluntary Guidelines; HRIB 5.2; IFC PS 5; Interlaken Group 2015; USAID 2015; FDC 2014

### **F18 Land rights (in the supply chain)**

**Indicator:** The company requires that its business relationships have a process to identify legitimate tenure rights holders (as set out in the relevant part(s) of the Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security – VGGT), when acquiring, leasing or making other arrangements to use or restrict the use of land, with particular attention to vulnerable and marginalised tenure rights holders. The company engages directly with business relationships on this issue and reports on progress in eliminating land rights issues in the supply chain.

**Applicability:** Food and agricultural products.

**Rationale:** Ensuring business relationships identify legitimate tenure rights holders and offer fair compensation helps prevent illegal land acquisition and displacement. By engaging business relationships in these practices, companies contribute to sustainable and ethical land use, protecting local communities and their rights while strengthening responsible supply chains.

**Elements:**

- a) In its contractual arrangements with business relationships or code of conduct, the company includes land requirements, including the requirements to have a process to identify legitimate tenure rights holders when acquiring, leasing or making other arrangements to use land, with particular attention to vulnerable or marginalised tenure rights holders, and to negotiate with them to provide adequate compensation or requested alternatives to financial compensation.



- b) The company works with business relationships to improve their practices in relation to land use/acquisition.
- c) The company includes resettlement requirements that require business relationships to provide financial compensation or other compensation alternatives, including their valuation methods and how legitimate tenure rights holders were involved in determining the valuation, when they are involved in resettlement.
- d) The company demonstrates progress towards eliminating land rights issues in its supply chain.

**Sources:** ICEDAW; ILO No. 100 and No. 111; WEP; HRIB 8.2.5; ETI 7 and 9; FLA II.ND.8, VII.HSE.11, VII.HSE.12 and VIII.HOW.4; FWF 2; SA8000; GRI 405-2; SA8000 IV.5

### **F19 Indigenous peoples' rights and free, prior and informed consent (in own operations and joint ventures)**

**Indicator:** The company respects Indigenous peoples' rights in line with international law and standards on Indigenous peoples in its processes to decide whether and how to carry out projects (or changes to existing projects) that are located in or impact lands or territories or resources traditionally owned or occupied or traditionally or customarily used by Indigenous peoples (legitimate tenure rights holders as set out in the Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security – VGGT) or on their cultural heritage. The company also commits to obtaining Indigenous' peoples' free, prior and informed consent (FPIC) and provides a recent example.

**Applicability:** Extractives.

**Rationale:** Respecting Indigenous peoples' rights is essential in extractive operations, particularly when projects impact their lands, resources or cultural heritage. Ensuring meaningful engagement with Indigenous communities helps prevent conflicts, protect cultural heritage and uphold human rights. This process also fosters trust between companies and Indigenous communities, ensuring that projects are developed in a way that respects their rights and traditions.

#### **Elements:**

- a) Where operations or proposed operations may impact Indigenous peoples, the company describes its process to identify and recognise affected Indigenous peoples.
- b) The company describes how it engages directly with Indigenous community(ies) in carrying out the impact assessment.
- c) The company commits to obtain free, prior and informed consent.
- d) The company provides the most recent example of where it has obtained FPIC or where it decided not to pursue the land or resources impacting Indigenous peoples.

**Sources:** UNDRIP; ILO No. 169; UNSR IP 2013; HRIB 5.5 and 5.2.1; IFC PS, 7; ICMM PS 2013; IPIECA SOC-10.C1 and SOC-10.A1; GRI 411-1; RMF D08.1

### **F20 Security (in own operations and joint ventures)**

**Indicator:** The company maintains the safety and security of operations within an operating framework that ensures respect for human rights and international humanitarian law and acts in a manner consistent with applicable international standards, particularly with regard to the use of force.



**Applicability:** Extractives.

**Rationale:** It is crucial that extractive companies manage security in a way that fully respects human rights and international humanitarian law, especially regarding the use of force. By aligning security practices with human rights standards and engaging business partners to do the same, companies can prevent abuses and create a safer environment for workers and local communities.

**Elements:**

- a) The company describes how it implements its security approach and provides an example of how it ensures respect for human rights in the course of maintaining the security of company-managed operations, including when working with contracted private or public security providers, if applicable.
- b) The company describes how it ensures its business partners, including joint ventures, implement an equivalent approach to security management that ensures respect for human rights.
- c) The company provides evidence that its security and human rights assessments include inputs from the local community, including about their security concerns.
- d) The company provides at least one example of working with community members to improve security or prevent or address tensions related to its operations.

**Sources:** ICCPR Art. 6 and 9; VPSHR; ICoCA; HRIB 6; IFC PS, 4; GRI 410-1; IPIECA SHS-7.C1, SHS-7.A1, SOC-3.C2, SOC-3.C3 and SOC-3.A4

## Responsible sourcing of minerals

*Note: For indicators F21 to F23, it is assumed that references to the OECD Guidance commit the company to follow the OECD Guidance for conflict-affected and high-risk areas unless a more limited (geographic or other) scope is indicated in company documents or reporting. This assumption applies to all references to the OECD Guidance. Therefore, if a more limited scope is indicated, companies will not score points in this section on the application of the OECD Guidance.*

### F21 Arrangements with suppliers and smelters/refiners in mineral supply chains

**Indicator:** The company has a management system aligned with the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas, including its current supplements on tin, tantalum, tungsten and gold (3TG) (3rd edition) (the OECD Guidance). The management system supports responsible sourcing of minerals from conflict-affected and high-risk areas and supply chain due diligence to identify and manage risks of contributing to or being directly linked to significant adverse impacts when sourcing from conflict-affected and high-risk areas. This includes requirements for business relationships.

**Applicability:** ICT manufacturing, automotive manufacturing.

**Rationale:** A management system aligned with the OECD Guidance is critical for ensuring responsible mineral sourcing and mitigating human rights risks. Conflict minerals, such as tin, tantalum, tungsten and gold (3TG), are often linked to severe human rights abuses, including forced labour, child labour and financing of armed conflict in high-risk regions. By adhering to the OECD Guidance, companies demonstrate a commitment to supply chain transparency, identifying and managing risks that could lead to adverse impacts. Implementing this framework and requiring business relationships to follow it ensures that companies take proactive steps to prevent their operations from contributing to human rights violations, while promoting ethical sourcing practices across their supply chains.



**Elements:**

- a) The company indicates that it incorporates into commercial contracts/written agreements with business relationships requirements to conduct due diligence in accordance with the OECD Guidance for at least 3TG.
- b) The company describes how it works with smelters/refiners and with business relationships to contribute to building their capacity in risk assessment and improving their due diligence performance (including through sector-wide initiatives).
- c) The company indicates that it incorporates into commercial contracts/written agreements with business relationships requirements to disclose to the company (as necessary on a confidential basis) updated smelter/refinery information for any 3TG mineral used in the production of its parts, materials, components and products.
- d) The company indicates that the requirements on responsible sourcing of minerals for business relationships cover all minerals.

**Sources:** OECD Guidance; Chinese Guidance

**F22 Risk identification in mineral supply chains**

**Indicator:** The company actively identifies and assesses risks and impacts in its mineral supply chain, including approaches to focus its risk assessments on those minerals and business relationships that raise red flags as identified in the OECD Guidance. These processes include identifying smelters/refiners in the company's supply chain and assessing their due diligence practices against the OECD Guidance, including by reviewing evidence on the due diligence practices of the smelters/refiners, reviewing information generated by the smelters'/refiners' assessment teams and reviewing the smelters'/refiners' publicly available due diligence reporting. It also looks at whether the smelters/refiners participate in a sector scheme or have undergone an independent third-party audit assessment.

**Applicability:** ICT manufacturing, automotive manufacturing.

**Rationale:** Actively identifying and assessing risks and impacts in the mineral supply chain is essential for preventing human rights abuses and ensuring ethical sourcing, particularly in conflict-affected and high-risk areas. By focusing risk assessments on minerals and business relationships that raise red flags, as outlined in the OECD Guidance, companies can effectively prioritise and address the most significant risks. This includes identifying smelters/refiners in the supply chain and evaluating their due diligence practices against the OECD standards. Reviewing evidence from smelters'/refiners' assessment teams, their publicly available reports, and their participation in sector schemes or third-party audits demonstrates a company's commitment to transparency and accountability. Such processes help ensure that the company is not complicit in contributing to conflict financing or human rights violations, reinforcing responsible practices throughout the supply chain.

**Elements:**

- a) The company describes its processes for identifying and prioritising risks and impacts in its supply chain, as set out in the OECD Guidance, and discloses the risks identified with respect to at least 3TG.
- b) The company describes its processes for identifying the smelters/refiners in its supply chain and assessing whether the smelters/refiners have carried out due diligence processes in accordance with the OECD Guidance with respect to at least 3TG.



- c) The company also publicly discloses the list of all the qualified smelters/refiners in its supply chain that it has independently judged to conform to the due diligence processes set out in the OECD Guidance with respect to at least 3TG.
- d) The company indicates that the risk identification processes and disclosures cover all minerals.

