

A photograph of a woman with dark skin, smiling and looking to her right. She is wearing a green headscarf and a green button-down shirt. She is holding a large bouquet of pink roses. The background is a greenhouse with a glass and metal frame, and there are more rose plants visible.

FAIRTRADE INTERNATIONAL HUMAN RIGHTS REMEDIATION POLICY

07.07.2026

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Introduction

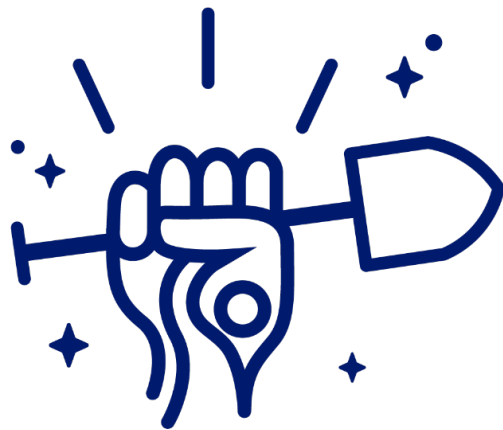
Fairtrade is committed to respecting human rights and supporting responsible business conduct throughout its supply chains.

Fairtrade's Human Rights Remediation Policy outlines Fairtrade's approach to enabling effective remediation when human rights and environmental health and safety violations occur within its scope of responsibility.

The policy provides a clear framework for responding to allegations of harm in a manner that is transparent, consistent, and guided by internationally recognised human rights principles. And it outlines the processes, roles, and responsibilities that guide Fairtrade's response to complaints, while recognising that effective remediation requires collaboration across the Fairtrade system and with external partners where appropriate.

The Human Rights Remediation policy addresses the most salient human rights risks in agricultural supply chains, including child labour, forced labour, gender-based violence and sexual harassment, workplace rights, and environmental health and safety.

Human rights are not optional but fundamental. Our updated policy demonstrates Fairtrade's commitment to providing clarity on how we respond to allegations and enable remediation while reinforcing our focus on prevention and mitigation. This is about promoting dignity and respect that everyone is entitled to.



I. GLOSSARY OF TERMS

For the purposes of this Policy, the following terms apply:

Human rights violations: Human rights violations fall under the broader category of adverse human rights impacts, which occur when an action or omission removes or reduces the ability of an individual or community to enjoy internationally recognised human rights. The United Nations Guiding Principles on Business and Human Rights (UNGPs) distinguish between “potential” and “actual” human rights impacts:

- **Potential impact or risk** is one that may occur but has not yet done so. This requires action to prevent or at least mitigate the likelihood of a future violation.
- **Actual impact or violation** is one that has occurred or is occurring. As remediation is only called for in cases where a violation has occurred, these violations are the focus of this policy.



Child protection: Measures designed to prevent and respond to exploitation, abuse, hazardous labour, neglect, or other forms of harm affecting individuals under the age of 18, in line with internationally recognized standards.

Child labour: Work undertaken by a person under the age of 18 that is prohibited under applicable national law or international labour standards, including work that:

- Is below the minimum age for employment established in accordance with ILO Convention No. 138.
- Is likely to harm the health, safety, morals of a child, or interfere with their development (which includes schooling and play).
- Constitutes one of the worst forms of child labour as defined under ILO Convention No. 182, including slavery, trafficking, forced labour, hazardous work, or the use of a child for illicit activities.

Child labour does not include light work undertaken by children above the minimum legal age that does not interfere with their education or development, is duly supervised by adults and is permitted under national law and international standards.

Environmental health and safety violations: Acts, omissions, practices, or conditions that results in or contribute to harm to the health, safety, or wellbeing of workers, producers, contractors, community members, or other affected persons through environmental impacts associated with the production, handling, processing, or transportation of Fairtrade certified products. Such violations may include, but are not limited to, unsafe exposure to hazardous substances, inadequate management of waste or pollutants, unsafe use or storage of chemicals, and environmental practices that adversely affect human health, and safety.

Fairtrade supply chains: The chain of activities and business relationships associated with products certified under Fairtrade Standards, from production by certified producer organisations through trading, processing, and commercial distribution to final markets. Fairtrade supply chains include actors participating in or certified under the Fairtrade system, as well as commercial partners engaged in the sourcing, handling, and sale of Fairtrade certified products.

Fairtrade system: For the purposes of this Policy, “Fairtrade system entities” include:

- Fairtrade International (FI), as system owner and standard-setting body.
- National Fairtrade organisations (NFOs), as marketing and licensing bodies.
- Producer networks (PNs), as producer support and representative organisations.

For the avoidance of doubt, producer organisations and other certified operators are not Fairtrade system entities for the purposes of this Policy.

Forced labour: All work or services exacted from any person under the menace of any penalty and for which that person has not offered themselves voluntarily, in accordance with ILO Convention No. 29. Forced labour includes situations involving abuse of vulnerability, deception, restriction of movement, isolation, physical/sexual violence, intimidation, retention of identity documents, withholding of wages, debt bondage, abusive working/living conditions, and excessive overtime. The prohibition of forced labour also extends to the abolition of all forms of compulsory labour as defined under ILO Convention No. 105.

Gender-based violence (GBV): Harmful acts directed at an individual based on their gender, gender identity, gender expression, or perceived gender, or acts that disproportionately affect persons of a particular gender. Gender-based violence may include physical, sexual, psychological, or economic harm, including harassment, coercion, exploitation, abuse, or threats of such acts. It may occur in workplaces, communities, or other contexts within Fairtrade supply chains.

