

PLANET FRIENDLY AND SOCIAL JUST

SUSTAINABILITY REPORT 2021

EN



oxfamfairtrade.be



OXFAM
Fair Trade




THE REPORT CAN ALSO BE
CONSULTED ONLINE VIA
[OXFAMFAIRTRADE.BE/EN/SUSTAINABILITY](https://oxfamfairtrade.be/en/sustainability)

ABOUT THIS REPORT

This is the **first sustainability report from Oxfam Fair Trade** with head office located at Ververijstraat 15, 9000 Ghent. Oxfam Fair Trade is a Cooperative Company with Limited Liability within Oxfam Belgium. This report was published on 16 May 2022. The report covers the year 2021 (January to December 2021). We are committed to reporting our sustainability performances annually.

The report can also be consulted online via oxfamfairtrade.be/sustainability.

The report was drawn up in accordance with the GRI Standards core version. The report was not externally audited. The GRI Content Index with references to the results can be found at the end of this report.

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PREFACE



**“WE LINK FAIRNESS
AND SUSTAINABILITY
INEXTRICABLY TO EACH
OTHER, AND SO OUR
PRODUCTS REMAIN THE
REFERENCE FOR THE
DISCERNING CONSUMER.”**

NICK DECLERCQ



In 1971, the first Oxfam shop opened its doors in Antwerp. Dozens more soon followed. Thanks to the successful development of the commercial activities, vzw Oxfam-Wereldwinkels decided to form a Cooperative Company with Limited Liability in 1994. Oxfam Fair Trade was born.

I’m proud to be writing the introduction for the very first sustainability report from Oxfam Fair Trade. We advocate every single day for a fair trade system with a balance between economic, social and environmental interests. The road to a fair, just world is still long but we see that consumers are making more conscious choices and are still open to our products as a fair and sustainable alternative.

We wouldn’t be Oxfam if we didn’t continuously challenge ourselves to do even better. In addition to striving for economic and social equality, we have developed a sustainability plan that is strategically anchored in our activities. Commitments and ambitious objectives in the area of the environment and climate are translated into projects at our trading partners in the South and measures within our own organisation. Fairness



and sustainability are now inextricably linked, and so our products remain the reference for the discerning consumer.

In this report, we explain our strategy and provide a transparent view of our current operations. We also look to the future and present the sustainable path we want to take.

*Nick Declercq
Director*

2021 IN KEY FIGURES



3.977.732

kilos in volumes



17.446.343

euros in turnover



266

products in our assortment



Market leader

in the Belgian fair trade coffee



123,4

B Corp-score



fair trade certifications



organic assortment



19

countries in the Global
South we purchase
raw materials and
products from

25

countries we
sell products to



348.652

euros in fair trade premiums



37.840

euros in premiums for Bite to
Fight chocolates



467.049

euros donated to vzw Oxfam-Wereldwinkels,
or 3% of our turnover



42

colleagues in our team



10

impact projects we supported
directly in 2021



30

trade partners in
the Global South

Direct impact
on



+500.000

members*

*THESE ARE MEMBERS OF THE COOPERATIVES
THAT REAP THE BENEFITS AS A COMMUNITY FROM
OUR FAIR TRADE PREMIUMS.

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01
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ABOUT
OXFAM
FAIR
TRADE





1.1 WHO ARE WE?

Oxfam Fair Trade collaborates with **cooperatives of farmers** for a liveable world for everyone. Social, environmental and economic justice worldwide: that's our goal. We are working towards this by leading by example ourselves. Specifically, we are dedicated to the production, purchase, processing, logistics and sales of **sustainable, fair, healthy and high-grade food products**. Our assortment consists of a wide range of coffees, chocolate products, wines and (fruit) juices, snacks, etc. We sell products from our own brand as well as others.

Worldwide fair trade is important to us because we believe this benefits everyone:

- The **producers** in the South who become part of a fair economic system.
- The **consumers** in Belgium who are given a sustainable and responsible alternative.
- Our organisation demonstrates that our business model is feasible and scalable and therefore continues to challenge other players to do better.

1.2 OUR ORGANISATIONAL STRUCTURE

Oxfam Fair Trade was established on 11 July 1994 as a Cooperative Company with Limited Liability.

→ SEE FIGURE 1

FROM RAW MATERIAL TO
END PRODUCT: EACH STEP IS
CRUCIAL IN AN EFFICIENT CHAIN.

1.3 OUR SUPPLY CHAIN

From raw material to end product: each step is crucial in an efficient chain. Moreover, we are convinced that our own operations, which we organise as responsibly as possible, are the foundation for it all.

→ SEE FIGURE 2

FIGURE 1

OXFAM FAIR TRADE ORGANIGRAM



SHAREHOLDERS

58% Oxfam Belgium
24% individual wereldwinkels
8% private individuals
10% non-profit cooperatives



BOARD OF DIRECTORS

These are the members of the Board of
Directors of **Oxfam Belgium**



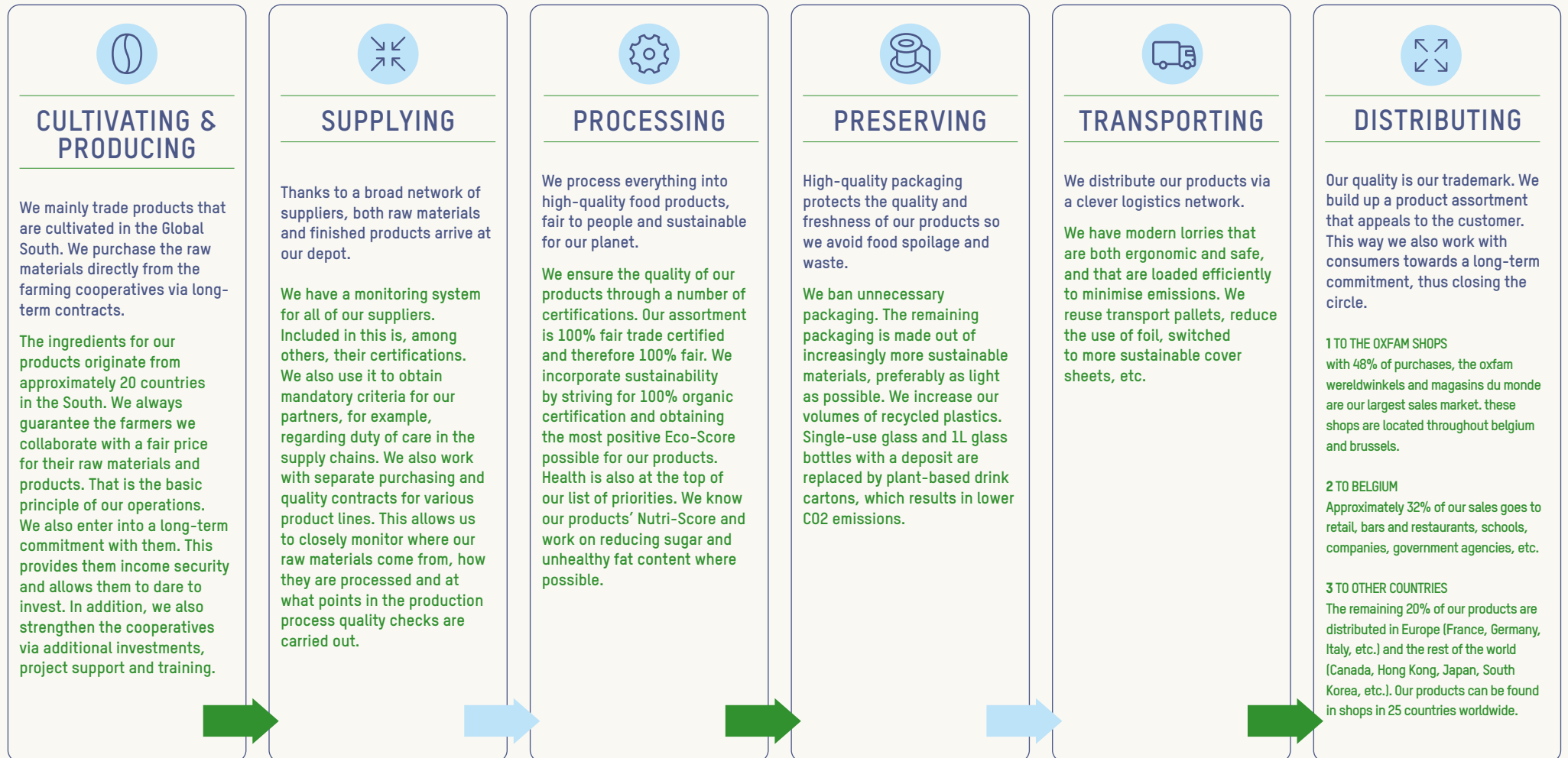
COLLEAGUES

These are the
Oxfam Fair Trade colleagues

FIGURE 2

OUR SUPPLY CHAIN: RESPONSIBLE INTERNAL OPERATIONS

All the steps we take with Oxfam Fair Trade have a direct impact on every link in our supply chain. That is why we organise our own operations with maximum responsibility and in accordance with our sustainable strategy.



1.4 OUR SUSTAINABILITY STRATEGY

GLOBAL URGENT ACTION
IS VITAL TO SAVE PEOPLE
AND THE PLANET.



1.4.1 MOMENTUM FOR THE WORLD

The climate crisis is already having an impact on billions of people, but the worst is yet to come. That is what the IPCC report from February 2022 says. If climate change continues at its current tempo, we will exceed the 1.5°C limit within 30 years. This will have **irreversible consequences**, such as the melting of the ice caps and the permafrost, which will cause the climate to warm even faster. The window of opportunity to take joint action and remain within the 1.5°C limit is closing. Societal choices and actions in the next decade will determine the extent to which we will be able to develop our society in a **climate-proof** manner in the medium and long term.

Unless greenhouse gas emissions fall quickly and drastically, our options for climate resilient development are very limited. Global urgent action is therefore vital to save people and the planet.

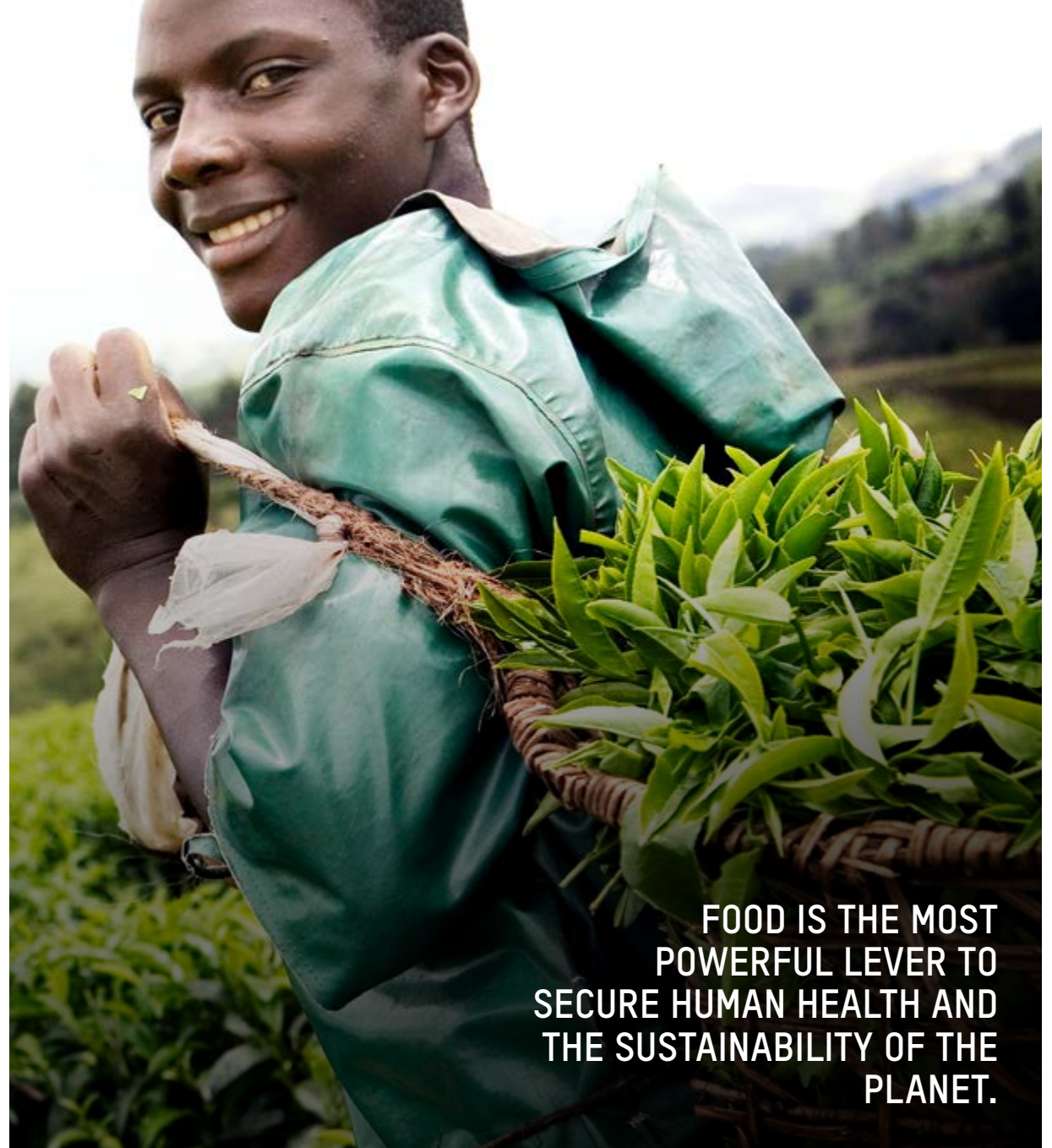
Moreover, the climate crisis cannot be separated from **other challenges**, such as inequality, hunger and the loss of biodiversity. This means that solutions to climate change are inextricably linked to societal transitions in energy, industry, urban and rural areas on the one hand and ecosystem transitions (in the oceans and on land) on the other.

One of the most important transitions is that of our **food system**, which currently has a huge impact on the planet. At least 30% of the global greenhouse gas emissions come from the agrofood sector. A radical transformation is therefore necessary to prevent us from burdening future generations with a badly damaged planet, where a large part of the population suffers from malnutrition and preventable diseases. Food is the most **powerful lever** to secure human health and the sustainability of the planet.

Oxfam Fair Trade wants to be a **connecting** organisation that puts into practice how integrated solutions change our social, economic and environmental systems simultaneously. **Integrity** on all three of these levels forms the foundation of our cooperative approach. Central to our approach is **leading by example**, from sustainable production with partners to healthy food for our customers, with all the steps in between. Our commitment within B Corp, with a top score of 123.4 points, is the greatest proof of this.

1.4.2 MATERIALITY ANALYSIS AND STAKEHOLDER COMMITMENT

When drawing up our sustainability strategy, we began with a **materiality analysis** and a **stakeholder survey**. This allowed us to map out the connecting effect of Oxfam Fair Trade even better.



**FOOD IS THE MOST
POWERFUL LEVER TO
SECURE HUMAN HEALTH AND
THE SUSTAINABILITY OF THE
PLANET.**



CENTRAL TO
OUR APPROACH
IS LEADING
BY EXAMPLE
OURSELVES.

Central to our materiality analysis are the **Sustainable Development Goals**, a global set of goals that must solve the world's major problems by 2030. The SDGs contribute to three dimensions of **sustainable development** in which the boundaries of the planet (biosphere) are an absolute prerequisite for social equality (society) and economic prosperity (economy).