**Sources:** OECD Guidance; Chinese Guidance

### **F23 Risk management in mineral supply chains**

**Indicator:** The company evaluates and responds to identified risks in its mineral supply chain in order to prevent or mitigate adverse impacts in accordance with the OECD Guidance.

**Applicability:** ICT manufacturing, automotive manufacturing.

**Rationale:** Evaluating and addressing risks in the mineral supply chain is essential for preventing human rights abuses and environmental harm, especially in conflict-affected and high-risk areas. Following the OECD Guidance, companies in ICT and automotive manufacturing can systematically manage risks related to sourcing minerals like tin, tantalum, tungsten and gold (3TG). By detailing risk management steps, tracking progress and engaging with business relationships and stakeholders, companies demonstrate accountability and a commitment to responsible sourcing. Expanding these processes to cover all minerals ensures ethical practices across the supply chain and alignment with global standards for sustainable sourcing.

**Elements:**

- a) The company describes the steps taken to manage and respond to risks in its mineral supply chain (which could include a summary of the risk management plan) with respect to at least 3TG.
- b) The company describes the processes to monitor/track performance of risk prevention/mitigation measures.
- c) The company discloses whether there has been significant improvement in risk prevention/mitigation over time with respect to at least 3TG.
- d) The company describes how it engages with business relationships and affected stakeholders to agree on its strategy for risk management.
- e) The company indicates that these risk management and response processes cover all minerals.

**Sources:** OECD Guidance; Chinese Guidance

### **F24 Responsible sourcing of materials**

**Indicator:** The company has a management system for the responsible sourcing of raw materials. This supports supply chain due diligence to identify and manage the risks of contributing to or being directly linked to significant adverse impacts when sourcing materials, including rubber, leather and minerals not covered in the responsible mineral sourcing indicator (e.g. sourcing of lithium in non-high-risk or conflict areas). This includes requirements for business relationships. Key risks are likely to include child labour, forced labour, water and land rights.

**Applicability:** Automotive manufacturing.



**Rationale:** A management system for responsible raw material sourcing is crucial to mitigate risks such as child labour, forced labour, and violations of water and land rights associated with materials such as rubber, leather and lithium from non-conflict areas. By incorporating due diligence requirements into contracts and codes of conduct for business relationships, companies ensure their suppliers align with ethical practices. Additionally, working with business relationships to enhance their capacity in risk assessment and improve due diligence performance strengthens the supply chain. Identifying the sources of high-risk raw materials, such as farms or mines, further enhances transparency, accountability and the ability to prevent or address significant adverse impacts.

**Elements:**

- a) In its contractual arrangements with business relationships or supplier codes of conduct, the company incorporates requirements to conduct due diligence for raw materials.
- b) The company describes how it works with its supply chain to contribute to building their capacity in risk assessment and improving their due diligence performance.
- c) The company indicates that it identifies the sources of high-risk raw materials in its supply chain (e.g. farm, ranch, mine).

**Sources:** OECD Guidance



## G. Performance: Response to serious allegations (20%)

This measurement area focuses on company responses to serious allegations of negative human rights impacts. While previous measurement areas focus on the specific policies, systems, processes and practices a company puts in place to proactively avoid adverse impacts, indicators in this measurement area seek to assess a company's response to an allegation that an impact has occurred. The response to serious allegations measurement area does not seek to assess the allegation itself.

- G01 The company has responded publicly to the allegation
- G02 The company has investigated and taken appropriate action
- G03 The company has engaged with affected stakeholders to provide or cooperate in remedy(ies)

### Which allegations are included?

Recognising the need for companies to focus their resources on responding to severe and substantiated allegations, the allegation needs to have severe impact, have a clear link to human rights, be recent, substantiated by an external source and link the company clearly to the allegation. Note that these indicators will not consider companies' self-reported impacts, which are dealt with in indicators under the other CHRB measurement areas.

#### Recent

Allegations must have occurred no more than three years prior to the benchmarking research cycle. Allegations of impacts that took place more than three years prior to the benchmarking cycle may be included if renewed allegations arise in connection with the original allegation. For example, a failure to provide an effective remedy.

#### External sources

The indicators in this measurement area are based on allegations from external sources such as print media, non-governmental organisations (NGOs), news sites, governmental agencies, commentaries and social media. Only sources covered by the Business & Human Rights Resource Centre (BHRRC) and the complaints mechanism for the Office of the UN High Commissioner for Human Rights (OHCHR) will be considered, and each source will be shared with the companies assessed. Sources mainly include news articles, multilateral organisations, trade unions and relevant NGOs. The allegations will be reviewed by CHRB analysts against the relevant requirements such as the level of involvement of the company and the human rights link (see explanation below).

#### Severe impacts

This measurement area covers allegations of severe human rights impacts. The commentary to UN Guiding Principle 14 states that 'severity of impacts will be judged by their scale, scope and irremediable character'. The Interpretive Guide to the UN Guiding Principles provides additional





information about severity. Severe negative impacts are defined in the Guiding Principles as those impacts that would be greatest in terms of:

- a. **scale:** the gravity of the impact on the human right(s); and/or
- b. **scope:** the number of individuals that are or could be affected; and/or
- c. **irremediability:** the ease with which those impacted could be restored to their prior enjoyment of the right(s).

### Human rights link

The types of alleged impacts covered include, but are not limited to, the following (see also Table 3 below):

- child labour
- forced labour
- discrimination
- freedom of association and collective bargaining
- working hours
- health and safety
- right to security of persons including freedom from torture and cruel, inhuman or degrading treatment
- land rights including forced displacement
- Indigenous peoples' rights
- right to a safe, clean, healthy and sustainable environment.

Allegations must have enough detail to link the company to the allegation, i.e. to bring the company's responsibility into question if the facts were established. Such details can include specific operations or locations and specific details about the alleged impacts. A company, or a joint venture or consortium (where the company has an equity stake of 5% or more), must be specifically named in an allegation to be included.

This measurement area covers allegations of actual impacts; allegations regarding potential impacts that have a likelihood of occurring in the future are not addressed in this measurement area. Therefore, in the context of this measurement area, 'alleged' refers to impacts that the company may or may not have acknowledged (i.e. denied that it occurred, or that it has caused or contributed to the impact).



### Level of involvement in an impact

The company is expected to take appropriate action to respond to impacts under the UN Guiding Principles 13, 19 and 22, where the company identifies that it has caused or contributed to adverse human rights impacts. This varies according to the 'level of involvement' in an impact.

- Where the company identifies it has **caused** or may cause an adverse human rights impact, it should take the necessary steps to cease or prevent the impact and provide or cooperate in remediation through legitimate processes.
- Where the company identifies that it has **contributed** or may contribute to an adverse human rights impact, it should take the necessary steps to cease or prevent its contribution, use its leverage to mitigate any remaining impact to the greatest extent possible and provide or cooperate in remediation through legitimate processes.
- Where the company identifies that it has not caused or contributed to an adverse human rights impact, but that impact is nevertheless **directly linked** to its operations, products or services by its business relationship with another entity, the company should seek to prevent and mitigate the impact and may take a role in remediation. If the company has leverage to prevent or mitigate an adverse impact, it should exercise it. Leverage is considered to exist where the company has the ability to effect change in the wrongful practices of an entity that causes harm.

### Practical thresholds

Outlined in Table 3 are the indicative thresholds for including allegations in this measurement area, relevant international standards and some examples to highlight the kinds of allegations that could qualify in practice.

TABLE 3: TYPES OF ALLEGED IMPACTS RELEVANT TO MEASUREMENT AREA G

Relevant conventions	Threshold for allegations
<b>Forced labour</b>	
Conventions prohibiting the use of forced labour, indentured labour, slave labour and prison labour: ILO Convention No. 29 and ILO Convention No. 105.	Coercion, bonded labour and workers not being paid their wages in the context of overall poor working conditions. This includes allegations of such at both the company's own operations and at its business relationships.
<b>Child labour</b>	
Conventions prohibiting the employment of children below 15 years and below 18 years in most hazardous work: ILO Convention No. 138 and ILO Convention No. 182.	Hazardous work under the age of 18; child labour under the age of 15 (or age as per national law, whichever is higher); children working excessive hours or that result in the death of a child; and child exploitation, including sexual exploitation. This includes allegations of such at both the company's own operations and at its business relationships.



