

Hội thảo các Đối tác trong khu vực  
Regional Stakeholder Conference



# Initiatives to Address Human Rights Due Diligence Requirements

Katia Masias Bröcker, Meo Carbon Solutions GmbH

# #4CConferenceVN

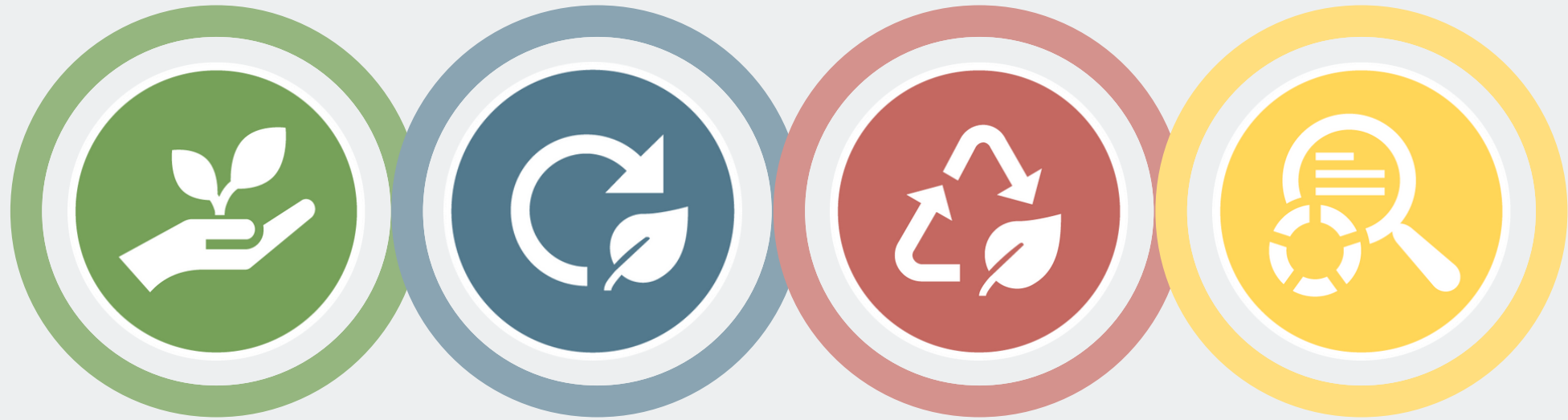
📅 Ngày 5 tháng 12 năm 2024

📍 Thành phố Hồ Chí Minh, Việt Nam

hợp tác cùng



# Connecting the Elements to Build Your Sustainable Business



**Carbon Footprint  
Improvement**

**Climate Strategy  
& Carbon Market**

**Sustainable  
Development  
Solutions**

**Supply Chain  
Due Diligence**



# Initiatives to Address Human Rights Due Diligence Requirements

Katia Masias Bröcker, Meo Carbon Solutions GmbH  
4C Regional Stakeholder Conference,  
05.12.2024

# Pressure on companies to increase their due diligence efforts to protect human rights and the environment

HUMAN RIGHTS | GERMANY

## German firms ignore partners' human rights abuses

08/12/2020



German companies are not doing enough to ensure their foreign partners respect human rights, according to a government survey. The findings come amid renewed calls for a global supply chain law to protect workers.

