

# OXFAM FAIR TRADE: DOUBLE-CHECK FOR PEOPLE AND PLANET

SUSTAINABILITY REPORT 2023



[oxfamfairtrade.be](https://oxfamfairtrade.be)



**OXFAM**  
Fair Trade

## ABOUT THIS REPORT



This is the third 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 België/ Belgique.

This report was published on June 17<sup>th</sup> 2024. The report covers the year 2023 (January to December 2023). We commit to reporting our sustainability performance annually. The report is also available via [oxfamfairtrade.be/sustainability](https://oxfamfairtrade.be/sustainability).

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

Questions or feedback regarding this report can be sent to Judith Pieters: [judith.pieters@oft.be](mailto:judith.pieters@oft.be).

THE REPORT IS ALSO  
AVAILABLE VIA  
[OXFAMFAIRTRADE.BE/  
SUSTAINABILITY.](https://oxfamfairtrade.be/sustainability) 

# FOREWORD



"With this targeted approach, we emphasise our commitment to offering high-quality products that have been thoroughly checked (double!) for their social and environmental impact."

NICK DECLERCQ

Oxfam Fair Trade has felt the Covid-19 crisis and the subsequent rise in raw material prices for food deeply. It meant reduced turnover (especially in volume) with associated lower purchases from Oxfam Fair Trade trade partners (suppliers). The result was that Oxfam Fair Trade had to make a number of difficult choices. Long-term relationships are very important to Oxfam Fair Trade ☙. We therefore do everything we can to spread the risks in the chain as much as possible. Unfortunately, the declining volumes meant that we were able to purchase less coffee and that we had to stop our collaboration with one of the coffee partners ☙. Due diligence Step 5: Communication). A recent restructuring and the development of a **new, dynamic business model** helps us to continue to meet the challenges.

In this new model, we focus on a few strategic categories and concentrate our efforts around the well-known Oxfam Fair Trade products, where the impact will be felt the most. We are talking about coffee, chocolate and wine, products that have become identified with Oxfam Fair Trade. We also continue to focus on juices, soft drinks and snacks such as chips and bars and honey. The range also includes Palestinian products, which we consider important 'solidarity products', even more so today than ever before.

The intention is to achieve greater turnover with these products - to grow in volume - so that we can create even more impact with our direct trade partners. Our focus remains on marketing their products. To broaden the range in the wereldwinkels, we also purchase various Fair Trade certified products in other product categories, which are of course also Oxfam-proof but with less sales and marketing support.

This sustainability report focuses on the strategic categories (the products under the Oxfam Fair Trade brand) in displaying most of the annual figures: organic certification, emissions strategy, impact projects, approach to due diligence, etc. The attentive reader will notice that a number of figures differ slightly from those of 2022, precisely because of the new business model.

With this targeted approach, we emphasise our commitment to offering high-quality products that have been thoroughly checked (double!) for their social and environmental impact. We strive to always bring the most honest option to the market, where transparency and integrity are paramount.

*Nick Declercq*

# 2023 IN KEY FIGURES



**2,778,079**  
kilos in volumes



**€18,194,708**  
Gross turnover



**174**  
products in our assortment



**Market leader**  
in Belgian fair trade coffee



**123.4**  
B Corp-score



**100%**  
fair trade certifications



**66%**  
organic range OFT certified



**18**  
low- and middle-income  
countries from which we  
purchase raw materials and  
products

**25**  
countries we sell products to



**€284,924.40**  
in fair trade premiums



**€64,442**  
in premiums for Bite to Fight  
chocolate



**€225,000**  
donated to vzw Oxfam-  
Wereldwinkels



**33**  
colleagues in our team



**14**  
co-creation projects,  
'beyond certification'  
with the trade partners that we  
directly supported in 2023



**30**  
trade partners in low and  
middle-income countries,



directly impact  
**+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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1.

**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 setting a good 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 are convinced that this benefits everyone:



The producers in the low and middle-income countries who become part of a fair economic system.



Consumers in Belgium who can choose 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.

Social, environmental and economic justice worldwide: that's our goal.