<b>Discrimination</b>	
Conventions prohibiting the use of forced labour, indentured labour, slave labour and prison labour: ILO Convention No. 100, ILO Convention No. 111 and ILO Convention No. 190.	Repeated degrading and discriminatory treatment; violence against those affected or serious, substantial threats of violence such as death threats; and cases of gender-based violence which are systematic and persistent. This includes allegations of such at both the company's own operations and at its business relationships.
<b>Working hours</b>	
Conventions relating to hours of work (sector), weekly rest (sector) and weekly rest (commerce and offices): ILO Convention No. 1, ILO Convention No. 14 and ILO Convention No. 106.	Forced overtime (the allegations must explicitly detail the forced overtime); overtime that results in the death of a worker; or excessive overtime (employees or workers in the supply chain working more than 60 hours a week on an ongoing basis). This includes allegations of such at both the company's own operations and at its business relationships.
<b>Freedom of association and collective bargaining</b>	
Conventions relating to freedom of association and collective bargaining: ILO Convention No. 87 and ILO Convention No. 98.	Active and systematic opposition to employees or other workers forming or joining unions, or threats against those who do join, or dismissal of workers who have joined, or interfering in the union's activities or administration; repeated refusal to recognise a union over a period of time (two years) in one location; or allegations that it has refused to recognise a union in multiple locations. This includes allegations of such at both the company's own operations and at its business relationships.
<b>Health and safety</b>	
Conventions relating to occupational health and safety, prevention of major industrial accidents and health and safety in mines: ILO Convention No. 155, ILO Convention No. 174 and ILO Convention No. 176.	<p><i>Isolated events that involve:</i> accidents involving five or more deaths or serious injuries of employees or contractors or other persons outside the workforce where there are allegations that the company failed to apply health and safety principles; ten or more deaths or serious injuries of the supplier's employees or contractors or other persons outside the workforce where there are allegations that the supplier failed to apply health and safety principles; major accidents that do not result in this level of deaths or serious injuries if, on the basis of the information available, it seems likely that such deaths or injuries were only avoided by chance.</p> <p><i>Ongoing issues that involve:</i> repeated accidents where there have been 12 deaths or 24 serious injuries (or a combination of both) in a 12-month period; occupational health incidents, where the company or its suppliers have been linked as the cause of chronic diseases and other serious health effects; allegations which indicate dereliction of the company's basic duty of care towards its workers in extreme situations like wars, civil unrest or natural disasters. This includes allegations of such at both the company's own operations and at its business relationships.</p>



<b>Right to security of persons, including freedom from torture and cruel, inhuman or degrading treatment</b>	
UN Code of Conduct for Law Enforcement Officials (1979), UN Basic Principles on the Use of Force and Firearms by Law Enforcement Officials (1990), Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (1984) and Geneva Convention relative to the Treatment of Prisoners of War (1949).	Violations by security forces linked to the company or company personnel that have resulted in at least one fatality or torture or rape, death or death threats allegedly linked to the company made against human rights defenders, death or death threats allegedly linked to the company made against leaders protesting against a company project and intentional killings. This includes allegations of such at both the company's own operations and at its business relationships.
<b>Land rights</b>	
Land rights specifically related to Indigenous peoples: ILO Convention No.169 and UN Declaration on the Rights of Indigenous Peoples (2007).	Forced evictions of local communities to clear land for the company's use; or a company using Indigenous lands without Indigenous peoples' free, prior and informed consent. This includes allegations of such at both the company's own operations and at its business relationships.
<b>The right to a safe, clean, healthy and sustainable environment</b>	
UN Framework Principles on Human Rights and the Environment (2018).	Environmental damage linked to the company with clear links to health, livelihood or other human rights impacts. This includes allegations of such at both the company's own operations and at its business relationships.

## Scoring

In measurement area G, companies against which no serious allegations meeting the CHRB thresholds are identified receive a proxy score that is the average of their scores in the other measurement areas. Companies where allegation(s) are found to meet the CHRB thresholds are scored the same as for other indicators: each element is scored independently, with equal weight within an indicator. Where there are multiple allegations, companies' measurement area score is the average score for all the allegations assessed.

The CHRB methodology allows for companies that effectively demonstrate they are not linked to a specific allegation or that no impact occurred not to be assessed on the elements related to internal actions, elements and remedy. Therefore, if, under indicator G02 element B, the company provides detailed evidence that the affected stakeholders did not suffer the impacts alleged or that the company was not directly linked to the business or individuals who did cause or contribute to those impacts, indicator G02 element C and D on changes made in the company's management systems, as well as all elements under G03 on remedy, will not be applicable. When an element is not applicable, weights are redistributed proportionally to the remaining number of applicable elements in the indicator. Similarly, when an indicator is not applicable, weights are redistributed proportionally to the remaining number of applicable indicators within a measurement area. This means that the CHRB still expects a company to respond publicly to a serious allegation, and for the company to have engaged with stakeholders to understand the causes of the impacts alleged.

## G01 Public response

**Indicator:** The company has responded publicly to the allegation and provided further details.

*Note: Companies are not expected to provide details that might result in adverse impacts to named or identifiable individuals, nor, in the case of legal action, details of their legal case or evidence. Instead, they should provide details of their general assessment of each aspect of the allegation.*



**Applicability:** All sectors.

**Rationale:** Publicly acknowledging serious allegations in detail demonstrates a company's commitment to transparency and accountability. It shows that the company takes concerns seriously, is willing to address human rights issues openly, and is committed to investigating and remedying the matter, building trust with stakeholders.

**Elements:**

- a) The company has responded publicly to the allegation (or points to a response by any directly linked business, if relevant).
- b) The company's public response covers each aspect of the allegation in detail.

## **G02 Investigation and appropriate action**

**Indicator:** The company has engaged with affected stakeholders to identify the causes of the impacts alleged. The company has also reviewed and improved its management systems, informed by the views of affected stakeholders and/or their legitimate representatives, to prevent similar impacts from occurring in the future. If the company was not involved in the alleged impact(s), it provides evidence to demonstrate this.

**Applicability:** All sectors.

**Rationale:** Engaging with affected stakeholders to identify the causes of alleged impacts is vital for understanding and addressing human rights impacts effectively. By incorporating stakeholder feedback and improving its management systems, the company can prevent similar impacts in the future. This process strengthens accountability, enhances trust and ensures that responses are informed by those most affected.

**Elements:**

- a) The company (or the directly linked business, if relevant) has engaged with the affected stakeholders and/or their legitimate representatives as part of understanding the causes of the impacts alleged.
- b) The company (or any directly linked business, if relevant) has identified what it believes to be the cause of the events concerned (whether or not it is agreed between the parties that human rights impacts arose from the alleged events) or the company provides detailed evidence that the affected stakeholders did not suffer the impacts alleged or that the company was not directly linked to the business or individuals who did cause or contribute to those impacts.
- c) The company has implemented improvements or reinforced its management system(s) that have been identified to avoid such human rights impacts in the future.
- d) The company describes how the views of affected stakeholders or their legitimate representatives have influenced the actions the company has taken to prevent similar human rights impacts in future.

**Non-applicability:** If, under indicator G02 element B, the company provides detailed evidence that the affected stakeholders did not suffer the impacts alleged or that the company was not directly linked to the business or individuals who did cause or contribute to those impacts, indicator G02 element C and D as well as all elements under G03 will not be applicable.



### G03 Provision of remedy

**Indicator:** The company has provided, or cooperated in the provision of, remedy to affected stakeholders. The company also demonstrates that the remedy offered is satisfactory to affected stakeholders and that it has been provided as agreed.

**Applicability:** All sectors.

**Rationale:** Providing remedy to affected stakeholders is essential for upholding the company's responsibility to address any harm caused by its operations. It demonstrates a commitment to accountability and fairness, helps restore trust with impacted communities, and ensures that affected individuals receive redress.

**Elements:**

- a) The company has provided (or used its leverage to persuade any directly linked business, if relevant, to provide) remedy to the affected stakeholders.
- b) The company provides evidence that the remedy offered is satisfactory to the affected stakeholders.
- c) The company provides evidence that the remedy agreed upon with stakeholders has been provided as agreed.

**Non-applicability:** If, under indicator G02 element B, the company provides detailed evidence that the affected stakeholders did not suffer the impacts alleged or that the company was not directly linked to the business or individuals who did cause or contribute to those impacts, indicator G02 element C and D as well as all elements under G03 will not be applicable.



# Annexes

## Annex 1: CHRB methodology overview

### Abbreviations

AG: food and agricultural products sector | AP: apparel sector | EX: extractives sector | ICT: ICT manufacturing sector | AUTO: automotive manufacturing sector

A. POLICY COMMITMENTS					
Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
A01	Commitment to respect human rights	A01.A	The company has a publicly available policy statement committing it to respect human rights.	All	CSI 01.A
		A01.B	The company's publicly available policy statement commits it to the UN Guiding Principles on Business and Human Rights or the OECD Guidelines for Multinational Enterprises.		
A02	Commitment to respect the human rights of workers	A02.A	The company has a publicly available policy statement committing it to respect the human rights that the ILO has declared to be fundamental rights at work.	All	CSI 02.A
		A02.B	The company has a publicly available policy statement that expects its business relationships to commit to respecting the human rights that the ILO has declared to be fundamental rights at work.		CSI 02.B
A03	Commitment to respect working hours	A03.A	The company has a publicly available policy statement committing it to respect the ILO convention on working hours or stating that workers shall not be required to work more than 48 hours in a regular work week or 60 hours including overtime.	All	CSI 11.A
		A03.B	The company has a publicly available policy statement that expects its business relationships to commit to respecting the ILO conventions on working hours or shall not require workers to work more than 48 hours in a regular work week or 60 hours including overtime.		CSI 11.C
		A03.C	The company has a publicly available policy statement stating that all overtime work must be consensual and paid at a premium rate.		CSI 11.B
		A03.D	The company has a publicly available policy statement that expects its business relationships to require that all overtime work must be consensual and paid at a premium rate.		