Modern slavery

## 50 million people worldwide in modern slavery



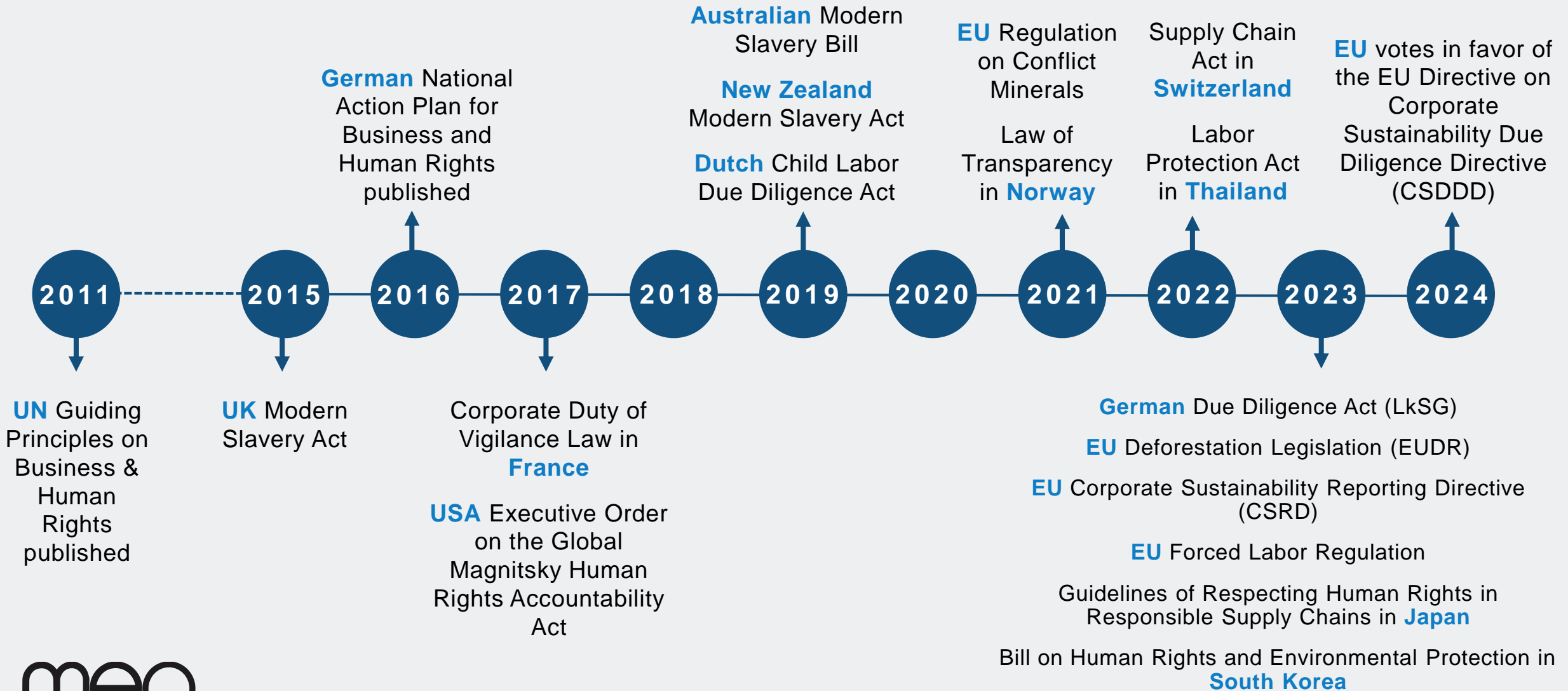
Latest estimates show that forced labour and forced marriage have increased significantly in the last five years, according to the International Labour Organization, Walk Free and the International Organization for Migration.