## 1.2. OUR ORGANISATIONAL STRUCTURE

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

→ SEE FIGURE 1

### Participatory decision-making structure

Oxfam België/Belgique attaches great importance to a participatory working method. Various structures guarantee stakeholder involvement at different stages of the decision-making process. The Forum informs and consults wereldwinkel volunteers. They participate in various decision-making processes through democratic voting procedures. In addition, the **Partner Committee** has an advisory role on establishing/terminating relationships with trade partners. They also help determine the necessary standards for setting up a trade relationship. Participation and exchange between Oxfam Fair Trade (commercial operation) and Oxfam België/Belgique (NGO structure) also take place internally. Within the **product and producer committee** – which includes representatives from both activities – the partner activities are further determined and we validate the co-creation projects at the producers. The cooperative structure and the various decision-making bodies mean that stakeholder governance is embedded in Oxfam's DNA.

**FIGURE 1**  
**OXFAM FAIR TRADE STRUCTURE**



### SHAREHOLDERS

- 58.5% Oxfam België/Belgique
- 26% individual wereldwinkels
- 6% private persons
- 9.5% non-profit cooperatives



### COLLEGIAL GOVERNING BODY

These are the members of the previous Board of Directors of **Oxfam België/Belgique**



### COLLEAGUES

These are the **Oxfam Fair Trade** colleagues

## 1.3. OUR 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.

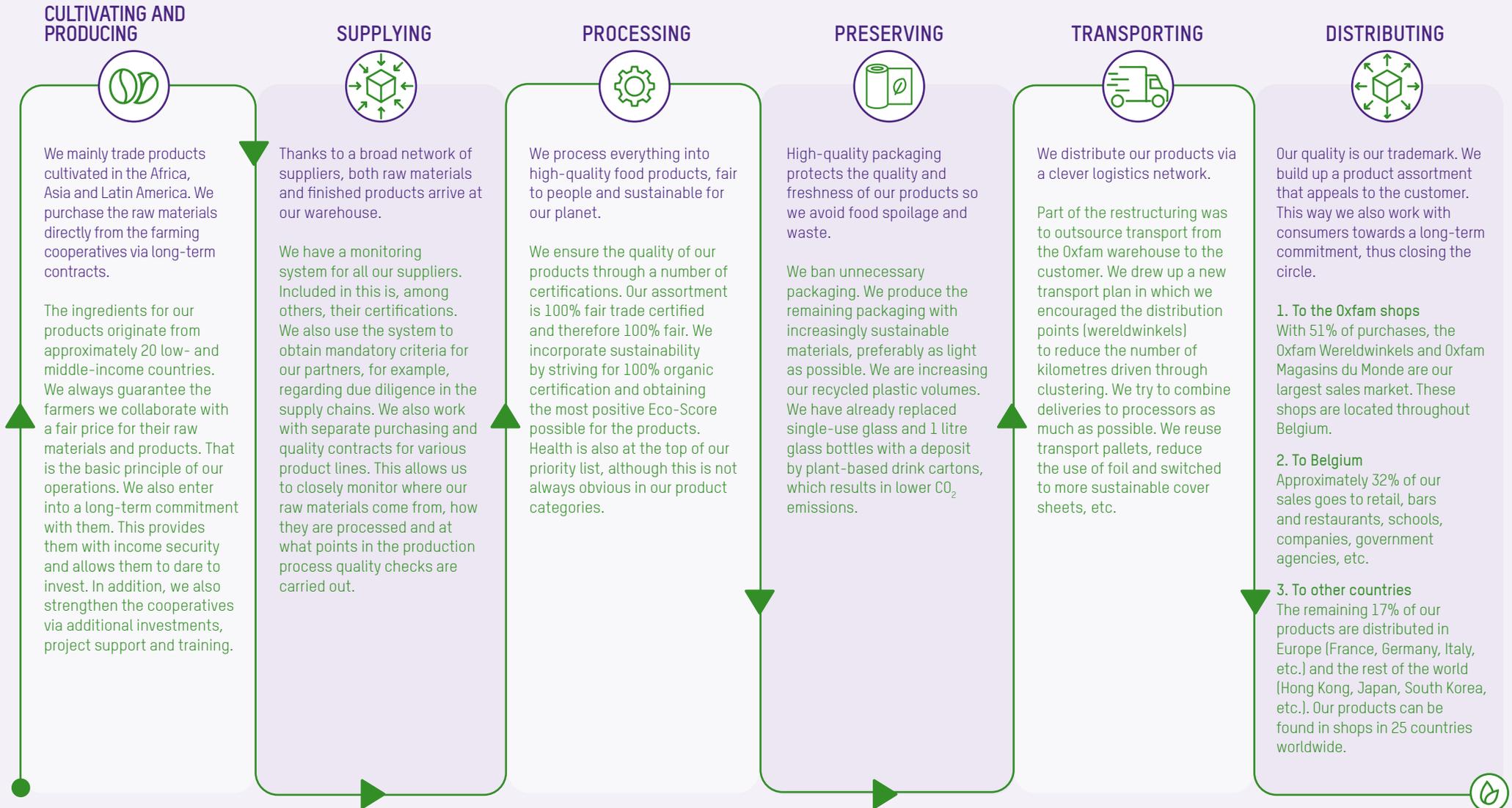
→ SEE FIGURE 2

FIGURE 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.





