



How Fairtrade supports access to remedy in global supply chains



Companies are expected to establish effective grievance mechanisms and remediate human rights and environmental harms in their supply chains. Increasingly, this is also required by due diligence laws.

Fairtrade supports remediation efforts through multiple interlinked activities.

Sourcing Fairtrade does not replace companies' responsibility to conduct due diligence and to provide for or cooperate in remediation.

Why violations can still occur

Despite Fairtrade's positive impact, human rights and environmental violations can still occur in Fairtrade supply chains due to systemic challenges such as:

- Persistent poverty in producing regions
- Weak enforcement of national laws
- Imbalances of economic power in supply chains
- Root causes that no certification system alone can fully eliminate.

Fairtrade addresses these issues through ongoing producer support, programmes, standards, pricing mechanisms and advocacy work, but cannot fully prevent all violations.

How Fairtrade enables remedies

Fairtrade advances remediation through a combination of measures, seeking to support both the affected person and remediation work. This can entail, for example:

- **Grievance mechanisms** operated by Fairtrade and required of certified organisations
- **Investigations** and, where appropriate, referring cases to relevant authorities
- **Information sharing and capacity building** among vulnerable farmers, workers and communities
- **Guidance and training** to strengthen certified organisations' prevention and remediation systems
- **Providing remedies** where Fairtrade itself has caused or contributed to harm.

Fairtrade operates robust grievance mechanisms at global and regional levels, and Fairtrade Standards require grievance mechanisms from most certified organisations. These channels allow all stakeholders to express concerns about the actions or inactions of Fairtrade or any Fairtrade certified organisation.

Fairtrade's approach to remediation is human rights-based. Our top priority is always the protection and best interest of the impacted person. We respect the impacted persons' views and avoid actions that put the persons at further risk.

Remediation is embedded in Fairtrade's broader approach to identifying, preventing, and mitigating risks, in alignment with the UN Guiding Principles on Business and Human Rights (UNGPs).

Corporate responsibilities in remediation

Remediation is a shared responsibility among all actors in the supply chain. Retailers, brands, traders and producer organisations are expected to:

- Conduct human rights and environmental due diligence
- Ensure access to effective grievance mechanisms through a combination of their own and external mechanisms
- Provide for or cooperate in remediation where they caused or contributed to harm.

Through Fairtrade sourcing, retailers, brands, and traders support Fairtrade to operate grievance mechanisms and enable remediation in certified supply chains.

Fairtrade International does not share individual grievance cases with buyers. Fairtrade promotes system-level improvements in both prevention and remediation, which companies can support collectively through Fairtrade sourcing and programmes.

Companies can further strengthen access to remedy by:

- Adopting responsible purchasing practices
- Supporting systemic improvements, for example through Fairtrade's programmes
- Engaging in collective action and multi-stakeholder initiatives.

Learn more about Fairtrade's work on Grievance Mechanisms and Remediation.

To get started, contact your local Fairtrade organisation or Fairtrade International.