UNITED NATIONS
HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER

Digital Tools for Stakeholder Engagement with Workers

12 Questions to Ask

Guidance for aligning corporate practice with the UN Guiding Principles on Business and Human Rights

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Digital tools are transforming how businesses engage with rights holders – offering the potential to enhance the scale, inclusivity and responsiveness of stakeholder engagement efforts, but also raising risks and limitations around accessibility, accountability, and the quality and safety of participation. So how do you tell whether a tool genuinely supports meaningful, rights-respecting engagement?

In its report *Using digital tools for stakeholder engagement: aligning corporate practice with the Guiding Principles on Business and Human Rights* OHCHR identifies key considerations for ensuring that the use of such tools aligns corporate practice with the Guiding Principles and provides practical guidance to support assessments of the suitability and limitations of stakeholder engagement tools dedicated to workers in value chains. This guidance, which draws upon promising practices for such tools, has been distilled into 12 main questions to ask of those developing a digital stakeholder engagement tool, complemented by a number of suggested issues for further exploration under each question. For the authoritative version of this guidance, which contains important caveats and nuance, please see the full report.

How to use it:

The guidance should be interpreted and applied flexibly. A tool need not satisfy every point to be valuable – each question simply helps you weigh its strengths, limitations and risks. Tailor the questions to your own context.

Useful for:

- **Tool clients (e.g., companies)**
- **Tool providers**
- **Regulators**
- **Unions and worker representatives**
- **Civil society**

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Questions to ask

01

How does the tool provider demonstrate its **approach to human rights**?

02

To what extent is **specialist human rights advice** available to and implemented by the tool provider?

03

How can this tool support **meaningful stakeholder engagement**, as envisaged in the UNGPs?

04

How can this tool support the delivery of **effective remedy** for adverse human rights impacts detected in the value chain?

05

To what extent are **workers and their representatives involved in the design, implementation and evaluation** of the tool?

06

How do you see the tool as **complementing the role of trade unions and other workers' organizations**?

07

What has been done to ensure that the tool is **safe for workers** to use?

08

How does the tool ensure that **all workers** who should be consulted **are able to be heard and understood**?

09

To what extent does the tool offer **choice to workers about how they engage**?

10

How does the tool ensure **human intervention** where needed?

11

How does the tool safeguard the **privacy of workers**?

12

Can **processes** that produce decisions or assessments be **properly scrutinized and verified**?

For detailed guidance, please read the full report.