Oxfam Fair Trade is at the  
frontline in the struggle for a fair  
and just world.

## 1.4. OUR SUSTAINABILITY STRATEGY

### 1.4.1. Due diligence: a dedication to sustainability

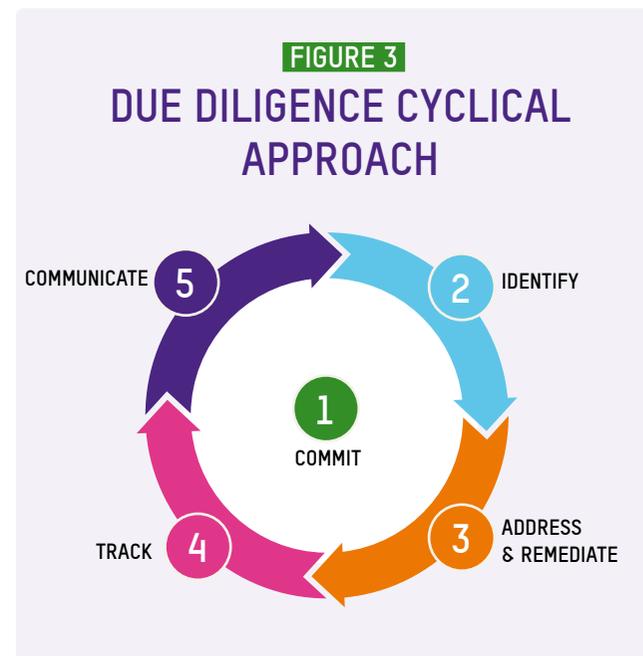
At a time when the call for sustainability and social responsibility is louder than ever, Oxfam Fair Trade is at the forefront of the fight for a fair and just world. As a pioneer in the field of fair trade in Belgium, Oxfam Fair Trade has been committed to combating injustice and promoting equal trade relations for more than half a century. In line with this commitment, we embrace the EU Corporate Sustainability Due Diligence (CSDDD) Directive as a guide to our actions and decisions.

#### CSDDD: the cornerstone of sustainable business operations

The EU Corporate Sustainability Due Diligence Directive (CSDDD) is not an abstract concept for us but a compass that further guides our path to sustainability. Due diligence as a concept ensures that we tackle risks of human rights and environmental violations and sustainability in an integrated manner 🌱. The directive obliges companies to provide transparency about their impact on human rights and the environment. It serves as a framework for identifying and mitigating sustainability risks in our supply chains and purchasing activities.

### Our cyclical approach

At Oxfam Fair Trade we have a due diligence policy (COMMIT), which means that we actively identify and assess (IDENTIFY) the risks of human rights and environmental violations in our value chains. We take concrete measures to stop, prevent, limit and recover from this negative impact (ADDRESS & REMEDIATE). At the same time, we monitor the implementation and effectiveness of these measures (TRACK). We attach great importance to transparent communication about these steps and we integrate the lessons we learn from them into our business operations, sharing our experiences, both good and not so good, for improvement (COMMUNICATE).



We dive deeper into our approach in chapter 5 . Throughout the report, we refer to how certain themes are linked to one of the 5 cyclical steps in our due diligence policy.