→ SEE FIGURE 3

We mapped out all three dimensions and the corresponding SDGs and linked them to the **feedback from our stakeholders**. They consider the following SDGs to be most important for Oxfam Fair Trade: 1 (no poverty), 10 (inequality), 2 (no hunger), 8 (workable work), 12 (sustainable consumption) and 13 (climate action). We therefore focus on these SDGs in our strategy. They also form our material topics, which are reflected in the GRI table. [🔗](#)

In addition, our stakeholders consider it essential that Oxfam Fair Trade focuses on the following **actions and solutions**:

→ SEE FIGURE 4

FIGURE 3

THE IMPLEMENTATION OF THE SDGS IN THE THREE DIMENSIONS OF SUSTAINABLE DEVELOPMENT: BIOSPHERE, SOCIETY AND ECONOMY

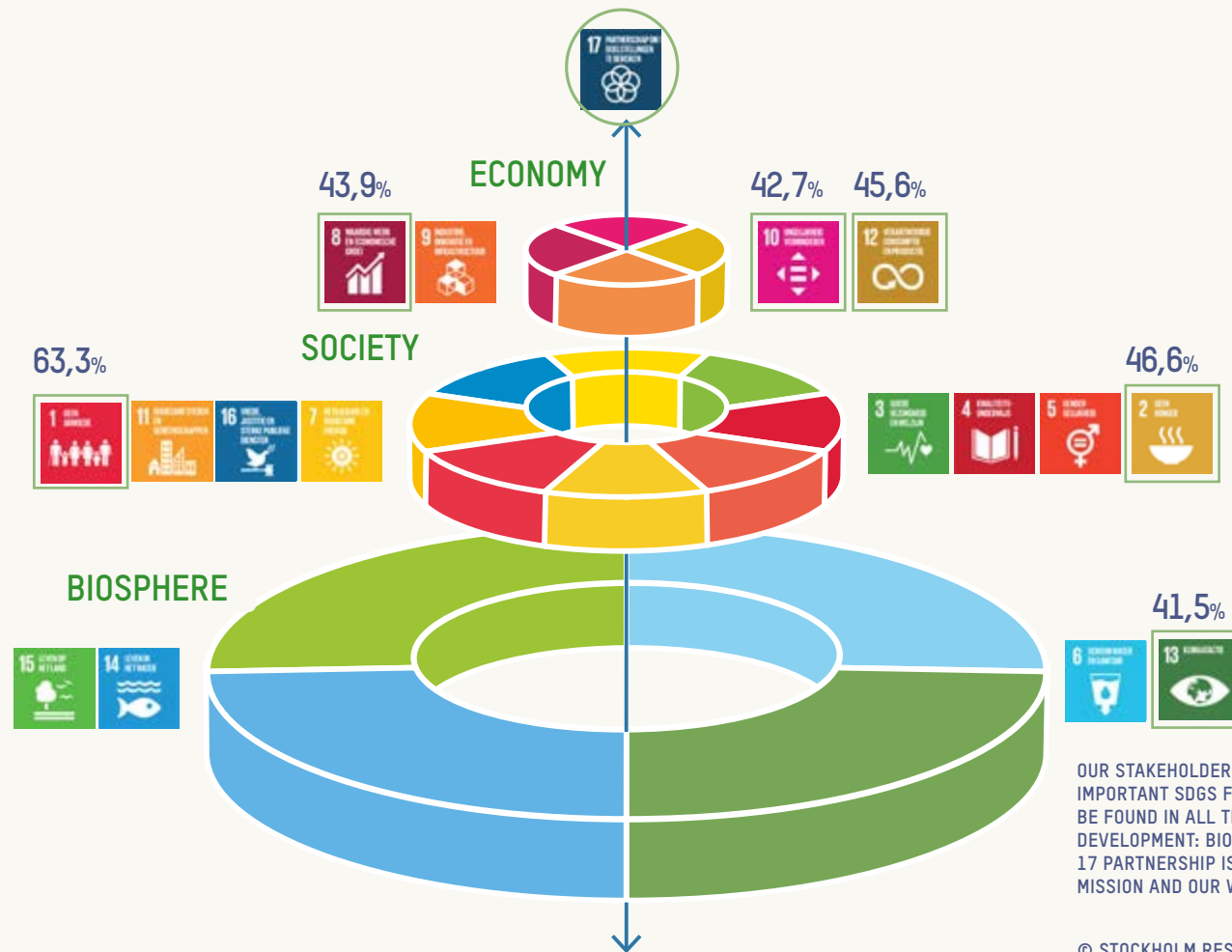


FIGURE 4

THE ACTIONS AND SOLUTIONS OXFAM FAIR TRADE MUST FOCUS ON ACCORDING TO THE STAKEHOLDERS




WANT TO LEARN MORE ABOUT OUR STAKEHOLDER SURVEY?

IN THE ATTACHMENT WE TAKE A CLOSER LOOK AT OUR MAIN STAKEHOLDER GROUPS, THE SURVEY ITSELF AND THE RESULTING MATERIALITY MATRIX.

ACTION	<div><div></div> BIOSPHERE</div> <div><div></div> SOCIETY</div> <div><div></div> ECONOMY</div>	ACTIONS INFLUENCE:					
	% VERY IMPORTANT FOR STAKEHOLDERS	NO POVERTY	INEQUALITY	NO HUNGER	WORKABLE WORK	SUSTAINABLE CONSUMPTION	CLIMATE ACTION
Striving for a fair and sustainable trade policy	<div></div> 79,14	X	X	X	X	-	-
Striving for a living income for everyone	<div></div> 75,34	X	X	X	X	X	X
Strengthening the voice and power of small-scale agriculture producers	<div></div> 73,92	X	X	X	X	-	-
Creating equal opportunities for women and guaranteeing their rights	<div></div> 63,15	X	X	-	X	-	-
Making respect for human rights and the environment mandatory for companies	<div></div> 62,81	X	X	X	X	X	X
The use of sustainable farming methods	<div></div> 61,72	-	-	X	X	X	X
The certification of sustainable products	<div></div> 56,84	X	-	-	-	-	X
The sustainable storage, use and recycling of water	<div></div> 51,49	X	-	X	-	X	X
Guaranteeing food safety and product quality	<div></div> 46,61	-	-	X	-	X	-
The implementation of a solidarity economy and sustainable consumption	<div></div> 46,28	X	X	X	X	X	X
Avoiding forest degradation and deforestation	<div></div> 45,39	-	-	X	-	X	X
Reducing and recycling packaging materials	<div></div> 43,16	-	-	-	-	X	X
Investing in reforestation	<div></div> 42,62	-	-	X	-	X	X
Reducing food waste and food losses	<div></div> 41,94	-	-	X	-	X	-
Collaboration between government, organisations and other parties regarding sustainability	<div></div> 38,28	X	X	X	X	X	X
Reducing and compensating greenhouse gasses in the food chain	<div></div> 37,40	-	-	X	-	X	X
Investing in the preservation of biodiversity	<div></div> 35,84	-	-	X	-	X	X
Increasing the involvement and training opportunities for employees	<div></div> 35,30	-	X	-	X	X	X



1.4.3 EXPLICIT CHOICE FOR B CORP CERTIFICATION

In June 2021, Oxfam Fair Trade was certified as B Corp with a **score of 123.4 points**: proof that we as an organisation really make a positive difference in the world. Certified B Corporations are companies that meet high standards of social and environmental performance and transparency. They must pass a thorough audit by the non-profit organisation B Lab and earn more than 80 points to qualify for certification. Today there are more than 4,000 certified B Corporations worldwide in 130 sectors in 77 countries, including several prominent ethical brands, such as Patagonia, Altereco and also Oxfam Fair Trade. A total of 80 points means that a company distinguishes itself in several areas. We are very proud of our score, which is quite a bit higher than this minimum. 

1.4.4 OUR COMMITMENTS

Oxfam Fair Trade is a connecting organisation that works on an integrated solution for the social, economic and environmental problems of our time. Central to our approach is leading by example ourselves.

That is why we are committed to:

→ SEE FIGURE 5

FIGURE 5

OUR SUSTAINABLE STRATEGY



OUR (TRADE) PARTNERS:

- We conduct **fair trade** with our trade partners
- We engage in **long-term collaborations** with our trade partners



OUR EMPLOYEES:

- We increase **contentment and wellbeing** in the team
- We guarantee the **security and integrity** in our organisation



OUR CUSTOMERS:

- We offer a **fair and sustainable product range**
- We try to **exceed the expectations and regulations** for our products regarding quality



SOCIETY:

- We are among the **5% best companies** on all B Corp impact domains worldwide
- We will become a **C02 positive organisation** by 2025
- We incorporate **duty of care** into our entire value chain
- We enter into **strategic partnerships**



LEFT TO RIGHT: NICK DECLERCO, MARION MEYVIS, NANCY DE WISPELAERE, TOM FEYAERTS

1.4.5 HOW DO WE MONITOR OUR STRATEGY?

Our goal is to implement our sustainable strategy to the best of our ability and to deliver on our commitments as planned. That is why we developed the following **working structure**:

Our sustainability team includes colleagues from various teams: quality and prevention, purchasing and communication. They monitor the action plans, discuss the progress of the goals together, find solutions for bottlenecks and share good practices.

Responsible **project managers** have been appointed for the various commitments in our strategy. They monitor the progress of the goals and draw up action plans if necessary. They are in direct contact with the sustainability team.

Our **sustainability advisor** coordinates and monitors the global sustainability plan, steers the meetings with the entire sustainability team on the one hand and reports directly to the operational manager on the other. The sustainability manager therefore has a key role.

We report our performance in an annual **sustainability report**. This way we build in maximum transparency towards all our stakeholders. This overall strategy will run until 2027. After this, we will re-evaluate our progress and make adjustments where necessary.

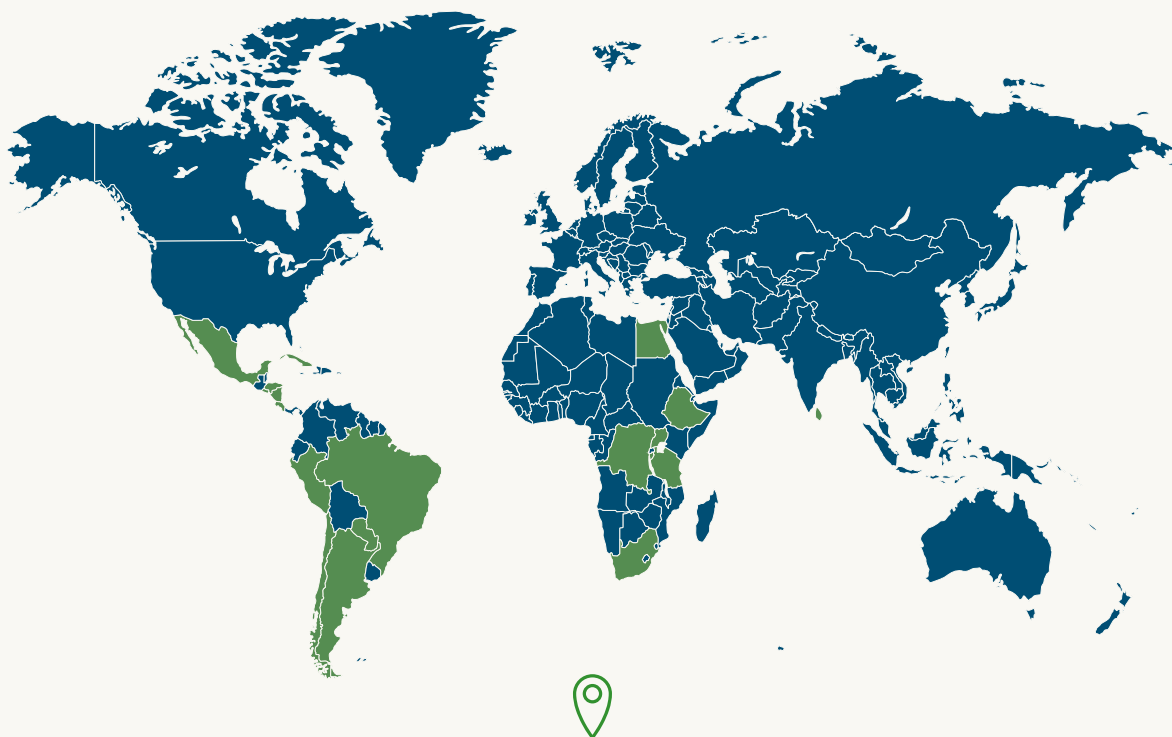
02

WHAT WE DO FOR OUR TRADE PARTNERS



FIGURE 6

THE OXFAM FAIR TRADE PARTNERS MARKED ON THE WORLD MAP



ARGENTINA, BRAZIL, BURUNDI, CHILE, CONGO, COSTA RICA, CUBA, EGYPT, ETHIOPIA, HONDURAS, UGANDA, MEXICO,
NICARAGUA, PALESTINE, PARAGUAY, PERU, SRI LANKA, TANZANIA, SOUTH AFRICA

2.1 OUR COMMITMENTS

Our commitments:

- We conduct **fair trade** with our trade partners
- We engage in **long-term collaborations** with our trade partners

Our partners in the South: it was for them that Oxfam was founded more than 50 years ago and it is for them that we continue to work with such conviction every day. For us, fair trade is the beginning of a fair economic system from which everyone reaps the benefits. In total, we work with 30 cooperatives in the Global South, reaching more than 500,000 members/farming families.

→ SEE FIGURE 6



DID YOU KNOW ...

we mainly collaborate with agricultural cooperatives? A cooperative model is based on equality and solidarity between the members instead of traditional organisational models with paid employment. This suits us perfectly. Moreover, farmers who unite are much stronger: they share risks, strengthen their negotiating position and can invest together in community projects.



**“WORLDWIDE FAIR
TRADE IS IMPORTANT
TO US BECAUSE
WE BELIEVE
THIS BENEFITS
EVERYONE.”**

NANCY DE WISPELAERE

2.2 WE CONDUCT FAIR TRADE WITH OUR TRADE PARTNERS

Together with our trade partners, we create fair trade agreements for all parties. On the one hand, we focus strongly on a **fair price** for the work and the products they supply. On the other hand, a fair trade agreement also means **social equality** and equal opportunities.

2.2.1 FAIR PRICE

Correct compensation is the basis for an equal trade system. Therefore, we consistently pay a fair (fair trade) price for all raw materials and products that we purchase. This is how we set our prices:

a. Fair trade

We pay a fixed **fair trade price**, certified and calculated by the Fair Trade Labelling Organisation. The fair trade price is often well above the market price and gives the farmer a stable guarantee. If the market price rises above the fair trade price due to certain circumstances, we then pay the market price. So always the highest!

We also pay a **fair trade premium** on top of the price. This premium goes to social and environmental

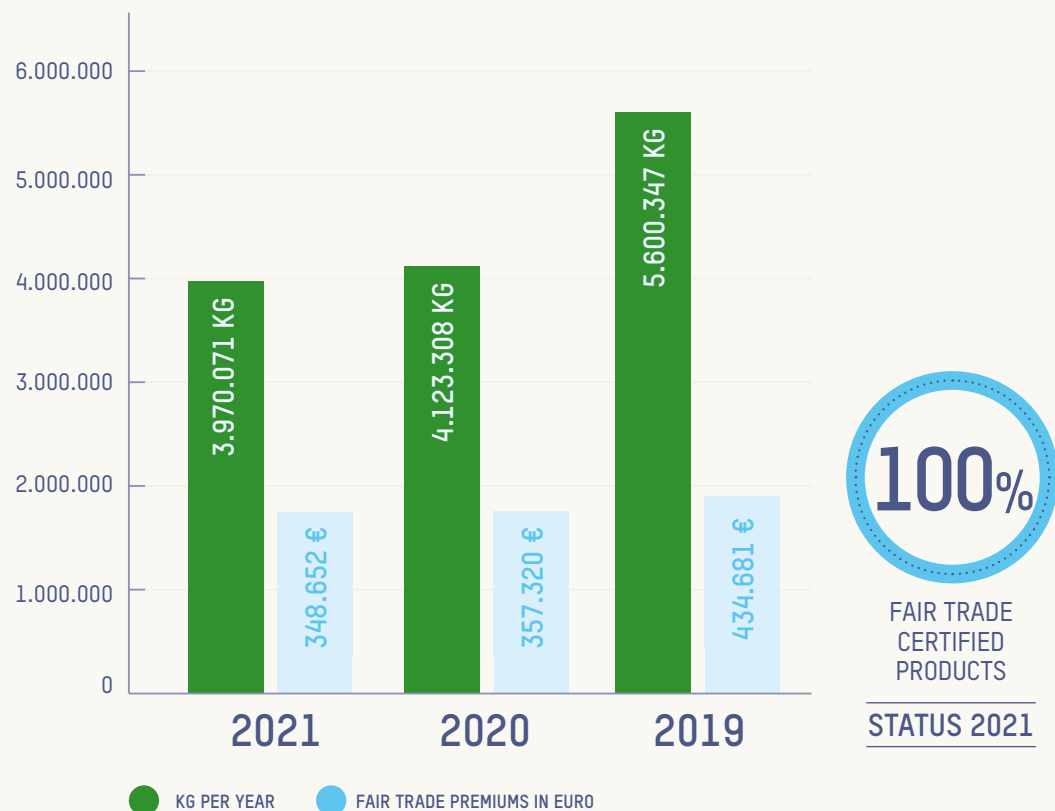
projects. The farmers and members of the cooperative agree each year on what they will spend the premium on. This can include building local schools, hospitals or pharmacies, purchasing new production equipment, courses on climate change, etc.

Our fair trade commitment has been our trademark since the 1970s. **All our products are fair trade certified.**

🗣️ **Nancy De Wispelaere**, Buyer and Product Manager, knows all about the volumes: “In 2021, we sold almost 4 million kilogrammes of fair trade products: 3,970,071 kg to be precise. As a result, we (just as in 2020) decreased somewhat in our volumes. Last year we still felt the consequences of corona very strongly on the global food chains. We hope that the situation will gradually return to normal in 2022 so that we can systematically increase our turnover. Because with every extra kilogram of fair trade goods sold, the fair trade premium that we pay the farmers also increases. In 2021, we paid **€ 348.654 in fair trade premiums**. We hope this sum will be higher again in 2022.”