## EU governments back human rights and environmental due diligence law for supply chains

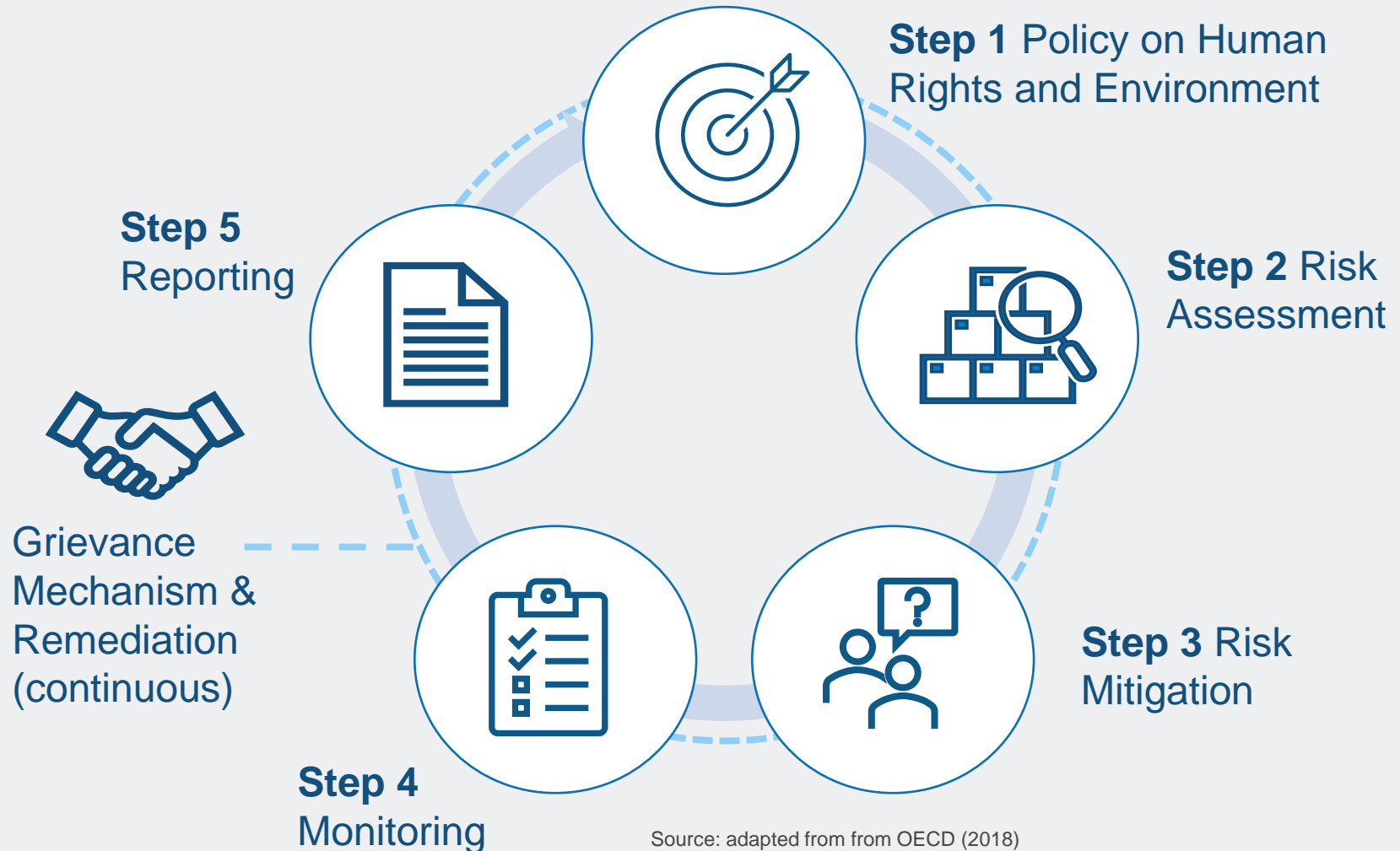
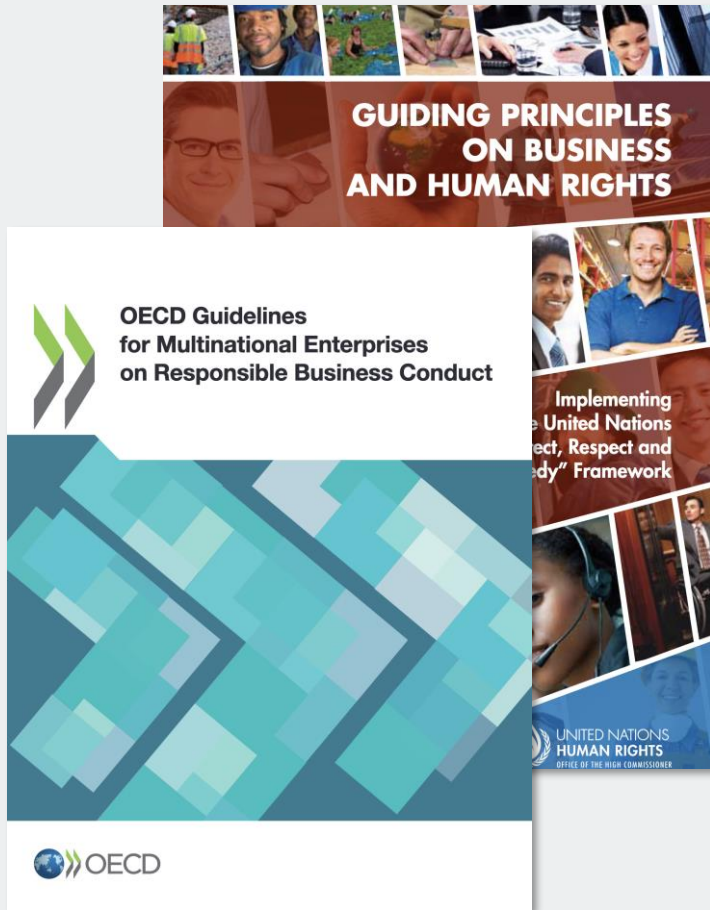
Mar 27, 2024



