

**DIRECTORATE FOR FINANCIAL AND ENTERPRISE AFFAIRS  
INVESTMENT COMMITTEE**

**Working Party on Responsible Business Conduct**

**Common Framework for Annual Reporting by National Contact Points for the OECD Guidelines for Multinational Enterprises**

*The common reporting framework has been updated following the discussion on the proposed changes to the Annual Report on the OECD Guidelines for Multinational Enterprises [DAF /INV /RBC(2014)11] at the joint meeting of the Working Party on Responsible Business Conduct and NCPs on 4 December 2014. This revised version reflects comments submitted by delegates following the 20 March 2015 meeting of the Working Party on Responsible Business Conduct.*

*The updated common reporting framework retains the core questions aimed at providing the information required under the Implementation Procedures of the Guidelines. Some follow on questions have been added to help NCPs report on their achievements as well as ongoing needs and challenges.*

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**JT03378205**

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## **COMMON FRAMEWORK FOR ANNUAL REPORTING BY NATIONAL CONTACT POINTS TO THE OECD GUIDELINES FOR MULTINATIONAL ENTERPRISES**

### **June 2014-December 2015<sup>1</sup>**

The role of National Contact Points is to further the effectiveness of the OECD Guidelines for Multinational Enterprises (the Guidelines) by undertaking promotional activities, handling enquiries and contributing to the resolution of issues that arise from the alleged non-observance of the Guidelines in specific instances by individual companies. NCPs will operate in accordance with core criteria of visibility, accessibility, transparency and accountability to further the objective of functional equivalence.

National Contact Points must regularly report to the OECD Investment Committee on the nature and results of their activities to further the effectiveness of the Guidelines including implementation activities in specific instances.

This Common Reporting Framework, based on the Implementation Procedures of the Guidelines, assists NCPs in the preparation of these reports. The information provided by NCPs is the basis for the Annual Report to the OECD Council on the Guidelines for Multinational Enterprises. It is also used to produce Annual reports of individual NCPs (NCP Annual reports).

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<sup>1</sup> Until 2014, the reporting period for NCPs covered activities undertaken from June to June. From 2015 the reporting period will cover the period from January to December of each year. For practical reasons, the 2015 reporting period will also cover activities between June and December 2014.

## **COMMON REPORTING FRAMEWORK**

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## A. NCP contact information

- Contact name (s): Mrs. Assia Ben Saad
- Address: complexe administrative et culturel de la Fondation Mohammed VI, avenue Allal El Fassi, Madinat Al Irfane, Hay Riad, Rabat-Maroc
- Website or webpage: [www.invest.gov.ma/nos\\_services/ocde/pcn](http://www.invest.gov.ma/nos_services/ocde/pcn)
- Email : [abe@invest.gov.ma](mailto:abe@invest.gov.ma)
- Telephone: +212 5 37 22 64 65

## B. Institutional arrangements

*Adhering governments have flexibility in organising their NCPs as long as the institutional arrangements meet the objective of functional equivalence and help further the effectiveness of the Guidelines. NCPs have to seek the active support of social partners, including the business community, worker organisations, NGOs and other interested parties as relevant.*

1. In which governmental agency (ministry) is the NCP located?
  - **Agence Marocaine de Développement des Investissements**
2. In the case of independent NCPs, how has the NCPs been set up?
3. Does the NCP include representatives from:
  - Government agencies: Yes/No. If yes, please specify
  - **Le PCN marocain a élargi sa structure monopartite en une structure interministérielle, impliquant d'une part, le secrétariat et la présidence assurés par l'Agence Marocaine de Développement des Investissements et d'autre part, par les départements et institutions publiques suivants:**
    - ✓ **Le ministère chargé des affaires étrangères et de la coopération.**
    - ✓ **Le ministère chargé de l'économie et des finances.**
    - ✓ **Le ministère chargé de la recherche scientifique.**
    - ✓ **Le ministère chargé de l'environnement.**
    - ✓ **Le ministère chargé de l'industrie et du commerce.**
    - ✓ **Le ministère chargé de l'emploi et des affaires sociales.**
    - ✓ **Le ministère chargé des affaires générales.**

