

Action Plan for the National Contact Point

#	Activity	Responsible authorities	Completion form	Period
1. Organisational issues				
1.1	Meeting of NCP members	MNE of RK, The NCP Secretariat	Minutes	2020 as necessary
1.2	Creating an NCP Call Center and Internet bot to accept complaints and provide advice on the OECD Guidelines	MNE of RK, The NCP Secretariat	Call Center, Internet bot	July 2020
2. Promotion of information				
2.1	Regional webinar to explain the OECD Guidelines for multinational enterprises and NCP activities. <i>Participants:</i> central governmental authorities, local executive authorities, Atameken NCE, business entities, public associations, trade unions and other stakeholders.	MNE of RK, The NCP Secretariat	Webinar	June 2020
2.2	Creating an informational video explaining the OECD Guidelines and how to submit complaints	The NCP Secretariat	Videoclip	2020
2.3	Posting of information on the activities of the NCP and the OECD Guidelines on the website of the MNE of RK	MNE of RK, The NCP Secretariat	Information on the website	On regular basis
2.4	Work to raise awareness of	MNE of RK,	Articles, interviews in	2020

	public and stakeholders about the Guidelines.	NCP Secretariat, Atameken NCE, KAZAKH INVEST NC JSC	MEDIA	
2.5	Creation of awareness between Kazakhstan diplomatic missions abroad on operation of the NCP and promotion of the OECD Guidelines.	MFA of RK, MNE of RK	Information to the MNE	2020
2.6	Regional webinar to explain the OECD Guidelines for multinational enterprises and NCP activities. <i>Participants:</i> central governmental authorities, local executive authorities, Atameken NCE, business entities, public associations, trade unions and other stakeholders.	MNE of RK, The NCP Secretariat	Webinar	Q IV 2020
2.7	Creation of awareness between employees (through trade unions) about the NCP and ability to resolve various issues.	MLSPP of RK	Information to the MNE	During the year
2.8	Publication of information about the activities of the NCP and the OECD Guidelines on the websites of government agencies, Akimats, Atameken NCE and other interested authorities	Government agencies, Akimats of cities and regions, Atameken NCE,	Information to the MNE	During the year
3. Specific cases				
3.1	Meeting of the members of the NCP on consideration of specific cases (if there are complaints)	MNE of RK, The NCP Secretariat	Minutes	As necessary
3.2	Publication of information about the results of	MNE of RK,	Conclusion	As necessary

	specific cases (if there are such complaints)	NCP Secretariat		
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Acronyms and Abbreviations

OECD Guidelines – OECD Guidelines for Multinational Enterprises

OECD – Organization for Economic Cooperation and Development

NCP - National Contact Point

MNE of RK – the Ministry of National Economy of the Republic of Kazakhstan

MFA – the Ministry of Foreign Affairs of the Republic of Kazakhstan

MLSPP of RK - the Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan

Atameken NCE – National Chamber of Entrepreneurs