# Corporate due diligence around the World



# Due diligence in the UN Guiding Principles on Business and Human Rights and the OECD Guidelines

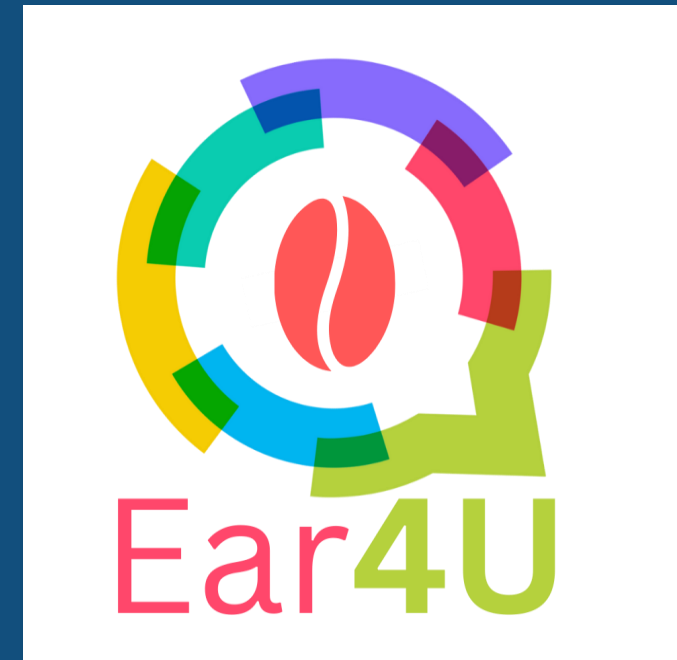


Source: adapted from from OECD (2018)