- ✓ **Le conseil national des droits de l'Homme.**
- ✓ **Le conseil de la concurrence.**
- ✓ **L'instance nationale de la probité, de la prévention et de la lutte contre la corruption.**
- ✓ **L'agence marocaine de développement des investissements.**

- Non-governmental bodies. Yes/No. If yes, please specify which:

business

trade unions

civil society

other

4. What are the main considerations that have determined the current structure of the NCP? (check all that apply).

- Increase the relevance of the Guidelines to the ministries/government bodies involved : **OUI**
- Ensure the independence of the NCP vis-à-vis the government
- Ensure accessibility of the NCP to stakeholders: **OUI**
- Involve relevant stakeholders in the NCP : **OUI**
- Other

5. Does the NCP have an advisory body? Please indicate composition and functions.

6. Does the NCP have an oversight body? Please indicate composition and functions.

7. Please provide any other information on how its structure enables the NCP to operate in accordance with the core criteria of visibility, accessibility, transparency and accountability.

**Auparavant, le PCN marocain était organisé sous une forme monopartite et était confié à l'Agence Marocaine de Développement des Investissements.**

**Cette organisation ne permettait pas au PCN d'assurer efficacement ses activités et missions. A cet effet, le PCN avait convenu d'élargir sa structure à d'autres organes spécialisés. Ainsi, le PCN a intégré parmi ses membres des institutions et administrations publiques concernées directement par au moins un principe directeur.**

**Cette nouvelle structure permettra d'une part au PCN, de bénéficier de l'expérience et l'expertise de chacun de ses nouveaux membres dans leur domaines d'activités respectifs,**

**d'améliorer la qualité de travail du PCN marocain et de renforcer les mécanismes de promotion des principes directeurs et d'assurer efficacement leur mise en œuvre. D'autre part, la nouvelle organisation lui permettra d'élargir ses activités ainsi que le public ciblé, principalement lors de la promotion des principes directeurs et d'être présent dans l'ensemble des événements organisés par un de ses membres.**

8. How is the NCP funded? (check all that apply)

- government budget: **OUI mais pas de budget spécifique dédié au PCN**
- other (please specify)

9. Does the NCP have dedicated staff? Yes/No. If yes

- How many full time staff members?
- How many part time staff members?
- **No dedicated staff members**

10. Are the financial and human resources provided to the NCP sufficient for the NCP to carry out its mandate? Yes/No

**NON**

11. What challenges does the NCP face in fulfilling its mandate? (check all that apply)

- Lack of financial resources: **OUI**
- Lack of capacity
- Lack of support from the government
- Difficulties in engaging the business community, worker organisations, other non-governmental organisations, other interested parties.
- Other

12. Please explain these challenges, and elaborate on additional elements that would be needed for the NCP to fulfil its mandate and functions.

13. Does the NCP report to the government on its activities? Yes/No. If yes: **NON**

- Through regular meetings
- Through established reporting channels

- In an ad hoc manner
- Other

14. Please specify to whom the NCP reports (ex. Parliament, governmental body, etc.)
15. Does the NCP coordinate with other domestic government bodies or representatives with regard to activities on responsible business conduct? Yes/No. If yes, please elaborate
- **Le PCN marocain a convenu d'entamer des discussions avec les organismes nationaux en charge de la responsabilité sociale des entreprises afin de déterminer le programme de coopération entre le PCN et ces organismes**