Human rights-based approach: An approach to policy and decision-making that:

- Furthers the realisation of human rights as laid down in the Universal Declaration of Human Rights and other international human rights instruments.
- Is guided by human rights principles (universality, interrelatedness, non-discrimination, participation, accountability, transparency)
- Contributes to the development of the capacities of ‘duty-bearers’ to meet their obligations and/or of ‘rights-holders’ to claim their rights.

This approach informs the design, implementation, and review of Fairtrade International’s prevention and remediation measures.

Human Rights and Environmental Due Diligence (HREDD): The ongoing process through which Fairtrade International identifies, prevents, mitigates, remediates and accounts for how it addresses actual and potential adverse human rights and environmental impacts within Fairtrade supply chains and operations.

In line with the UN Guiding Principles on Business and Human Rights and relevant OECD guidance, HREDD includes risk identification and assessment, integration and action, tracking of effectiveness, communication, and the enablement of remediation where impacts occur.

Scope of authority: The mandate, influence and decision-making power held by Fairtrade International within the Fairtrade system. This scope of authority does not replace the primary duty of states to protect human rights or the direct responsibilities of producer organisations and commercial actors but defines the institutional boundaries within which Fairtrade International exercises its responsibilities and leverage.

Leverage: The ability of Fairtrade International to influence the actions, decisions, or practices of entities within Fairtrade supply chains to prevent, mitigate, or remediate human rights viola-

tions. Leverage may arise from contractual arrangements, certification requirements, standards-setting authority, capacity-building support, commercial relationships, collaborative initiatives, or other forms of engagement within the Fairtrade system and beyond. Where leverage is insufficient to prevent or address human rights violations, Fairtrade International will seek to increase its leverage individually or in collaboration with other actors, consistent with its mandate and scope of authority.

National Fairtrade Organisations (NFOs): Independent member organisations within the Fairtrade system responsible for promoting Fairtrade in consumer markets. Their functions may include raising public awareness of Fairtrade, supporting market development for Fairtrade certified products, and engaging with businesses, civil society, governments, and consumers to advance the objectives of the Fairtrade system. Some NFOs also operate North-North initiatives, adapting Fairtrade principles to support vulnerable farmers and workers in the Global North.

Prevention: Measures taken to identify, anticipate, and address human rights risks before they develop into human rights violations. In line with the UN Guiding Principles on Business and Human Rights, prevention involves integrating human rights considerations into policies, systems, and operational practices to avoid causing or contributing to harm and to reduce the likelihood that human rights risks materialise.

Producer networks: Regional representative bodies within the Fairtrade system that support, represent, and build the capacity of certified producer organisations and producers.

Producer organisations: Cooperatives, associations, companies or other organised producer entities certified under Fairtrade Standards and authorized to produce and sell Fairtrade-certified products. The different categories of producer organisations within Fairtrade constitute small-scale producer organisations (SPO), hired labour organisations (HLO), contract producers (CP) and artisanal small-scale miners (ASMs).

Protection: Special measures to be taken when managing a situation that involves vulnerable people, for example sexual harassment, child labour or forced labour to promote the prolonged safety of the affected individuals following international standards (e.g. according to The Convention on the Rights of the Child).

Remediation: Remediation is called for when a human rights violation has taken place and refers to processes and actions taken to address and repair human rights violations and does not apply to human rights risks. Remediation may include restitution, rehabilitation, compensation, guarantees of non-repetition, or other corrective measures appropriate to the nature and severity of the harm.

Remediation enablement: Fairtrade International's role in strengthening and supporting the systems, relationships, and conditions necessary for affected individuals and communities to access effective remedy, including through leverage, capacity building, and oversight of corrective actions.

Sexual harassment: Any unwanted conduct of a sexual nature, whether verbal, nonverbal, or physical, that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment. In line with ILO Convention No. 190, sexual harassment is recognised as a form of violence and harassment in the world of work and may occur in the workplace, in work-related settings, or in connection with work-related activities.

Sexual harassment may include, but is not limited to, unwelcome sexual advances, requests for sexual favours, sexually suggestive comments, gestures, or any other conduct of a sexual nature that is unwelcome or coerced.

Vulnerable adults: Individuals aged 18 or over who, due to age, disability, gender, migration status, economic dependency, social marginalisation, or other factors, may face heightened risk of harm or reduced ability to protect their own interests, and are most impacted whenever violation of human rights occur.

Workplace violations: Breaches of internationally recognised labour rights and workplace protections, as reflected in the fundamental principles and rights at work of the International Labour Organisation (ILO) and other relevant ILO labour standards. These may include violations relating to wages and working hours, occupational health and safety, discrimination and harassment, freedom of association and collective bargaining, and other conditions of work that may adversely affect the dignity, safety, or wellbeing of workers.

II. POLICY STATEMENT

Through this Policy, Fairtrade International sets out its approach to addressing human rights and environmental health and safety violations, and enabling effective remedy where violations occur.

This Policy is part of Fairtrade's broader commitment to respecting human rights as outlined in Fairtrade's Human Rights Commitment, and complements other Fairtrade measures, including the implementation of Fairtrade Standards, certification and audit systems, ongoing producer and worker support, programmatic work, and human rights and environmental due diligence processes.

Under this Policy, addressing human rights and environmental health and safety violations includes both responding to identified harm through grievance handling and case management, and taking targeted measures to prevent recurrence of violations and reduce related risks.

Delivering on the commitments set out in this Policy requires sustained capacity across the Fairtrade system. Fairtrade International therefore recognises the importance of strengthening human rights expertise and case handling capabilities across the entire system. Through collaboration, training, resource mobilisation, and programmatic support, Fairtrade International aims to build the practical capacity necessary to sustainably prevent harm and enable effective remediation within Fairtrade supply chains.

This Policy establishes the principles, scope, and governance framework for the remediation of human rights and environmental health and safety violations within Fairtrade supply chains.