→ SEE FIGURE 7

FIGURE 7
**VOLUMES OF SOLD
 FAIR TRADE PRODUCTS PER KG PER YEAR AND
 RELATED FAIR TRADE PREMIUMS**



NEWS FROM MUUNGANO (CONGO)

Since 2011, we collaborate with coffee cooperative Muungano from Congo. These farmers work in the unstable Kivu region, troubled by years of fighting for valuable minerals and raw materials. But the soil is also ideal for high-quality coffee and this cooperative is reaping the benefits. Muungano spends the fair trade premiums in projects that benefit the entire community: in recent years, they built a new local school and their own pharmacy, as well as starting an agro-ecology project to further improve the sustainability and quality of coffee cultivation.

**“IN 2021, WE PAID
 € 348.652 IN FAIR TRADE
 PREMIUMS.”**

NANCY DE WISPELAERE



DID YOU KNOW ... Oxfam Fair Trade also has a 'fair trade from here' range? This means we choose local Belgian suppliers. For example, we get our organic apple juice from 'De Drie Wilgen' and our speciality beers 'Juste' from Brasserie des Légendes. We also recently developed a 'northern framework' with the same (fair!) prices for Belgian farmers. We started these collaborations based on a growing demand for local fair trade products. We are curious what feedback and ideas will come from our customer survey in 2022.

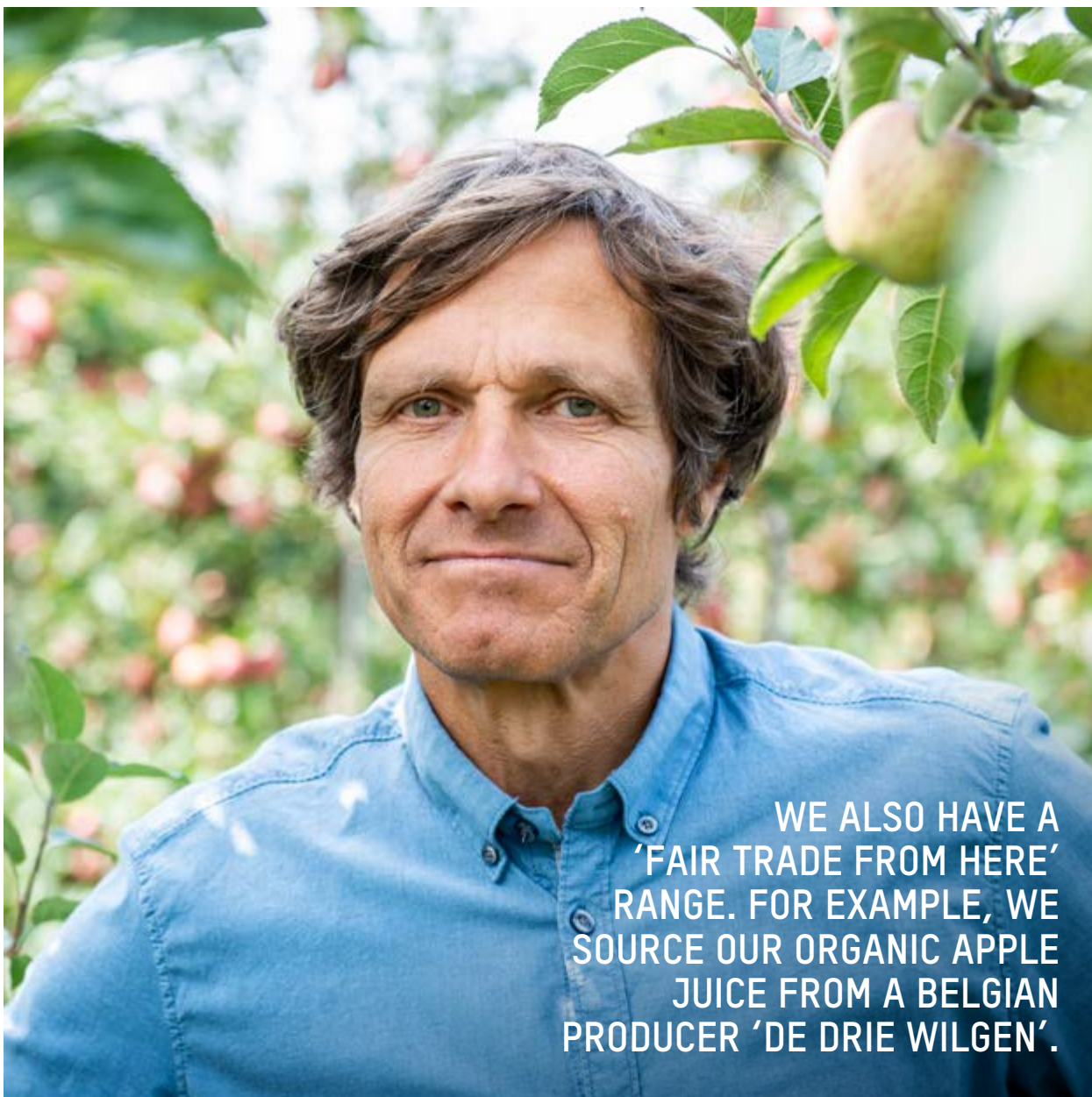
b. Organic premium

We pay an organic premium for our organic products to strengthen the farmer for this effort – which benefits everyone.

By 2030, we want all of our products to be certified organic. We express this commitment to our consumers and the planet but also to our trade partners: organic cultivation makes them more resilient against the effects of climate change.



DID YOU KNOW ... switching to organic cultivation is not self-evident? It requires additional costs and specific knowledge to switch production methods, which entails investments, education and training. And it takes three years for a farmer to get their crops certified organic – in the meantime, they are making all the efforts but not yet getting the label.



WE ALSO HAVE A
'FAIR TRADE FROM HERE'
RANGE. FOR EXAMPLE, WE
SOURCE OUR ORGANIC APPLE
JUICE FROM A BELGIAN
PRODUCER 'DE DRIE WILGEN'.



In recent years, we have noticed an increasing interest among farmers to switch to organic cultivation. However, they can rarely bear the needed investments on their own. From Oxfam Fair Trade, we pay an organic premium to the farmers who supply us with certified organic crops (on top of the fair trade price and premium). We offer separate project support on request to farmers who are just starting the process. For example, from 2023, the orange concentrate from Brazil (from the Coopealnor and Coop Salzano cooperatives) will be completely organic, thanks in part to our financial support.

“IN TOTAL 62% OF OUR ASSORTMENT IS NOW CERTIFIED ORGANIC.”

MARION MEYVIS

FIGURE 8
STATUS CERTIFIED
ORGANIC PRODUCTS IN 2021
VERSUS THE GOALS IN 2030




“The switch to organic poses a challenge for many production lines, says Supply Chain Head of Department **Marion Meyvis**: “There are various factors you have to take into account, especially with the composite products. Our well-known Yuca chips (based on yuca, a Latin American manioc variety, ed.), for example, are not yet certified organic. And although growing the yuca plant organically is really not difficult at all, the chips also contain herbs and vegetable oil, of which there are few organic variants available. Fortunately, organic certification is on the rise everywhere, giving us confidence that we will be able to switch all our ingredients by 2030. So we are sticking to this goal. 100% organic by 2030!”

In 2021, we added a large number of organic products to our range: honey, coffee, couscous, limoncello, speculaas (spiced crispy biscuits), Christmas chocolates, jasmine rice and tea. In total 62% of our assortment is now certified organic. **So we are well on our way to reaching our goal!** Fun fact: all our products from Palestine (dates, olive oil and couscous) are now 100% certified organic.

→ SEE FIGURE 8

NEWS FROM RED DEL VINO (CHILE)

The passionate farmers behind the wine cooperative Red del Vino do not blink an eye when faced with another challenge or two. It is the only cooperative of small-scale farmers in a region dominated by large wineries. In less than twenty years, they have developed an impressive business model that, in addition to viticulture and grape sales, also focuses on wine trade and its own wine brand. They do all of this with respect for people and the environment. They have been fair trade certified for years, and since 2020 they have been taking very concrete steps in the area of sustainability. A project is running to grow grapes more sustainably and to expand the activities with a vegetable garden, solar panels have been installed on the office building, there is a recycling project, they are focusing on ecotourism... and in 2021 they had their first audit in the switch to organic wine growing. Their fair trade certified wine will be on our shelves in 2023.



**"THANKS TO OXFAM FAIR
TRADE AND RED DEL VINO, WE
GUARANTEE A SUSTAINABLE
PROJECT, FOR THE FUTURE
GENERATIONS AS WELL."**

DON DAGOBERTO

**"THE CONCEPT OF A LIVING INCOME,
WHICH IS CENTRAL TO THE BITE TO
FIGHT PROJECT IS ESSENTIAL TO THE
FARMERS."**

TAYORO, OXFAM'S FIELD AGENT IN
THE REPUBLIC OF CÔTE D'IVOIRE



c. Premium for a living income

How do we define a living income?

First of all, a living income meets the basic needs. For example, the costs related to food, the rent or payment for a home, essential services such as education, healthcare or clothing, etc. It is also crucial to have a buffer left over so the farmers can save, invest, use for unexpected costs, etc.

Oxfam Fair Trade is critical and continues to evaluate its processes and impact on farmers year after year. In some contexts, we see that fair trade is not enough to provide farmers with a dignified life, for example because the situation in the country is very fragile or because farmers have less access to (local and national) support. This is why **we get involved in certain supply chains that go beyond fair trade**, such as in the Republic of Côte d'Ivoire where the cocoa context is very complex.



For several years now, through our ‘Bite to Fight’ chocolate line, we have also been offering cocoa farmers in the Republic of Côte d’Ivoire a very specific Oxfam premium: the premium for a living income. Colleague **Marion Meyvis** explains: **“These living income budgets are on top of the fair trade price and premium** that our cocoa farmers receive anyway. In concrete terms, the living income premium provides them with approximately 1 additional dollar per kilogram of cocoa beans. The price fluctuates slightly depending on the market price. But in any case, we ensure that we pay a total of 3,708 dollars per tonne with the fair trade price and premium and the Oxfam premium. Cocoa farmers really need it: research shows that most cocoa farmers in the Republic of Côte d’Ivoire need to earn three times as much to have a living income.”

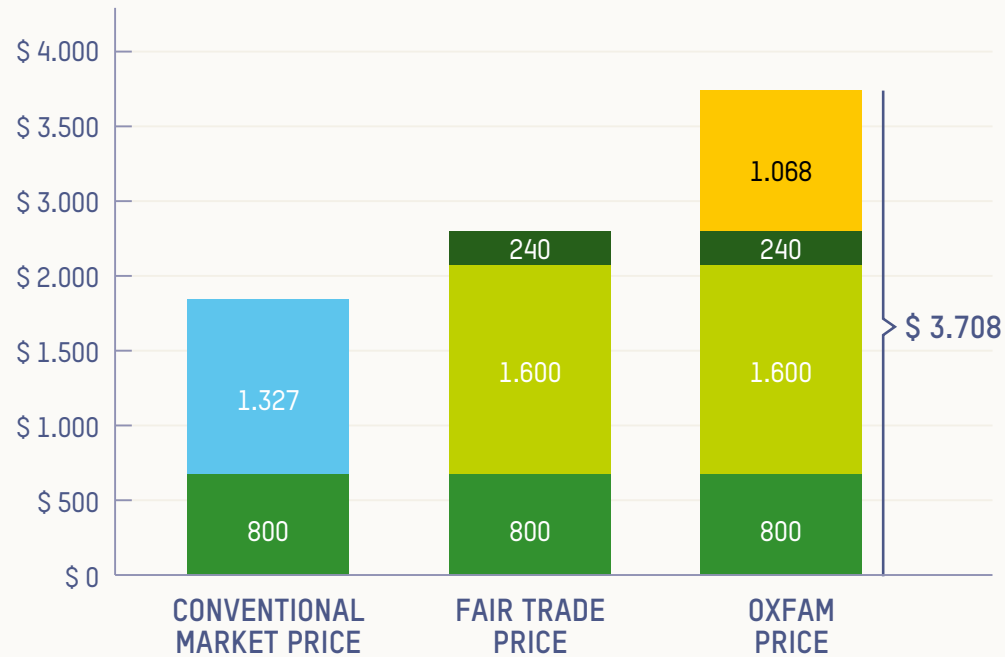
With this additional premium, we enable farmers to bridge the large income gap needed to meet their basic needs and live a dignified life. The premiums are paid in part directly to the cocoa farmers and partly invested in collective projects for the entire farming community. Due to the Covid pandemic, our cocoa volumes have declined the past few years. We hope to be able to boost our Bite to Fight chocolate sales again from 2022 onwards.

With Bite to Fight, we are taking an important step towards fairer chocolate. We will also continue to analyse our other supply chains and, where necessary, we will go beyond fair trade. If we did not go for the very best conditions for our farmers, we would not be Oxfam.

→ SEE FIGURE 9

FIGURE 9

DIFFERENCE IN PRICES PER TONNE OF COCOA BEANS



NEWS FROM CPR CANAAN (THE REPUBLIC OF CÔTE D'IVOIRE)

The living income premium goes to the CPR Canaan cooperative in the Republic of Côte d'Ivoire. They decide themselves how they will use this additional income. The collective projects that have been started are very diverse. Increasing productivity, complementary crops, sustainable farming methods, family income and savings managed by women: these are all actions that have been taken in this community in recent years.

2.2.2 SOCIAL STRUCTURES IN BALANCE

Fair trade is about more than money. The social structures within the local communities must also be in balance. Within this context, we strive for equal opportunities between men and women, the freedom of association, good working conditions, etc.

Q We invest a great deal in strengthening the position of women. “A good example of this is our project in Palestine,” says **Marion Meyvis**. “We supported the Al Reef cooperative with the purchase of a grain mill. The women’s groups can use this to make wheat flour and then hand roll it into maftoul, the Palestinian couscous variant. They now also process wheat for farmers in the region, enabling them to develop their own revenue model as a group. This also significantly strengthens their ownership and position in society.” We are also starting projects where the women in farming communities are members of a savings group. Or we work with families towards a shared income and expense management. We will remain very active in this domain in 2022.

We will further map out the role of women in our trade partners and develop more targeted actions based on these findings.



“WE WILL FURTHER MAP OUT THE ROLE OF WOMEN IN OUR TRADE PARTNERS AND DEVELOP MORE TARGETED ACTIONS BASED ON THESE FINDINGS.”

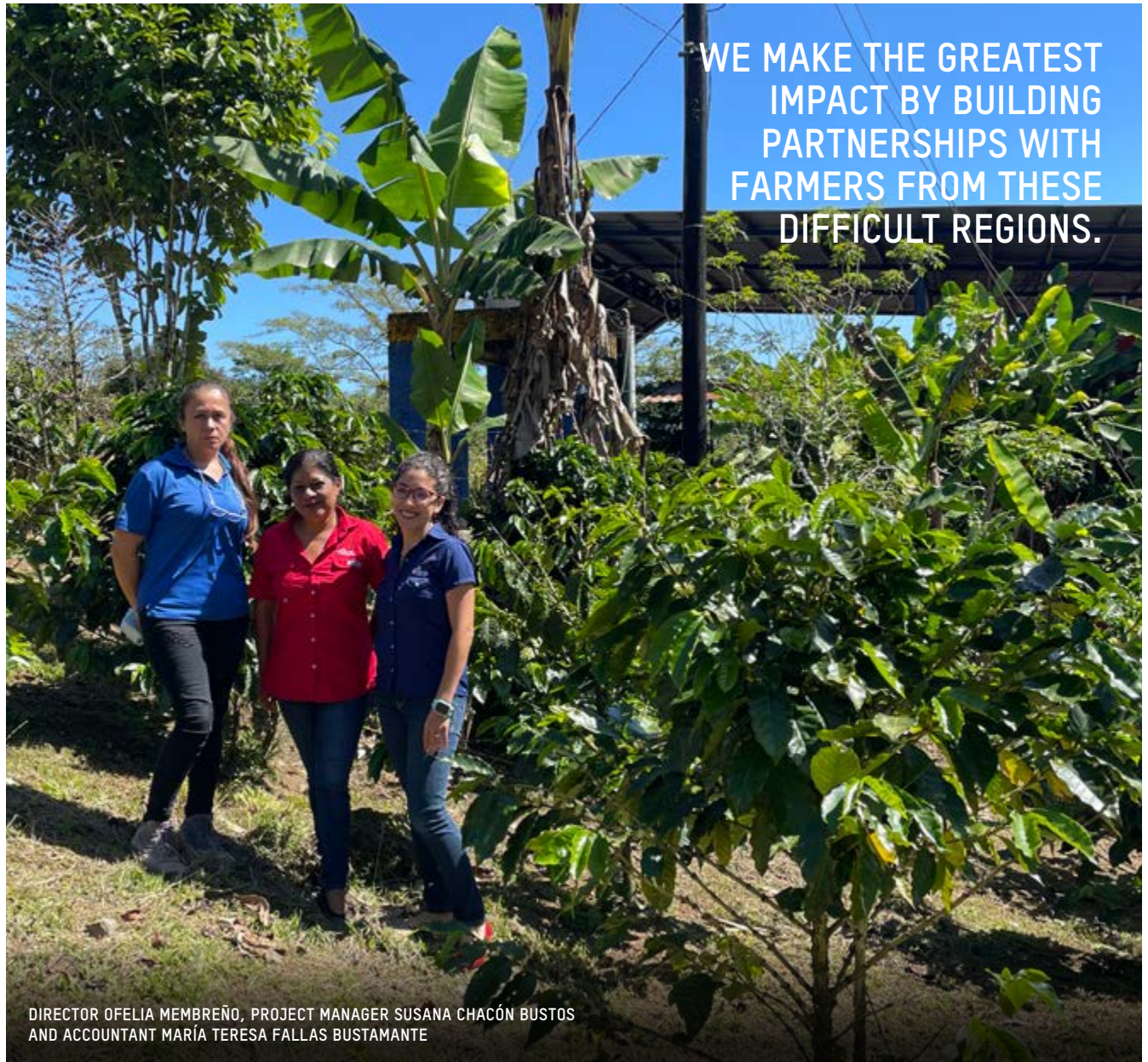
MARION MEYVIS

NEWS FROM COOPESARAPIQUÍ (COSTA RICA)

True power women! Our trade partner Coopesarapiquí is lead by no fewer than three strong women: Director Ofelia Membreño, Project Manager Susana Chacón Bustos and Accountant María Teresa Fallas Bustamante. Ofelia says: "I started in 1989 as the first female manager in the cooperative, which was not self-evident. In so many contacts, I was the only woman and really had to hold my own: on the Board of Directors, with the partners and even with the farmers, 90% of which are men. But I soon gained the respect of my colleagues and my position opened up perspectives for other women. In the meantime, many women have obtained leadership positions in their cooperatives."