<b>A04</b>	<b>Commitment to respect human rights of vulnerable groups</b>	A04.A	The company has a publicly available policy statement committing it to respect at least women's rights or children's rights or migrant workers' rights.	All
		A04.B	The company has a publicly available policy statement that expects its business relationships to commit to respect at least women's rights or children's rights or migrant workers' rights.	
<b>A05</b>	<b>Commitment to respect land, natural resources and Indigenous peoples' rights</b>	A05.A	The company has a publicly available policy statement committing it to respect rights related to the ownership and use of land and natural resources.	AG, EX
		A05.B	The company has a publicly available policy statement that expects its business relationships to respect ownership and use of land and natural resources as well as related legitimate tenure rights	
		A05.C	The company has a publicly available policy statement committing it to respect Indigenous peoples' rights.	
		A05.D	The company has a publicly available policy statement that expects its business relationships to respect Indigenous peoples' rights.	
		A05.E	The company has a publicly available policy statement committing it to respect the right to water.	
		A05.F	The company has a publicly available policy statement that expects its business relationships to respect the right to water.	
<b>A06</b>	<b>Commitment to responsible sourcing of minerals</b>	A06.A	The company has a publicly available policy statement committing it to the responsible sourcing of minerals, or the company has a publicly available policy statement committing it to follow the OECD Guidance at least in respect of 3TG	ICT, AUTO
		A06.B	The company has a publicly available policy statement that expects its business relationships to follow the company's responsible sourcing policy or the OECD Guidance at least in respect to 3TG.	
		A06.C	The company's responsible sourcing policy statement committing it to follow the OECD Guidance explicitly covers all minerals.	
		A06.D	The company has a publicly available policy statement that expects its business relationships to require their business relationships to follow the OECD Guidance explicitly covering all minerals.	
<b>A07</b>	<b>Commitment to security and human rights</b>	A07.A	The company has a publicly available policy statement committing it to respect the Voluntary Principles on Security and Human Rights (VPs) or only uses security providers who are members of the International Code of Conduct of Private Security Providers Association (ICoCA).	EX





		A07.B	The company expects its business relationships to respect the VPs or only to use security providers that are members of ICoCA.		
		A07.C	The company has a publicly available policy statement committing it to respect international humanitarian law (IHL).		
		A07.D	The company expects its business relationships to respect IHL.		
		A08.A	The company has a publicly available policy statement committing it to remedy the adverse impacts on individuals, workers and communities that it has caused or contributed to.		
<b>A08</b>	<b>Commitment to remedy</b>	A08.B	The company expects its business relationships to commit to the right to remedy.	All	CSI 03.A
		A08.C	The company has a publicly available policy statement committing it to co-operate with judicial and non-judicial mechanisms to provide access to remedy.		CSI 03.B
		A08.D	The company has a publicly available policy statement committing it to work with business relationships to remedy adverse impacts which are directly linked to the company's operations, products or services.		
		A09.A	The company commits to neither tolerate nor contribute to threats, intimidation and attacks against human and environmental rights defenders.	All	
<b>A09</b>	<b>Commitment to respect the rights of human rights defenders</b>	A09.B	The company expects its business relations to commit to respect the rights of human rights defenders.		
		A09.C	The company commits to working with human rights defenders to create safe and enabling environments for civic engagement and human rights at local, national or international levels.		



## B. BOARD-LEVEL ACCOUNTABILITY

Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
B01	Commitment from the top	B01.A	The company indicates that a board member or board committee is tasked with specific governance oversight of respect for human rights.	All	
		B01.B	The company describes the human rights expertise of the board member or board committee tasked with that governance oversight.		
		B01.C	Board members or the CEO clearly signal the company's commitment to human rights (e.g., speeches, presentations or other communications), discussing why human rights matter to the business or any challenges to respecting human rights encountered by the business.		
B02	Board responsibility	B02.A	The company describes the processes it has in place to discuss and regularly review its human rights strategy, policy or management processes at board level.	All	
		B02.B	The company provides an example of specific human rights issues or trends discussed at board level during the last reporting period.		
		B02.C	The company describes how the experiences of affected stakeholders or external human rights experts informed board-level discussions on human rights.		
B03	Incentives and performance management	B03.A	The company indicates that at least one board member has an incentive or performance management scheme linked to the company's human rights policy commitment(s) or strategy.		
		B03.B	The criteria linking board remuneration to human rights performance are made public.		
		B03.C	The company indicates that it has reviewed other board performance incentives to ensure coherence with its human rights policy commitment(s).		
B04	Business model, strategy and risks	B04.A	The company discloses its assessment of whether and how actual and potential adverse human rights impacts originate from or are related to the company's strategy and business model.	All	
		B04.B	The company provides an example of action(s) decided as a result of discussions on its business model or strategy and potential impacts on human rights.		
		B04.C	The company discloses how the interests, views and rights of potentially affected stakeholders inform its strategy and business model.		



## C. EMBEDDING RESPECT FOR HUMAN RIGHTS IN COMPANY CULTURE AND MANAGEMENT SYSTEMS

Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
C01	<b>Responsibility and resources for day-to-day human rights functions</b>	C01.A	The company indicates the senior manager role(s) accountable for implementation and decision-making regarding human rights issues within the company.	All	
		C01.B	The company describes how it assigns responsibility for implementing its human rights policy commitment(s) for the day-to-day management across relevant departments.		
		C01.C	The company describes how it allocates resources and expertise for the day-to-day management of relevant human rights issues within its own operations.		
		C01.D	The company describes how it allocates resources and expertise for the day-to-day management of relevant human rights issues within its supply chain.		
C02	<b>Incentives and performance management</b>	C02.A	The company indicates that it has an incentive or performance management scheme linked to its human rights policy commitment(s) for at least one senior manager.	All	
		C02.B	The company's incentive or performance management scheme covers at least one of the key sector risks that the company considers salient.		
		C02.C	The criteria linking the senior manager(s)' remuneration to the company's human rights performance is made public.		
		C02.D	The company indicates that it has reviewed other senior management performance incentives to ensure coherence with its human rights policy commitment(s).		
C03	<b>Integration with enterprise risk management</b>	C03.A	The company describes how attention to human rights risks is integrated into its broader enterprise risk management system(s).	All	
		C03.B	The company provides an example of how attention to human rights risks is integrated into its broader enterprise risk management system(s).		
		C03.C	The company also describes how it assesses the adequacy of the enterprise risk management system(s) in managing human rights during the company's last reporting year. The assessment was either overseen by the board audit committee or conducted by an independent third party.		



<b>C04</b>	<b>Communication/dissemination of policy commitment(s)</b>	C04.A	The company describes how it communicates its policy commitment(s) to all its workers, including in local languages where necessary.	All
		C04.B	The company describes how it communicates its policy commitments to affected stakeholders, including local communities and other groups.	
		C04.C	The company describes the steps it takes to communicate its human rights policy down its supply chain itself, or the company demonstrates that it requires its business relationships to do so.	
		C04.D	The company describes how its human rights policy commitments are reflected within contractual or other binding arrangements with its business relationships.	
		C04.E	The company demonstrates that it requires its business relationships to cascade the contractual or other binding requirements down their supply chain.	
		C04.F	The company provides an example of how it ensures the form and frequency of the information communicated are accessible to its intended audience.	
<b>C05</b>	<b>Training on human rights</b>	C05.A	The company describes how its workers are trained on its human rights policy commitment(s).	All
		C05.B	The company describes how relevant managers and workers in key functions receive specific human rights training relevant to their role.	
		C05.C	The company describes the training it provides to business relationships to help them meet its human rights policy commitment(s).	
		C05.D	The company discloses the percentage of business relationships trained.	
<b>C06</b>	<b>Monitoring and corrective actions</b>	C06.A	The company describes how it monitors the implementation of its human rights policy commitment(s) across its global operations and supply chain (e.g., including external/independent third parties).	All
		C06.B	The company discloses the proportion of its supply chain that is monitored.	
		C06.C	The company describes how workers are involved in the monitoring process.	
		C06.D	The company describes its corrective action process(es).	
		C06.E	The company publicly discloses the findings and number of corrective action process(es) as a result of the monitoring.	
<b>C07</b>	<b>Engaging and terminating business relationships</b>	C07.A	The company describes how human rights performance is taken into account in the identification and selection of potential business relationships, including suppliers.	AG, AP, ICT, AUTO



		C07.B	The company describes how human rights performance is taken into account in decisions to renew, expand or terminate business relationships, including with suppliers.	
		C07.C	The company describes the specific incentives (e.g. price premiums, increased orders or longer contracts) offered to business relationships, including suppliers, for meeting the company's requirements.	
		C07.D	The company describes how it supports business relationships, including suppliers, in meeting the company's requirements.	
<b>C08</b>	<b>Aligning purchasing decisions with human rights</b>	C08A	The company describes the practices it adopts to avoid price or short notice requirements or other business considerations undermining human rights.	AG, AP, ICT, AUTO
		C08B	The company describes the practices it adopts to pay suppliers in line with agreed timeframe(s) and for the amount(s) agreed in the payment terms.	
		C08C	The company commits to implement responsible purchasing practices in contractual or other binding arrangements with its suppliers.	
		C08D	The company reviews its own operations to mitigate negative impacts of its purchasing practices in planning, merchandising and costing.	
		C08E	The company provides an example of how it assessed, addressed and made changes to its purchasing practices to avoid undermining its human rights commitments.	
<b>C09</b>	<b>Mapping and disclosing the supply chain</b>	C09A	The company indicates that it identifies its suppliers, including direct and indirect suppliers. This needs to include the product source (e.g. farm, fishery, ranch, production facility etc.).	AG, AP, ICT, AUTO
		C09B	The company discloses the names and specific locations of the direct and indirect suppliers who make up the most significant parts of its supply chain and explains how it has defined what are the most significant parts of its supply chain.	
		C09C	The company discloses which direct or indirect suppliers it considers to be involved in higher-risk activities, geographies and products.	
<b>C10</b>	<b>Transparency and accountability</b>	C010.A	The company is a member of the Extractive Industries Transparency Initiative (EITI) or publicly reports, by country, the taxes and revenue payments to some countries beyond legal requirements for disclosure.	EX
		C010.B	The company publicly reports, by country, taxes and revenue payments to all countries where it operates.	