It shall be complemented by operational guidelines that provide detailed guidance on case handling, timelines, documentation requirements, protection protocols, coordination with producer networks and other Fairtrade members, as well as other implementation aspects. This operational instrument intends to support consistent and effective application of this Policy and may be updated periodically to reflect practical learning, evolving risks, and regulatory developments.

III. PURPOSE AND OBJECTIVES

1. Commitment to human rights

Fairtrade International is committed to respecting internationally recognised human rights throughout its activities and relationships. This Human Rights Remediation Policy ("the Policy") sets out Fairtrade's commitment to enabling the remedy of human rights violations connected to its operations.



This Policy reflects Fairtrade International's commitment to align with the following external regulations frameworks:

- The UN Guiding Principles on Business and Human Rights (UNGPs)*
- The OECD Guidelines for Multinational Enterprises and OECD Due Diligence Guidance for Responsible Business Conduct
- The International Labour Organisation (ILO) core conventions
- Emerging and applicable European Union legislation, including the Corporate Sustainability Due Diligence Directive (CSDDD), the Corporate Sustainability Reporting Directive (CSRD) and Forced Labour Regulation (FLR).

2. Objectives of the Policy

The objectives of this Policy are:

- Articulate Fairtrade International's commitment to respecting human rights, and to enabling access to effective remedy where human rights and environmental health and safety violations occur, in line with international standards.
- Define Fairtrade International's scope of action, approach, governance and processes for addressing human rights violations within Fairtrade supply chains.
- Strengthen accountability, transparency, and continuous improvement across the Fairtrade system in the handling of human rights violations and the provision of remedy.
- Establish accessible channels for individuals affected by human rights violations within the scope of this Policy to raise grievances and seek remedy.

*Fairtrade's Human Rights Commitment: [Fairtrade-Human-Rights-Commitment-Paper.pdf](#)

IV. SCOPE AND APPROACH TO REMEDIATION ENABLEMENT

1. Scope of application

1.1. Institutional scope

This Policy applies to the enablement of remediation of adverse human rights and environmental health and safety violations arising within production and processing activities in Fairtrade supply chains where Fairtrade International and/or other Fairtrade system entities has contributed or is linked to human rights violations through their respective roles within the Fairtrade system.



For the purposes of this Policy, "Fairtrade system entities" include:

- **Fairtrade International (FI)**, as system owner and standard setting body.
- **National Fairtrade organisations (NFOs)**, as marketing and licensing bodies.
- **Producer networks (PNs)**, as producer support and representative organisations.

Each entity operates within its own institutional mandate and exercises distinct forms of authority and leverage. Responsibilities for remediation enablement under this Policy shall be determined in accordance with the specific role, level of involvement, and degree of leverage of the relevant entity.

For the avoidance of doubt, producer organisations and other certified operators are not Fairtrade system entities for the purposes of this Policy. Their responsibilities are governed by Fairtrade Standards and applicable law.

Nothing in this Policy shall be interpreted as establishing legal jurisdiction over states or assuming state functions. States remain the primary duty-bearers for the protection of human rights. This Policy complements, but does not replace, state obligations or the responsibilities of other actors within Fairtrade supply chains.

1.2 Activity scope

For the purposes of this Policy, production and processing activities refer to activities undertaken in the production, handling, and processing of Fairtrade-certified products within Fairtrade supply chains.

This Policy applies where human rights and environmental health and safety violations arise in connection with such activities and where Fairtrade system entities have contributed or are linked to those violations through its role in the Fairtrade system.

1.3 Prioritisation of Human Rights and Environmental Health and violations covered by this policy

In line with Fairtrade International's risk-based human rights and environmental due diligence, this Policy prioritises five areas reflecting the most salient human rights issues in agricultural supply chains:

- Child protection, with emphasis on enabling the remediation of child labour.
- Protection of vulnerable adults with emphasis on enabling the remediation of forced labour.

- Gender-based violence, with emphasis on enabling the remediation of sexual harassment.
- Workplace violations with emphasis on enabling the remediation of breaches of internationally recognised labour rights.
- Environmental violations with emphasis on enabling remediation of issues that directly impact the health and safety of people engaged in the production, handling and processing of Fairtrade certified products within Fairtrade supply chains, or communities affected by production and processing activities within Fairtrade supply chains.

1.4. Exclusions and delineation of mechanisms

Matters relating exclusively to certification oversight, audit findings, or compliance with Fairtrade Standards are addressed through the relevant certification body's grievance and appeals processes. Such matters fall outside the scope of this Policy unless they relate to human rights violations requiring remediation enablement under this framework.

Human rights violations arising directly from the conduct of employees or representatives of Fairtrade system entities are addressed under applicable internal codes of conduct, complaints policies, and related procedures and are not covered by this Policy.

This Policy establishes a framework for coordinated remediation enablement across Fairtrade system entities and does not in itself create joint and several liability among them.