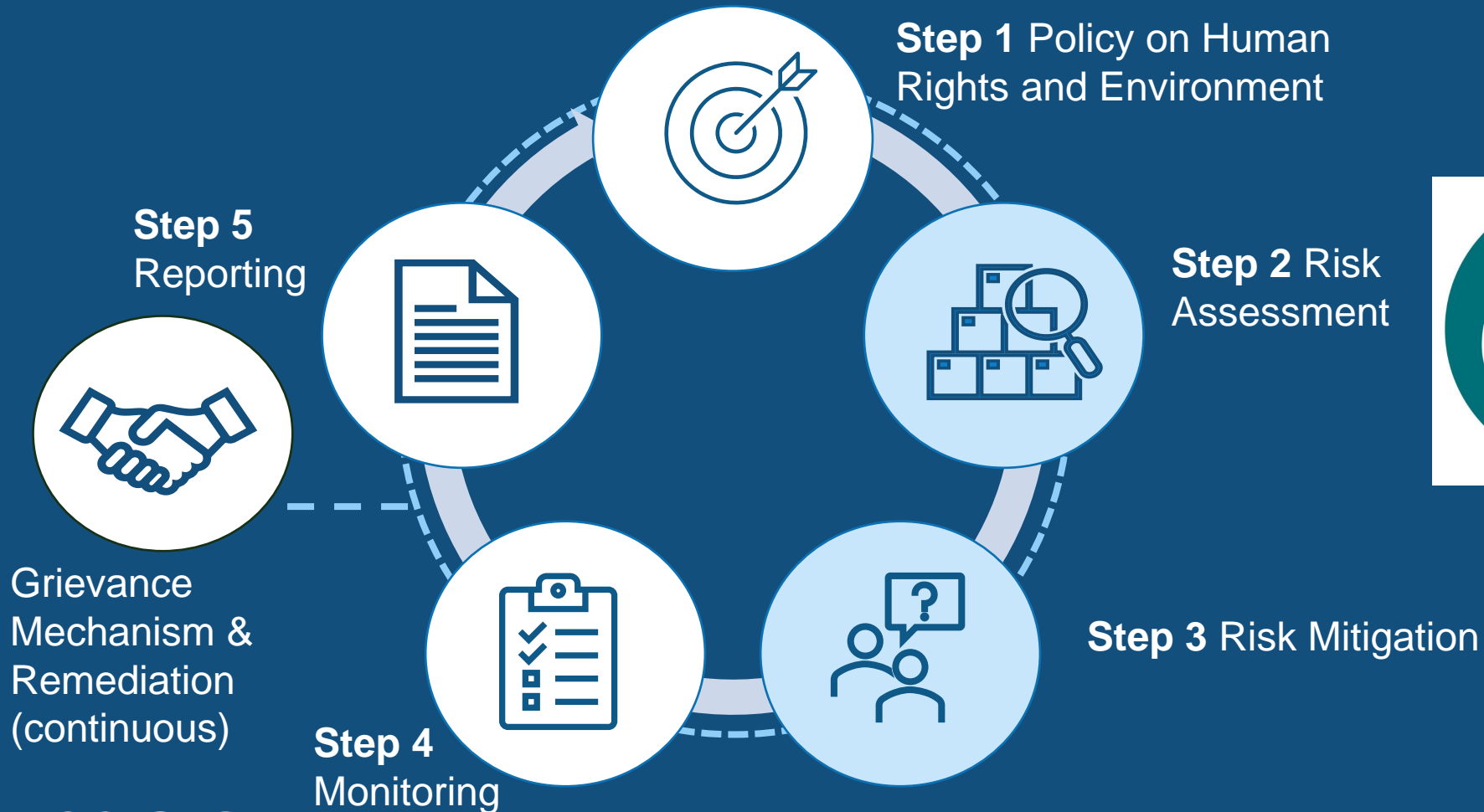
# Initiatives to support companies establish due diligence systems to ensure regulatory compliance

The Food Security Standard

Ear4U Grievance Mechanism



# Initiatives to support companies establish due diligence systems to ensure regulatory compliance



Source: adapted from von OECD/FAO (2026) and OECD (2018)



# The Food Security Standard (FSS)

- FSS was developed by Welthungerhilfe, WWF and ZEF. It is currently co-managed by Welthungerhilfe and Meo Carbon Solutions
- Developed to help the **private sector** to respond to food insecurity and human rights due diligence obligations
- Aims to foster **zero hunger at the production level** of global agricultural value chains
- Based on the **Human Right to adequate Food**

Managed by



Co-financed by

With support from



Fachagentur Nachwachsende Rohstoffe e.V.

