What is the Minerals Grievance Platform?
The Responsible Minerals Initiative (RMI), in collaboration with the London Bullion Market Association (LBMA), and the Responsible Jewelry Council (RJC), is leading the development of an online cross-industry platform to screen and address grievances linked to smelters and refiners present in global supply chains.

Platform Purpose
The purpose of the Platform is to create a connected and efficient grievance review system that benefits a wide range of stakeholders and builds on existing mechanisms. The Platform will provide a record and a communication channel for identification, review and resolution of grievances.

Platform Scope
Proposed material scope covers gold refiners and tin, tantalum, and tungsten smelters with a potential for expansion into other mineral supply chains. Proposed risk categories include OECD Annex II risks, with an opportunity to expand to other critical risks in the supply chain.

What issues does the Platform address?
The Minerals Grievance Platform is designed to address a number of key issues facing the minerals industry, including:

- Evolving expectations for enhanced due diligence targeting minerals supply chains
- Need for coordination across industry initiatives’ audit programs on grievances
- Growing desire for transparency around industry efforts to proactively address grievances associated with mineral supply chains

Is the Platform Aligned to the OECD Due Diligence Guidance?
The platform aims to complement smelter and refiner assessments (OECD Step 4) as a grievance mechanism supplementary to the “red flag” review and risk assessment in accordance with Steps 2 and 3 of the OECD Due Diligence Guidance.

Platform Users
Platform users can be divided in four groups, each of which has controlled access to a specific subset of information held within the Platform:

1. The Independent Platform Manager
2. Participating industry initiatives (audit programs)
3. Smelters and refiners
4. Downstream companies

How is the Platform governed?
The Platform will be overseen by a Multi-Stakeholder Governance Committee comprising representatives from participating industry initiatives, platform users, and other key stakeholders.

Dashboard

The Platform Dashboard, grievance database view.
The Grievance Review & Mitigation Process

The Platform is designed to collect and consolidate grievances associated with certain mineral supply chains. Collected grievances are then screened by the independent Platform Manager prior to dissemination to the industry initiatives, such as the RMI, RJC, and LBMA, which utilize their existing grievance/complaints mechanisms to work with smelters and refiners to review and address each grievance in coordination with the industry, as needed.

Each grievance “card” contains information about the grievance, including summary, location, risk level, and sources.

The Platform Manager collects potential grievances within the Platform using Feedly, an online news aggregator. The Platform Manager then creates a “card” for each relevant grievance.

Timeline (2017 - 2019)

Mid-2017
Initial Project Planning & Stakeholder Outreach

Mid 2018
Platform Development

Early 2019
Platform Launch

Informal Advisory Group to Guide Initial Process Development

Late 2018
Beta Launch

Are there any requirements for joining the Platform?

Yes. Platform users must sign and comply with the Platform’s User Commitment Letter, which assures that the user will participate in Platform activities and support the Platform’s objective and scope of activities. Currently users can join the Platform by invitation only.

Beta Testing and Prospect Users

Please contact us at info@mineralsgrievanceplatform.org or demogrievanceplatform@responsiblebusiness.org if you are interested in becoming a user and/or participating in the Platform’s beta testing phase.

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