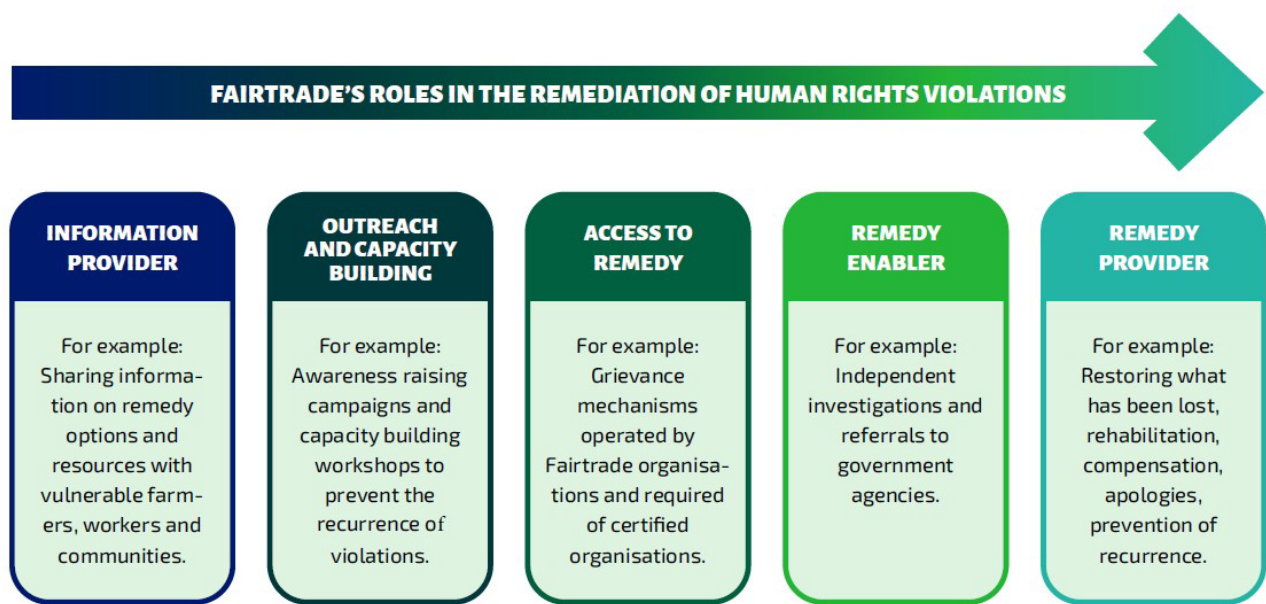
2. Fairtrade International's role in enabling remedy

Within the scope defined above, Fairtrade International's role is to enable effective remediation by using its leverage—and, where necessary, seeking to increase it— among actors in Fairtrade supply chains to encourage appropriate remedial action, consistent with its institutional mandate and role in the Fairtrade system. In doing so, Fairtrade International seeks to support access to appropriate remedy for affected persons where human rights or environmental health and safety related violations have occurred.

In practice, this may include:

- Sharing information and supporting capacity-building among (potentially) affected people and supply chain actors.
- Where possible and appropriate, engaging with producer organisations to promote prevention, mitigation, and remediation actions.
- Promoting prevention, mitigation, and remediation actions in alignment with producer networks and broader Fairtrade system.
- Where possible and appropriate, independent investigations of suspected cases
- Where possible and when the impacted person or group are willing, seeking to encourage dialogue between them and/or their representative and companies, as well as liaising with local civil society organisations and/or trade unions.
- Supporting capacity building at the producer organisation level.
- Promoting systemic improvements across Fairtrade supply chains to prevent recurrence.
- Reporting, where appropriate and consistent with the best interests of the affected person and confidentiality obligations, to protection agencies, relevant State authorities or State-based grievance mechanisms.

The following graphic provides a visual representation of Fairtrade's role in enabling remedy:



3. Linkages to Fairtrade Standards and Human Rights and Environmental Due Diligence

Responses under this Policy are guided, where applicable, by the requirements of Fairtrade Standards, and therefore these serve as a primary mechanism through which Fairtrade International exercises leverage and promotes remediation and systemic improvement within Fairtrade supply chains.

This Policy complements Fairtrade International's broader Human Rights and Environmental Due Diligence framework. Information obtained through grievance mechanisms, risk assessments, monitoring activities, and stakeholder engagement informs Fairtrade International's identification and prioritisation of salient human rights risks within Fairtrade supply chains.

Fairtrade International uses grievance data and risk analysis not only to address individual cases, but also to guide programmatic work across producing regions. This includes:

- Strengthening preventive measures where patterns of risk are identified.
- Promoting remediation actions designed to prevent recurrence.
- Supporting resource mobilisation for prevention and remediation efforts.
- Inform and strengthen cross-cutting thematic areas of focus in organisational strategy.

4. Guiding principles

The implementation of this Policy, including all prevention, mitigation, grievance, and remediation processes, shall be guided by the following principles:

4.1. Best interests of the affected person. All actions taken under this Policy shall prioritise the safety, dignity, rights, and well-being of the affected person.

Where children are involved, the best interests of the child shall be a primary consideration.

Where vulnerable adults are involved, particular care shall be taken to ensure accessibility, informed participation, and where possible, protection from further harm.

Fairtrade will seek to provide assistance to affected persons where possible and available and will aim to increase its capabilities to provide such assistance in the next three years.

4.2. Transparency. Fairtrade International is committed to ensuring that its processes under this Policy are transparent and understandable to relevant stakeholders.

Clear information shall be made available regarding:

- The steps involved in handling concerns.
- The roles and responsibilities of relevant actors.
- The types of outcomes that may be available.

Transparency shall be balanced with the principle of best interests of affected persons, including their need for confidentiality, safety and support from all duty bearers.

In practice this might mean that identifying information (for affected individual, sometimes the producer organisation, details of violations, etc.) shall be withheld, to prevent actions that could lead to further harm.

4.3. Accountability. Fairtrade International and the Fairtrade system shall take responsibility for its role in being linked to human rights violations within Fairtrade supply chains.

This includes:

- Responding to concerns in a timely manner.
- Exercising leverage where appropriate and seeking to increase it where necessary.
- Monitoring corrective actions.
- Learning from cases to strengthen Fairtrade systems and prevent recurrences.

Accountability also requires clarity regarding the respective responsibilities of producer organisations, producer networks, commercial partners, and public authorities.