# The human right to food is a cross-cutting right



- As long as there is hunger in supply chains:
  - Problems such as child and forced labor will also continue to exist
  - Producers cannot invest in sustainability and technology
  - The potential for economic growth is not fully utilized
  - Sustainable Development Goals (SDGs) are not achieved
  - Supply chains cannot be resilient and sustainable

# The 5 pillars and 17 principles of the FSS



# Closing the gap in existing certification standards

## Sustainability Standards



## Food Security for farmers and workers



- ✓ Quality
- ✓ G.A.P.
- ✓ Occupational Safety
- ✓ Worker's Rights

✗ Food Security?

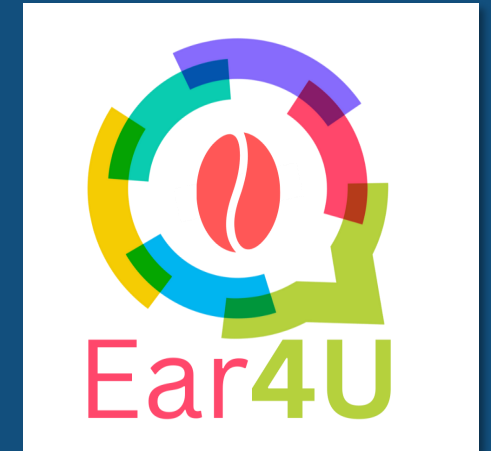
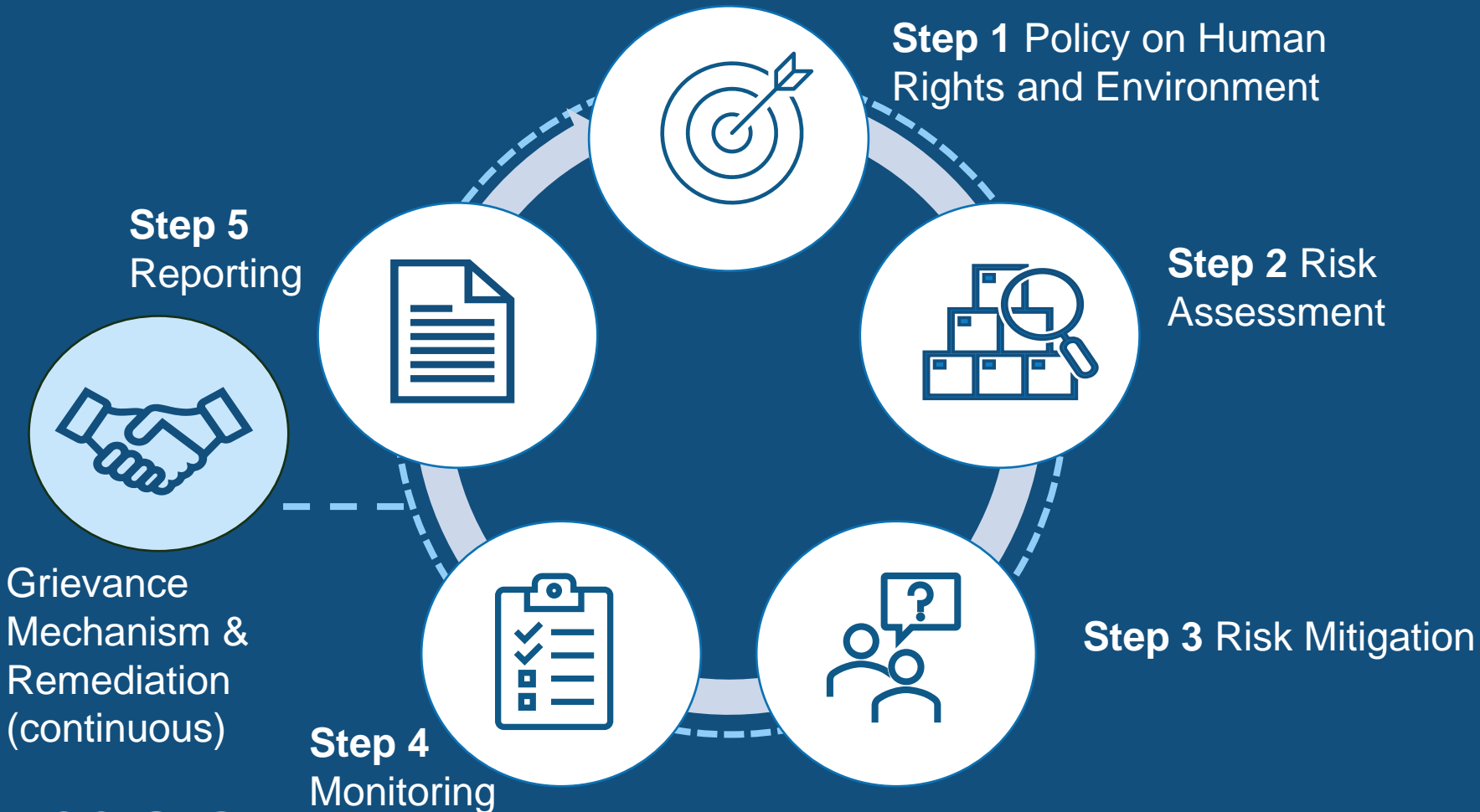
- ✓ Social Security and Fair Wages
- ✓ Health and Nutrition
- ✓ Impact on Food Security
- ✓ Access to Food
- ✓ Right to Food is reflected