For us, social equality in the farming communities also means universally dignified employment contracts in these communities. This includes such things as abolishing child labour and slavery. That has always been one of our priorities and always will be. For example, this is why we organised our largest cocoa supply chains in the Republic of Côte d'Ivoire, where the violations of human rights are greatest. With the same aim, we will continue to import from occupied Palestine or the unstable Kivu region of Congo. We make the greatest impact by building partnerships with farmers from these difficult regions.

WE MAKE THE GREATEST
IMPACT BY BUILDING
PARTNERSHIPS WITH
FARMERS FROM THESE
DIFFICULT REGIONS.



DIRECTOR OFELIA MEMBREÑO, PROJECT MANAGER SUSANA CHACÓN BUSTOS
AND ACCOUNTANT MARÍA TERESA FALLAS BUSTAMANTE

2.3 WE ENGAGE IN LONG-TERM COLLABORATIONS WITH OUR TRADE PARTNERS

Our collaboration with the cooperatives goes further than a traditional buying and selling transaction. We make it a point to build a long-term partnership with them, based on principles of equality. The basic principle is that **they as suppliers and we as buyers and consumers are equal partners in our collaborations**. The same values come first in our contacts with 'northern partners': our suppliers, processors, transporters, etc. are also crucial partners in our entire supply chain. We treat them with the same care as our 'partners in the South' and we expect the same commitment from them towards their employees.

2.3.1 COLLABORATIONS IN THE SOUTH

We always guarantee our trade partners a long-term collaboration. This provides them with **security across harvest cycles**, allowing them to better spread out their costs and risks and lower the barrier to long-term investments. All the more so because our contracts also ensure them a fair price for their efforts.




DID YOU KNOW ... we collaborate an average of 15.4 years with our partners? Talk about a long-term contract! Our oldest contacts date back to 1992 with fellow fair traders in Europe. Several of our trade partners have also been around for a very long time, such as the rum producers from Cuba (1992), the Palestinian olive oil producers (1993) and organic cane sugar producers from Paraguay (1999).

Close personal contact with the farming communities is pivotal in our collaborations. Our product managers take business trips to ensure personal contact with the local communities. Due to the Covid restrictions, there have been fewer of these visits in the past two years, but we will be increasing them again in 2022. We are also actively promoting improved market access by systematically expanding the social networks of the cooperatives. For example, we take them to relevant trade fairs where they can make new contacts and start up new sales lines.

Because we know our partners so well, **we know which challenges they struggle with and which growth points they consider crucial**. We use this knowledge to provide them with very targeted support and advice, for example, on a technical, financial or organisational level. From there, specific projects are developed. For example, **ten concrete projects have already been launched** at our partner cooperatives in the past three years. And new ones are added every year, for example through our inseting projects. 

NEWS FROM MANDUVIRA (PARAGUAY)

We are so proud of the sugar cane farmers from the Manduvira cooperative. At the start of our collaboration in 1999, they only supplied their sugar cane to the local refinery. Since then they have managed to break into the monopoly several of the local sugar cane processing actors had. Since 2014, the 1,000 producers in the cooperative have been in control of the entire production chain themselves. They are the owners of a brand new sugar refinery; and what a refinery it is! It is the first large-scale sugar refinery in the world to be established by a fair trade producer cooperative. The farmers sell 100% fair trade and organic sugar without intermediaries. And the story does not end here. The cooperative continues investing our premiums in new projects to this day. For example, there is a project that converts factory waste into compost, several female members of the cooperative run a local organic market and are developing sugar products for the national market.

A photograph of a man in a blue shirt and a dark cap, carrying a large, heavy bundle of harvested sugar cane stalks on his back. He is looking towards the camera with a slight smile. The background shows a rural landscape with palm trees and greenery under a clear blue sky.

**THE MANDUVIRA COOPERATIVE
HAS MANAGED TO BREAK INTO THE
MONOPOLY SEVERAL OF THE LOCAL
SUGAR CANE PROCESSING
ACTORS HAD.**



2.3.2 A 360° APPROACH, ALSO FOR OUR SUPPLIERS

To complete the fair trade circle, it is important to extend our ethical approach to contacts and contracts with northern suppliers. Our supply chain goes much further than production and cultivation in the South. [🔗](#) It is crucial that we also **pay the same attention to our suppliers, processors and transporters.**

In 2021, we set up a methodology to screen our suppliers' social and environmental practices. **Every year we raise the bar a little higher:** for example, we are currently working on mandatory criteria when selecting new suppliers. That implementation takes time, but we are already taking steps by, for example, strictly monitoring the organisations we work with. In the South, we resolutely choose to collaborate with cooperatives [🔗](#), whereas in the north we select other B Corporations or environmental partners such as Belvas whenever possible. We are also strongly committed to social criteria regarding the duty of care. [🔗](#)

03

WHAT

WE DO FOR OUR

EMPLOYEES



3.1 OUR COMMITMENTS

Our commitments:

- We increase **contentment and wellbeing** in the team
- We guarantee the **security and integrity** in our organisation

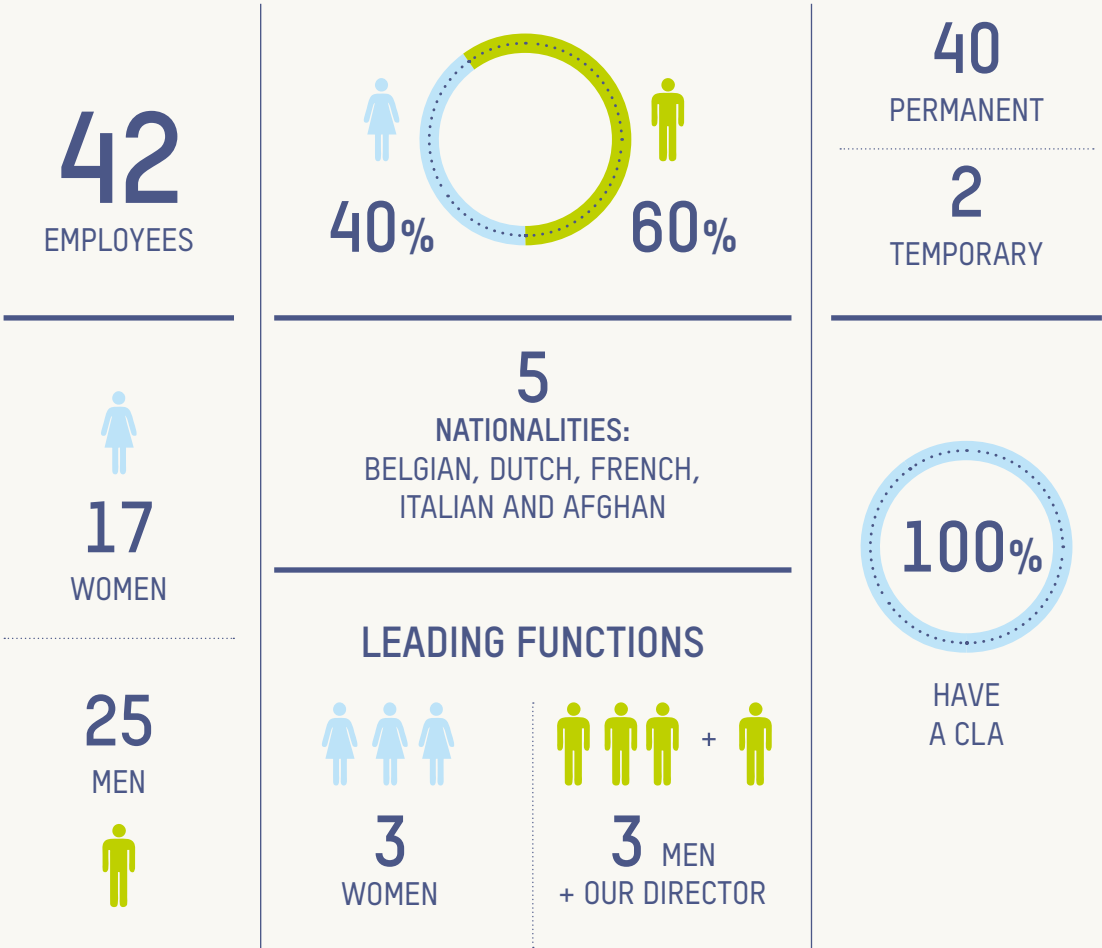
All Oxfam Fair Trade employees wake up in the morning to a job with a clear goal. This ensures that together we form a passionate and close-knit team. The wellbeing and satisfaction of all our employees is extremely important to our organisation. Integrity is a key concept in our team.

Oxfam Fair Trade consists of a team of 42 colleagues, but many of our HR-related initiatives apply to the entire group of Oxfam employees (Oxfam Belgium).

→ SEE FIGURE 10

FIGURE 10

OUR ORGANISATION IN NUMBERS






"ON OUR ANNUAL WELLBEING SURVEY OF OUR EMPLOYEES, WE ACHIEVED A SCORE OF 66% IN 2021."

MATTHIAS VAN RUYSKENSVELDE

3.2 WE INCREASE CONTENTMENT AND WELLBEING IN THE TEAM

Our employees are the backbone of our organisation. It goes without saying that we want the best for them and that we focus on their satisfaction and wellbeing. And a strong and modern HR policy is a key concept in this. For example, we recently developed the 'Oxfam New Ways of Working': a policy that allows for new forms of job flexibility. We have flexible working hours and our office employees can work from home up to 50% of the time.

Just as important is the **wellbeing group** that we created in 2019-2020.

 **Matthias Van Ruyskensvelde** from HR explains: "This group consists of employees from every department and acts as an advisory body to the executive committee. It has already resulted in great initiatives: a monthly newsletter with tips and tricks on wellbeing, a subscription to Mindlab – a digital support platform for mental wellbeing –, better support for long-term absenteeism, a clearer language policy, a communal conservatory for gardening, etc."

At the end of 2020, Oxfam Belgium presented a new **training policy** to colleagues. **Matthias**: "We want to continue to grow and learn with Oxfam. Learning from training courses, from each other, from mistakes, from coaching from a manager ... so in every possible way! That is why there is always a discussion about the individual training needs of a team member in the annual follow-up interviews. We compare this input with general training needs the HR department is implementing. Based on this, we organise various training courses each year. Courses on safety and wellbeing at work and languages play an important role in our training. We encourage employees to learn Dutch and/or French and other languages that are relevant to performing their work at Oxfam."

"We also try to make our office a pleasant place to work in other practical ways. Free fruit every week, focus on ergonomics with proper office chairs and good computer screens, a bicycle allowance and bicycle leasing options, an advantageous leave arrangement, fun team building activities, etc."

We monitor the impact of these initiatives every year via a **wellbeing score**. It gives an indication of the welfare approach in one figure: how it is put into practice and its impact on the satisfaction and general wellbeing of the staff. The wellbeing score was **66% in 2021** compared to 80% in 2019.



The decline is mainly due to:

- Reduced follow-up of feedback: fewer action plans were developed as a result of feedback we received during performance and exit interviews, for example.
- The long reorganisation we went through: our departments were merged in the past two years to form the Oxfam Belgium umbrella. Read more about the reorganisation on Oxfam Belgium's website. [🔗](#)
- A general decline in general wellbeing: we realise that the Covid measures and reduced team activities have negatively affected the general sense of wellbeing.

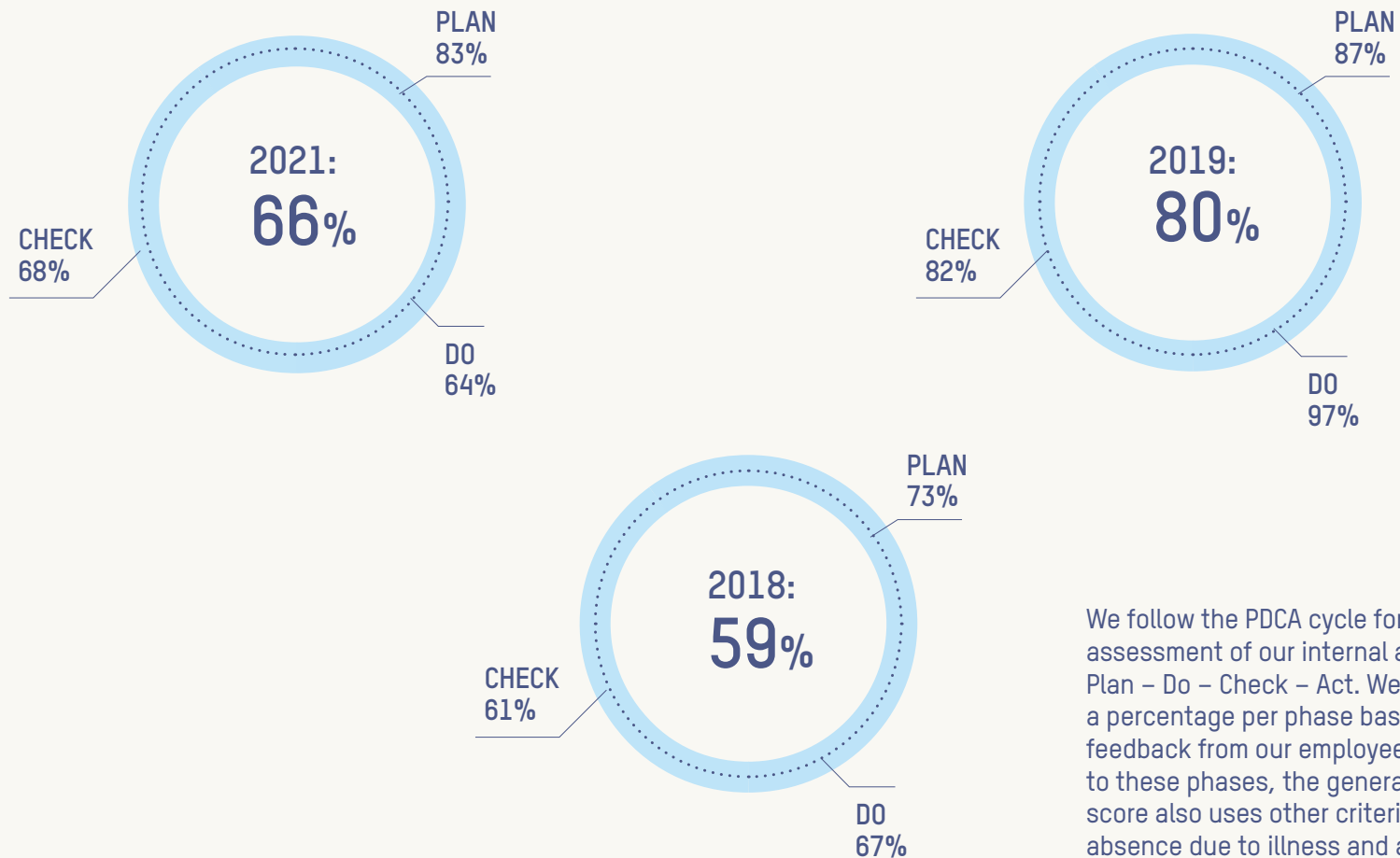
→ SEE FIGURE 11

**“COURSES ON SAFETY
AND WELLBEING AT
WORK AND LANGUAGES
PLAY AN IMPORTANT
ROLE IN OUR TRAINING.”**

MATTHIAS VAN RUYSKENSVELDE

FIGURE 11

THE SCORE OF OUR WELLBEING APPROACH IN THE PAST YEARS



We follow the PDCA cycle for the assessment of our internal actions: Plan – Do – Check – Act. We calculate a percentage per phase based on the feedback from our employees. In addition to these phases, the general wellbeing score also uses other criteria, for example, absence due to illness and accidents.

