



FAIRTRADE
BELGIUM

Compliance @ Fairtrade Belgium

June 2020

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FAIRTRADE
BELGIUM

Agenda

June 2020

What is compliance ?

Why compliance ?

Compliance project

Fairtrade Code

Overview of policies

What is expected of you ?

Q&A

What is compliance ?

Compliance is abiding by regulations

- Legal regulations (law)
- Regulations imposed by 3d parties (e.g. donors, EU)
- Internal regulations (Fairtrade International & Belgium)

3 pillars of compliance

- Requirements (policies)
- Organisation (roles, processes, reporting, ...)
- Culture

This project aims to create a compliance culture by clearly defining compliance requirements and putting in place a compliance organisation.

Why compliance ?

- Integrity of Fairtrade Belgium
- Risk of reputational damage to Fairtrade system
- Requirement for funding by EU,...
- Important for donors
- Fairtrade as a reliable and trustworthy partner
- Risk of sanctions:
 - Legal
 - Fines
 - Both for individual and for the organisation

Compliance must be part of the culture of Fairtrade Belgium

Compliance project

- Project initiated by Fairtrade International and mandatory for all participating organisations
- Broader compliance project described in Code Assurance Framework
- Translate the Fairtrade Code (see next) into specific commitments which are mandatory, recommended or good practice
- Three phases: October 2020 - 2022
- Implementation of role of Ethics & Compliance Manager
- Content:
 - Policies
 - Procedures (revision, enforcement, reporting)
 - Communication to employees, stakeholders and general public
- Reporting: template will be provided by FI