# 4C FSS Add-On certifications



**Join us and become early adopters!**

# Initiatives to support companies establish due diligence systems to ensure regulatory compliance



Source: adapted from von OECD/FAO (2026) and OECD (2018)

# Grievance mechanisms are an integral component of due diligence regulations

*„any routinized, State-based or non-State-based, judicial or non-judicial process through which grievances concerning business-related human rights abuse can be raised and **remedy can be sought**“*

UN Guiding Principles on Business and Human Rights

## Section 8 Complaints procedure

LkSG

(1) The enterprise must ensure that an appropriate internal complaints procedure is in place in accordance with paragraphs (2) to (4). The complaints procedure enables persons to report human rights and environment-related risks as well as violations of human rights-related or environment-related obligations that have arisen as a result of the economic actions of an enterprise in its own business area or of a direct supplier. Receipt of the reported information must be confirmed to the person having reported the information. The persons entrusted by the enterprise with the implementation of the procedure must discuss the facts with the persons having reported the information. They may offer a procedure for amicable settlement. The enterprises may instead participate in an appropriate external complaints procedure, provided it meets the following criteria.

## Article 14

### Notification mechanism and complaints procedure

EU CSDDD

1. Member States shall ensure that companies enable persons and entities listed in paragraph 2 to submit complaints to them where those persons or entities have legitimate concerns regarding actual or potential adverse impacts with respect to the companies' own operations, the operations of their subsidiaries or the operations of their business partners in the chains of activities of the companies.

# Importance of Grievance Mechanisms

- An effective grievance mechanism enables companies to **investigate concerns and rectify and redress negative effects** on those affected or the environment
- It also **helps to identify human rights and environmental risks at an early stage** and develop a mutual understanding of the relevant risks with stakeholders



# Grievance mechanisms must be guided by the effectiveness criteria set forth under UNGP Principle 31



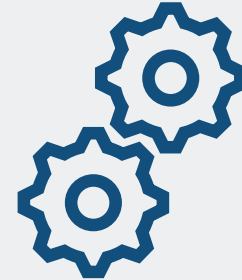
## Legitimate

Enable trust and accountability through fair and uniform implementation



## Accessible

Available to all relevant stakeholders, including providing assistance to those who may experience barriers to access



## Predictable

Procedures, outcomes, and means or monitoring implementation are clear and publicly known



## Equitable

Affected stakeholders are given reasonable access to information and expertise to engage on fair and informed terms