## D. HUMAN RIGHTS DUE DILIGENCE

Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
<b>D01</b>	<b>Identifying human rights risks and impacts</b>	D01.A	The company describes the process(es) it has in place to identify its human rights risks and impacts in specific locations or activities, covering its own operations.	All	CSI 04.A
		D01.B	The company describes the process(es) it has in place to identify its human rights risks and impacts through relevant business relationships, including its supply chain.		CSI 04.B
		D01.C	The company describes how it involves affected stakeholders and internal or independent external human rights experts in its human rights risks and impact identification process(es).		CSI 04.B
		D01.D	The company describes how its risk and impact identification process(es) are triggered by new country operations, new business relationships, new human rights challenges or conflict affecting particular locations.		
<b>D02</b>	<b>Assessing human rights risks and impacts</b>	D02.A	The company describes the process(es) it has in place to assess its human rights risks and impacts and discloses what it considers to be its salient human rights issues, covering its own operations.	All	CSI 05.A
		D02.B	The company describes the process(es) it has in place to assess its human rights risks and impacts in its supply chain.		CSI 05.B
		D02.C	The company publicly discloses the results of its human rights risks and impact assessments, which may be aggregated across its operations and locations.		CSI 05.C
		D02.D	The company describes how it involves affected stakeholders in its human rights risks and impact assessment process(es).		CSI 05.D
<b>D03</b>	<b>Integrating and acting on human rights risks and impact assessments</b>	D03.A	The company describes the process(es) it has in place to prevent, mitigate or remediate its salient human rights issues in its own operations.	All	CSI 06.A
		D03.B	The company describes the process(es) it has in place to prevent, mitigate or remediate its salient human rights issues in its supply chain.		CSI 06.B
		D03.C	The company provides an example of the specific actions taken or to be taken on at least one of its salient human rights issues as a result of assessment process(es) in at least one of its activities/operations in the last three years.		CSI 06.C



		D03.D	The company describes how it involves affected stakeholders in decisions about the actions to take in response to its salient human rights issues.	CSI 06.D
<b>D04</b>	<b>Tracking the effectiveness of actions to respond to human rights risks and impacts</b>	D04.A	The company provides an example of the lessons learned while tracking the effectiveness of its actions on at least one of its salient human rights issues as a result of its due diligence process(es).	All
		D04.B	The company provides an example of the lessons learned while tracking the effectiveness of its actions on at least one of its salient human rights issues as a result of its due diligence process(es).	
		D04.C	The company describes how it involves affected stakeholders in evaluation(s) of whether the actions taken have been effective.	
<b>D05</b>	<b>Communicating on human rights impacts</b>	D05.A	The company provides an example demonstrating how it communicates with affected stakeholders regarding specific human rights issues raised by the stakeholders or on their behalf.	All
		D05.B	The company describes any challenge(s) to effective communication with affected stakeholders it has identified in its human rights due diligence process and how it is working to address them.	



## E. REMEDIES AND GIREVANCE MECHANISMS

Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
E01	Grievance mechanism(s) for workers	E01.A	The company indicates that it has one or more mechanism(s), or participates in a third-party or shared mechanism, accessible to all workers to raise complaints or concerns related to the company.	All	
		E01.B	The company describes how it ensures the mechanism(s) is available in all appropriate languages and that workers are aware of it (e.g. specific communication(s)/training).		
		E01.C	The company describes how it ensures workers in its supply chain have access to either: the company's own mechanism(s) to raise complaints or concerns about human rights issues at the company's business relationships, or the company expects its business relationships to establish a mechanism(s) for their workers to raise such complaints or concerns.		
		E01.D	The company expects its business relationships to convey the same expectation on access to grievance mechanism(s) to their own business relationships.		
E02	Grievance mechanism(s) for external individuals and communities	E02.A	The company indicates that it has one or more mechanism(s), or participates in a shared mechanism, accessible to all external individuals and communities who may be adversely impacted by the company, or those acting on their behalf, to raise complaints or concerns.	All	
		E02.B	The company describes how it ensures the mechanism(s) is available in local languages and that all affected external stakeholders at its own operations are aware of it (e.g. specific communication(s)/training).		
		E02.C	The company describes how it ensures external individuals and communities have access to either: the company's own mechanism(s) to raise complaints or concerns about human rights issues at the company's business relationships, or the company expects its business relationships to establish a mechanism for external individuals and communities to raise such complaints or concerns.		
		E02.D	The company expects its business relationships to convey the same expectation on access to grievance mechanism(s) to their own business relationships.		





<b>E03</b>	<b>Users involvement in the design and performance of the mechanism(s)</b>	E03.A	The company also describes how it engages with potential or actual users (or individuals or organisations acting on their behalf) on the improvement of the mechanism(s), or it provides at least one example of engaging with potential or actual users of the grievance mechanism to improve it.	All
		E03.B	The company also describes how it engages with potential or actual users (or individuals or organisations acting on their behalf) on the improvement of the mechanism(s) or it provides at least an example of doing so.	
<b>E04</b>	<b>Procedures related to the grievance mechanism(s) are equitable, publicly available and explained</b>	E04.A	The company describes the procedures for managing complaints or concerns, including timescales for addressing complaints or concerns and for informing complainants.	All
		E04.B	The company describes the technical, financial or advisory support available to complainants to enable equal access to and participation in the grievance process.	
		E04.C	The company explains the type(s) of outcome(s) complainants can expect from use of the grievance mechanism(s).	
		E04.D	The company also describes how complaints or concerns for workers and all external individuals and communities may be escalated to more senior levels or independent third-party adjudicators or mediators to challenge the process or outcome.	
<b>E05</b>	<b>Prohibition of retaliation for raising complaints or concerns</b>	E05.A	The company indicates that it prohibits retaliation against workers and other stakeholders (including those that represent them) for raising human rights-related complaints or concerns.	All
		E05.B	The company describes the measures in place to prevent retaliation (for example, through guaranteeing anonymity when complaints or concerns are raised or carrying out assessments of and addressing risks of retaliation).	
		E05.C	The company also indicates that it will not retaliate against workers and stakeholders by means of at least one of the following: legal action against persons or organisations who have brought or tried to bring a case against it involving a credible allegation of adverse human rights impacts, or against the lawyers representing them; firing or engaging in economic forms of retaliation against any workers or their representatives who have brought or tried to bring a case against it involving an allegation of human rights abuse; engaging in violent acts or threats to the livelihoods, careers or reputation of claimants or their lawyers.	
		E05.D	The company expects its business relationships to prohibit retaliation against workers and other stakeholders (including those that represent them) for raising human rights-related concerns.	



<b>E06</b>	<b>Company involvement with state-based judicial and non-judicial grievance mechanisms</b>	E06.A	The company indicates that it does not require affected individuals or communities participating in a grievance process to permanently waive their legal rights to bring a claim through a judicial or non-judicial process as a condition of participating in the grievance process (e.g. by requiring binding arbitration or mediation).	All
		E06.B	The company indicates that it does not require confidentiality provisions (e.g. non-disclosure agreements) with respect to human rights grievances.	
		E06.C	The company sets out the process by which it cooperates with state-based non-judicial grievance mechanism(s) on complaints brought against it, or it provides an example of issues resolved (if applicable).	
<b>E07</b>	<b>Remedying adverse impacts</b>	E07.A	For adverse human rights impacts which it has caused or to which it has contributed, the company describes the approach it took to provide or enable a timely remedy for victims or, if no adverse impacts have been identified, the company describes the approach it would take to provide or enable timely remedy for victims.	All
		E07.B	For adverse human rights impacts which it has caused or to which it has contributed, the company also describes changes to systems, processes and practices to prevent similar adverse impacts in the future or, if no adverse impacts have been identified, the process it would take to review and change systems, processes or practices to prevent similar adverse impacts in the future.	
		E07.C	The company describes its approach to monitoring implementation of the agreed remedy.	
<b>E08</b>	<b>Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned</b>	E08.A	The company discloses data about the practical operation of the mechanism(s), including the number of grievances about human rights issues filed, addressed or resolved, and outcomes achieved for its own workers and for external individuals and communities that may be adversely impacted by the company.	All
		E08.B	The company provides an example of how lessons from the mechanism(s) have contributed to improving the company's human rights management system(s).	
		E08.C	The company describes the process(es) to review the effectiveness of the grievance mechanism(s) and any changes made to improve it based on the review.	
		E08.D	The company describes the procedures it has in place to address delays or non-implementation of outcomes agreed with stakeholders.	