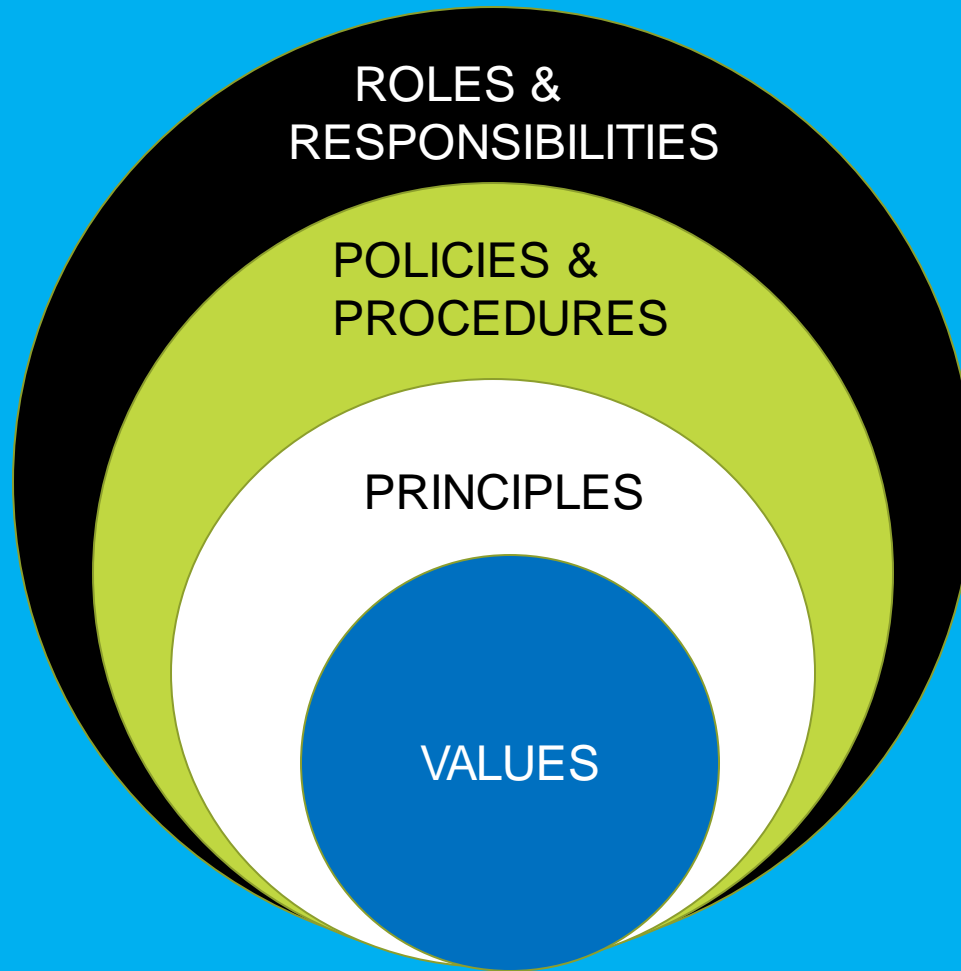
The Fairtrade Code

- Framework to deliver on Fairtrade's vision and mission by setting standards for practice
- Applicable to all members of Fairtrade system (country organisations, Flocert, producer networks,...)
- Provide assurance to Fairtrade stakeholders
- Enable self-regulation and compliance

Fairtrade's Vision is of a world in which all producers can enjoy secure and sustainable livelihoods, fulfil their potential and decide on their future.

Fairtrade's Mission is to connect disadvantaged producers and consumers, promote fairer trading conditions and empower producers to combat poverty, strengthen their position and take control of their lives.

The Fairtrade Code



The Fairtrade Code

VALUES & PRINCIPLES

ACCOUNTABILITY



1. We manage our resources responsibly and ethically.
2. We strive to be effective and deliver positive impact.
3. We take responsibility for our actions.

The Fairtrade Code

VALUES & PRINCIPLES



RESPECT

4. We respect, protect and champion human rights, and fight for those disadvantaged in international trade.

The Fairtrade Code

VALUES & PRINCIPLES



INTEGRITY

5. We value, respect and nurture the people who work for us.
6. We are honest, trustworthy and transparent about how we work.
7. We govern our affairs in a responsible, democratic and transparent way.
8. We practise what we preach in relation to fair and sustainable trade.

The Fairtrade Code

VALUES & PRINCIPLES



PARTNERSHIP

9. We collaborate and coordinate our efforts as one global system.

10. We build partnerships and collaborate for greater global impact

Complaint & Allegation Procedure



What is it?

- Complaint is an expression of dissatisfaction about the standards of service, actions or lack of action
- Allegation is a statement against a Fairtrade customer
- Two types of complaints:
 - Operational complaints mostly related to projects and programs
 - Serious complaints related to a breach of the Code of Conduct

Policy

- Fairtrade will handle all allegations and complaints following the principles : legitimacy, accessibility, fairness, timeliness, confidentiality, documented, right to appeal, mutual respect, learning process

Complaint & Allegation Procedure



Applicable to

- Anyone

Procedure

- If appropriate complaint can be made to manager of team concerned
- Otherwise to Fairtrade Belgium (Complaints@fairtradebelgium.be or by any other means)
- Acknowledge within two working days
- Assigned to relevant person (operational) or ECM or senior manager (serious)
- Written feedback within 30 days
- Possibility to appeal (CEO, board, Fairtrade International)
- Quality control (documented, lessons learned,...)

Whistle-blowing Protection Policy



What is it?

- Whistleblower is a person, who reports (suspected or actual) wrong-doing
- Includes misconduct, fraud, harassment,
- Not for general complaints, operational issues, interpersonal conflicts
- Does not replace legal procedures

Policy

- The Whistleblower shall promptly report verbally or in writing suspected or actual events to his/her supervisor or the Ethics & Compliance Manager (or any other management level)
- The Whistleblower shall receive no retaliation or retribution for a report that is provided in good faith
- The identity of the Whistleblower, if known, shall remain confidential

Whistle-blowing Protection Policy



Applicable to

- All staff, managers and board members of Fairtrade
- All consultants, contractors, parties engaged by Fairtrade
- Programme visitors (journalists, politicians, fundraisers,...)

Procedure

- Recipient must report to ECM & CEO
- Strict confidentiality will be maintained during the investigative process
- If an allegation is made in good faith and reasonably believing it to be true, but it is not confirmed by the investigation, the management will recognize the Whistleblower's concern and he/she has nothing to fear
- FI has intention to select a tool for this process

Anti-bullying and Harassment

What is it?

