

Daimui

PUBLIC-INTEREST GRIEVANCE PLANNING

Practical knowledge for designing grievance mechanisms.

Drawing on field experience, Daimui helps your team develop a plan suited to your organisation. Clarify responsibilities, identify gaps and decide what comes next.

Page 2 of 4

Supply chain scope and intended coverage

6. Which countries or regions does this plan cover?

☒ Specific countries or regions are known ☐ Some countries are known; the remaining scope is not yet clear

☐ Global or broad scope; specific countries still need to be mapped ☐ Not currently known

Select a country or region, then select 'Add country'. Repeat to add more than one.

Select a country or region

Please select

Select a country or region to enable 'Add country'.

Countries added (2)

China x Bangladesh x

Country added: Bangladesh.

Select an industry, then select 'Add industry'. Repeat to add more than one.

7. Select a supply chain industry

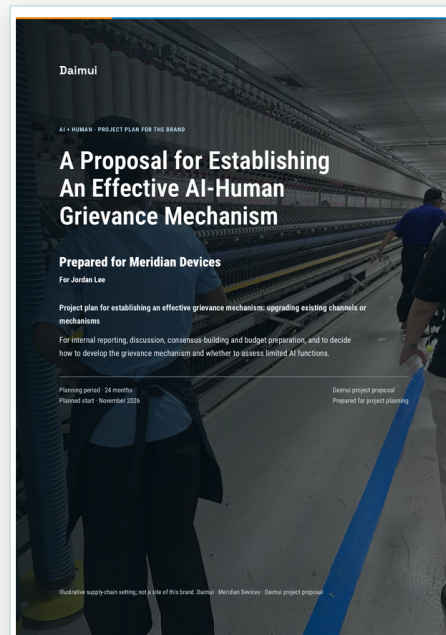
Please select

Select an industry to enable 'Add industry'.

Industries added (2)

Textile and apparel x Electronics and electrical equipment x

Industry added: Electronics and electrical equipment.



02

Who it is for

For teams turning a commitment into a working plan.

For organisations committed to responsible supply chains, grievance-mechanism planning is part of preparing to hear the people affected by their business and support access to remedy.

Building a grievance mechanism involves connected decisions. Who should it serve? How will people reach it? Who can investigate a concern, authorise action and follow through on remedy? What capabilities and resources need to be in place?

Daimui helps teams bring these questions together and plan from their own circumstances.

It is designed for people working in human rights, sustainability, sourcing, compliance and programme delivery, particularly when they are:

A

Establishing a mechanism

Defining the scope, responsibilities and foundations for a new programme.

B

Strengthening an existing approach

Considering how current channels, people and procedures fit together and what needs further work.

C

Planning a wider scope

Understanding what must be checked before extending a mechanism to new countries, industries or parts of a supply chain.



The person completing the planner brings the organisation's context. Colleagues can help check information and discuss the resulting plan.

03

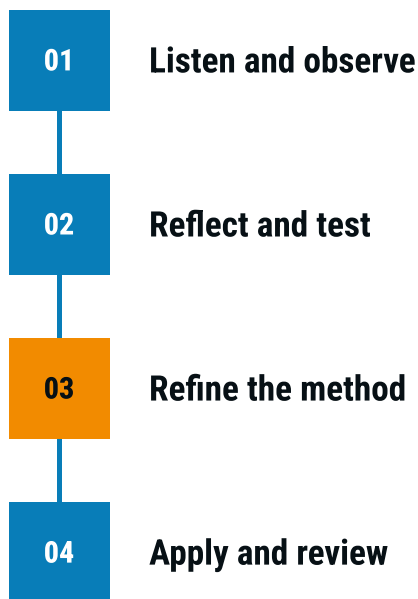
Where the knowledge comes from

Field experience, developed into practical knowledge.

Daimui draws on Inno and Handshake Worker's Hotline practice since 2007. That experience informs the questions, knowledge and judgement used in mechanism planning.

Our approach begins with continued engagement in the field: listening to the people affected, understanding how arrangements work in practice and examining where a response encounters obstacles. New experience can challenge an earlier judgement and change how we approach the work.

We bring those lessons into the knowledge and methods that support Daimui. Continued fieldwork and review guide their development.