## F. PERFORMANCE: COMPANY HUMAN RIGHTS PRACTICES

Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
F01	Living wage (in own operations and joint ventures)	F01.A	The company describes how it determines a living wage for the locations where it operates.	All	CSI 10.A
		F01.B	The company has measured the gap between current wages and living wages for all workers.		CSI 10.A
		F01.C	The company discloses a time-bound target for paying all workers a living wage or that it pays all workers a living wage.		CSI 10.B
		F01.D	The company has a process in place to regularly review, monitor and address any instances of payment below a living wage.		
F02	Living wage (in the supply chain)	F02.A	The company discloses evidence of activities to further the payment of living wages by its business relationships.	AG, AP, ICT, AUTO	CSI 10.C
		F02.B	The company has established a joint action plan(s) with business relationships to work towards achieving living wages with measurable and time-bound milestones.		
		F02.C	The company demonstrates progress towards achieving the payment of living wages by its business relationships		
F03	Prohibition of child labour (in own operations and joint ventures)	F03.A	The company discloses whether it verifies the age of workers recruited in its own operations to ensure that they are not engaged in child labour.	All	
		F03.B	The company describes how it develops, participates in or contributes to child labour remediation programmes.		
F04	Prohibition of child labour (in the supply chain)	F04.A	In its contractual arrangements or code of conduct, the company requires business relationships to verify the age of workers they recruit.	AG, AP, ICT, AUTO	
		F04.B	The company describes how it works with its business relationships to eliminate child labour and to improve working conditions for young workers where relevant.		
		F04.C	The company demonstrates progress towards eliminating child labour in its supply chain.		



<b>F05</b>	<b>Prohibition of forced labour (in own operations and joint ventures)</b>	F05.A	The company indicates that job seekers and workers do not pay any recruitments fees or related costs to secure a job (Employer Pays Principle) and commits to fully reimburse them if they have been required to pay any fees or related costs during recruitment.	All	
		F05.B	The company indicates that it pays workers regularly, in full and on time and that all workers receive a pay slip with their wages explaining any legitimate deductions.		
		F05.C	The company indicates that it does not retain workers' personal documents, restrict workers' freedom of movement or require workers to use company-provided accommodation.		
		F05.D	The company describes how it implements and checks practices aimed at preventing forced labour in its operations, particularly with employment agencies/labour brokers/recruitment intermediaries.		
<b>F06</b>	<b>Prohibition of forced labour (in the supply chain)</b>	F06.A	In its contractual arrangements or code of conduct, the company prohibits business relationships from charging recruitment fees and restricting workers' freedom, and requires they pay their workers in full and on time.	All	
		F06.B	The company describes how it works with its business relationships to eliminate forced labour.		
		F06.C	The company demonstrates progress towards eliminating forced labour in its supply chain.		
<b>F07</b>	<b>Freedom of association and collective bargaining (in own operations and joint ventures)</b>	F07.A	The company puts in place measures to prohibit any form of intimidation, harassment, retaliation or violence against workers seeking to exercise the right to form and join a trade union of their choice (or equivalent worker bodies where the rights to freedom of association and collective bargaining are restricted under law).	All	
		F07.B	The company discloses the proportion of its total direct operations workforce covered by collective bargaining agreements.		CSI 12.A
<b>F08</b>	<b>Freedom of association and collective bargaining (in the supply chain)</b>	F08.A	In its contractual arrangements or code of conduct, the company requires business relationships to respect the right of all workers to form and join a trade union of their choice (or equivalent worker bodies where the rights to freedom of association and collective bargaining are restricted under law) and to bargain collectively. It also prohibits intimidation, harassment, retaliation and violence against trade union members and trade union representatives.	AG, AP, ICT, AUTO	
		F08.B	The company describes how it works to support the practices of its business relationships in relation to freedom of association and collective bargaining.		CSI 12.B



		F08.C	The company demonstrates progress towards eliminating restrictions to freedom of association or collective bargaining in its supply chain.		
<b>F09</b>	<b>Health and safety (in own operations and joint ventures)</b>	F09.A	The company describes the process(es) it has in place to identify its health and safety risks and impacts.	All	
		F09.B	The company discloses quantitative information on health and safety for its workers.		CSI 09.A
		F09.C	The company has set a target or targets related to health and safety for its workers.		
		F09.D	The company has met its health and safety target(s) or provides an explanation of why these were not met or how it is working to improve its health and safety management systems.		
<b>F10</b>	<b>Health and safety (in the supply chain)</b>	F10.A	In its contractual arrangements or code of conduct, the company sets out clear health and safety requirements for its business relationships.	AG, AP, ICT, AUTO	
		F10.B	The company discloses quantitative information on health and safety for workers in the supply chain.		
		F10.C	The company describes how it works with its business relationships to improve their practices in relation to health and safety.		
		F10.D	The company demonstrates progress towards eliminating health and safety issues in its supply chain.		
<b>F11</b>	<b>Women's rights (in own operations and joint ventures)</b>	F11.A	The company takes actions to help prevent violence and harassment against women in the workplace.	All	
		F11.B	The company describes how it takes into account differential impacts on women and men of working conditions, including to reproductive health.		
		F11.C	The company discloses the ratio of the basic salary and remuneration of women to men in its total direct operations for each employee category, by significant locations of operation.		CSI 14.D
		F11.D	The company demonstrates progress towards closing any gender pay gap.		
<b>F12</b>	<b>Women's rights (in the supply chain)</b>	F12.A	In its contractual arrangements or code of conduct, the company requires its business relationships to provide equal pay for equal work, introduce measures to ensure equal opportunities throughout all levels of employment and eliminate health and safety concerns that are particularly prevalent among women workers.	AG, AP, ICT, AUTO	
		F12.B	The company works with its business relationships to improve their practices in relation to women's rights.		
		F12.C	The company demonstrates progress towards ensuring women's rights in its supply chain.		



<b>F13</b>	<b>Working hours (in own operations and joint ventures)</b>	F13.A	The company assesses the ability of workers within its factories to comply with its commitments to respect working hours when allocating work or setting targets.	AP, ICT, AUTO
		F13.B	The company describes how it implements and checks practices related to preventing excessive working hours in its operations.	
<b>F14</b>	<b>Working hours (in the supply chain)</b>	F14.A	In its contractual arrangements or code of conduct, the company requires business relationships to respect applicable international standards concerning maximum working hours.	AP, ICT, AUTO
		F14.B	The company describes how it works with its business relationships to improve their practices in relation to working hours.	
		F14.C	The company demonstrates progress in relation to working hours in the supply chain.	
<b>F15</b>	<b>Water and sanitation (in own operations and joint ventures)</b>	F15.A	The company describes how it implements preventive and corrective action plans for identified specific risks to the right to water and sanitation in its own operations.	All
		F15.B	The company has set specific targets on water stewardship that take into consideration water use by local communities and other users in the vicinity of its operations.	
		F15.C	The company reports on progress against its water stewardship targets, including an analysis of trends demonstrating progress.	
<b>F16</b>	<b>Water and sanitation (in the supply chain)</b>	F16.A	The company includes access to water and sanitation requirements, including refraining from negatively affecting access to safe water, in its contractual arrangements with business relationships.	AG, AP, ICT, AUTO
		F16.B	The company describes how it works with its business relationships to improve their practices in relation to access to water and sanitation.	
		F16.C	The company demonstrates progress towards improving access to water and sanitation in its supply chain.	
<b>F17</b>	<b>Land rights (in own operations and joint ventures)</b>	F17.A	When acquiring, leasing or making other arrangements to use or restrict the use of or access to land or natural resources, the company describes how it identifies legitimate tenure rights holders, including through engagement with the affected communities in the process, with particular attention to vulnerable or marginalised tenure rights holders, and negotiates with them to provide adequate compensation or requested alternatives to financial compensation.	AG, EX