- Bullying is any offensive, intimidating, malicious or insulting behavior based on the misuse of power
- Harassment is any unwanted conduct that has the purpose or effect of violating a person's dignity. It is based on distinguishable 'grounds' such as their colour, race, gender, sexual orientation, age, etc.
- Can be physical, verbal or non-verbal
- Not necessarily intentional
- Often repetitive
- Is not disagreeing, feedback, legitimate complaints, reasonable management action



Anti-bullying and Harassment



Policy

- Bullying and harassment is unacceptable and will not be tolerated.
- Serious or repeated cases will be handled as misconduct
- All cases will be investigated and management will be attentive and supportive

Applicable to

- All staff, managers and board members of Fairtrade
- All consultants, contractors, parties engaged by Fairtrade
- Programme visitors (journalists, politicians, fundraisers,...)

Procedure

- See complaints and whistle-blowing policies

Child & Vulnerable Adult Protection



What is it?

- Prevent abuse of children and vulnerable adults and protect them in the course of our work
- Organization recognizes the power dynamics inherent in working with children and vulnerable adults
- Child is anyone under 18 years, independent of local laws
- Vulnerable adult is at greater risk of significant harm due to factors such as gender, age, mental or physical health, or as a result of poverty, inequality or experience of displacement, war or crisis.
- Protect against physical, emotional, sexual abuse and neglect

Child & Vulnerable Adult Protection



Policy

- Fairtrade is committed to protect children and vulnerable adults guided by following principles: awareness, prevention, reporting and responding
- Fairtrade prohibits all forms of exploitation and abuse
- No person will photograph, audio tape or video tape children and adults in vulnerable situation, except to provide evidence
- All employees have a legal obligation to report immediately (in a sensitive manner respecting the victim's interests) any behaviour, evidence or language that they believe suggests that the well-being of a child or vulnerable adult is endangered

Applicable to

- All staff, managers and board members of Fairtrade
- All consultants, contractors, parties engaged by Fairtrade
- Programme visitors (journalists, politicians, fundraisers,...)

Procedure

- See complaints and whistle-blowing policies

Protection from Sexual Exploitation and Abuse Policy



What is it?

- Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes
- whether by force or under unequal or coercive conditions
- All sexual activity with any person below the age of 18 is considered as sexual abuse

Applicable to

- All staff, managers and board members of Fairtrade
- All consultants, contractors, parties engaged by Fairtrade
- Programme visitors (journalists, politicians, fundraisers,...)

Protection from Sexual Exploitation and Abuse Policy



Policy

- Sexual exploitation and abuse constitutes acts of gross misconduct
- Exchange of money or things of value, employment, goods, or services for sex is prohibited
- Create and maintain an environment that prevents sexual exploitation and abuse
- Sexual relationships with beneficiaries/ members of the community of Fairtrade Farmers or Workers are strongly discouraged

Procedure

- See complaints and whistle-blowing policies

Anti-fraud and Corruption Policy

What is it?

- Damaging the property of another by causing or maintaining an error, by pretending false facts or by distorting or suppressing true facts with the intent of obtaining an unlawful material benefit
- Corruption is the abuse of entrusted power for private gain
- Actions taken to instigate, aid, abet, attempt, conspire or cooperate in a fraudulent or corrupt act, also constitute fraud or corruption
- Includes: forging documents or IT identity, collusion, bribes, not disclosing financial or familiar interests, payments to government employees, unjustified expenses, misuse of assets, abuse of FT label, ...

Applicable to

- All staff, managers and board members of Fairtrade
- All consultants, contractors, parties engaged by Fairtrade
- Programme visitors (journalists, politicians, fundraisers,...)



Anti-fraud and Corruption Policy



Policy

- Fairtrade Belgium has zero tolerance for fraud and corruption
- Fairtrade Belgium is committed to preventing, identifying and addressing all acts of fraud and corruption
- Fairtrade Belgium will implement a Fraud Control Plan which includes:
 - Identification of key risks and vulnerabilities
 - Processes to detect, prevent and investigate fraud
 - How to report on cases of fraud
 - Appropriate actions against perpetrators of fraud
 - Training and awareness of stakeholders
 - Monitoring
- All employees and contractors must take into account the need to prevent and detect fraud as part of their normal responsibilities

Procedure

- See complaints and whistle-blowing policies

What is expected of you ?

- Familiarise yourself with the Fairtrade Code
- Understand the policies
- Proactively identify risks
- Be attentive to potential abuses
- Report all incidents

Policies available at Sharepoint

Add confidentiality & sources:



Changing Trade, Changing Lives





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Questions ?

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Thank you

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