This is how the team develops its knowledge. Updates to the product's knowledge and rules are made through that work.

04

The approach

A way of working, carried into the plan.



Keep learning from the field.

People's circumstances shape what a mechanism needs to do. Country and industry knowledge provides context; engagement with the people who will use the mechanism tests whether proposed arrangements fit their lives. Field experience remains a source of learning and a reason to revise the method.

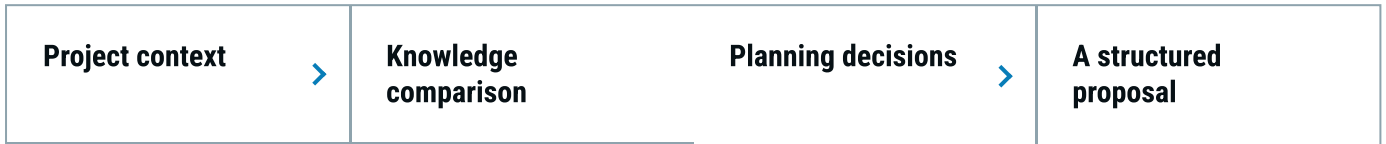
Carry responsibility through every stage.

Consider each necessary step and the connections between them. A concern needs a route forward, people with authority to act, resources for follow-through and a way to check the result. Unresolved issues need a clear next step. Planning should examine where a handover, missing capability or unclear authority could interrupt that process.

Make professional knowledge usable.

Experience becomes useful to another team when it can inform their own decisions. Daimui brings relevant knowledge, questions and planning methods into one place, so teams can use them to discuss their needs and organise the work ahead.

Your context shapes the plan.



1 Describe the context.

Set out the project's purpose, intended scope, known supply-chain relationships and existing capabilities. Information that is still uncertain remains visible.

2 Connect relevant knowledge.

Daimui compares the input with structured knowledge about countries, industries, operating stages and relevant standards, using their defined conditions of application.

3 Apply planning rules.

Explicit rules connect those conditions with planning decisions: what to establish, what to strengthen, what to verify and how the work should be sequenced.

4 Organise the proposal.

The system brings the decisions together as a management summary and a complete project proposal, including the assumptions, limitations and matters requiring further verification.

Information that is still uncertain remains visible.

For example, when a capability is recorded as unknown, the plan includes work to verify it before deciding how to proceed. Where a capability is only partly available, the planning approach can identify strengthening work. The conditions affect the proposed work as well as the information shown in the document.

The specialist preparation is already connected: **questions, knowledge, standards, judgement, process and method.**

Plan the whole mechanism.

A mechanism needs a connected path through which people can raise concerns, receive a response and seek remedy. Planning considers the following six areas and the responsibilities that connect them.

01 Intake	>	02 Identification	>	03 Triage	>	04 Follow-up	>	05 Reporting	>	06 Closure
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Intake How can people raise concerns safely? What language, access, privacy and support arrangements need to be understood and tested?	Identification How will the concern be understood? Who identifies urgency, protection needs or a situation requiring immediate escalation?
Triage Who takes ownership? What route is appropriate, who has investigation and decision-making authority, and when is referral or escalation needed?	Follow-up Who maintains contact, coordinates investigation and agreed actions, and tracks the delivery of remedy?
Reporting What should the person raising the concern be told? What information supports oversight and learning, and how will confidentiality be maintained?	Closure What evidence supports closure? How are remedy, outstanding concerns and retaliation risks checked? What review or continuing follow-up is available?

Investigation, decisions and remedy can require movement between these areas. The design must allow urgent action, review and further follow-up when needed.

Where AI support is being considered, the plan examines its place alongside human responsibilities, capabilities and data arrangements. Authorised people remain responsible for findings, decisions on remedy and closure.

These are areas of the mechanism being planned. Daimui supports its design; live case handling takes place through the organisation's operating arrangements.

07

What you receive

A plan your team can work with.

Begin with a management summary that brings the main planning decisions, priorities and matters requiring verification into view.

