

# The Organisation for Economic Cooperation and Development Guidelines for Multinational Enterprises

## The Australian National Contact Point

### What are the guidelines?

The Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises (the Guidelines) provide voluntary principles and standards for responsible business conduct in areas such as:

- human rights
- employment and industrial relations
- environment
- combating bribery, bribe solicitation and extortion
- consumer interests
- science and technology
- competition
- taxation.

The Guidelines aim to develop a sustainable approach to business conduct and to promote mutual confidence between multinational enterprises and the communities in which they operate.

### What do the guidelines mean for companies?

The OECD Guidelines are recommendations on responsible business conduct by governments, including Australia, to multinational enterprises. They are not legally binding and are not a substitute for, nor do they override, Australian law.

Companies operating in Australia and Australian companies operating overseas are expected to act in accordance with the Guidelines and to perform to – at minimum – the standards they suggest.

The Guidelines:

- are a useful aid to business in developing their own code of conduct
- are complementary to other initiatives on corporate responsibility, including domestic and international law in specific areas such as human rights and bribery
- provide an informal structure for resolving issues that may arise in relation to implementation of the Guidelines in specific instance complaints.

The Australian Government is committed to promoting the use of the Guidelines and their effective and consistent implementation. Through business cooperation and support, the Guidelines can positively influence business conduct and, ultimately economic, environmental and social progress.

### The Australian National Contact Point

The Australian National Contact Point (ANCP) is a Senior Executive of the Foreign Investment and Trade Policy Division at the Australian Government's Department of the Treasury. The ANCP is assisted by Treasury and draws on expertise from other government agencies through an informal inter-governmental network.

The role of the ANCP is to promote the Guidelines to the business community, employee organisations, non-governmental organisations (NGO) and other stakeholders. The ANCP also holds discussions with stakeholders, including multinational enterprises, businesses, NGOs, and other government departments and agencies, on matters relating to the Guidelines.

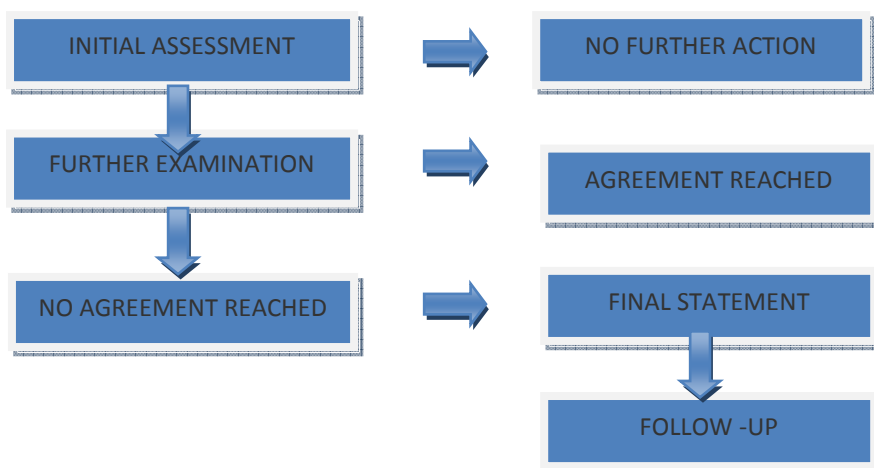
In addition to promoting the Guidelines, it is the job of the ANCP to consider allegations (special instance complaints) that a multinational enterprise's behaviour is inconsistent with the Guidelines.

## How can a complaint be made?

A complaint can be raised if a multinational enterprise is believed to have breached the Guidelines. Complaints are made to the National Contact Point of the country in which the breaches of the Guidelines are alleged to have taken place or in the home country of the multinational corporation. When complaints are raised with the ANCP, they will offer a forum for discussion and assist the parties concerned to deal with the issues in an efficient and timely manner.

A full explanation of the complaint process, together with the ANCP's statements, and the outcome of any follow-up action are published at [www.ausncp.gov.au](http://www.ausncp.gov.au).

### COMPLAINT PROCESS AT A GLANCE



### Contact

For more information, or for copies of the Guidelines, please contact:

The Australian National Contact Point

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