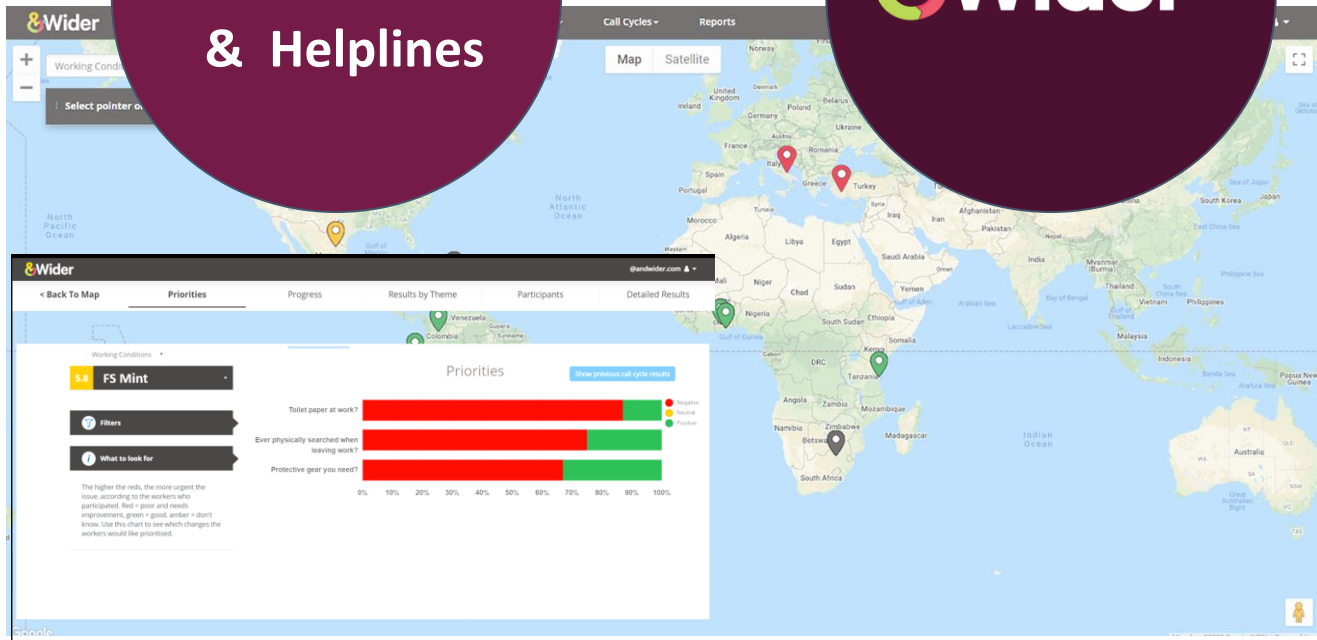


Reporting Channels for Identification and Verification

Opt in systems for incident reporting

Opt out systems for workforce-wide monitoring

Grievance Mechanisms & Helplines



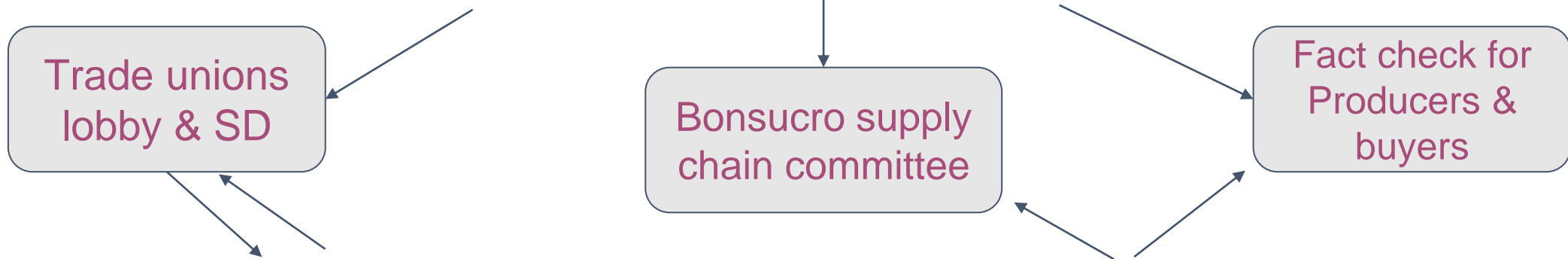
# Wider global footprint



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## Reporting and Verification in Sugar through the Collect- Tool