The complete A4 project proposal develops the plan across eight chapters:

01	Management decision summary	02	Context, scope and evidence boundary
03	Recommended mechanism architecture	04	Worker access, language and channels
05	Governance, human responsibility, investigation and remedy	06	AI + Humans pathway and data boundaries
07	Work packages, roadmap, resources and budget	08	Management decisions, first 90 days and limitations

The document helps colleagues discuss the same scope, review responsibilities and prepare the next decisions. Resource and budget content frames what needs to be considered; it is a basis for further planning and costing.

Start with what you can confirm today.

Bring your project purpose, the countries and industries you can identify, known relationships within the supply chain and an initial view of your organisation's existing capabilities. A complete supply-chain map is not required to begin.

Not sure, **Partly** and **Undecided** are useful answers. They help identify the work needed to reach an informed decision.

Step 1 of 5

Choose the main decision, document details and planning horizon.

Project and timing

Choose one primary purpose

What is the primary decision this planning should support?

☐ Human rights due diligence

☒ Build or improve a grievance mechanism

☐ Internal planning and budget

☐ Regulatory or compliance response

☐ Audit or customer requirement

☐ Long-term strategic programme

Planned start month

September 2026



Planning horizon

1 year

2 years

3 years

Document details

Organisation

Northstar Consumer Group

Contact name

Maya Wong

Step 2 of 5

Supply-chain scope

Identify countries, industries and the intended rollout without inventing unknown relationships.

Start with what you know

Which countries and regions are currently in scope?



I know which countries and regions are in scope

The relevant countries and regions have been identified



I can identify part of the scope

Keep an unmapped remainder visible



Global or broad scope

Create a general plan first

Countries / regions currently selected

Viet Nam

Select all that apply

Which industries are in scope?



Agriculture and food



Textiles and apparel



Leather and footwear



Electronics and electrical equipment

A planning intention, not a launch commitment

How should this planning approach the rollout scope?



Pilot first, then decide whether to expand



Plan to cover the declared scope



Map first, then decide the scope



Undecided

Step 3 of 5

Review only the country × industry relationships that can be confirmed.

Known combinations

Selected countries / regions Viet Nam	Selected industries Electronics and electrical equipment
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'Not sure' is a valid answer

Overall, how well do you know this part of the supply chain?

☐	Countries, supplier tiers and principal stages are broadly mapped
☒	Knowledge varies across countries or parts of the supply chain
☐	The supply chain is still at an early mapping stage
☐	Not sure at present

01 Known combination

Country or region

Viet Nam



Industry

Electronics and electrical equipment



Supply-chain stages · select any



Component manufacturing



PCB assembly



Final assembly



Uncertain / full chain

Which supply-chain tiers can you confirm? · select any



Brand-operated sites



Direct suppliers · Tier 1



Subcontractors · Tier 2



Tier not confirmed

What is the brand's relationship to this part of the supply chain?

Direct contract



How well do you know this part of the supply chain?

Same as the overall answer



Step 4 of 5

Foundations and delivery

Answer each practical foundation as an organisational judgement, not a certification.

Is this a new mechanism, an improvement or a continuation?

☐

Build a new mechanism

☒

Improve an existing channel or mechanism

☐

Continue and expand an existing programme

☐

Not sure

01 Is someone clearly accountable for the programme and final coordination?

Yes

Partly

No

Not sure

02 Are trained internal people available to receive, follow up and escalate concerns?

Yes

Partly

No

Not sure

03 Are written confidentiality and anti-retaliation arrangements in place?

Yes

Partly

No

Not sure

04 Is there capacity to investigate and verify facts?

Yes

Partly

No

Not sure

05 Is there capacity for independent review or appeal?

Yes	Partly	No	Not sure
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06 Does someone have authority and resources to approve and drive remedy?

Yes	Partly	No	Not sure
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07 Are case-data storage, access and retention rules defined?

Yes	Partly	No	Not sure
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08 Are workers or their representatives currently involved in designing or reviewing the mechanism?

Yes	Partly	No	Not sure
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Overall delivery preference

Undecided – compare options

Step 5 of 5

Confirm and generate

Review facts, planning signals and matters still requiring verification.