4.4 Confidentiality. All grievance and remediation processes shall respect the confidentiality of individuals raising concerns and those participating in investigations or corrective actions. Personal data and sensitive information shall be handled with care and in accordance with applicable data protection requirements as well as national and international data protection laws. Confidentiality shall be preserved to the extent possible, consistent with conducting a fair and effective process.

4.5 Fair process. All matters addressed under this Policy shall be handled in a manner that is impartial, objective, and respectful of due process.

This includes:

- Providing affected persons and relevant parties with an opportunity to be heard.
- Ensuring that decisions are based on credible information.
- Avoiding conflicts of interest.
- Applying procedures consistently and proportionately.

Fairtrade International recognises that fairness must extend to all parties while prioritising the protection of those at risk of harm.

4.6. Non-retaliation. Fairtrade International does not tolerate retaliation against any individual who raises concerns, participates in a grievance process, or cooperates in an investigation under this Policy. Reasonable measures shall be taken within Fairtrade International's scope of authority and leverage to prevent and address intimidation, harassment, discrimination, or any other adverse consequences arising from the raising of concerns. Allegations of retaliation shall be treated as serious matters and addressed promptly.

V. ACCESS TO REMEDY AND REPORTING CHANNELS

1. Who may submit a complaint

A complaint may be submitted by any individual or group who believes they were adversely affected by, or who have observed, a human rights or environmental health and safety violation falling within the scope of this Policy.

This includes:

- Workers, members, or representatives of Fairtrade certified producer organisations.
- Individuals or communities affected by production and processing activities within Fairtrade supply chains.
- Trade unions or worker representatives.
- Civil society organisations acting in good faith on behalf of affected individuals.
- Producer networks.
- Other stakeholders with credible information regarding an alleged human rights violation.



Complaints may be submitted by a representative on behalf of an affected person, provided that the representative has the consent of the affected person or a legitimate basis for acting in their interest. Fairtrade International shall not require complainants

to demonstrate legal standing in a formal sense. However, complaints must relate to matters falling within the scope of this Policy.

2. Filing Requirements

To enable effective review, a complaint should include, to the extent reasonably possible:

- A description of the alleged human rights or environmental health and safety related violation.
- The location and approximate date(s) of the incident(s).
- The identity of the affected individual(s), where known
- The status of the affected individual(s), if known.
- The identity of the producer organisation, commercial actor, or relevant entity involved, where known.
- Information about any steps already taken to address the concern.
- Any supporting documentation or evidence available.
- Proposed remedial measures to be taken.

Complaints may be submitted in writing or, where appropriate, verbally through accessible reporting channels and in several languages relevant to Fairtrade supply chains.

Fairtrade International recognises that affected persons may face barriers in providing detailed information. A complaint shall not be dismissed solely due to incomplete information where there are reasonable grounds to believe that a human rights violation may exist. Anonymous complaints may be accepted where sufficient information is provided to enable preliminary assessment. However, anonymity may limit the ability to investigate or provide direct remediation.

3. Access to grievance mechanisms

For human rights violations within the scope of this Policy, access to remedy may occur through different levels of grievance mechanisms. These include:

- **Producer organisation-level mechanisms:** operational-level grievance processes established and managed by producer organisations.
- **Producer network-level mechanisms:** regional grievance mechanisms operated by Fairtrade producer networks: The Latin American and Caribbean Network of Fairtrade Small Producers and Workers (CLAC), Fairtrade Africa (FTA), and the Fairtrade Network of Asian and Pacific Producers (NAPP).
- **National Fairtrade organisation (NFO)-level mechanisms:** Most national Fairtrade organisations operate grievance mechanisms or reporting channels in accordance with applicable national legal or regulatory requirements. Where complaints received through NFOs relate to matters falling within the scope of this Policy, the relevant NFO shall trigger this Policy to address for Fairtrade International to address the alleged violation.
- **External mechanisms:** judicial or non-judicial mechanisms available under national law or through independent bodies, including independent certification bodies.

As a general principle, concerns should be raised at the most direct and appropriate level, as this allows for timely resolution closest to the affected individuals and context. However, this expectation does not apply where raising a concern at the most direct level may reasonably expose the affected person to retaliation, intimidation, conflict of interest, or further harm. In such circumstances, concerns may be raised directly at producer network level or through the process detailed in this policy.

Where a complaint falling within the scope of this Policy is received by any Fairtrade system entity, that entity shall notify Fairtrade International without undue delay. In addressing such complaints, Fairtrade International will have a role of communication and reporting with national fairtrade organisations, and coordination and oversight with producer networks.

4. Independence of producer organisation mechanisms

Producer organisations are responsible for establishing and operating their own grievance mechanisms in line with Fairtrade Standards. While these mechanisms are guided by Fairtrade Standards and subject to certification requirements, they remain independent from Fairtrade International and are not governed by this Policy.

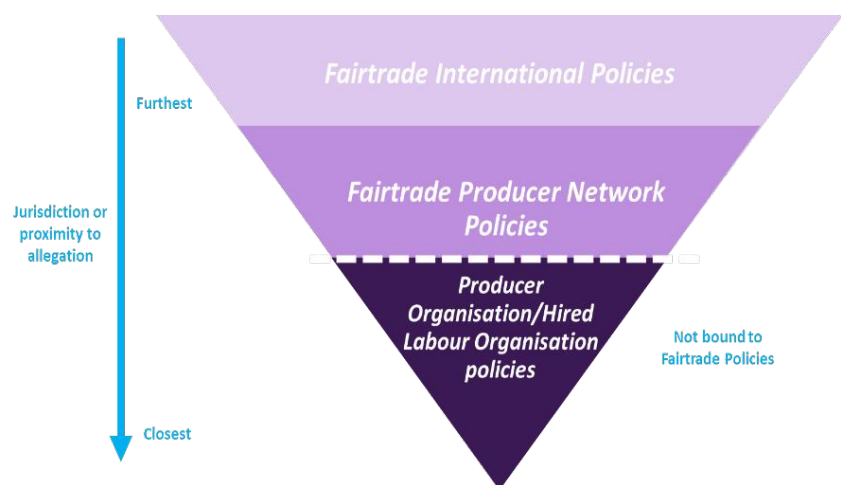
Fairtrade International does not assume direct operational control over producer organisation-level grievance processes. Responsibility for receiving, assessing, and addressing grievances rests with the respective producer organisation and relevant actors within the supply chain.