		F17.B	For any new or on-going land resettlements, the company describes how it provides financial compensation or other compensation alternatives, including its valuation methods and how legitimate tenure rights holders were involved in determining the valuation.	
		F17.C	If a state has been involved in the transaction, the company follows IFC Performance Standard 5 on Land Acquisition and Involuntary Resettlement and describes the steps it has taken to meet the standards with respect to legitimate tenure rights holders.	
<b>F18</b>	<b>Land rights (in the supply chain)</b>	F18.A	In its contractual arrangements with business relationships or code of conduct, the company includes land requirements, including the requirements to have a process to identify legitimate tenure rights holders when acquiring, leasing or making other arrangements to use land, with particular attention to vulnerable or marginalised tenure rights holders, and to negotiate with them to provide adequate compensation or requested alternatives to financial compensation.	AG
		F18.B	The company works with business relationships to improve their practices in relation to land use/acquisition.	
		F18.C	The company includes resettlement requirements that require business relationships to provide financial compensation or other compensation alternatives, including their valuation methods and how legitimate tenure rights holders were involved in determining the valuation, when they are involved in resettlement.	
		F18.D	The company demonstrates progress towards eliminating land rights issues in its supply chain.	
<b>F19</b>	<b>Indigenous peoples' rights and free prior and informed consent (in own operations and joint ventures)</b>	F19.A	Where operations or proposed operations may impact on indigenous peoples, the company describes its process to identify and recognise affected indigenous peoples.	EX
		F19.B	The company describes how it engages directly with indigenous community(ies) in carrying out the assessment.	
		F19.C	The company commits to obtain free prior and informed consent.	
		F19.D	The company provides the most recent example where it has obtained FPIC or where it decided not to pursue the land or resources impacting on indigenous peoples.	
<b>F20</b>	<b>Security (in own operations and joint ventures)</b>	F20.A	The company describes how it implements its security approach and provides an example of how it ensures respect for human rights in the course of maintaining the security of company managed operations, including when working with contracted private or public security providers, if applicable.	EX



		F20.B	The company describes how it ensures its business partners, including joint ventures, implement an equivalent approach to security management that ensures respect for human rights.	
		F20.C	The company provides evidence that its security and human rights assessments include inputs from the local community, including about their security concerns.	
		F20.D	The company provides at least one example of working with community members to improve security or prevent or address tensions related to its operations.	
<b>F21</b>	<b>Arrangements with suppliers and smelters/refiners in mineral supply chains</b>	F21.A	The company indicates that it incorporates into commercial contracts / written agreements with business relationships' requirements to conduct due diligence in accordance with the OECD Guidance for at least 3TG.	ICT, AUTO
		F21.B	The company describes how it works with smelters/refiners and with business relationships to contribute to building their capacity in risk assessment and improving their due diligence performance (including through sector wide initiatives).	
		F21.C	The company indicates that it incorporates into commercial contracts/written agreements with business relationships' requirements to disclose to the company (as necessary on a confidential basis) updated smelter/refinery information for any 3TG mineral used in the production of its parts, materials, components and products.	
		F21.D	The company indicates that the requirements on responsible sourcing of minerals for business relationships cover all minerals.	
<b>F22</b>	<b>Risk identification and responses in mineral supply chains</b>	F22.A	The company describes its processes for identifying and prioritising risks and impacts in its supply chain as set out in the OECD Guidance and discloses the risks identified with respect to at least 3TG.	ICT, AUTO
		F22.B	The company describes its processes for identifying the smelters/refiners in its supply chain and assessing whether the smelters/refiners have carried out due diligence processes in accordance with the OECD Guidance with respect to at least 3TG.	
		F22.C	The company also publicly discloses the list of all the qualified smelters/refiners in its supply chain that it has independently judged to conform to the due diligence processes set out in the OECD Guidance with respect to at least 3TG.	
		F22.D	The company indicates that the risk identification processes and disclosures cover all minerals.	
<b>F23</b>	<b>Risk management in mineral supply chains</b>	F23.A	The company describes the steps taken to manage and respond to risks in its mineral supply chain (which could include a summary of the risk management plan) with respect to at least 3TG.	ICT, AUTO





		F23.B	The company describes the processes to monitor/track performance of risk prevention/mitigation measures.	
		F23.C	The company discloses whether there has been significant improvement in risk prevention/mitigation over time with respect to at least 3TG.	
		F23.D	The company describes how it engages with business relationships and affected stakeholders to agree on its strategy for risk management.	
		F23.E	The company indicates that these risk management and response processes cover all minerals.	
<b>F24</b>	<b>Responsible sourcing of materials</b>	F24.A	In its contractual arrangements with business relationships or supplier code of conduct, the company incorporates requirements to conduct due diligence for raw materials.	AUTO
		F24.B	The company describes how it works with its supply chain to contribute to building their capacity in risk assessment and improving their due diligence performance.	
		F24.C	The company indicates that it identifies the sources of high-risk raw materials in its supply chain (e.g., farm, ranch, mine).	



## G. PERFORMANCE: RESPONSE TO SERIOUS ALLEGATIONS

Indicator code	Indicator	Element code	Element	Sector(s)	Social Benchmark
G01	Public response	G01.A	The company has responded publicly to the allegation (or points to a response by any directly linked business, if relevant).	All	
		G01.B	The company's public response covers each aspect of the allegation in detail.		
G02	Investigation and appropriate action	G02.A	The company (or the directly linked business, if relevant) has engaged with the affected stakeholders and/or their legitimate representatives as part of understanding the causes of the impacts alleged.	All	
		G02.B	The company (or any directly linked business, if relevant) has identified what it believes to be the cause of the events concerned (whether or not it is agreed between the parties that human rights impacts arose from the alleged events) or the company provides detailed evidence that the affected stakeholders did not suffer the impacts alleged or that the company was not directly linked to the business or individuals who did cause or contribute to those impacts.		
		G02.C	The company has implemented improvements or reinforced its management system(s) that have been identified to avoid such human rights impacts in the future.		
		G02.D	The company describes how the views of affected stakeholders or their legitimate representatives have influenced the actions the company has taken to prevent similar human rights impacts in future.		
G03	Provision of remedy	G03.A	The company has provided (or used its leverage to persuade any directly linked business, if relevant, to provide) remedy to the affected stakeholders.	All	
		G03.B	The company provides evidence that the remedy offered is satisfactory to the affected stakeholders.		
		G03.C	The company provides evidence that the remedy agreed upon with stakeholders has been provided as agreed.		



## Annex 2: Mapping of CHRB indicators against the UN Guiding Principles on Business and Human Rights

CHRB indicators	UN Guiding Principles on Business and Human Rights																
	11	12	13	14	15	16	17	18	19	20	21	22	23	24	29	30	31
A01 - A09		•			•	•						•					
B01 - B04						•							•	•			
C01									•								
C02						•			•								
C03							•		•				•				
C04		•				•											
C05		•															
C06		•								•							
C07			•						•								
C08						•											
C09																	
C10																	
D01					•		•	•									
D02					•		•	•						•			
D03					•		•		•					•			
D04					•		•			•				•			
D05					•					•	•						
E01												•			•	•	
E02												•			•	•	
E03																	•
E04										•							•
E05												•					•
E06																	•
E07					•				•			•					•
E08																	
F01 – F24				•													
G01 - G03	•				•							•					

### **Annex 3: Glossary**

Definitions to key terms referred to throughout the Corporate Human Rights Benchmark Methodology can be found in the [WBA Glossary](#).



## Annex 4: Referenced sources

SOURCES REFERENCED IN CHRB INDICATORS		
<b>ARP</b>	OHCHR Accountability and Remedy Project III: Enhancing effectiveness of non-State based grievance mechanisms in cases of business-related human rights abuse (Main Report and Addendum)	<a href="https://www.ohchr.org/en/business/ohchr-accountability-and-remedy-project/phase3-non-state-based-grievance-mechanisms">https://www.ohchr.org/en/business/ohchr-accountability-and-remedy-project/phase3-non-state-based-grievance-mechanisms</a>
<b>B-Tech</b>	OHCHR B-Tech Foundational Paper: Addressing Business Model Related Human Rights Risks	<a href="https://www.ohchr.org/Documents/Issues/Business/B-Tech/B_Tech_Foundational_Paper.pdf">https://www.ohchr.org/Documents/Issues/Business/B-Tech/B_Tech_Foundational_Paper.pdf</a>
<b>CEDAW</b>	Convention on the Elimination of all Discrimination Against Women	<a href="https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-elimination-all-forms-discrimination-against-women">https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-elimination-all-forms-discrimination-against-women</a>
<b>CRBP</b>	United Nations (UN) Children's Rights and Business Principles	<a href="https://www.unicef.org/iran/media/5136/file/Children%E2%80%99s%20Rights%20and%20Business%20Principles.pdf">https://www.unicef.org/iran/media/5136/file/Children%E2%80%99s%20Rights%20and%20Business%20Principles.pdf</a>
<b>CRC</b>	Convention on the Rights of the Child	<a href="https://www.ohchr.org/en/professionalinterest/pages/crc.aspx">https://www.ohchr.org/en/professionalinterest/pages/crc.aspx</a>
<b>EITI</b>	Extractives Industry Transparency Initiative	<a href="https://eiti.org/document/eiti-standard-2019#download">https://eiti.org/document/eiti-standard-2019#download</a>
<b>ETI</b>	Ethical Trading Initiative Base Code	<a href="https://www.ethicaltrade.org/eti-base-code">https://www.ethicaltrade.org/eti-base-code</a>
<b>ESRS</b>	European Sustainability Reporting Standards	<a href="https://www.efrag.org/sites/default/files/media/document/2024-08/ESRS%20%20Delegated-act-2023-5303-annex-1_en.pdf">https://www.efrag.org/sites/default/files/media/document/2024-08/ESRS%20%20Delegated-act-2023-5303-annex-1_en.pdf</a>
<b>FDC 2014</b>	French Development Cooperation Operational Guide to due diligence of agribusiness projects that affect land and property rights (2014)	<a href="http://www.foncier-developpement.fr/wp-content/uploads/Guide-to-due-diligence.pdf">http://www.foncier-developpement.fr/wp-content/uploads/Guide-to-due-diligence.pdf</a>
<b>FLA</b>	Fair Labor Association Code of Conduct and Compliance Benchmarks (2020)	<a href="https://www.fairlabor.org/sites/default/files/fla_workplace_compliance_benchmarks_rev_10.2020.pdf">https://www.fairlabor.org/sites/default/files/fla_workplace_compliance_benchmarks_rev_10.2020.pdf</a>



