

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

Working Party on Responsible Business Conduct

MOROCCO

NATIONAL CONTACT POINT FOR THE MNE GUIDELINES

2016 REPORT TO THE OECD

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OECD GUIDELINES FOR MULTINATIONAL ENTERPRISES

MOROCCAN NCP

REPORT TO THE OECD

2015

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

June 2014-December 2015¹

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).

¹ 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): Assia Ben Saad
- Address: complexe administratif et culturel de la Fondation Mohamed VI, Avenue Allal El Fassi, Madinat Al Irfane, Rabat
- Website or webpage: <http://www.invest.gov.ma/?lang=fr&Id=34527>
- Email : Principes_Directeurs@invest.gov.ma
- Telephone: 00212537226465

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?

Le PCN est mis en place auprès de l'Agence Marocaine de Développement des investissements qui assure sa présidence ainsi que son secrétariat.

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 Yes

Le PCN marocain a élargi sa structure monopartite en une structure interministérielle en 2013, impliquant d'une part le secrétariat et la présidence assurés par l'Agence Marocaine de Développement des Investissements (AMDI) et d'autre part les départements ministériels et des instances constitutionnelles étatiques indépendantes du Gouvernement suivants:

Le Ministère chargé des Affaires Etrangères et de la Coopération.

Le Ministère de l'Economie et des Finances.

Le Ministère chargé de la Recherche Scientifique.

Le Ministère chargé l'Environnement.

Le Ministère chargé de l'Emploi et des Affaires sociales.

Le Ministère chargé de l'Industrie et du Commerce.

Le Ministère chargé des Affaires Générales et de la Gouvernance.

Les instances constitutionnelles étatiques indépendantes du Gouvernement

Le Conseil National des Droits de l'Homme.

L'Instance Centrale de Prévention de la Corruption.

Le Conseil de la Concurrence.

- Non-governmental bodies. Yes/No. If yes, please specify which: No
 - 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
- Ensure the independence of the NCP vis-à-vis the government
- Ensure accessibility of the NCP to stakeholders
- Involve relevant stakeholders in the NCP
- Other

5. Does the NCP have an advisory body? Please indicate composition and functions. No

6. Does the NCP have an oversight body? Please indicate composition and functions. No

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. /

Visibilité: site web, circulaire instituant le PCN signée par le Chef de Gouvernement

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

- government budget
- 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? 3
- 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. No

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

- Lack of financial resources
- 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: Yes

- 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.) /

Le PCN marocaine reporte régulièrement à tous les ministères qui sont membres du PCN et qui sont :

Le Ministère chargé des Affaires Etrangères et de la Coopération.

Le Ministère de l'Economie et des Finances.

Le Ministère chargé de la Recherche Scientifique.

Le Ministère chargé l'Environnement.

Le Ministère chargé de l'Emploi et des Affaires sociales.

Le Ministère chargé de l'Industrie et du Commerce.

Le Ministère chargé des Affaires Générales et de la Gouvernance.

Le Conseil National des Droits de l'Homme.

L'Instance Centrale de Prévention de la Corruption.

Le Conseil de la Concurrence.

L'Agence Marocaine de Développement des Investissements.

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. No

C. Information and Promotion

16. Does the NCP have a dedicated website or dedicated webpages? If yes, please provide link.

Yes: <http://www.invest.gov.ma/?lang=fr&Id=34527>

17. Are the Guidelines available online? Yes/No Yes
18. Are the Guidelines available in print? Yes/No Yes
19. Is the NCPs Annual Report available online or in print? Yes/No Yes
20. Does the NCP have a promotional plan on the Guidelines? If yes, please provide details. Yes

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.

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

Le PCN a entamé la réalisation de certaines actions prévues dans son plan d'action.

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)

Actuellement, le PCN marocain informe les investisseurs sur les principes directeurs à travers le site web qui est consulté régulièrement par les investisseurs en quête d'information.

Les statistiques de visite de la page web du PCN marocain durant la période allant du 01 janv. 2015 au 31 déc. 2015, peuvent être intéressantes à voir. Elle sont détaillées dans les développements qui suivent.

23. Has the NCP done any studies to assess awareness of enterprises on the Guidelines and the NCP? If yes, through: No
- 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? No
- Title/subject of the event
 - Place, date
 - Organiser(s)
 - Number of participants and type of audience (e.g. government, business, worker organisations, NGOs, academia, or other parties)
 - Highlights and key outcomes
26. Did the NCP participate in any event organised by stakeholders or other entities to promote the Guidelines and their implementation procedures? Yes
- **Title of the event** :séminaire de formation sur la responsabilité sociétale des entreprises : construire la contribution des institutions nationales des droits de l’Homme et des Conseils Economiques et Sociaux au service des droits fondamentaux.
 - **Place, date** : Rabat – Maroc du 11 au 12 juin 2015
 - **Organiser(s)** : Le conseil économique, social et environnemental du Maroc et avec le soutien de l’organisation internationale de la Francophonie à l’occasion de l’accession du CESE à la présidence de 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:** Les interventions des différents participants ont porté sur les thématiques suivantes :
 - La RSE, définitions, contenu et dynamiques ;
 - La RSE, les engagements des entreprises et leurs apports à la cohésion sociale ; Des chefs d’entreprises lancent des démarches collectives ;
 - Comment renforcer les engagements des entreprises et des investisseurs ?
 - La vision originale de la RSE portée par la Francophonie ;

- Le rôle attendu des Conseils Economiques, Sociaux et Environnementaux dans la promotion de la RSE .

