

REQUEST FOR PROPOSAL

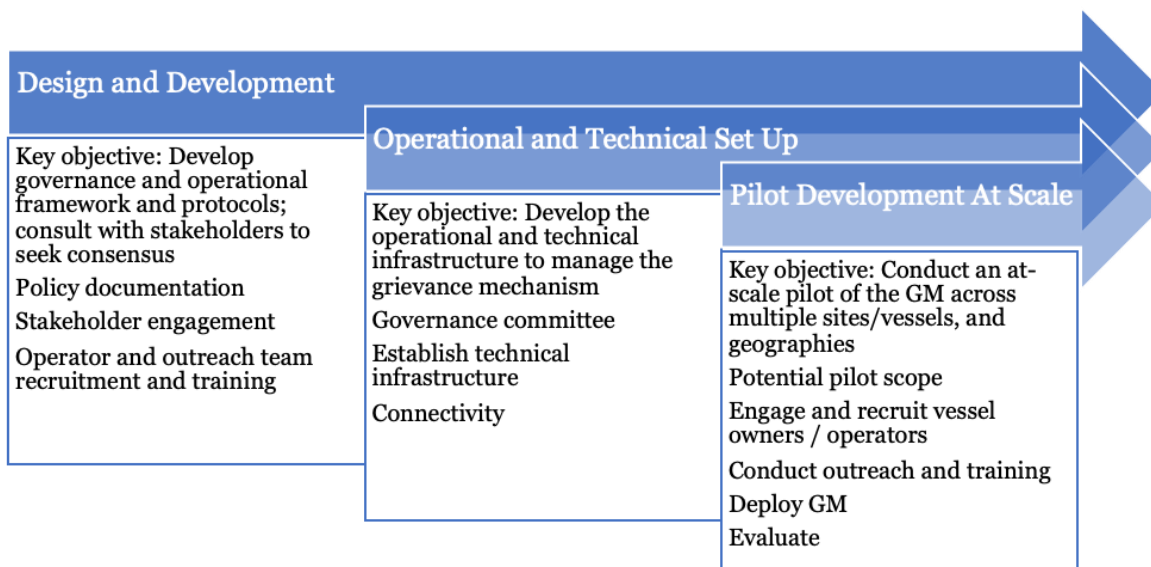
STF Workers Voice & Grievance Mechanism for Tuna Crew Members

Tuesday, 1st July 2025

Background

- In April 2024, the STF Worker Voice Working Group launched a Request for Proposal (RFP) *“to develop a project plan for the establishment of an effective grievance mechanism for tuna fisherman that can be scaled for global application. This is the first step in the STF project towards establishing an effective and safe grievance mechanism for tuna fishermen”*. The RFP resulted in a project that outlined the key findings and required next steps to pursue the development of an effective grievance mechanism for the tuna fishing industry.
- In March 2025, the STF Board has approved the recommendation from the Worker Voice Working Group to issue Request for Proposal (RFP) to identify supporting external organization that could help STF to deliver a pilot project on grievance mechanism for tuna fisherman that can be scaled for global application.

Picture 1: Indicative roadmap for an industry-level grievance mechanism for Tuna fishers



Who will benefit:

- Fishing vessel crew to have credible and effective mechanisms to channel their grievances
- Fishing vessel companies and owners that supply STF Tuna members to build capability to develop and improve their grievance mechanism in the long run. Learning from other industry-led hotline experience, this work should not replace and substitute the need that vessel owners need to have their own capability to deal with their grievance.

- STF Tuna members, such as Tuna Traders that work directly with the fishing vessels
- Tuna Supply chain owners who have a verified program that is validated by NGO stakeholders as meeting best practices.

Requirement

- Scope: Initial scope for the implementation of a representative pilot project with Taiwanese flag Tuna fishing vessels with Indonesian crew members onboard. Possibility to include already established mechanisms on-the-ground that work with workers done by parties such as CSO, union, and government bodies.
- Design considerations: An effective industry wide grievance mechanism shall align with the eight effectiveness criteria for nonstate based grievance mechanisms outlined in Principle 31 of the UNGPs. These effectiveness criteria are: legitimate, accessible, predictable, equitable, transparent, rights-compatible, source of continuous learning, based on engagement and dialogue with affected right holders.
- Proposed model: The development of a grievance mechanism shall be based on robust worker trust building and engagement supported by trusted individuals, civil society organizations (CSOs), and/or trade unions who could speak their language.
- The grievance mechanism ideally shall cover the framework with components below:
 1. Governance Committee:
A multistakeholder governance committee should oversee the Grievance Mechanism (GM). Its role will be to provide high-level oversight and monitoring of the GM, review KPIs, monitor anonymized grievance data, and make recommendations to address systemic / common issues identified through the GM. This governance committee will also aim to ensure the GM operates without fear of retaliation, especially given reps of the vessels will be included as part of this committee. As of now, the STF Worker Voice Working Group forms this governance committee. Later membership could include external stakeholders.
 2. Description of Operational / Implementing Partners which could include:
 - a. Project Manager: to oversee the implementation of overall mechanism and ensure that a timebound resolution process will be established and followed by these implementation partners
 - b. Union and/or NGO partner: Trained Union and/or NGO partners in Taiwan, as identified key countries of vessel origin and ports of call, will provide the worker-facing element of the GM.
 - c. Operator and outreach teams: Trained operators from Union and/or NGO partners will receive calls / messages from workers who contact the GM. Outreach teams will meet workers onshore during port calls in Taiwan to conduct training / awareness raising about the GM and receive grievance reports from workers.
 - d. Case manager(s): Case managers specialized in labor / human rights standards process case reports received from the operator team and engage with vessel owners / operators to investigate and remediate the issue. High-risk cases or cases where