3.3 WE GUARANTEE THE SECURITY AND INTEGRITY IN OUR ORGANISATION

Integrity is a top priority for us; the fight for equality starts with ourselves. We took various internal measures to guarantee integrity through a 'Safeguarding policy'. This includes workshops and webinars, a strict reference system for new employees, confidential advisors and points of contact for integrity issues.

One of our most important prevention principles is our **behaviour code: the Certificate of Good Conduct**. This explains our mission, values and standards and what behaviour we expect from employees. Every new colleague signs this code of conduct when they are recruited.

Oxfam Belgium also has four '**Integrity Focal Points**' (two French-speakers, two Dutch-speakers, each a man and a woman) who must ensure that the threshold for raising integrity issues is as low as possible. There is also the option of raising integrity issues (from financial integrity to sexually inappropriate behaviour) anonymously via a special telephone number or an online report. These reports are thoroughly investigated.



**"THE FIGHT FOR EQUALITY
BEGINS WITH OURSELVES.
WE TOOK VARIOUS MEASURES
TO GUARANTEE INTEGRITY
THROUGH A 'SAFEGUARDING
POLICY.'"**

MATTHIAS VAN RUYSKENSVELDE

04

WHAT WE DO FOR OUR CUSTOMERS



4.1 OUR COMMITMENTS

Our commitments:

- We offer a **fair and sustainable product range**
- We try to **exceed the expectations and regulations** for our products regarding quality

The need for fair and sustainable food has never been greater. That is logical, because we all have to eat. At the same time, we know that food has a major impact on our planet. Western production and consumption even far exceed our planet's limits. What's more: our patterns are detrimental to the health and wellbeing of many people on Earth. That is precisely why Oxfam's fair trade message remains so topical. Through our organisation, we therefore offer a concrete (i.e., fair and sustainable) alternative to the traditional foodstuffs on the shelves.

More than ever, our promises are in line with what consumers expect today. For a growing group of conscious consumers, not least the younger generations, we want to remain as relevant as possible and continue to provide our added value.



**THE NEED FOR FAIR AND
SUSTAINABLE FOOD HAS
NEVER BEEN GREATER.**

4.2 WE OFFER A FAIR AND SUSTAINABLE PRODUCT RANGE



“FAIR TRADE HAS BEEN
THE STARTING POINT
OF OUR ORGANISATION
AND REMAINS OUR
TRADEMARK IN
EVERYTHING WE DO.”

TOM FEYAERTS

We bring food products to the market that have been developed and produced in the most fair, sustainable and high-quality way possible. That has been our main goal from the very beginning. With our new sustainability strategy, we are taking further steps in this area by establishing concrete goals.

4.2.1 CONFORM EXTERNAL CERTIFICATIONS AND REFERENCE FRAMEWORKS

In a first step, we offer **objective guarantees** to our customers based on external **certifications**. With this, we prove beyond a doubt that Oxfam Fair Trade achieves social and sustainable impact which is reflected in the products we sell. Our range has been 100% fair trade for years and will also be 100% organic by 2030. We work to achieve the most positive Nutri-Score and Eco-Score and reduce the CO2 emissions of all our products. Thanks to our certifications, it is clear: we put our money where our mouth is.

a. Fair trade

Fair trade has been the starting point of our organisation and remains our trademark in everything we do. Each of the products we sell carries the Fairtrade label, awarded by FLO International (Fairtrade Labelling Organisation).



DID YOU KNOW ... there are now dozens of sustainability labels? Not difficult to understand that the consumer often no longer sees the forest for the trees! Many labels do not tell the whole story. An example: with other brands that offer chocolate products, you increasingly see an FSI (Fairtrade Sourced Ingredient, ed.) label for cocoa. But such a label only guarantees that the cocoa in the product has been sustainably grown, and does not say anything about the added butter, sugar, milk (powder), flavourings, fruits, etc. At Oxfam Fair Trade you can rest assured: we always apply the strictest criteria. Our entire chain is fair trade!



THE FSI LABEL,
WHICH GUARANTEES THAT THE
COCOA IN THIS PRODUCT IS
GROWN FAIRLY.



THE FAIRTRADE LABEL,
WHICH APPLIES TO ALL
INGREDIENTS IN THIS PRODUCT.
YOU WILL FIND THIS LABEL ON ALL
OXFAM PRODUCTS.

“FROM 2022, WE WILL EXPLAIN THE NUTRI-SCORE AND THE ECO-SCORE VIA HANDY QR CODES ON OUR PACKAGING.”

TOM FEYAERTS

b. Organic certification

In 2021, 62% of our assortment was certified organic. By 2030 we want that to be 100%. We are convinced that organic is not only good for the planet but also for people: for our trade partners, because organic farming protects them better from the effects of climate change, and for our customers, because organic food is healthier and more natural.

Even with our products that only have the Fairtrade label, we are paying close attention to organic cultivation. **After all, respecting the environment is one of the fundamental principles of fair trade.** In addition, several of our products are currently already being converted to organic, but we will still have to wait for certification. The switch to organic cultivation takes three years, but in the meantime the raw materials are already grown according to organic principles.

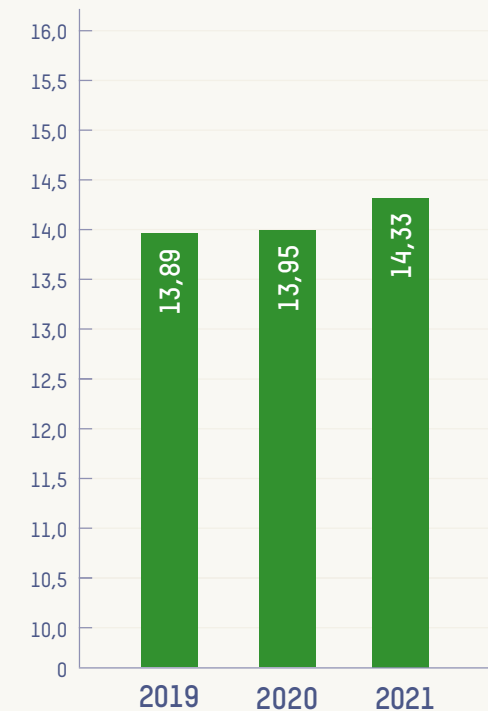
c. Nutri-Score and Eco-Score

Another priority on our list is **health**. We are convinced that our fair and sustainable food products also have to be healthy. That is why we try to keep out unnecessary sugars and unhealthy fats. At the same time, we ensure that these adjustments do not negatively affect the flavour, texture and composition of our products. The Nutri-Score, which we have now calculated for all our products, is definitely worth mentioning. We currently achieve an average Nutri-Score of 14.33 for our products, which corresponds to class D. From 2022, we will explain the Nutri-Score per product on our website, together with the Eco-Score. Our packaging will have handy QR codes that link directly to the product scores.

→ SEE FIGURE 12

FIGURE 12

NUTRI-SCORE: THE EVOLUTION OF THE NUTRI-SCORE OF OUR PRODUCTS FROM 2019-PRESENT



WE STRIVE FOR AS LOW A NUMBER AS POSSIBLE BUT HAVE NOTICED THIS NUMBER GRADUALLY INCREASING OVER THE PAST YEARS.



A HEALTHIER SNACK: OUR SESAME BARS

Snacks do not always have to be unhealthy. Our sesame bars are proof of that. In 2021, we adapted the composition of this snack. The sesame bars now contain 40% less sugar and a whole lot more sesame (70%) and fibre in particular. The new variation with chocolate is also a healthy alternative. Not unimportant: the bars are entirely certified organic.

d. CO₂ positive by 2025

As a producing company, Oxfam Fair Trade causes a certain amount of CO₂ emissions. However, in our sustainable strategy, we also defined the concrete commitment to be CO₂ positive by 2025 (see our commitments in Chapter 5 [🔗](#)). That is why it is crucial to keep our CO₂ emissions per product as low as possible.

In 2021, we produced a total of **4.756 tonnes of CO₂**. Unlike many other companies, we include our entire product chain when calculating our emissions. This means that we not only take our own emissions into account (scope 1-2) but also all emissions that our production, transport, processing and delivery of our products to the customer cause (scope 3).

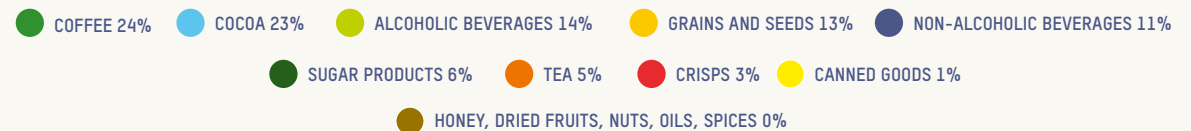
FIGURE 13
CO₂ EMISSIONS
OF OXFAM FAIR TRADE PER PRODUCTION CHAIN

BEVERAGES: our beverages also cause quite a lot of emissions: 14% of our emissions come from our alcoholic beverages, 11% from our non-alcoholic beverages. This is mainly due to the high emissions caused by the glass containers.

SUGAR: sugar is responsible for relatively low emissions: only 6% of our emissions are caused by sugar, although these are large volumes.

COCOA: with 23% emissions the cocoa products end up right behind our coffees, although the cocoa volumes are a lot lower. White and milk chocolate in particular are hard on the environment.

COFFEE: with 24% coffee is responsible for our largest CO₂ emissions. It is also the largest chain in volumes and sales.





“THE FIGURES MAINLY TAUGHT US THAT OUR SOUTHERN WINES HAVE A SIMILAR FOOTPRINT TO THE EUROPEAN AND MORE LOCAL WINES.”

TOM FEYAERTS




DID YOU KNOW ... de calculating your CO2 emissions is a complex exercise? One of the most important parts of this is an LCA analysis or life cycle analysis. In such an analysis, you measure in detail the total environmental impact for a certain product: from the extraction of the raw materials to production, transport, waste, etc.



Sustainability Advisor **Tom Feyaerts**: “With Oxfam Fair Trade, we use publicly available LCA analyses and freely accessible databases to estimate the CO2 emissions of our products. In 2021 we also performed a full LCA analysis for three of our wines. We know that the European average is around 1.2 kg CO2 for one bottle of wine. Our wines achieve similar scores: the Carménère wine from Red del Vino was well below at 0.96 kg, the Malbec from La Riojana was just slightly above with 1.51 kg. The Pinotage from Koopmanskloof with 1.12 kg was in line with the European average. The figures mainly taught us that our Southern wines have a similar footprint to the European and more local wines.

Fun fact: we also checked whether it would be better to import the wines in bulk, but that turned out not to be the case. So, it is better for the environment to bottle the wines on site in Chile, Argentina and South Africa, as we already do for most of our wines. In total, we have **an estimate of our CO2 footprint for 82% of our products.**

Thanks to our CO2 calculations, we now know exactly which of our chains we must pay extra attention to in order to reduce our emissions and how much we should set aside for insetting. 

→ SEE FIGURE 13

4.2.2 LESS WASTE

Packaging waste is a major social problem: it consumes a great deal of raw materials and contributes to litter. Recycling single-use glass packaging also requires lots of energy. That is why we shifted our **packaging policy** into a higher gear in 2021. We carefully mapped out our packaging volumes and materials and developed various action plans to reduce our packaging volume and make it more sustainable.

We now know exactly how much and which packaging we need for our products. In 2021, this amounted to **877 tonnes of packaging material**, divided over the following materials:

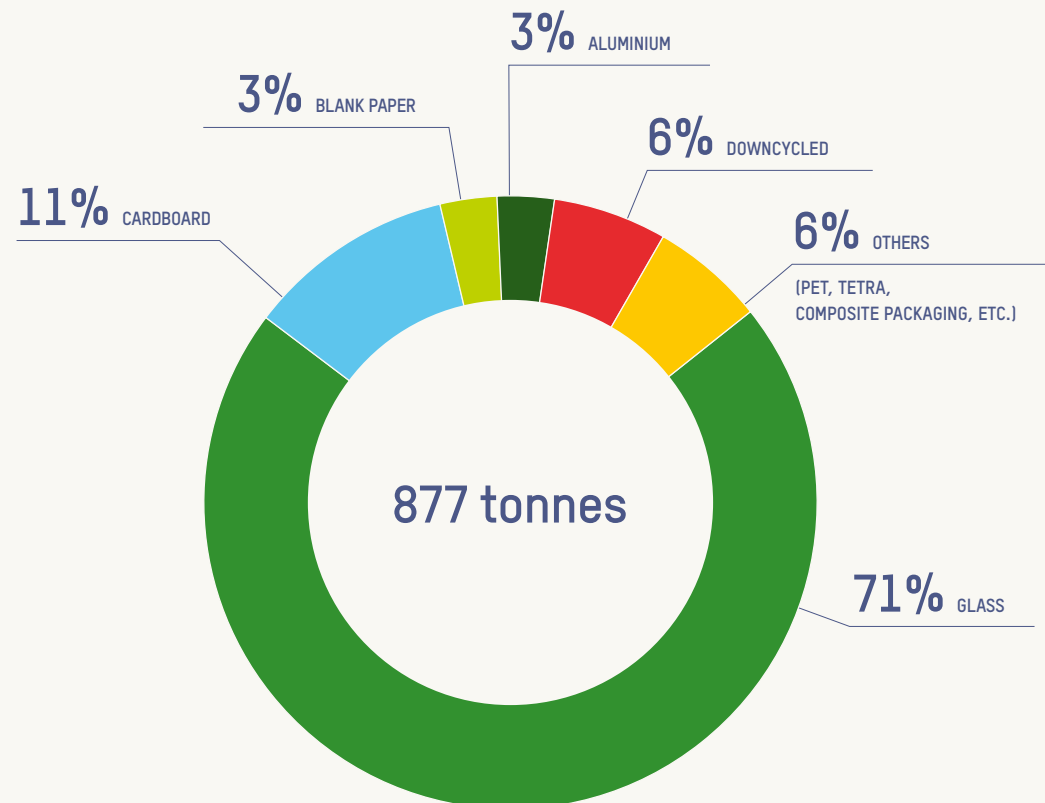
→ SEE FIGURE 14

a. Better packaging

At least three quarters of the weight of our packaging material consists of glass. That is a high number! To reduce that weight, we decided to fill our (fruit) juices per litre in plant-based drinks cartons from 2022. They are more sustainable than (reusable) glass. The new packaging is recyclable and consists of FSC certified cardboard and bioplastic caps (made from sugar cane). They are also lighter and easier to transport. By offering our 1 litre juices in drinks cartons, **we cut 18% of our packaging weight in one fell swoop!**

FIGURE 14

PACKAGING MATERIALS OXFAM FAIR TRADE PRODUCTS IN 2021





“FROM 2022, OUR (FRUIT) JUICES WILL BE SOLD IN PLANT-BASED DRINKS CARTONS INSTEAD OF GLASS. THIS IS ONE BIG STEP FORWARD FOR THE ENVIRONMENT.”

ANKE TEIGELER

b. Less waste

We also critically examine our other packaging. For example, we are taking concrete steps in switching our **plastic packaging**.

Colleague **Anke Teigeler**, Product Marketer and person responsible for product packaging, explains: “Making our plastic packaging more sustainable actually occurs in two major steps: first, making the plastic packaging recyclable and then using recycled plastic as a raw material. Recyclable packaging has long been considered a given. In this way we also succeed in systematically replacing more difficult products, such as coffee in non-recyclable aluminium packaging, with recyclable plastic. We are now also trying to use recycled plastic in more and more packaging, so that no new raw materials have to be extracted.”

But Anke knows that does not happen overnight, “Recycled plastic is not yet so readily available. Availability is still a problem for us. And then there is also the issue of food safety. European legislation is (rightly) very strict about recycled food packaging, which does not make it easy to switch for every product.” Some products are already for sale in recycled packaging, for example our agave syrup and squeeze bottles of honey. In 2021, we added approximately **412 kg of recycled packaging** to our chains.

SUSTAINABLE PACKAGING TRIAL AND ERROR

We regularly start pilot projects in specific food chains. As in any innovative process, not every pilot project goes exactly as expected or hoped. For example, we tried to package our sesame bars in biodegradable foils for a while. But too often we noticed that the snacks were not packaged completely airtight. In addition, the machine regularly jammed. A pity, but we will not be discouraged and will continue to look for worthy alternatives.