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): /No

- 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?

Les statistiques de visite de la page web du PCN marocain durant la période allant du 01 janv. 2015 au 31 déc. 2015, peuvent être intéressantes à voir :

Répartition des visites par pays d'origine :

Page en langue Française

	visites	Temps moyen
Morocco	765(66,46 %)	00:01:36
France	165(14,34 %)	00:01:23
Algeria	36(3,13 %)	00:01:31
Italy	17(1,48 %)	00:00:13
Spain	16(1,39 %)	00:01:02
Tunisia	16(1,39 %)	00:00:25
Belgium	15(1,30 %)	00:01:23
Switzerland	13(1,13 %)	00:00:30
Germany	13(1,13 %)	00:00:34
United Kingdom	9(0,78 %)	00:01:15

- Page en langue Anglaise

	visites	Temps moyen
Morocco	33(12,99 %)	00:03:05
United States	24(9,45 %)	00:01:07
United Kingdom	17(6,69 %)	00:00:17
Netherlands	16(6,30 %)	00:00:21
France	13(5,12 %)	00:04:06
Germany	11(4,33 %)	00:02:26
Italy	11(4,33 %)	00:00:16
United Arab Emirates	9(3,54 %)	00:03:46
India	8(3,15 %)	00:00:28
Norway	7(2,76 %)	00:00:12

- Page en langue Arabe

	visites	Temps moyen
Morocco	131(61,79 %)	00:02:25
Algeria	15(7,08 %)	00:07:51
Saudi Arabia	11(5,19 %)	00:00:59
France	7(3,30 %)	00:00:19
Jordan	7(3,30 %)	00:00:22
Egypt	4(1,89 %)	00:00:38
Tunisia	4(1,89 %)	00:00:35
United Arab Emirates	3(1,42 %)	00:00:46
Belgium	3(1,42 %)	00:00:00
Bahrain	3(1,42 %)	00:00:08

- 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

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

- Requirements on submitting a complaint in a specific instance
Le PCN marocain a mis en place un règlement interne en 2013.ce règlement comporte un chapitre relatif au traitement des circonstances spécifiques.
- 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). /. Oui, les procédures marocaines prévoient ces règles.
- Confidentiality provisions /oui
- Indicative timeframes for the different steps of the procedure /oui
- Existence of a statute of limitations /non
- Publication and availability online of initial assessments /non

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. No
 - Stakeholder Engagement in the Extractive Industries? Yes/No. Please specify. No
 - Responsible Business Conduct in the Financial Sector? Yes/No. Please specify. No
 - Responsible Agricultural Supply Chains? Yes/No. Please specify. No
 - Responsible Supply Chains in the Textile and Garment Sector? Yes/No. Please specify. No
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

- Mentoring/capacity building events
- Other
- No co-operation

- ✓ Mars 2015 : Participation du PCN marocain à un atelier sur la médiation organisé par le PCN autrichien en collaboration avec CBI (Consensus Building Institute).
- ✓ Octobre 2015 : Participation du PCN marocain à un atelier d'apprentissage organisé par le PCN de la Hongrie à Budapest.
- ✓ Novembre 2015 : Participation du PCN marocain à l'évaluation par les pairs du PCN de la Belgique , à Bruxelles.

36. Did the NCP encounter any difficulties in co-operating with other NCPs? If yes, please elaborate. No

37. Is the NCP interested in volunteering for a peer evaluation? Yes/No. Please indicate semester/year.

Yes: deuxième semestre 2017

38. Is the NCP interested in being part of a peer review team? Yes/No. – Please indicate semester/year.

Yes

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.

Yes: le PCN marocaine envisage d'organiser un événement d'information avec les parties prenantes durant le premier semestre 2016, en coordination avec l'équipe OCDE.

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.)? Tous les principes directeurs de l'OCDE à l'intention des multinationales sont déjà prévues dans la réglementation marocaine. Par ailleurs, le Maroc a adopté en 2015 la stratégie nationale de lutte contre la corruption. Les mesures prévues par cette stratégie couvrent les différents aspects de la question de la lutte contre la corruption, notamment la mise à niveau de l'aspect institutionnel et juridique, l'activation de la dimension prévention et répression, le renforcement de l'aspect éducation et sensibilisation.

- Do any domestic industry standards refer to the Guidelines? No
 - 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