### C. Information and Promotion

16. Does the NCP have a dedicated website or dedicated webpages? If yes, please provide link.
- **Le PCN marocain dispose d'un site web ([www.invest.gov.ma](http://www.invest.gov.ma)) disponible en trois langues: arabe, français et anglais.**
  - **Le site web renvoie à travers un lien direct, au site web de l'OCDE ainsi qu'au texte des principes directeurs.**
17. Are the Guidelines available online? Yes/No
- **Les principes directeurs sont disponibles en ligne en trois langues: arabe, français et anglais.**
18. Are the Guidelines available in print? Yes/No
- **OUI, les principes directeurs sont disponibles sur le site web du PCN ([www.invest.gov.ma/nos\\_services/ocde/pcn](http://www.invest.gov.ma/nos_services/ocde/pcn)) en version imprimable en trois langues: arabe, français et anglais.**
19. Is the NCPs Annual Report available online or in print? Yes/No
- **Les rapports annuels du PCN marocain pour les années 2012 et 2013 sont disponibles en ligne sur le site web du PCN ([www.invest.gov.ma/nos\\_services/ocde/pcn](http://www.invest.gov.ma/nos_services/ocde/pcn)).**
- Sont également en ligne, le rapport annuel de l'OCDE de 2013 ainsi que le lien vers tous les autres rapports annuels de l'OCDE y compris le rapport annuel de 2014.**
20. Does the NCP have a promotional plan on the Guidelines? If yes, please provide details.
- **Le PCN marocain a établi un plan d'actions comprenant un ensemble d'actions, dont notamment:**
    - ✓ **L'amélioration du site web du PCN et sa mise à jour.**

- ✓ **Prise de contact avec l'organisme en charge de la RSE afin d'établir un programme de partenariat**
- ✓ **Prise de contact avec les parties prenantes du PCN : syndicat, associations professionnelles et les fédérations professionnelles**
- ✓ **Prévoir une séance d'information au profit des conseillers économiques à l'étranger**
- ✓ **Sensibiliser et communiquer sur le PCN auprès des ambassades étrangères au Maroc**
- ✓ **Prise de contact avec les entreprises multinationales à travers le patronat**

21. Has the NCP implemented the actions identified in the promotional plan? Why or why not?

- **Ce plan d'action est en cours de réalisation**

22. How does the NCP inform investors about the Guidelines and their implementation? Through (check all that apply):

- Embassies
- Export credits agency
- Overseas investment guarantee body
- Investment promotion agencies
- Other (please specify)

- **A travers les institutions publiques notamment les membres composant le PCN**

23. Has the NCP done any studies to assess awareness of enterprises on the Guidelines and the NCP? If yes, through:

- Survey(s)
- Regular meetings
- Other

24. What were the results of these studies/surveys?

25. Has the NCP organised any events to promote the Guidelines and their implementation procedure?

- Title/subject of the event : **Atelier de renforcement des capacités d'apprentissage des PCN de la région MENA**
- Place, date: **Rabat-Maroc du 19 au 20 novembre 2014**



- Organiser(s): **Par le PCN marocain avec la collaboration de l'OCDE et en partenariat avec SHIFT**
  - Number of participants and type of audience (e.g. government, business, worker organisations, NGOs, academia, or other parties) : **Tous les membres du PCN marocain, les PCN de la région MENA, notamment la Tunisie, l'Egypte et la Jordanie mais aussi les PCN du Canada, de la France, de la Suisse et de la Suède**
  - Highlights and key outcomes
  - **Les objectifs de l'atelier est de permettra d'illustrer le rôle, les fonctions et la mission d'un PCN efficace, de fournir aux PCN de la région MENA des enseignements pertinents et pratiques ainsi que d'effectuer un état des lieux des bonnes pratiques. Cela Permettra d'équiper les PCN pour qu'ils remplissent leurs rôles et responsabilités conformément à ce qui est envisagé par les Principes directeurs de l'OCDE.**
26. Did the NCP participate in any event organised by stakeholders or other entities to promote the Guidelines and their implementation procedures?
- **Le PCN marocain a pris part au congrès sur la francophonie sur la RSE dans lequel le PCN marocain a présenté les principes directeurs de l'OCDE et les missions du PCN**
  - Title of the event : **Congrès de la francophonie sur la RSE**
  - Place, date: **Rabat – Maroc du 11 au 12 juin 2015**
  - Organiser(s): **L'Union des Conseils Economiques et Sociaux et Institutions similaires des états et gouvernements membres de la Francophonie (UCESIF)**
  - Number of participants and type of audience (e.g. government, business, worker organisations, NGOs, academia, or other parties)
  - Highlights and key outcomes
  - **Le congrès a porté sur La responsabilité sociétale des entreprises : construire la contribution des Conseils Economiques, Sociaux et Environnementaux francophones.**
27. Does the NCP cooperate with OECD partner organisations and/or other leading organisations working on responsible business conduct? Please check all that apply and provide further details on the nature of the cooperation.
- ILO
  - UN Global Compact and its local networks
  - UN Office of the High Commissioner on Human Rights

