

Worker feedback

- Suggestion boxes
- Worker surveys
- Hotlines

Key Features

- One-way communication
- Management-focused
- Little or no feedback to workers

Worker engagement

- Open talk sessions/focus groups
- Worker management meetings
- 360 performance reviews
- Effective grievance mechanisms

Key Features

- Management- or worker-initiated
- Two-way communication
- Management dialogues with workers regarding suggestions or concerns and communicates results

Worker participation

- Safety committees
- Worker welfare committee

Key Features

- Participation appointed by management and workers
- Defined roles and responsibilities

Worker representation

- Trade unions
- Collective bargaining agreements

Key Features

- Workers elect representatives
- Management honors results of election
- Management negotiates in good faith over terms of employment

At an absolute minimum, companies should ensure an effective grievance mechanism is available for workers and impacted communities to raise concerns and provide feedback. United Nations [Guiding Principle 31](#) provides a list of the effectiveness criteria for companies to follow.