We will always need packaging to guarantee hygiene, food safety, food allergies and food shelf life. Food safety and sustainability in particular emerged from our stakeholder survey as crucial focal points in fulfilling the ‘no hunger’ **SDG 2**. We are strongly committed to this throughout our entire supply chain. In 2021, we achieved **2.4% of our turnover from quick sales in the wereldwinkels, sales to buyers and food banks**. Our products were thus saved from food waste.

4.3 WE TRY TO EXCEED THE EXPECTATIONS AND REGULATIONS ABOUT OUR PRODUCTS REGARDING QUALITY

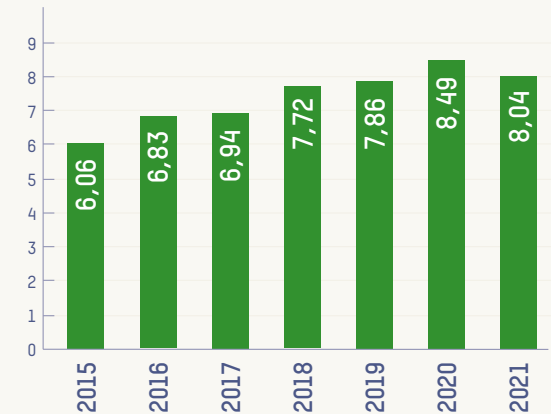
Ultimately, everything we do comes down to this: in terms of quality, we want to do better every day and our ultimate goal is a high-quality range that exceeds everyone's expectations.

First, we strive to ensure that all our products comply with **regulatory frameworks and laws**. A safe food chain is for us a given, and we are very pro-active in this. We monitor product and production quality from the very start of the production process. This way we can be sure that everything in the import and sales is in order for our customers, our producers and ourselves. We conduct internal and external audits for both our suppliers and the products they supply to us.

4.5 Second, we evaluate our suppliers ourselves through a transparent system of questionnaires. Based on this, we calculate an average quality score, expressed in ten points, as a benchmark for the operation of our quality system.

Our Quality Engineer and Prevention Advisor, **Tom Feyaerts**, explains: "For 2021, our **total score was 8.04 out of 10 points**. This quality score has been increasing every year since the start of our calculations in 2015, with a peak of 8.49/10 in 2020."

FIGURE 15
EVOLUTION OF THE QUALITY SCORES
OF OUR SUPPLIERS, 2015-2021



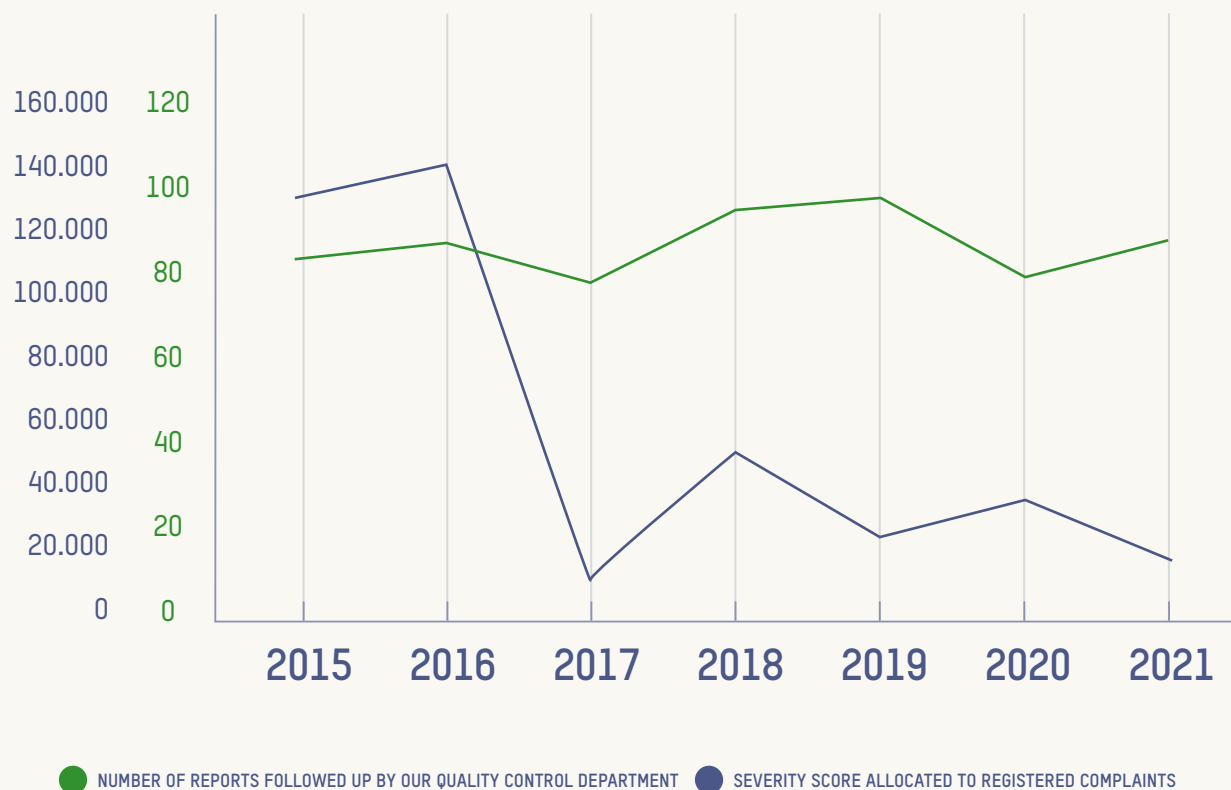
We calculate the quality score by averaging the following three criteria: 1) the number of quality errors in the warehouse picking lines, 2) the supplier score and 3) the number, severity and frequency of quality complaints per supplier. An explanation of the complete calculation can be found in the attachment [🔗](#).

→ SEE FIGURE 15

Third, we closely monitor the **amount and severity of the number of non-conformities**. We strive for the lowest possible number of reports with the lowest possible severity. Our quality department monitors between 80 and 100 non-conformities every year. This can range from reports with a low severity, such as non-vacuum-packed coffee or crystallised honey to severe reports about, for example, the presence of pesticides or foreign objects in a product. The number of dossiers has remained fairly constant over the previous seven years, but the severity of the dossiers is clearly decreasing,” says Quality Engineer Tom Feyaerts. In 2021, there was not even a single client recall due to food safety or product quality. We will of course remain committed to addressing the remaining issues and avoiding them in the future. That is why we are increasing efforts in our supplier evaluations (see attachment 3). [🔗](#)

→ SEE FIGURE 16

FIGURE 16
NUMBER OF DOSSIERS OF NON-CONFORMITIES AND THEIR SEVERITY, 2015-2021



And our efforts are paying off. In 2021, we were (again) the Belgian market leader in the sale of fair trade coffee. And our chocolate chain is and remains large. We have a loyal customer base, ranging from companies to conscious consumers who buy our products in the wereldwinkel or local supermarket. This is how we complete the circle: long-term contracts with our suppliers and years of consumer confidence. We want to continue with that model for a very long time, until the entire food industry is fair for everyone.

**“WE HAVE A LOYAL CUSTOMER
BASE AND THIS IS HOW WE
COMPLETE THE CIRCLE:
LONG-TERM CONTRACTS WITH
OUR SUPPLIERS AND YEARS OF
CONSUMER CONFIDENCE.”**

NICK DECLERCQ



05

WHAT WE DO FOR SOCIETY





THE SOLAR PANELS ON OUR BUILDING

5.1 OUR COMMITMENTS

Our commitments:

- We are among the **5% best companies** on all **B Corp impact domains** worldwide
- We will become a **CO₂ positive organisation** by 2025
- We incorporate **duty of care** into our entire value chain
- We enter into **strategic partnerships**

Through our work with trade partners and the range we offer our customers, Oxfam Fair Trade is already having a positive social, environmental and economic impact on people and the planet. This way, we not only do good for our direct stakeholders but also for society in general. And it is necessary: there is a real need for change NOW! We want to be a pioneer in sustainable development in today's society. We will achieve this leading position through a top score in the B Corp certification. Another measurable goal is our ambition to be CO₂ positive by 2025. Oxfam Fair Trade also influences the duty of care policy (known by the English term 'human rights and environmental due diligence'). That is why we integrate the duty of care into our own operations. Finally, we enter into collaborations through various partnerships, in order to join forces with other organisations.

5.2 WE ARE AMONG THE 5% BEST COMPANIES ON ALL B CORP IMPACT DOMAINS WORLDWIDE

Since July 2021, we are B Corp certified. B Corp is an organisation that audits companies for their social and environmental efforts. Our certificate therefore does not apply to our products (as with our fair trade and organic labels), but to our organisation as a whole. The B Corp certification is currently the most credible and challenging assessment for sustainability in the business world.

The process consists of a stringent assessment procedure in five major areas: governance, workers, community, the environment and customers. Each domain score also includes a comparison with similar organisations with regards to geography (country), sector and company size. In total, a company must score more than 80 points to be awarded the certification.

We immediately achieved a fantastic score of **123.4** points in our audit. We are proud of that, because it puts us straight into the higher ranks. But we want to do even better: our ambition is to be among the best 5% in the world in each of the five categories. For our next audit **in 2024, we are therefore aiming for a score of 135 points.** Talk about a challenge!

Learn more? The most important results from our B Corp-audit can be found in the attachments. [!\[\]\(c3d993ca47bfe2a953c700506ce31fa0_img.jpg\)](#)



DID YOU KNOW ... that we are in very good company with our B Corp certification? Oxfam Fair Trade is among names like Alpro, Ben & Jerry's, Tony's Chocolonely, Innocent, Pukka ...

**“OUR B CORP
CERTIFICATION IS
MORE THAN JUST A
RECOGNITION OF OUR
COMMITMENTS. WE ALSO
ENCOURAGE OTHER
ORGANISATIONS TO TAKE
ACTION. THIS WAY WE
CONTRIBUTE TO MAKING
THE ENTIRE ECONOMY
MORE SUSTAINABLE.”**

MARION MEYVIS



Double interview:

Tom Feyaerts (Sustainability Advisor at Oxfam Fair Trade) and **Jente Fillet** (B Corp Coordinator at The Shift) talk about the B Corp status that Oxfam Fair Trade achieved in 2021:

Tom: “In recent years, B Corp has become an important benchmark for demonstrating as an organisation that you sincerely embrace sustainability. Thanks to the audit, it is easy to measure in which areas you are doing well and where you still need to take more steps. So at Oxfam Fair Trade, we have a clear insight into our impact.” B Corp certification is not awarded to just anyone. Jente adds: “B Corps meet high standards of social and environmental performance, are transparent about their impact and adapt their statutes to embed the interests of all stakeholders in their business. Continuously improving your impact is what the B Corp movement is really about.”

Receiving official recognition from B Corp as an organisation only has advantages. Jente: “In my opinion, the main advantages of B Corp certification are that you future-proof yourself as a company, that your sustainable values are literally embedded

“PEOPLE ARE CURIOUS AND WANT TRANSPARENT INSIGHT INTO OUR PERFORMANCE.”

TOM FEYAERTS

in your legal DNA and that as a B Corp you are part of an international community of like-minded people. Many certified B Corps find this last aspect especially important because it encourages the mutual exchange of best practices and promotes collective action. Tom also adds the external validation as an argument: “It is nice to hear from an impartial organisation that you are doing the right thing. We also notice that this certificate is becoming increasingly important in contacts with our customers, partners, employees, etc. People are curious and want transparent insight into our performance.”

Jente: “That’s true. Moreover, the proverbial snowball is rolling faster and faster. More and more people have already heard of B Corp and understand the rigorous audit behind it. And so thanks to its certification, Oxfam Fair Trade not only strengthens itself. By encouraging other organisations to also take action, Oxfam contributes to making the entire economy more sustainable.”

“AS B CORP, YOU ARE PART OF AN INTERNATIONAL COMMUNITY OF LIKE-MINDED PEOPLE. THAT ENCOURAGES THE MUTUAL EXCHANGE AND COLLECTIVE ACTION.”

JENTE FILLET

5.3 WE WILL BECOME A CO₂ POSITIVE ORGANISATION BY 2025

We want to and will be CO₂ positive by 2025. So we are going a step further than just CO₂ neutral! We will achieve that in two ways: Reduce and compensate CO₂.

a. Reduce CO₂

Together with our partners, we reduce our emissions where possible. **Compared to 2021**, we are aiming for a **15% decrease by 2025 and a 30% decrease by 2030**.

Our own direct emissions (scope 1) are limited because we have made a number of sustainable investments.


 **Tom Feyaerts** says: "We work in a nearly zero-energy office. When we moved in in 1999, that was really a first in Belgium. Our solar panels produce 36% of our energy needs and we buy green electricity for the rest. In 2019, we installed our own batteries, which increased our own consumption by 8%. We collect water in a large rainwater reservoir and let it flow into a (wild) pond: a nice bit of nature in the urban Ghent environment where we work!"

FIGURE 17
DISTRIBUTION OF CO₂ EMISSIONS IN 2021 PER SCOPE

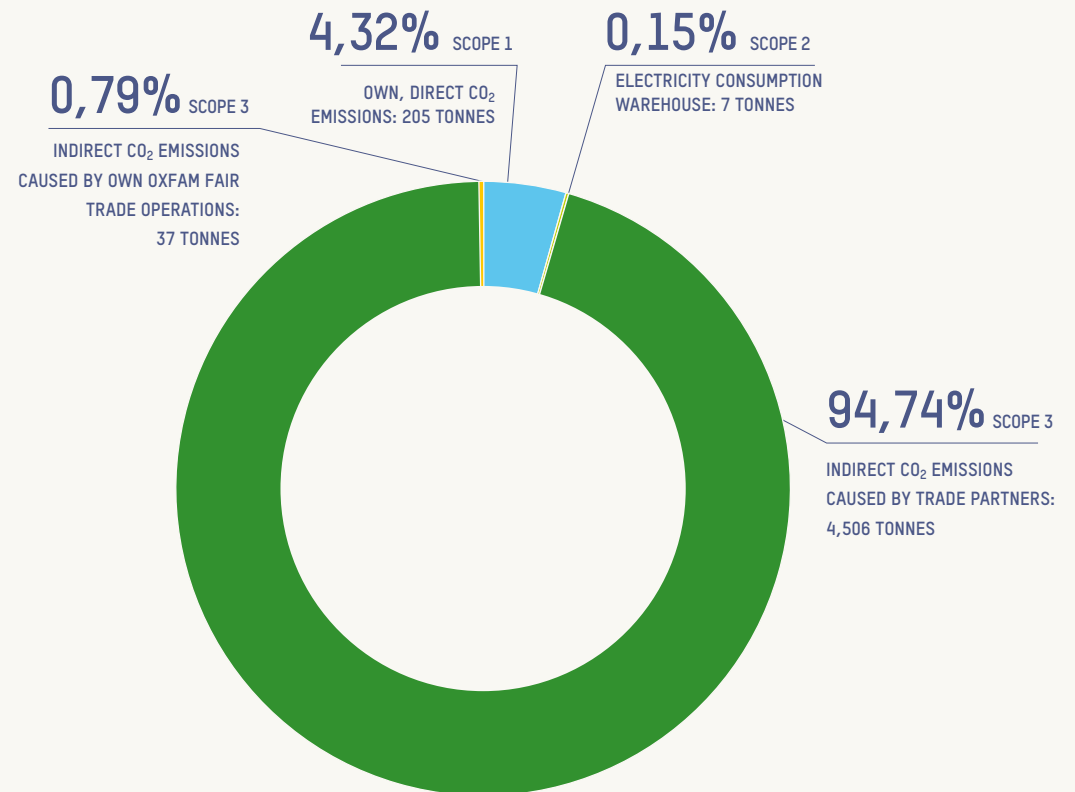


FIGURE 18

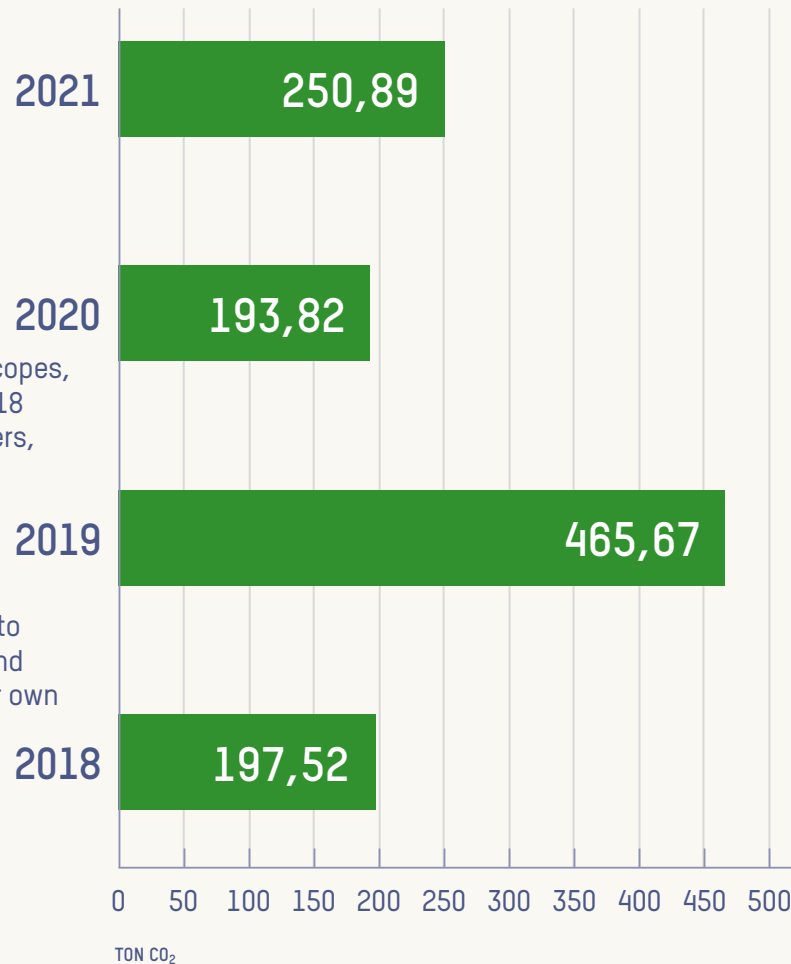
EMISSIONS FOR WHICH OXFAM FAIR TRADE WAS RESPONSIBLE IN BELGIUM

In 2021 Covid still had a large impact, compared to 2019.