However, through its standards, oversight functions, and leverage within Fairtrade supply chains, Fairtrade International seeks to promote alignment with internationally recognised principles of fairness, accessibility, predictability, transparency, and effectiveness, so that grievance mechanisms can be trusted and safely used by workers, producers, and other potentially affected persons.

As part of its role in enabling remediation, Fairtrade International also supports producer organisations in strengthening their capacity to address human rights and environmental health and safety related risks and violations. This may include supporting the development of organisational policies, procedures, and internal systems that enable producer organisations to identify, prevent, mitigate, and respond effectively to human rights concerns.

The enablement of remediation under this Policy does not replace or override operational-level grievance mechanisms established by producer organisations, but may provide system-level coordination, guidance, or leverage where appropriate.

The graphic on this page provides a visual representation of the access to remedy framework described in this section:



5. Reporting channels

Complaints may be submitted through the following channels, as appropriate:

- **Fairtrade International:** socialcompliance@fairtrade.net
- **Latin American and Caribbean Network of Fairtrade Small Producers and Workers (CLAC):** proteccion@clac-comerciojusto.org
- **Fairtrade Africa:** protection@fairtradeafrica.net
- **Network of Asia and Pacific Producers (NAPP):** compliance@fairtradenapp.org
- **National Fairtrade organisations:** Reporting channels available on their respective websites.

6. External Mechanisms

Nothing in this Policy prevents individuals from seeking remedy through any judicial or non-judicial mechanisms available.

Fairtrade International shall not obstruct access to State-based grievance mechanisms or judicial processes. Where appropriate, and consistent with confidentiality and the best interests of affected persons, Fairtrade International may report relevant matters to competent State authorities, State-based grievance mechanisms, as well as other protection agencies.

Using external mechanisms does not prevent Fairtrade International from continuing to engage under this Policy, provided that doing so does not interfere with official investigations or put affected individuals at risk.

VI. CASE HANDLING PROCESS

Complaints submitted under this Policy shall be addressed through a structured, proportionate, and time-bound process designed to ensure timely protection, fair assessment, and effective remediation enablement.

The timelines set out below reflect expected practice and may vary depending on the complexity, context, and seriousness of the matter.



1. Reporting

A complaint may be submitted by any individual, representative, or stakeholder in accordance with the "Who May Submit a Complaint" section of this Policy.

Immediate reporting is encouraged where a violation is suspected or observed, particularly where there is risk of ongoing harm. Reports may be submitted through the appropriate reporting channels outlined in this Policy.

2. Initial Screening (Day 0–2)

Responsible party: Case Manager

Upon receipt of a complaint, the designated Case Manager shall:

- Register the complaint and acknowledge receipt, informing complainants about next steps, schedule and protection against retaliation.
- Conduct an initial risk and safety assessment.
- Identify whether immediate protection measures are required.
- Determine whether the complaint falls within the scope of this Policy.
- Prepare a case summary and recommended next steps.

Where appropriate, the case summary shall be forwarded to the Remediation Executive Committee for further review.

Where the complaint falls outside the scope of this Policy, the complainant shall be informed and referred to the appropriate mechanism (including the relevant certification body's grievance procedures or the Global Complaints and Allegations Policy, as applicable).

This screening process applies to complaints submitted directly to Fairtrade International as well as to complaints notified or forwarded by other Fairtrade system entities pursuant to Clauses 8 and 10.

Where a complaint has been notified or forwarded by another Fairtrade system entity, the Case Manager shall inform that entity of the outcome of the initial screening, including whether the complaint falls within the scope of this Policy and whether further action will be initiated. Such communication shall respect confidentiality and data protection requirements.

3. Committee Review and Decision (Day 2–5)

Responsible party: Remediation Executive Committee (REC), hereinafter the "Committee".

The Committee shall review:

- The initial risk and safety assessment.
- Any identified policy triggers.
- The severity and nature of the alleged violation.
- Recommended actions proposed by the Case Manager.
- Recommended case closures as proposed by the Case Manager.

The Committee may determine that one or more of the following actions are appropriate:

- Referral to the relevant producer network or engagement with other Fairtrade International members.
- Notification to relevant certification body where certification compliance issues are implicated.
- Escalation to competent authorities and protection agencies where appropriate.
- Initiation of a Fairtrade-led remediation enablement process.
- Other appropriate measures within Fairtrade International's scope of authority and leverage.

4. Implementation (Day 5 – Month 3)

Responsible party: Case Manager (Global or Regional, as appropriate)

Following Committee determination, the Case Manager shall oversee implementation of agreed measures. This may include:

- Supporting the development of remedial action plans.
- Engaging with producer networks and producer organisations.
- Liaising with trade unions, external protection agencies, civil society organisations or competent authorities where appropriate.
- Monitoring implementation of human rights-based measures.
- Ensuring alignment with Fairtrade Standards where relevant.

Remediation measures implemented by Fairtrade are expected to achieve the following outcomes, recognising that not all outcomes may be achievable in every case, depending on the context and level of leverage:

- Enabling cessation of the violation, including through using and, where necessary, increasing its leverage to ensure that responsible actors end ongoing violations
- Prevention of recurrence, by addressing root causes so that past violations do not happen again, as well as through strengthened systems and improved practices within the Fairtrade System.
- Advancement of access to remedy, improving the ability of affected individuals and communities to seek and obtain effective remedy.

