



Allegations Policy

1. General

The Brand, Trademark and Licensing (BTL) Unit is the workgroup identified at Fairtrade International responsible for licensing activities. This document refers to licensing activities performed by the BTL Unit.

2. Purpose of this Document

Fairtrade International's Brand, Trademark and Licensing Unit (BTL) is committed to the adherence to the Fairtrade Standards and policies and it is part of our role as a licensing body to ensure our customers are meeting their requirements under the standards. This policy defines what an allegation is, and our approach to investigating any claims.

3. What is a Allegation?

Allegation refers to an accusation, made by a third party claiming that a Licensee is violating the Fairtrade Standards, policies and procedures, is damaging Fairtrade's reputation, is misusing the FAIRTRADE Marks or is in breach of its License Agreement.

An allegation can be made by any party, which may include a member of the public, a Fairtrade customer, an NGO, or a labour union.

4. Submitting an Allegation

All allegations must be submitted in writing and can sent either:

- By email : licensing-credibility@fairtrade.net
- Through a form on our website : <https://www.fairtrade.net/act/fairtrade-for-businesses/allegationsandcomplaints>
- By physical mail, addressed to:

Private and Confidential
Fairtrade International
Head of Brand, Trademark and Licensing Unit
Bonner Talweg 177
53129 Bonn | Germany

If you need assistance to document the allegation, please contact Fairtrade International on [+49 \(0\) 228 949230](tel:+490228949230) and ask for the Brand, Trademark and Licensing Unit. Someone from the Licensing Team can assist with documenting the allegation.

All submitted allegations will be treated with the strictest of confidence, to ensure the identities of the parties are protected.

4.1 What information is required when making an allegation?

When making an allegation, providing as much of the following information as possible will make it easier for us to investigate matters:



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- Your name, position and contact details
- The name of the organization and FLO ID (if known)
- Which Fairtrade criteria is your allegation relating to
- Describe the issues you are alleging
- Attach any documentation to support your claim

We will acknowledge all written allegations within 10 days of receipt, in writing. Your allegation will be assigned to a relevant staff member for investigation. Any person with a conflict of interest in relation to the allegation shall be excluded from the review and decision making process.

4.2 Processing the Application

The staff member will make an initial assessment of the claim, to ensure its validity and determine the investigation process.

If the allegation concerns a purely certification related matter it will be transferred to Fairtrade International's certification body, FLOCERT.

The reasons an allegation may not be investigated further are; the organization is not Fairtrade certified or licensed, the allegation is not linked to a breach of the Fairtrade Standard, policies or the allegation has no link to the Fairtrade standards or policies.

Based on the nature of the allegation, the investigation may take the form including, analysis of the evidence provided, analysis of audit history, statement from the customer or analysis taken as part of an announced or unannounced audit.

The investigation is required to be completed within a 6-month time frame, however where the allegation is classed as high risk, action will be taken to ensure the process does not take longer than 3 months.

4.3 Allegation Decision

If the result of the investigation, finds no evidence that the Fairtrade standards, policies or contract were breached, it will be dismissed.

Once we have investigated the allegation, we will provide the party making the allegation with a written response.

If you are dissatisfied with Fairtrade International's BTL Unit's response, you may ask the Fairtrade International Oversight Committee to review the complaint. You should address your complaint to the Fairtrade International Assurance Manager to the address mentioned above or writing to assurance@fairtrade.net.

Fairtrade International's BTL Unit will keep a record of all allegations made, and the results of the investigation.



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4.4 Confidentiality of Allegations

The information received through the allegations procedure is handled as confidential information.

Specifically, where Fairtrade International's BTL Unit received credible confidential allegation information from a third party, and this information, by its nature, cannot be provided to the operator, then Fairtrade International BTL Unit shall:

- Not disclose the confidential allegation to any party except those within Fairtrade International who have a need to know, or as required by law
- Not use the confidential allegation during an audit in any way that may allow the operator to identify the individual(s) or organisation(s) who provided the information
- Not use the confidential allegation as evidence of non-conformity unless the information can be verified as being correct by other means; and
- Use the confidential allegation to identify which areas of the client's operation should be investigated.