Your facts Edit Primary purpose Build or improve a grievance mechanism Start and horizon September 2026 · 2 years	Supply-chain scope Edit Country / region Viet Nam Industry Electronics and electrical equipment	Foundations Edit Mechanism type Improve an existing channel or mechanism Delivery preference Undecided – compare options
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Planning signals Inputs shape the proposed sequence and verification work; they are not treated as evidence of readiness.	Still requires verification Worker access, language, privacy, human handoff, investigation, review and remedy authority.
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No email required to generate
See the management summary and limitations first.

Generate project plan

Use organisational planning information. Keep worker names, allegations, case evidence and other live grievance information out of the planner.

Start planning

Use the proposal to organise the next conversation.

With colleagues

Agree which decisions need attention, who should participate and what authority or resources the work requires.

With workers and their representatives

Test the assumptions about access, language, safety and how the proposed mechanism would work in their circumstances.

With implementation partners

Use the scope, responsibilities and verification needs to explain the work and compare approaches.

Assign follow-up work to the matters still requiring confirmation. Check the proposed arrangements through participation, field validation and specialist review before implementation.

You can use the plan within your organisation or take it to an implementation partner of your choice.

Questions about the product and technology

Is Daimui a large language model?

Daimui's core is a knowledge-based planning system. Structured inputs, organised knowledge and explicit rules produce the planning decisions and document structure. The core planning process can run without a large language model.

Why use structured knowledge and explicit rules?

They make it possible to define how a project condition affects a planning decision, preserve important distinctions and check the same relationships again. They also give the team specific knowledge and rules to review as practice develops. Their quality still depends on the knowledge, judgement and maintenance behind them.

What technology carries out the process?

The architecture combines a React interface with a Node.js service. Structured knowledge is stored as JSON data; JavaScript rules form the planning results and assemble the proposal. HTML and print styles are rendered to PDF using Chromium. An optional language-refinement step can improve wording after the plan is formed, subject to controls that protect its facts and decisions.

Why use Daimui when a general AI agent can also prepare a plan?

A capable agent can research, use tools and produce a useful plan. Daimui offers specialist preparation already organised for this task: the questions to ask, knowledge to consult, conditions to check, rules to apply and work to include in the proposal. Users can access that preparation through a dedicated planning process. If an agent is given the same methods and tools, it may use them too; Daimui's value rests on the quality and usability of that specialist work.

Is Daimui an Agent Skill?

The current product is used through its own interface. An Agent Skill could be a future way for an agent to access Daimui's methods or planning engine. That would be another way to use the specialist capability behind the product.

How does the knowledge stay connected to practice?

The team continues to learn through field engagement and review. Relevant lessons can be translated into revised knowledge, questions and planning rules. These updates are made through the team's knowledge-development work; completing a plan does not automatically retrain the system.

Can I begin if information is incomplete?

Yes. Provide what you can reasonably confirm and mark what remains uncertain. The plan can include mapping and verification work rather than treating an unknown condition as an established fact.

Do I need an account or an email address?

No account is required. You can review the management summary without providing an email address. A delivery email is requested for the complete PDF. Partnership follow-up and anonymised product-improvement consent are separate, optional choices.

Can I submit a grievance or use the proposal as a compliance certificate?

Daimui supports mechanism planning. Live grievances belong in authorised reporting channels. The proposal supports discussion and preparation; implementation still requires appropriate verification, participation and review. It does not certify compliance or mechanism effectiveness.

Is the decision model open source?

We plan to open the mechanism-planning decision model for scrutiny, reuse and improvement. Any release will need to identify the material available, its version, licence and conditions of use.

Professional experience, made more widely usable.

Our vision is for organisations committed to responsible supply chains to have access to knowledge and methods grounded in the field and continually renewed through practice. With that foundation, commitments to people can become an organisational capacity for sustained action.

Daimui provides a practical entry point through grievance-mechanism planning. By organising experience into methods that other teams can use, we aim to support their own judgement, preparation and choice of how to proceed.

The name Daimui

Daimui is named after Luo Damei. Its spelling reflects the Cantonese pronunciation of her name. The name connects this work with people's voices, the ability to organise, human responsibility and sustained action.

Begin with your context.

Bring the information your team has today. Use Daimui's knowledge and methods to develop a plan, identify the work ahead and take the next decisions together.