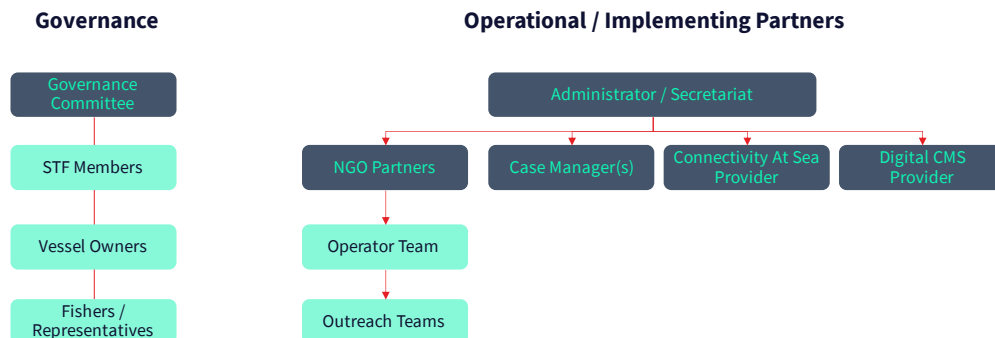
owners / operators do not engage will be escalated to buyers / brands / retailers per defined protocols

- e. Connectivity at sea mechanism: Resources to equip participating vessels in the GM with connectivity at sea options to enable effective participation in the GM at sea. This can be integrated into the GM program itself, or the GM program can collaborate with other connectivity at sea initiatives.
- f. Communication / digital case management system provider: A digital case management system to enable operator / case managers to communicate with workers and handle grievances, as well as report data / insights in an effective manner.

Operational / Implementing Partners shall have experience in project management and practical training, or expertise related to grievance mechanisms or workers voice such as trauma-informed approaches, conflict resolution, mediation facilitation.

Picture 2: Grievance Mechanism Framework Model

Example of a multi-stakeholder governance and operational structure for an industry grievance mechanism



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- Detailed operational SOP:
 - Intake: using methods of at-sea reporting and onshore reporting
 - Processing and notification, including for high-risk cases and out of scope cases
 - Investigation of the case and report of outcome
 - Remediation plan and implementation with relevant stakeholder consultation
 - Escalation to apply leverage to ensure effective engagement
- Risk-based protocol to determine type of grievance and target response time to acknowledge the case

- Road map for implementation, with minimum indicative 3-step approach:
 - Step 1 – Design and development
 - Step 2 – Operational and technical set-up
 - Step 3 – Pilot deployment at scale
- Timeline: Indicative timelines and duration for each one of the implementation steps and overall pilot project completion
- Budget: US\$ 100,000 of committed funds. STF may explore additional funding as required. Please submit the cost estimates required to do the work.
- **KPI as expected results:**
 - The number of fishing vessel crew understand and are aware of the grievance mechanism available at the vessel they are working at and are willing to use it and feel safe from retaliation when using it.
 - The number of complaints raised by individuals or groups of crew members are adequately documented on who received, recorded, addressed and responded to within a specific timeframe, with inclusion of unions/CSOs. Aggregated statistics can be made available to outline the main issues faced by crew members and demonstrate continuous improvement over time.
 - The number of fishing vessel companies and owners that supply STF Tuna members demonstrate their capacity and capability to participate in the grievance mechanism as part of the process of communication with their vessels' crew.

Key Deliverable

1. Grievance mechanism framework and model implemented at participating tuna fishing vessels that meet the scope and components in Requirement section
2. Operational SOPs of the Grievance Mechanism
3. Risk-based protocol
4. Roadmap for implementation
5. Training for fishing vessel company and crew that are participating in the pilot project

Tools to Utilize

This project will utilize and enhance the tools already developed by STF as below:

1. STF Code of Conduct and Vessel Auditable Standards
2. STF Grievance Mechanism Procedure: Guidance for Handling Grievances

Request for External Service Providers (ESP)

1. The ESP must provide a proposal for the entirety of the service.

2. Interested ESPs are requested to propose methodology that the ESP believes will best meet STF objectives.
3. The interested ESP should specify the kind of support or collaboration it will require from the STF Team for effective service delivery.

Tools

All additional tools needed for the delivery of the project deliverables that are not provided by the STF as mentioned shall be provided by ESP.

Result

- STF requires full ownership of all information and products resulting from the project activities listed in the Key Deliverables section, and ESP shall not disclose any information regarding the project without STF prior consent.
- ESP shall sign the STF Non-Disclosure Agreement accordingly.
- All works of this project will be covered in STF Vendor Service Agreement format.

Proposal Format

To speed up evaluation the following proposal format is recommended:

- Section 1: Executive Summary
- Section 2: Qualifications (highlight experience and expertise on why the ESP should be selected)
- Section 3: Process/Methodology/Approach (elaborate the thought process on how the ESP aims to fulfill the requirements and details of the work plan, and key people responsible for delivering these tasks)
- Section 4: Timeline (highlight critical milestones, timeline of completion, number of hours dedicated for each stage of work)
- Section 5: Cost (where applicable, provide breakdown or cost per unit or component, daily/hourly rate)
- Section 6: Others (any other topics that the ESP deems important in the evaluation of the proposal)

Deadline for ESP Proposals

- 15th August 2025

Please make your submission to **siti.m@seafoodtaskforce.global**