- Countries: Bolivia, Colombia, Costa Rica, Guatemala & Nicaragua
- Topics: Salary, wages, overtime, FoA, CBAs and Social Dialogue
  - January 2021 tool in sugar, textiles, mining



## Grievance mechanism: National Labour Observatory Guatemala

- Social media campaigns; increasing labour rights awareness, campaigns on access to remedy.
- Labour right violations are reported by workers (individual or a group) of any sector. All cases are discussed and legal advice or support is given by the Grievance Committee.
- Research on specific violations and current events; Covid-19 effects on labour rights, National Living Wage research, migrant workers, OSH

# Meeting stakeholders' **expectations** **and principles** for business and human rights

Fairtrade tools for strengthening access to remedy

- Standards
- Auditing
- Producer support
- Development programmes
- Dialogue with governments
- Awareness raising throughout supply chains

**Empowering people to voice grievances**



**Grievance mechanisms**



**Remediation**



# Fairtrade tools for strengthening access to remedy



FAIRTRADE



## Empowering people to voice grievances

### FAIRTRADE TOOLS

Democratic farmer cooperatives and worker committees + development plans.

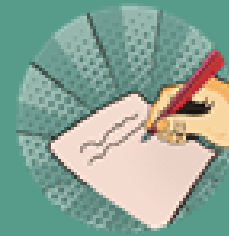
Tailored human rights training, trade union & NGO collaboration.

Social dialogue at workplace.

Trader support (targeted investments + premium + min price).

### LESSONS LEARNT

Trader investment low.



## Grievance mechanisms

### FAIRTRADE TOOLS

Global channel  
100+ cases in 2019

Grievance mechanisms in plantation criteria 2014 →

Community based monitoring for child + forced labour and gender-based violence.

### LESSONS LEARNT

Takes awareness raising to set up a human rights-based mechanism.



## Remediation

### FAIRTRADE TOOLS

Remediation at case → area → country level for child labour, forced labour and gender-based violence.

Community-based pilots in 13 countries.

### LESSONS LEARNT

Government systems often weak.

How to remediate systemic violations?

Contributions from traders, manufacturers, retailers are essential.

# Trusted, transparent systems to report & remediate human rights violations

## Zero-tolerance



With any case detected, you will be decertified right away!!

## Assess-and-address

Child labor,  
forced labor,  
worker violence & harassment  
discrimination



Risk based approach to

- identify and mitigate risks
- prevent potential cases
- report grievances
- remediate cases

## Remediation of cases - shared responsibility

### Creating enabling environment

- Meaningful dialogue
- Member & worker representation
- Collaboration
- Local solutions
- Respecting national & international law
- Supply chain investment

Submission to  
Grievance  
Mechanism

Treatment

Remediation

Monitoring



CLMRS since 2015 - Cote d'Ivoire, Ghana, Turkey, Uganda

Assess-and-address pilots 2020-2021 - Ghana, Cdl, Uganda, Ethiopia, Malawi, Honduras

# Recommendations for success

## What can companies do?

Check if the necessary ingredients are present:

- 1. PARTNERSHIPS:** The coverage of CSOs is global, creating room for building local partnerships in all core sourcing geographies (between local producers/producer organisations, NGOs, government and unions)
- 2. RELIABLE REPORTING CHANNELS:** Establish monitoring and grievance systems that work effectively at the local level to detect issues and provide reliable anonymous channels that workers can use to safely report workplace wide issues as well as individual level grievances.
- 3. VERIFICATION:** Ensure there is a clear protocol for when and how reported issues are subsequently verified, where required concurrent with triggering worker protection, and subsequent remediation processes.
- 4. FINANCING REMEDIATION:** Establishing means to fund remediation, either when directly linked or in preparation for financing remediation programmes where needed
- 5. SUPPORT FROM EXPERTS:** While the responsibility for enabling safe channels for workers to report issues (such as grievance mechanisms and monitoring systems) and for conducting remediation lies with businesses, there are CSOs and providers that can support you in this process.