Because of Covid-19 our emissions decreased drastically by way of lower energy costs, fewer transports, business travels and commutes.

This year we considered all three scopes, so in addition to emissions from 2018 also external transports to customers, business travels and personnel commutes.

This year we only calculated scope 1-2 emissions, which comes down to electricity and gas for our offices and warehouse, and emissions from our own trucks and company cars.



These efforts mean that our scope 1 emissions amount to 'just' 205 tonnes of CO₂ or 4.32% of our total emissions.

Our scope 2 emissions of 7 tonnes are even lower. These emissions include the electricity consumption of the operations at our Oxfam Fair Trade Logistics warehouse. The scope 2 emissions form 0.15% of our total emissions.

Our scope 3 emissions from external transport to customers, business trips and commuting amount to 37 tonnes or 0.8%.

Our main emissions are in our scope 3 emissions in our supply chains, originating from the production and processing of our raw materials, outsourced activities at our suppliers, etc. In 2021, this was 4,506 tonnes, or 94.7% of our total emissions. We have no direct influence on a large part of those emissions; but we certainly notice a great desire among our trade partners to do better every single year. For example, our chocolate processor Puratos is currently building a brand new, CO₂ neutral chocolate factory. As soon as it is in operation, all our chocolate will be produced CO₂ neutral.

→ SEE FIGURE 17 & 18

b. Compensate CO₂

We compensate for the emissions that we are unable to reduce or have no control over. We do this through direct projects with the partners we collaborate with, also known as **insetting projects**.

In these projects, we support targeted actions for reforestation, protection of local nature, regenerative agriculture and agroforestry, etc. We do this directly with the relevant trade partners and participate in projects that they propose. This ensures we have maximum impact.

In 2021, we invested our first € 5.000 in insetting projects. And we increase that budget every year. In 2025, we will start or support projects worth more than € 60.000 and we will be CO₂ neutral across our entire operation. From then on, we want to capture more CO₂ through projects with our partners than we emit through our operations.

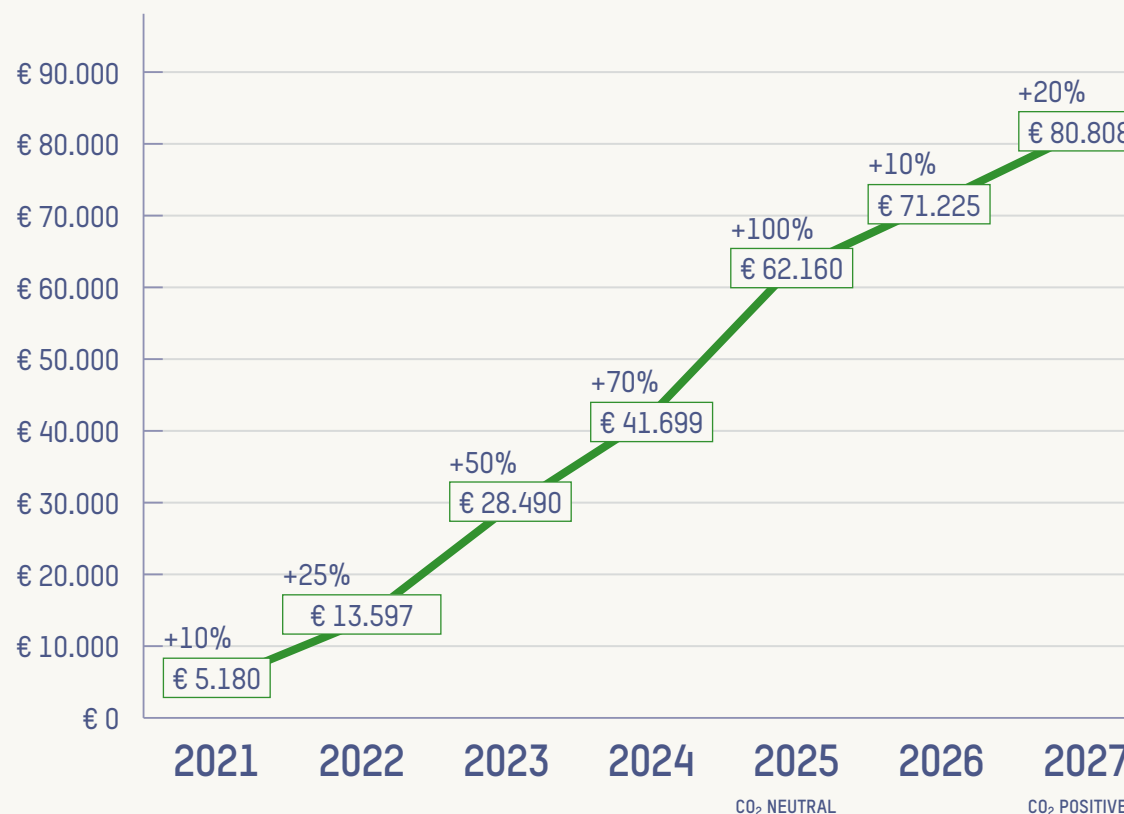
→ SEE FIGURE 19

“WE COMPENSATE ALL CO₂ EMISSIONS CAUSED BY OUR ACTIVITIES. WE DO THIS THROUGH SPECIFIC CLIMATE PROJECTS WITH OUR PARTNERS, ALSO KNOWN AS INSETTING PROJECTS.”

TOM FEYAERTS

FIGURE 19

THE BUDGETS WE PROVIDE FOR INSETTING PROJECTS IN THE COMING YEARS AND IMPACT ON THE CO₂ BALANCE (ASSESSMENT)



NEWS FROM CASA APIS (BRAZIL)

Casa Apis is a honey cooperative in Piauí, Brazil. The region has traditionally been ideal for honey production, but due to climate change and longer periods of drought, more and more bee colonies are leaving the area. That is why the beekeepers started a large-scale reforestation project to restore the habitat of the bees and thus increase biodiversity. In total, more than 200,000 trees are to be planted on an area of 315 hectares. The first 20,000 have already been planted. Casa Apis devised an effective and cost-efficient irrigation system, which will be moved to younger fields over time. Oxfam Fair Trade helped finance this. The first impact of the project is already being felt: in the past year, a great deal fewer bee colonies have swarmed out of the areas where trees have already been planted. The older and stronger the trees get, the more valuable they will be to the bees!



5.4 WE INCORPORATE DUTY OF CARE INTO OUR ENTIRE VALUE CHAIN

As an organisation that highly values equal and fair trade, we find it only logical that we fight at the forefront for human rights, labour rights, women's rights, environmental standards, etc. The entire Oxfam Belgium team works pro-actively to ensure that duty of care in Belgium is placed higher on the political agenda. Because we donate 3% of our turnover from Oxfam Fair Trade to the NGO Oxfam Belgium annually, we indirectly influence the national duty of care legislation. Oxfam Belgium can freely invest the budget we provide in education and advocacy. In 2021, that amount was a whopping €467.049.

Of course, we at Oxfam Fair Trade do not wait for legal obligations. We know that we are well on the way thanks to our fair trade certification and our projects to strengthen our partners. But we are convinced that we can do even better and thus have a more positive impact on all stakeholders in our chain.

In concrete terms, **we have already taken the first steps in our contact/contracts with suppliers.** We are currently mapping out their commitments to human rights. In time, we will link mandatory selection criteria to this and we will only collaborate

with partners who formulate a formal commitment. In 2022, we will continue discussions with our suppliers, organise an internal workshop for all our employees and set up a pilot project on the duty of care.

Curious? We will give you a sneak peek: together with the renowned Belgian university KU Leuven and Oxfam Belgium, we are currently conducting a risk analysis on **human rights in the coffee chain.** With these insights, we will select a coffee partner in 2022 with whom we will work on the subject of human rights.

**WE ASK THAT
MANDATORY
REGULATIONS BE
LAID DOWN FOR ALL
COMPANIES REGARDING
THE DUTY OF CARE.**



5.5 WE ENTER INTO STRATEGIC

PARTNERSHIPS

Our mission is clear: towards a fair and sustainable trade system for everyone. But we cannot achieve such a task alone. That is why we forge ties with colleague organisations and build strategic partnerships to reorganise business and industry from within.

WE COLLABORATE WITH THE FOLLOWING ORGANISATIONS AND ARE PART OF THE FOLLOWING PARTNERSHIPS:

B Corp	As a certified B Corporation, we are a member of a real network of like-minded people in Belgium (via The Shift), Europe and worldwide.
Beyond chocolate	Partnership for sustainable Belgian chocolate, which we are part of, together with the chocolate industry, supermarkets, the government and civil society.
BioForum	BioForum is the sector organisation for Flemish organic agriculture and food industry.
Coffee barometer	Biennial report on the status of sustainability and challenges in the coffee sector which we publish together with Hivos, Solidaridad and Conservation International.
EFTA (European Fair Trade Association)	European association of fair trade importers, we are active as a Belgian player.
Fairtrade Belgium	The national Fairtrade organisation of Belgium which grants the Fairtrade label to our products.
The Shift	The Shift is the Belgian platform for sustainability.
VOICE Network	This is a worldwide network of the most social organisations in the cocoa sector.

06

ABOUT THIS REPORT





CONCLUSION

In our first sustainability report, we clarified the sustainable strategy we have mapped out for our organisation Oxfam Fair Trade and the concrete steps we took in 2021. We look back on an exceptional year in which the effects of climate change again became a little more visible in agriculture: long periods of drought, sudden floods and excessive precipitation. The general malaise of COVID-19 also lingered on, with major imbalances in the supply and demand curves. These and many other factors force us once again to face the facts: there is a need for change now. It is time to take the fair and sustainable path together. Most of all, we want to look to the future. In 2022, we will remain committed to sustainable and fair trade for everyone. We will report the results of these efforts annually from now on.

07

ATTACH- MENTS



7.1 MATERIALITY ANALYSIS



Our stakeholder survey focused on which goals are the most important for Oxfam Fair Trade and which ones are essential for our stakeholders when it comes to our operations. So we organised a survey among our **most direct stakeholders: our own employees, employees and volunteers from Oxfam-Wereldwinkels, cooperatives in the South, European processors, suppliers and other European partners.** We received feedback from a total of 87 people on the following questions:

1. In your opinion, which SDGs should Oxfam Fair Trade contribute to?
2. Which solutions should Oxfam Fair Trade support to address those SDGs?

This survey resulted in Oxfam Fair Trade's materiality matrix with a prioritisation of our SDGs:

→ SEE FIGURE 20

Our stakeholders attributed the following importance to the proposed solutions:

→ SEE FIGURE 21

FIGURE 20

THE MATERIALITY MATRIX THAT RESULTED FROM OUR STAKEHOLDER SURVEY

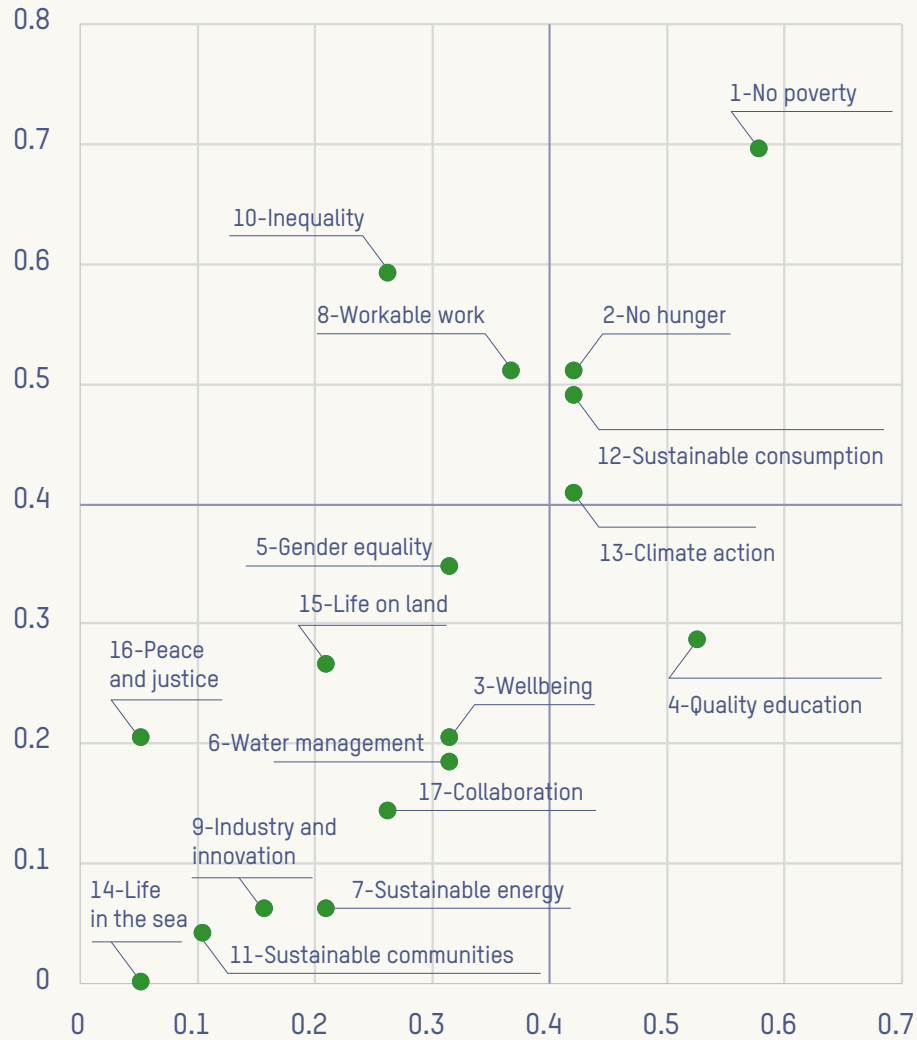
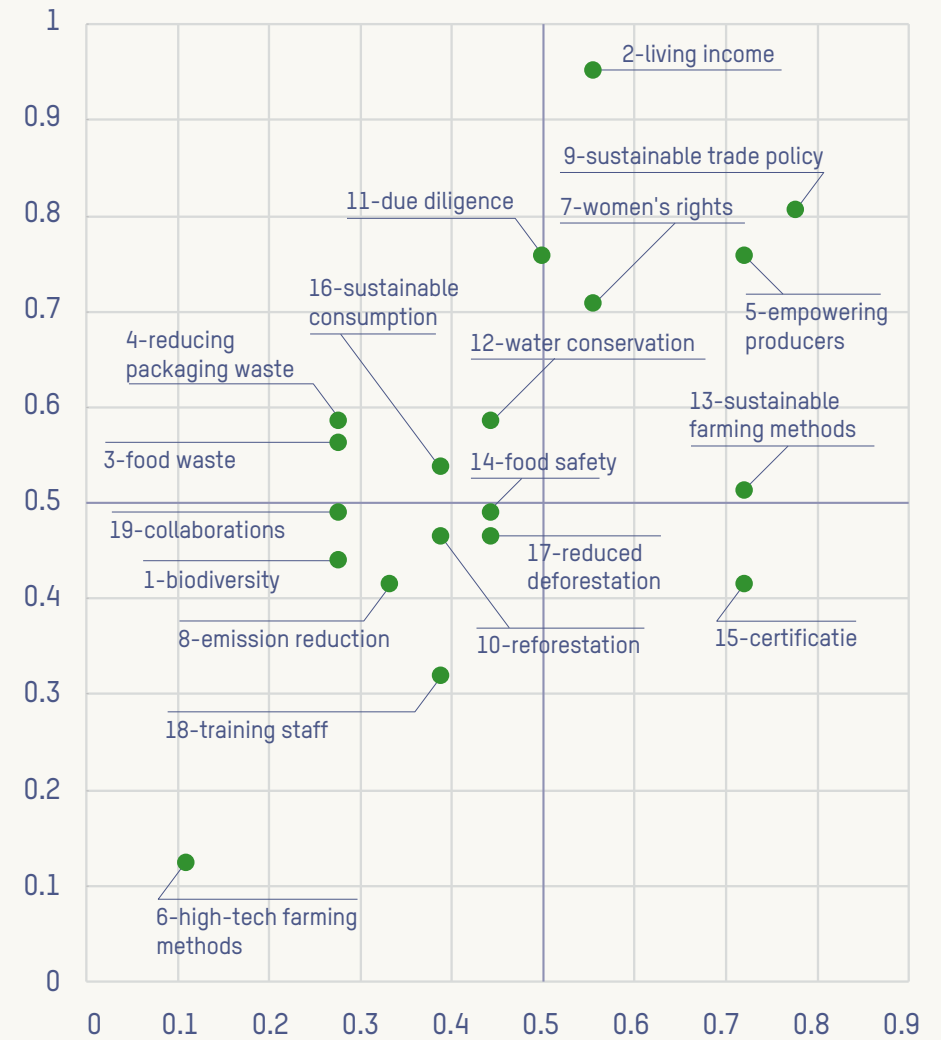