- National Institution for the Protection and Promotion of Human Rights
- Global Reporting Initiative
- ISO
- Other, please provide details.

28. Did the NCP receive enquiries about the Guidelines and the NCP? From (check all that apply): **NON**

- Business
- Labour organisations
- Non-governmental organisations
- Government agencies
- Other government (e.g. via embassies)
- Other (individuals, press, academia)

29. If available please provide web statistics regarding your NCP's website:

- How many visitors did the website(s) receive in the reporting period?
- How many downloads of materials on the NCP website (e.g. the Guidelines, brochures, other materials) occurred during the reporting period?

#### **D. Specific instances**

*According to the Procedural Guidance, NCPs are expected to contribute to the resolution of issues that arise relating to the implementation of the Guidelines in specific instances in a manner that is impartial, predictable, equitable and compatible with the principles and standards of the Guidelines.*

30. What are the NCP's procedures for handling specific instances? Please attach the procedures

- **Les procédures de traitement des circonstances spécifiques sont issues des procédures établies par les principes directeurs.**

Where applicable please elaborate or note an absence of NCP procedures regarding:

- Requirements on submitting a complaint in a specific instance
- Standing requirements for participating in a specific instance (e.g. rules around who is allowed to bring complaints to an NCP mechanism, who is allowed to participate in mediation).

- Confidentiality provisions
- Indicative timeframes for the different steps of the procedure
- Existence of a statute of limitations
- Publication and availability online of initial assessments

31. How many new specific instance(s) did the NCP receive in the reporting period? **0**

See Annex (template for reporting specific instances)

32. What are the main challenges the NCP encountered in handling specific instances during the reporting period? (check all that apply).

- Parallel legal proceedings
- Parallel public campaigning by complainant
- Unrealistic expectations regarding possible outcomes
- Unwillingness of the company to engage
- Unwillingness of the complainant(s) to engage
- Other (please elaborate)
- No specific instances

### **E. Proactive Agenda**

*In accordance with the Investment Committee's proactive agenda, NCPs should maintain regular contact, including meetings, with social partners and other stakeholders in order to: a) consider new developments and emerging practices concerning responsible business conduct; b) support the positive contributions enterprises can make to identify and respond to risks of adverse impacts associated with particular products, regions, sectors or industries.*

33. Does the NCP engage in any of the multi-stakeholder advisory groups under the proactive agenda?

- Responsible Mineral Supply Chains? Yes/No. Please specify. **NON**
- Stakeholder Engagement in the Extractive Industries? Yes/No. Please specify. **NON**
- Responsible Business Conduct in the Financial Sector? Yes/No. Please specify. **NON**

- Responsible Agricultural Supply Chains? Yes/No. Please specify. **NON**
  - Responsible Supply Chains in the Textile and Garment Sector? Yes/No. Please specify. **NON**
34. How does the NCP use and rely on guidance developed as part of the proactive agenda projects mentioned above? (check all that apply).
- Promotion and awareness raising activities
  - Dealing with specific instances
  - Handling enquiries
  - Developing guidance at the national level
  - Other