<b>FWF</b>	Fair Wear Foundation Labour Standards	<a href="https://www.fairwear.org/about-us/labour-standards/?gclid=CjwKCAjwqvyFBhB7EiwAER786cwSHV273gCDsrTTTf7X1TALnsadlcgL5V9jhNhbg04yYJSLFgsHLRoCiwkQAvD_BwE">https://www.fairwear.org/about-us/labour-standards/?gclid=CjwKCAjwqvyFBhB7EiwAER786cwSHV273gCDsrTTTf7X1TALnsadlcgL5V9jhNhbg04yYJSLFgsHLRoCiwkQAvD_BwE</a>
<b>GLWC</b>	Global Living Wage Coalition	<a href="https://www.globallivingwage.org/about/anker-methodology/">https://www.globallivingwage.org/about/anker-methodology/</a>
<b>GRI</b>	Global Reporting Initiative	<a href="https://www.globalreporting.org/">https://www.globalreporting.org/</a>
<b>HRIB</b>	Danish Institute for Human Rights, Indicators for Business	<a href="https://old.business-humanrights.org/en/platform-for-human-rights-indicators-for-business-hrib">https://old.business-humanrights.org/en/platform-for-human-rights-indicators-for-business-hrib</a>
<b>ICCPR</b>	International Covenant on Civil and Political Rights	<a href="https://www.ohchr.org/en/professionalinterest/pages/ccpr.aspx">https://www.ohchr.org/en/professionalinterest/pages/ccpr.aspx</a>
<b>ICESCR</b>	International Covenant on Economic, Social and Cultural Rights	<a href="https://www.ohchr.org/en/professionalinterest/pages/icescr.aspx">https://www.ohchr.org/en/professionalinterest/pages/icescr.aspx</a>
<b>ICMM PS 2013</b>	International Council on Mining and Metals Position Statement on Indigenous Peoples and Mining (2013)	<a href="https://www.icmm.com/en-gb/about-us/member-requirements/position-statements/indigenous-peoples">https://www.icmm.com/en-gb/about-us/member-requirements/position-statements/indigenous-peoples</a>
<b>ICoCA</b>	International Code of Conduct for Private Security Service Providers	<a href="https://icoca.ch/the-code/">https://icoca.ch/the-code/</a>
<b>IFC PS</b>	International Finance Corporation Performance Standards	<a href="https://www.ifc.org/wps/wcm/connect/Topics_Ext_Content/IFC_External_Corporate_Site/Sustainability-At-IFC/Policies-Standards/Performance-Standards">https://www.ifc.org/wps/wcm/connect/Topics_Ext_Content/IFC_External_Corporate_Site/Sustainability-At-IFC/Policies-Standards/Performance-Standards</a>
<b>ILO</b>	International Labor Organization (ILO) Associated Conventions (No.1; 14; 29; 87; 98; 100; 105; 106; 111; 138; 169; 182; 190)	<a href="https://www.ilo.org/global/standards/introduction-to-international-labour-standards/conventions-and-recommendations/lang--en/index.htm">https://www.ilo.org/global/standards/introduction-to-international-labour-standards/conventions-and-recommendations/lang--en/index.htm</a>
<b>Interlaken Group 2015</b>	Interlaken Group, Respecting Land and Forest Rights – A Guide for Companies (2015)	<a href="https://rightsandresources.org/wp-content/uploads/InterlakenGroupGuide_web1.pdf">https://rightsandresources.org/wp-content/uploads/InterlakenGroupGuide_web1.pdf</a>



<b>IPIECA 2012</b>	iPIECA Indigenous guide on Peoples and the oil and gas industry: context, issues and emerging good practice (2012)	<a href="https://www.ipieca.org/resources/good-practice/indigenous-peoples-and-the-oil-and-gas-industry-context-issues-and-emerging-good-practice/">https://www.ipieca.org/resources/good-practice/indigenous-peoples-and-the-oil-and-gas-industry-context-issues-and-emerging-good-practice/</a>
<b>IPIECA 2020</b>	IPIECA Sustainability reporting guidance for the oil and gas industry (2020)	<a href="https://www.api.org/-/media/files/ehs/climate-change/ipieca_sustainability-guide-2020.pdf">https://www.api.org/-/media/files/ehs/climate-change/ipieca_sustainability-guide-2020.pdf</a>
<b>OECD</b>	OECD Guidelines for Multinational Enterprises (2011)	<a href="https://www.oecd.org/daf/inv/mne/oecdguidelinesformultinationalenterprises.htm">https://www.oecd.org/daf/inv/mne/oecdguidelinesformultinationalenterprises.htm</a>
<b>RCP Toolkit</b>	Responsible Contracting Project Toolkit	<a href="https://www.responsiblecontracting.org/toolkit">https://www.responsiblecontracting.org/toolkit</a>
<b>RMF 2020</b>	Responsible Mining Index: Framework 2020	<a href="https://www.responsibleminingfoundation.org/rmi-framework-2020/">https://www.responsibleminingfoundation.org/rmi-framework-2020/</a>
<b>SA8000</b>	Social Accountability 8000 International Standard	<a href="https://sa-intl.org/resources/sa8000-standard/">https://sa-intl.org/resources/sa8000-standard/</a>
<b>SASB</b>	Sustainability Accounting Standards Board	<a href="https://www.sasb.org/standards/download/">https://www.sasb.org/standards/download/</a>
<b>SDG</b>	UN Sustainable Development Goals	<a href="https://sdgs.un.org/goals">https://sdgs.un.org/goals</a>
<b>SHIFT</b>	Shift Leadership and Governance Indicators (2021)	<a href="https://shiftproject.org/resource/lq-indicators/about-lgis/">https://shiftproject.org/resource/lq-indicators/about-lgis/</a>
<b>SHIFT</b>	Shift Business Model Red Flags (2021)	<a href="https://shiftproject.org/resource/business-model-red-flags/red-flags-about/">https://shiftproject.org/resource/business-model-red-flags/red-flags-about/</a>
<b>UN Voluntary Guidelines</b>	UN Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security	<a href="http://www.fao.org/tenure/voluntary-guidelines/en/">http://www.fao.org/tenure/voluntary-guidelines/en/</a>
<b>UNDRIP</b>	UN Declaration on the Rights of Indigenous Peoples	<a href="https://www.un.org/development/desa/indigenouspeoples/declaration-on-the-rights-of-indigenous-peoples.html">https://www.un.org/development/desa/indigenouspeoples/declaration-on-the-rights-of-indigenous-peoples.html</a>
<b>UNGA Res 64/292</b>	UN General Resolution 64/292 The Human Right to Water and Sanitation (August 3, 2010)	<a href="https://digitallibrary.un.org/record/687002?ln=en#record-files-collapse-header">https://digitallibrary.un.org/record/687002?ln=en#record-files-collapse-header</a>
<b>UNGC CEO Water Mandate</b>	UN Global Compact CEO Water Mandate	<a href="https://ceowatermandate.org">https://ceowatermandate.org</a>



<b>UNGC Forward Faster</b>	UNGC Forward Faster Initiative	<a href="https://forwardfaster.unglobalcompact.org/home">https://forwardfaster.unglobalcompact.org/home</a>
<b>UNGPRF</b>	UN Guiding Principles Reporting Framework	<a href="https://www.ungpreporting.org/">https://www.ungpreporting.org/</a>
<b>UNGPs</b>	UN Guiding Principles on Business and Human Rights	<a href="https://www.ohchr.org/documents/publications/guidingprinciplesbusinesshr_en.pdf">https://www.ohchr.org/documents/publications/guidingprinciplesbusinesshr_en.pdf</a>
<b>UNSR IP 2013</b>	Report of the UN Special Rapporteur on the Rights of Indigenous Peoples, James Anaya - Extractive industries and indigenous peoples (2013)	<a href="https://www.ohchr.org/EN/">https://www.ohchr.org/EN/</a>
<b>USAID 2015</b>	USAID Operational Guidelines for Responsible Land-Based Investment (2015)	<a href="https://www.land-links.org/tool-resource/operational-guidelines-for-responsible-land-based-investment/">https://www.land-links.org/tool-resource/operational-guidelines-for-responsible-land-based-investment/</a>
<b>VPSHR</b>	Voluntary Principles on Security and Human Rights	<a href="https://www.voluntaryprinciples.org/">https://www.voluntaryprinciples.org/</a>
<b>WEP</b>	Women's Empowerment Principles	<a href="https://www.weps.org/">https://www.weps.org/</a>







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