

WIETA Labour Desk: Access & Functionality Overview

The WIETA Labour Desk is a key resource for workers in the wine industry, providing a platform to report human and labour rights violations. It aligns with WIETA's commitment to the **UN Guiding Principles on Business and Human Rights**, ensuring workers' rights are respected throughout the wine supply chain. In support of South Africa's Whistleblowing Act, the Labour Desk offers a safe, confidential avenue for workers to report violations while promoting a culture of transparency and accountability.

How to Access the WIETA Labour Desk

1. Reporting Violations:

- Workers or stakeholders can submit complaints directly to the WIETA Labour Desk via email, phone, or online through the WIETA website.
- Reports should detail the violation and include relevant supporting information to ensure prompt investigation.
- Whistleblowers can remain anonymous, and all reports are treated with strict confidentiality, aligning with the updated legislation on **South Africa Whistleblowing Act** requirements for protecting reporters.

2. Preamble to Human Rights Due Diligence (HRDD):

- The Labour Desk preamble is based off broader Human Rights Due Diligence processes. It ensures that allegations of human rights violations are investigated promptly, promoting due diligence and accountability across the wine supply chain of WIETAs members.
- Human Rights Due Diligence underscores the importance of proactive engagement with labor rights, enabling WIETA members to prevent violations before they occur, and ensuring swift remediation when they do.

3. Incidents Reporting & Code Violations Investigations Protocol:

- Once a violation is reported, WIETA conducts a **preliminary assessment** within 10 working days.
- If the allegation is valid, the Labour Desk Coordinator will sort to liaise with the relevant parties regarding the incident or violation.
- The findings are presented to the **WIETA Standards Manager and WIETA CEO**.
- A **remediation plan** is then developed in collaboration with the relevant parties,

ensuring violations are addressed and corrective actions implemented.

Key Functions of the WIETA Labour Desk

- **Guidance & Support:** Offers advisory services on labour rights and workplace standards.
- **Confidential Reporting:** Ensures safe, anonymous reporting of violations under whistleblowing protections.
- **Training & Capacity Building:** Provides training for farm workers and employers on labour rights and ethical practices.
- **Monitoring Compliance:** Tracks the implementation of remediation plans to ensure lasting improvements in labour conditions.

By connecting workers, producers, and stakeholders, the WIETA Labour Desk plays a vital role in upholding ethical labour practices, fostering fairness, and promoting social responsibility in the wine industry.

Download the form from the WIETA website or contact the Labour Desk for assistance.

<https://wietaorg.sharepoint.com/sites/AUDITPROGRAMME/Shared%20Documents/INCIDENTS%20&%20VIOLATIONS/Complaints%20form.docx>

For assistance or to report a violation, contact the **WIETA Labour Desk** at:

- Email: labourdesk@wieta.org.za
- Phone: +27 063 766 6548
- Online: www.wieta.org.za