#### **F. Co-operation and peer learning**

*In addition to contributing to the Committee's work to enhance the effectiveness of the Guidelines, NCPs are encouraged to cooperate and engage in horizontal, thematic peer reviews and voluntary peer evaluations. Cooperation and experience sharing can be carried out through meetings at the OECD or hosted by a government and can include mentoring and coaching, direct co-operation between individual NCP on specific issues, etc.*

35. How did the NCP engage in co-operation and experience sharing with other NCPs during the reporting period? Check all that apply:
- Horizontal learning activities
  - Co-hosting events
  - Co-operation in handling specific instances **OUI**
  - Mentoring/capacity building events **OUI**
  - Other
  - No co-operation
36. Did the NCP encounter any difficulties in co-operating with other NCPs? If yes, please elaborate.
37. Is the NCP interested in volunteering for a peer evaluation? Yes/No. Please indicate semester/year. **OUI, 2016**
38. Is the NCP interested in being part of a peer review team? Yes/No. – Please indicate semester/year. **OUI, 2016**

39. Please provide suggestions for themes of future horizontal learning exercises.

40. Is the NCP interested in hosting an NCP learning/experience-sharing event? Please indicate semester/year.

- **Le PCN marocain a organisé un atelier de renforcement des capacités d'apprentissage des PCN de la région MENA (voir réponse à la question 25)**

**A cet égard, le PCN serait intéressé d'organiser ou de co-organiser d'autres ateliers de « Capacity Building » en ...**

### G. Impact and future work

41. Have there been any measurable impacts of the Guidelines and/or the efforts of the NCP in the past implementation cycle? For example:

- Have the Guidelines been referred to in national legislation (e.g. on non-financial reporting, export credits regulation etc.)?
- Do any domestic industry standards refer to the Guidelines?
- Other?

42. What are the new emerging challenges for enterprises identified by NCPs, notably in developing and emerging economies and sectors?

43. How has the NCP helped enterprises address these challenges?

44. What issues might deserve particular attention during the 2016 implementation cycle of the Guidelines? For example:

- Areas for which additional proactive agenda projects would be valuable
- Areas where additional research or analytical support would be helpful
- Areas which would benefit from additional policy dialogue
- Other

## **ANNEX: TEMPLATE FOR REPORTING SPECIFIC INSTANCES**

Please fill in, where appropriate and subject to any relevant confidentiality provisions in the Procedural Guidance and Commentary, the following template for each new specific instance received in the reporting period. Please also provide the link to the initial assessment, if available, and the final statement. Please note that specific instances that were rejected by the NCP also need to be reported upon.

- Title as it appears in the OECD's database of specific instances: Industry sector, host countries, etc.
- Leading NCP:
- Supporting NCP:
- Description: (issues raised)
- Theme/s: ( indicate the Guidelines chapters mentioned in the submission)
- Host country/ies
- Source: (trade union, NGO, individuals, business or other interested parties)
- Industry sector
- Status: In progress or Concluded
- Summary: (context, good offices, highlights, challenges, opportunities, conclusions, follow up, etc.)
- Initial assessment: From date... to date... Please provide links to relevant public communication issues by the NCP and/or initial assessment.
- Engagement with parties: From date... to date...
- Conclusion of the procedures: From date to date... Please provide links to relevant public communication issues by the NCP and/or final statement.
- Parties consulted with regard to the specific instance procedure
- Link to existing entry in the OECD database of specific instances (<http://mneguidelines.oecd.org/database/>)

Are there any updates on specific instances that were reported and not concluded in the previous reporting period? Yes/No.

- Update on specific instances from previous reporting period
- Title as it appears in the OECD's database of specific instances: Industry sector, host country (ies), date specific instance was received
- Status: In progress and concluded
- Summary: (context, good offices, highlights, challenges, opportunities, conclusions, etc.)
- Timeframe:
- Engagement with parties: From date... to date...
- Conclusion of the procedures: From date to date... Please provide links to relevant public communication issues by the NCP and/or final statement.
- Parties consulted with regard to the specific instance procedure
- Link to existing entry in the OECD database of specific instances (<http://mneguidelines.oecd.org/database/>)