FIGURE 21

THE PRIORITISATION OF THE MOST IMPORTANT ACTIONS ACCORDING TO OUR STAKEHOLDERS



7.2 INTERNATIONAL OXFAM SURVEY

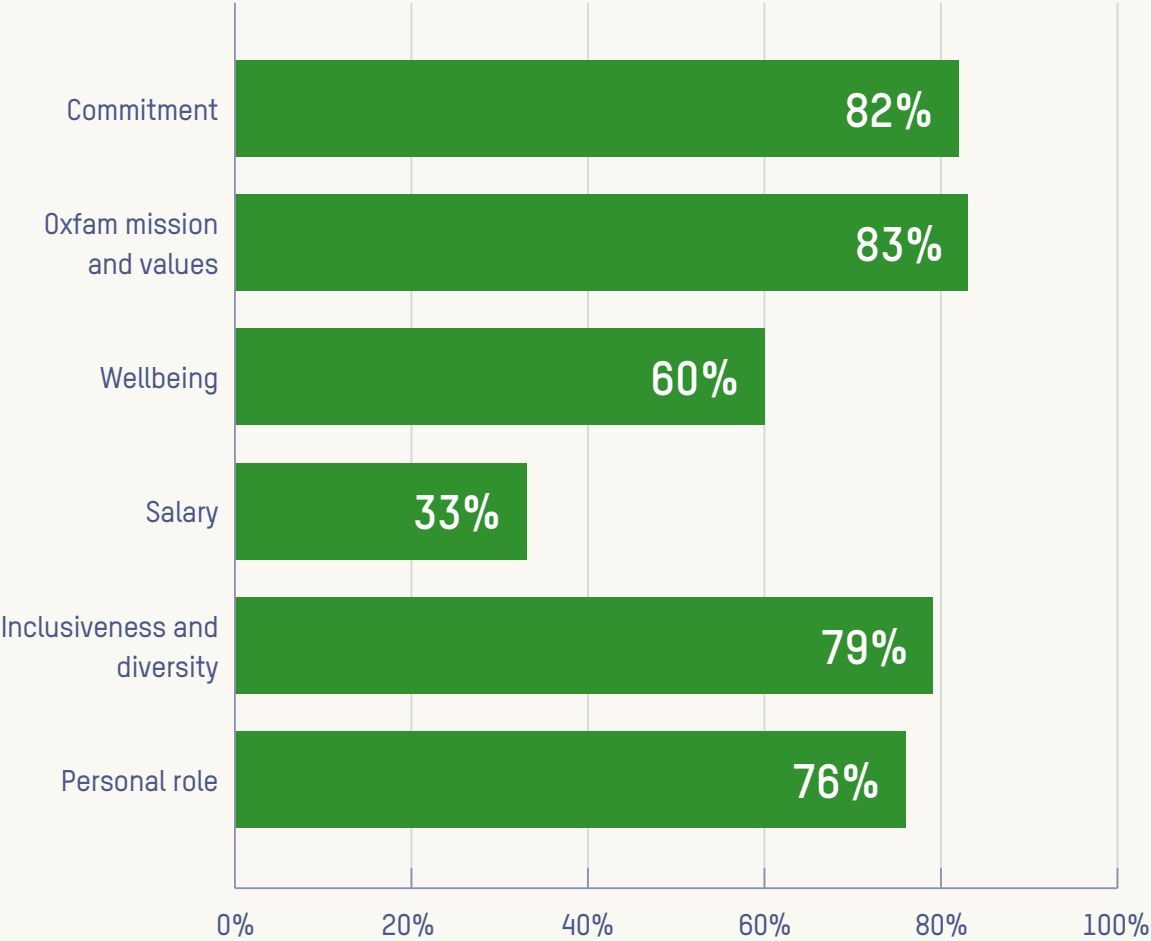
Every year, we organise a survey among our own staff about general satisfaction (see the main results of this in chapter 3 [🔗](#)).

In 2021, our colleagues also passed on input to Oxfam International about their general satisfaction. Together with the other colleagues from Oxfam Belgium we ended up with an **average of 76% satisfaction**. Our national results are therefore in line with those of our colleagues worldwide.

Here are some of the results from this global survey:

→ SEE FIGURE 22

FIGURE 22
SOME RESULTS FROM THE
INTERNATIONAL WELLBEING SURVEY



7.3 QUALITY SCORE

As a benchmark for the operations of our quality system, each year we calculate a **quality score** (on a scale of 1 to 10). To do this we take the averages of the following 3 criteria:

→ SEE FIGURE 23

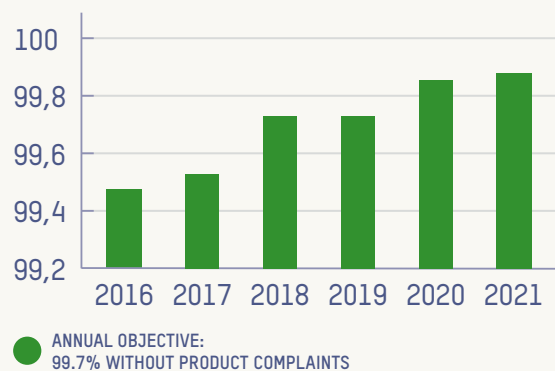
FIGURE 23

THE CALCULATION OF OUR QUALITY SCORE SINCE 2016

01

PRODUCT COMPLAINTS IN THE WAREHOUSE PICKING LINES

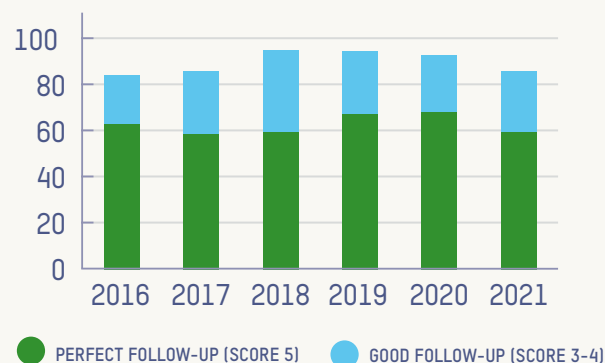
We examine how many warehouse picking lines are free of product complaints. In 2021, **99,89%** of our lines were faultless! This is a score we can truly be proud of.



02

SUPPLIER FOLLOW-UP

We calculate the percentage of suppliers from whom we have sufficient data in our quality monitoring system: a quality evaluation, quality agreement and, if available, food safety certificates. Our goal is for every supplier of raw materials and/or end products to get a score of 3 or higher (out of 5). In 2021, we attained **86%**, which is a lower score than in 2020 (93%) and 2019 (94%). So we will be taking it up a notch again in 2022.



03

COMPLAINTS PER SUPPLIER

Here we see an increase in 2021 in the number of suppliers with some complaints related to their name in the area of food safety not too serious. The number of suppliers in the critical zone has fortunately decreased from an average of 7% during the previous years to 4% in 2021. Moreover, 47% of the suppliers do not have a single complaint to their name.


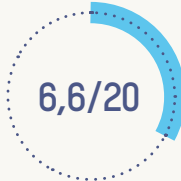

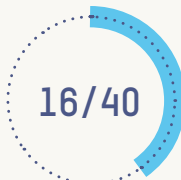






Complaints per supplier (%)	2016	2017	2018	2019	2020	2021
(score 1-2): serious errors	9	6	11	3	7	4
(score 3): one or a few errors	44	46	47	50	43	49
(score 5): no errors	47	48	42	47	50	47

7.4 OUR B CORP AUDIT

In the B Corp audit, each company is **assessed in 5 domains: management, labour laws, community, environment and customers**. Each domain score also includes a comparison with similar organisations with regards to geography (country), sector and company size. Below you can find the scores and the averages for our sector.

→ SEE FIGURE 24

FIGURE 24
THE MAIN RESULTS OF OUR B CORP AUDIT

Domain	What is being assessed in this domain?	What is our score?	What is the sector average?	Information about our score
Management	General mission and commitments	 8,2/20	 6,6/20	We score slightly above the average in this domain. Our points came mainly from the fact that we are organised as a cooperative and scored well on the 'ethics and transparency' criterion.
Labour laws	Contributing to financial security, health and safety, wellbeing, career development and employee involvement	 23/40	 16/40	These results showed that our employee salaries in particular are a weak point. We score much better on health and wellbeing as well as commitment and satisfaction.
Community	Involvement in and the impact on the communities where we operate.	 60,2/100	 32,5/100	We got an excellent score in this domain! Not surprising, as this concerns the typical principles and strengths of Oxfam Fair Trade: fair trade models, equality and inclusiveness, social involvement, cooperative business models, locally focussed economic development and formal donation flows, etc.
Environment	General environmental management practices and our impact: both direct impact and our supply chain and distribution channels.	 28,1/75	 18,5/75	In the environment domain, we score better than others but we still want to increase our score. In many of our projects, topics such as water, biodiversity, soil richness, etc. already play an important role. But not all of these actions have been formalised or are described in our operations yet. This is therefore one of our most prominent goals for the next audit.
Complaints	Quality of our products and services, privacy and security, feedback channels	 3,6/5	 2,3/5	Here too we have a right to be proud of our result! Our products have a specifically positive impact on our customers. The support we offer the wereldwinkels also drives up our score in this segment.
		Total 123	Sector average 76	

08

GRI STANDARDS REFERENCE TABLE



8.1 GENERAL INFORMATION ELEMENTS (GRI 102)

GRI-standard	Description	Chapters from the report
Organisation profile		
102-1	About this report	About this report
102-2	Activities, brands, products and services	1.1 Who are we
102-3	Organisation headquarters location	About this report
102-4	Countries in which the organisation is active	1.3 Our supply chain 2.1 Our commitments
102-5	Ownership structure and legal form	1.2 Our organigram
102-6	Sales markets	2.1 Our commitments
102-7	Organisation size	2021 in key figures
102-8	Employees	3.1 Our commitments
102-9	Supply chain	1.3 Our supply chain
102-10	Changes in the accounting period regarding organisation and supply chain	Not applicable (first report)
102-11	Description precautionary principle	Preface
102-12	External initiatives	5.5 We enter into strategic partnerships
102-13	Organisation memberships	5.5 We enter into strategic partnerships
Strategy		
102-14	Statement from the senior management	Preface
Ethics and integrity		
102-16	Values, mission or principles statement, codes of conduct and principles	1.1 Who are we
102-17	Internal and external reporting systems for ethically questionable or unlawful conduct	3.3 We guarantee the security and integrity in our organisation
Management		
102-18	Management structure	1.2 Our organigram

GENERAL INFORMATION ELEMENTS (GRI 102)

CONTINUED

GRI-standard	Description	Chapters from the report
Stakeholder involvement		
102-40	List of stakeholder groups	7.1 Materiality analysis
102-41	Collective labour agreements	3.1 Our commitments
102-42	Stakeholder identification and selection	7.1 Materiality analysis
102-43	Stakeholder involvement approach	7.1 Materiality analysis
102-44	Greatest challenges and concerns	1.4.2 Materiality analysis and stakeholder involvement
Reporting practices		
102-45	Entities included in the consolidated financial statements	About this report
102-46	Definition of the content of the report and the scope of the challenge	1.4.4 Our commitments
102-47	List of relevant issues	1.4.2 Materiality analysis and stakeholder involvement
102-48	Transferring information from previous reports	Not applicable (first report)
102-49	Changes regarding reporting	Not applicable (first report)
102-50	Accounting period	About this report
102-51	Date of the most recently published report	About this report
102-52	Reporting cycle	About this report
102-53	Contact person regarding queries about the report	About this report
102-54	Reporting declaration in accordance with the GRI guidelines	About this report
102-55	GRI table of contents	GRI table
102-56	External verification	Not applicable

8.2 SPECIFIC INFORMATION ELEMENTS (GRI 102)

Material themes and GRI standard	Description	Chapters from the report
1. No poverty		
103-1 - 103-3	Management approach	1.4.1 A momentum for the world 2.2.1 Fair price
GRI 202: Market presence 2016		
202-1	The ratio between the standard starting salary and the local minimum wage, by gender	2.2.1 Fair price
2. Inequality		
103-1 - 103-3	Management approach	1.4.1 A momentum for the world 2.2.1 Fair price 2.2.2 Social structures 2.3.1 Collaborating in the south
GRI 204: Procurement practices 2016		
204-1	Proportion of expenses to local suppliers	2.2.1 Fair price
GRI 413: Local communities 2016		
413-1	Operations that include local communities, effect studies and development programmes	2.3.1 Collaborating in the south 5.3 We will become a CO2 positive organisation by 2025
GRI 405: Diversity and equal opportunities 2016		
103-1 - 103-3		
405-2	Ratio between the basic salaries and wages of women and men	2.2.2 Social structures in balance
3. No hunger		
103-1 - 103-3	Management approach	1.4.1 A momentum for the world 4.2.1 Less Waste
Own indicator	Percentage of our turnover saved from food waste by our actions	4.2.2 Less waste

**GRI SPECIFIC
INFORMATION ELEMENTS**
CONTINUED

Material themes and GRI standard	Description	Chapters from the report
4. Workable work		
103-1 - 103-3	Management approach	2.2 We practice fair trade with our trade partners 2.2.1 Fair price 2.2.2 Social structures in balance 3.1 Our commitments 3.2 We increase contentment and wellbeing in the team
GRI 404: Training and education 2016		
404-2	Programmes for the improvement of employee skills and support during transfer	3.2 We increase contentment and wellbeing in the team
GRI 409: Forced or mandatory labour 2016		
409-1	Activities and suppliers with a considerable risk for cases of mandatory or forced labour	2.2.2 Social structures in balance
5. Sustainable consumption		
103-1 - 103-3	Management approach	4.2 We offer a fair and sustainable product range 4.2.1 Conform external certifications and reference frameworks 4.3 We try to exceed the expectations and regulations for our products regarding quality 7.1 Materiality analysis
GRI 417: Marketing and labelling 2016		
Own indicator	Organic label	4.2.1 Conform external certifications and reference frameworks
Own indicator	Fair trade label	4.2.1 Conform external certifications and reference frameworks
GRI 416: Customer health and safety 2016		
416-1	Assessment of the health and safety effects of product and service categories	4.3 We try to exceed the expectations and regulations for our products regarding quality
416-2	Cases of non-compliance of the health and safety effects of products and services	4.3 We try to exceed the expectations and regulations for our products regarding quality 7.3 Quality score

**GRI SPECIFIC
INFORMATION ELEMENTS**
CONTINUED

Material themes and GRI standard	Description	Chapters from the report
6. Climate action		
103-1 - 103-3	Management approach	1.4.1 A momentum for the world 2.2.1 Fair price 4.2.2 Less waste 5.3 We will become a CO2 positive organisation by 2025
GRI 301: Materials 2016		
301-1	Used materials by weight or volume	2.2.1 Fair price 4.2.2 Less waste
301-2	Used recycled raw materials	4.2.2 Less waste
GRI 305: Emissions 2016		
305-1	Direct greenhouse gas emissions (Scope 1)	5.3 We will become a CO2 positive organisation by 2025
305-2	Indirect greenhouse gas emissions from energy (Scope 2)	5.3 We will become a CO2 positive organisation by 2025
305-3	Other indirect greenhouse gas emissions (Scope 3)	5.3 We will become a CO2 positive organisation by 2025
305-5	Greenhouse gas reduction	5.3 We will become a CO2 positive organisation by 2025
GRI 306: Waste 2020		
306-1	Waste production and important waste-related consequences	4.2.2 Less waste
306-2	Management of important waste-related impact	4.2.2 Less waste
306-3	Waste produced	4.2.2 Less waste

TOGETHER WE MAKE A POSITIVE IMPACT



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