The implementation of measures shall be proportionate to the nature and severity of the violation and guided by the principles set out in this Policy.

Where appropriate, and when the nature and severity of the violation warrants it, Fairtrade will seek the advice of subject matter experts to assess impacts, analyse potential remedies and follow up on implementation. For this purpose, Fairtrade will aim to establish a roster of independent experts to fulfil this role.

In cases related to workplace violations, where the complexity and context allow for it, the Case Manager will seek advice from worker's rights experts and trade unions to assess impacts, agree on remedies and follow up on implementation.

Where appropriate, the individual or group who submitted the complaint will be informed about the decisions, actions to be taken and protection against retaliation as soon as the implementation phase starts. Thereafter, they will be kept informed about progress in where updates are available.

Where another Fairtrade system entity has forwarded the complaint, the Case Manager shall provide periodic updates on significant procedural steps and agreed measures, as appropriate and subject to confidentiality considerations, to enable that entity to fulfil its own communication obligations toward the complainant.

All measures shall be balanced with the principle of best interests of affected persons, including their need for confidentiality, safety and support from all duty bearers.

5. Monitoring and closure (Months 3–12)

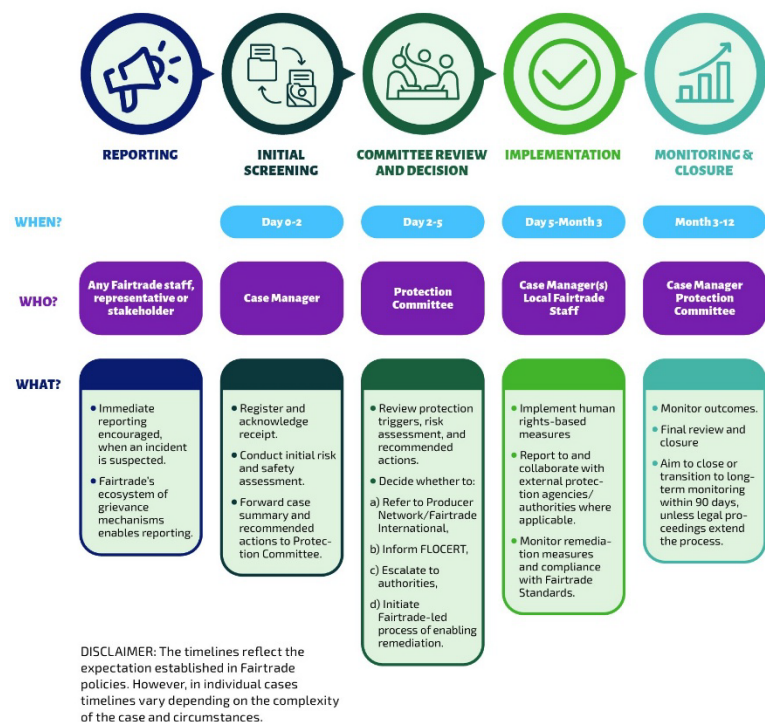
Responsible party: Case Manager

During the monitoring phase, Fairtrade International shall:

- Track progress against agreed remediation actions.
- Assess whether remedial measures were effectively implemented.
- Evaluate whether risks of recurrence were adequately addressed.
- Maintain communication, where appropriate, with affected individuals or representatives to inform of the outcomes achieved and to request feedback on case handling process and outcomes.

As much as possible, a final review shall be conducted to determine whether:

- The violation was appropriately addressed within Fairtrade International's mandate, using as a baseline the expected outcomes detailed in the previous section.
- Remediation enablement objectives were met.
- Further monitoring or programmatic intervention is required. The aim shall be to either close or transition the case to longer-term monitoring within a reasonable period, ordinarily within 12 (twelve) months, unless legal proceedings or exceptional circumstances extend the process. Case manager shall propose cases to be closed, and case closure determination will be made by the Remediation Executive Committee.



Upon case closure, the forwarding Fairtrade system entity shall be informed of the outcome and any relevant follow-up actions, subject to confidentiality and protection considerations.

6. Disclaimer on Timelines. The timelines outlined above reflect expected practice under Fairtrade International's global and regional policies. They may vary depending on the context, complexity, and specific circumstances of the case.

The following graphic illustrates the process and timelines described in this section:

VII. ROLES AND RESPONSIBILITIES

Effective implementation of this Policy requires clear allocation of responsibilities within Fairtrade International. The primary operational roles under this Policy are the Remediation Executive Committee and the Case Manager.

1. Remediation Executive Committee

1.1. Purpose. The Committee is the decision-making body responsible for oversight, review, and determination of complaints submitted under this Policy.

The Committee ensures that complaints are assessed in accordance with the guiding principles of this Policy, including transparency, accountability, confidentiality, fair process, non-retaliation, and the best interests of affected persons.

1.2. Composition. The Committee shall be composed of a minimum of three, maximum of five appropriately qualified individuals within Fairtrade International with relevant expertise, which may include:

- Human rights and environmental health and safety remediation expertise.
- Regional or contextual knowledge.
- Certification and standards knowledge (where appropriate).
- Holding executive office.

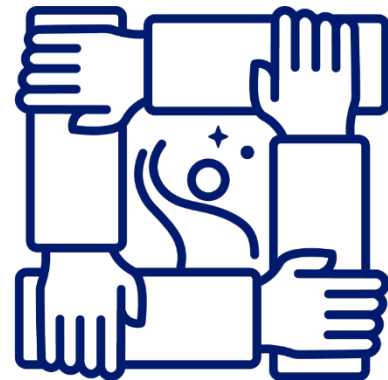
Members of the Committee are appointed by Fairtrade International's Executive Management Team and the Committee reports to the Executive Management Team (EMT).