Source: UN Guiding Principles on Business and Human Rights Art 31

# Grievance mechanisms must be guided by the effectiveness criteria set forth under UNGP Principle 31



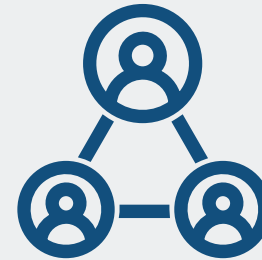
## Transparent

Inform parties about the status of a grievance regularly to build confidence in its effectiveness



## Rights compatible

Outcomes and remedies align with international recognized human rights



## Source of continuous learning

Lessons learned are used to improve the mechanism and prevent future grievance and harm



## Based on engagement and dialogue

Affected stakeholders are consulted about the design and performance of the mechanism. Decision are arrived through dialogue with those affected

Source: UN Guiding Principles on Business and Human Rights Art 31

# Ear4U grievance mechanism for the coffee sector

- Under the umbrella of the German Coffee Association
- In accordance with the German Law on Corporate Due Diligence in Supply Chains
- Intended to enable people to report human rights and environmental-related risks and violations
- Companies' own business areas as well as business areas of their direct and indirect suppliers
- The aim of the joint grievance mechanism is to give the persons concerned the opportunity to assert their rights in an accessible, fair and confidential reporting procedure
- Ear4U was developed in cooperation with GRAS



# Ear4U grievance mechanism for the coffee sector



Language >>>

Welcome to  
Ear4U

Together for a sustainable and better future.



# Ear4U grievance mechanism for the coffee sector



Choose your language

Bienvenido a ear4U

Karibu katika Ear4U.

Chào mừng đến với Ear4U

Boas-vindas à Ear4U

Tell us about your concerns

### Free online form

**Submit a concern online now.**

- The link takes you to the Ear4U SpeakUp® system.
- There you enter your information in an online form.
- It only takes a few minutes to fill out the form.
- You can also upload documents (e.g. photos) if you wish.
- A report number is automatically assigned to your submitted concern. You can use it to log into Ear4U's SpeakUp® system at any time (**HERE**) and see how far the processing of your report has progressed.

**Submit a concern online now**

[Report Online](#)

### Free app

**You want to submit a concern via our SpeakUp® app?**

- You can download the app free of charge, either in the "App Store" store (for iPhone or iPad) or in the "Google Play" store (for all other mobile devices and tablets).
- You can access the Ear4U SpeakUp® system via the app.
- There you enter the code 103720 and submit your information by writing or voice message.
- You can also upload documents (e.g. photos) if you wish.


**Please click here:**


[Google Play](#) [App Store](#)


### Hotline


**Would you like to describe your concern by phone?**

Please use the service hotline of the country you are calling from. When calling, please quote the following code: **103720**

 **Ethiopia**  
Telephone: **800 86 1919**  
Freephone

 **India**  
Telephone: **0008 0005 03159**  
Freephone

 **Uganda**  
Telephone: **+256 41 423 8162**  
Call charged at local rate

 **Tanzania**  
Telephone: **0800 11 1020**  
Freephone

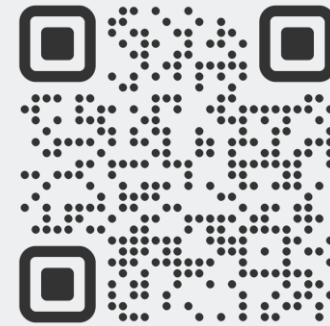
**Download the list with all telephone numbers as a pdf file.**

[Download Now](#)

# Ear4U grievance mechanism for the coffee sector



Let us know your feedback and how we can improve the mechanism!





# Hội thảo các Đối tác trong khu vực

## Regional Stakeholder Conference



# THANK YOU

## FOR YOUR ATTENTION



### **Katia Masias-Bröcker**

*Senior Project Manager and Team Lead  
Supply Chain Due Diligence  
[masias-broecker@meo-carbon.com](mailto:masias-broecker@meo-carbon.com)*