Members of the Committee shall act impartially and declare any conflicts of interest. Where a conflict exists, the relevant members shall recuse themselves from the matter. The Committee will seek input from Producer Network's staff or external advisers where specialist or contextual expertise is required.

1.3. Responsibilities. The Committee is responsible for:

- Reviewing case summaries and risk assessments submitted by the Case Manager.
- Determining appropriate next steps, including referral, escalation, or initiation of remediation enablement measures.
- Providing coordination and oversight of alleged cases and of cases raised or being processed by other Fairtrade members.
- Deciding on case closures as proposed by the Case Manager.
- Approving external statements, i.e. media, commercial partners.

The Committee's decisions shall be documented, reasoned, and proportionate to the nature and severity of the alleged violation. The Committee's detailed functioning shall be guided by their Terms of Reference and this policy's operational guidelines.



2. Case Manager

2.1. Purpose. The Case Manager is responsible for the day-to-day handling, coordination, and monitoring of complaints under this Policy. Case Managers should be qualified individuals who are trained in protection and shall recuse themselves from cases where any conflict of interest exists.

2.2. Responsibilities. The Case Manager is responsible for:

a) Intake and Initial Screening

- Registering complaints and acknowledging receipt.
- Conducting initial risk and safety assessments.
- Identifying immediate protection measures needed.
- Determining whether the complaint falls within the scope of this Policy
- Preparing case summaries and recommendations for the Committee.

b) Case Coordination

- Engaging with relevant Producer Networks, the relevant certification body and, where appropriate, producer organisations.
- Coordinating information gathering.
- Facilitating communication between relevant actors.
- Ensuring that affected persons are informed, where appropriate, of progress.

c) Implementation Oversight

- Overseeing the implementation of agreed corrective or remedial measures.
- Monitoring compliance with agreed actions.
- Ensuring that measures are proportionate and aligned with a human rights based approach.
- Tracking risks of recurrence.

d) Monitoring and Closure

- Assessing whether remediation enablement objectives have been met.
- Preparing closure recommendations.
- Recommending transition to longer-term monitoring or programmatic engagement where necessary.

3. Shared responsibilities

The Committee and Case Manager share responsibility for:

- Ensuring confidentiality and data protection.
- Implementing measures to reduce the risk of retaliation and address reported concerns.
- Maintaining appropriate documentation and record-keeping.
- Identifying patterns or systemic risks emerging from grievance data.
- Feeding relevant information into Fairtrade International's human rights and environmental due diligence (HREDD) processes and regional programmatic work.

4. Relationship with producer networks

Where a complaint relates to a specific producing region, the Case Manager and the Committee shall engage and where appropriate refer cases to the relevant Producer Network at an appropriate stage in the process.

Producer Networks may:

- Provide contextual expertise.
- Facilitate engagement at the most direct level possible.
- Support remediation enablement measures.
- Contribute to regional prevention and capacity-building efforts.

Such engagement does not transfer decision-making authority but promotes coordination, subsidiarity, and effective remediation enablement. Fairtrade International will retain the role of coordination and oversight in cases referred to Producer networks.

VIII. REPORTING AND TRANSPARENCY OBLIGATIONS

1. Annual summary reporting

Fairtrade International shall publish an annual summary of complaints addressed under this Policy. The annual summary shall include aggregated and anonymised information, which may include:

- The number of complaints received.
- The categories or types of alleged violations.
- The geographical distribution of cases (where appropriate and safe).
- Type of complainant.
- The status of cases (open, closed, under monitoring).
- General types of remedial or corrective measures implemented.
- Lessons learned and systemic improvements undertaken.



2. Protection of confidentiality

In all public reporting, Fairtrade International shall ensure that:

- Personal data is not disclosed.
- Complainants and affected persons cannot be identified directly or indirectly.
- Sensitive contextual details that could expose individuals to risk are omitted.
- Confidentiality obligations are respected in accordance with applicable data protection requirements.
- No case-specific details shall be published where doing so could compromise the safety of the affected individual(s), legal proceedings, or the integrity of ongoing processes.

3. Internal Learning and HREDD Integration

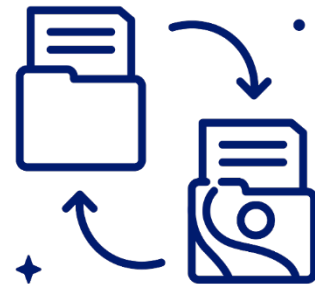
Information derived from case handling processes shall be used, in anonymised and aggregated form, to:

- Strengthen human rights and environmental due diligence processes.
- Inform regional and global programmatic work.
- Identify recurring risks or systemic weaknesses.
- Support continuous improvement within Fairtrade supply chains.

IX. POLICY REVIEW AND REVISION

1. Review and Revision.

Fairtrade International shall review this Policy at least every three years to ensure its continued relevance, effectiveness, and alignment with international human rights standards, evolving regulatory requirements, and learning derived from its implementation.



An earlier review may be initiated where:

- Significant changes occur in relevant requirements within Fairtrade Standards, applicable legal or regulatory frameworks.
- Material risks or systemic issues are identified through grievance processes or human rights and environmental due diligence (HREDD).
- Substantial changes occur in Fairtrade International's operations or governance structure.

The review process shall consider lessons learned from case management, stakeholder feedback, and programmatic work across producing regions. The outcome of each review shall be documented. Any substantive revisions to this Policy shall be approved through Fairtrade International's appropriate governance structures and communicated publicly.



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