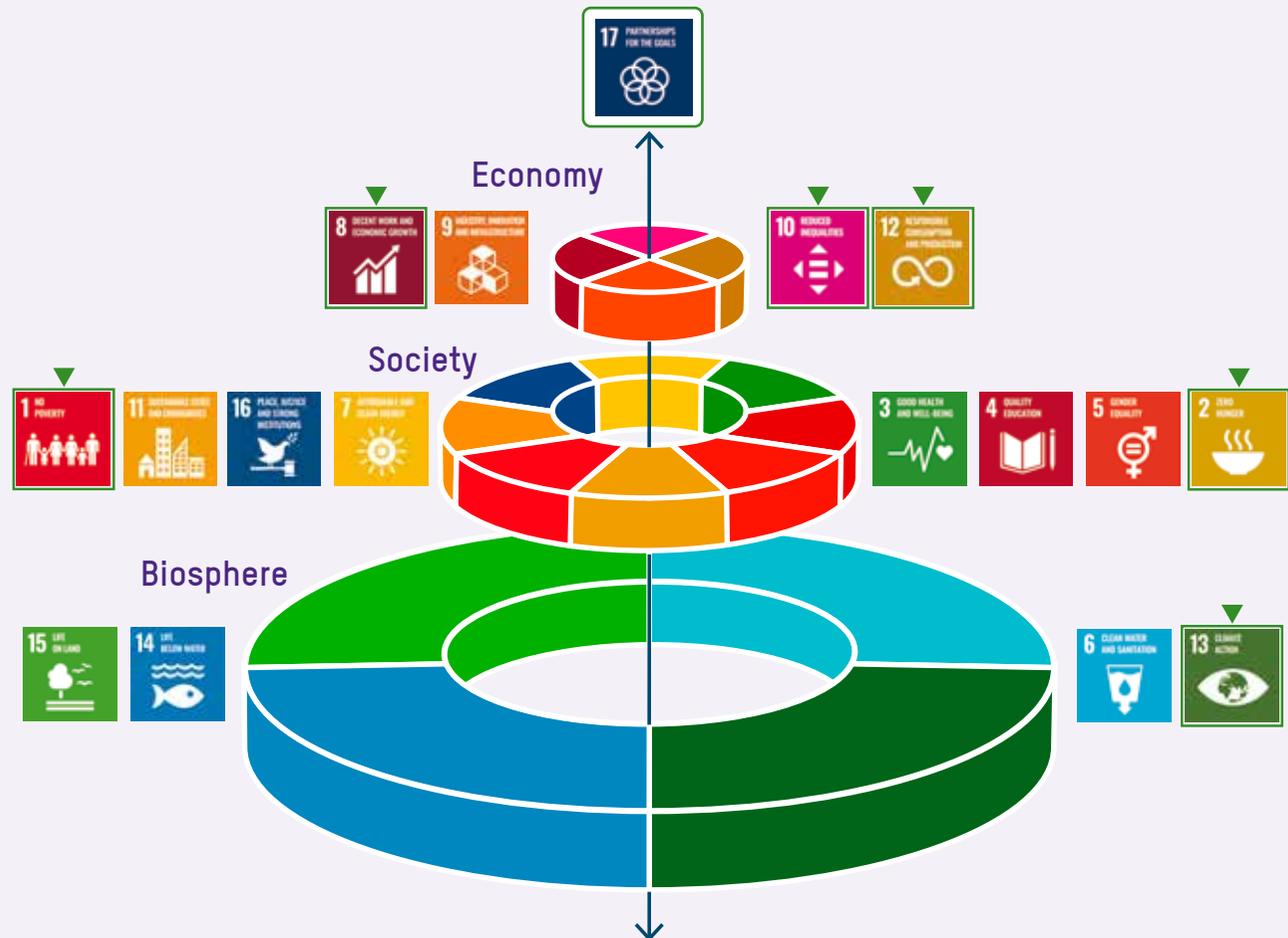
#### 1.4.2. Materiality analysis and stakeholder commitment

When drawing up our sustainability strategy in 2021, 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.

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 4

We mapped out all three dimensions and the corresponding SDGs and linked them to the feedback from our stakeholders. The following SDGs have top priority at 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 the SDGs in our strategy. They form our materiality matrix, which is included in the GRI table.

**FIGURE 4**  
**THE IMPLEMENTATION OF THE SDGS IN THE THREE DIMENSIONS OF SUSTAINABLE DEVELOPMENT: BIOSPHERE, SOCIETY AND ECONOMY**



OUR STAKEHOLDERS HAVE DEFINED THE SIX MOST IMPORTANT SDGS FOR OXFAM FAIR TRADE. THEY CAN BE FOUND IN ALL THREE LEVELS OF SUSTAINABLE DEVELOPMENT: BIOSPHERE, SOCIETY AND ECONOMY. SDG 17 PARTNERSHIP IS THE CONNECTING FUNCTION OF OUR MISSION AND OUR WORK.

© STOCKHOLM RESILIENCE CENTRE

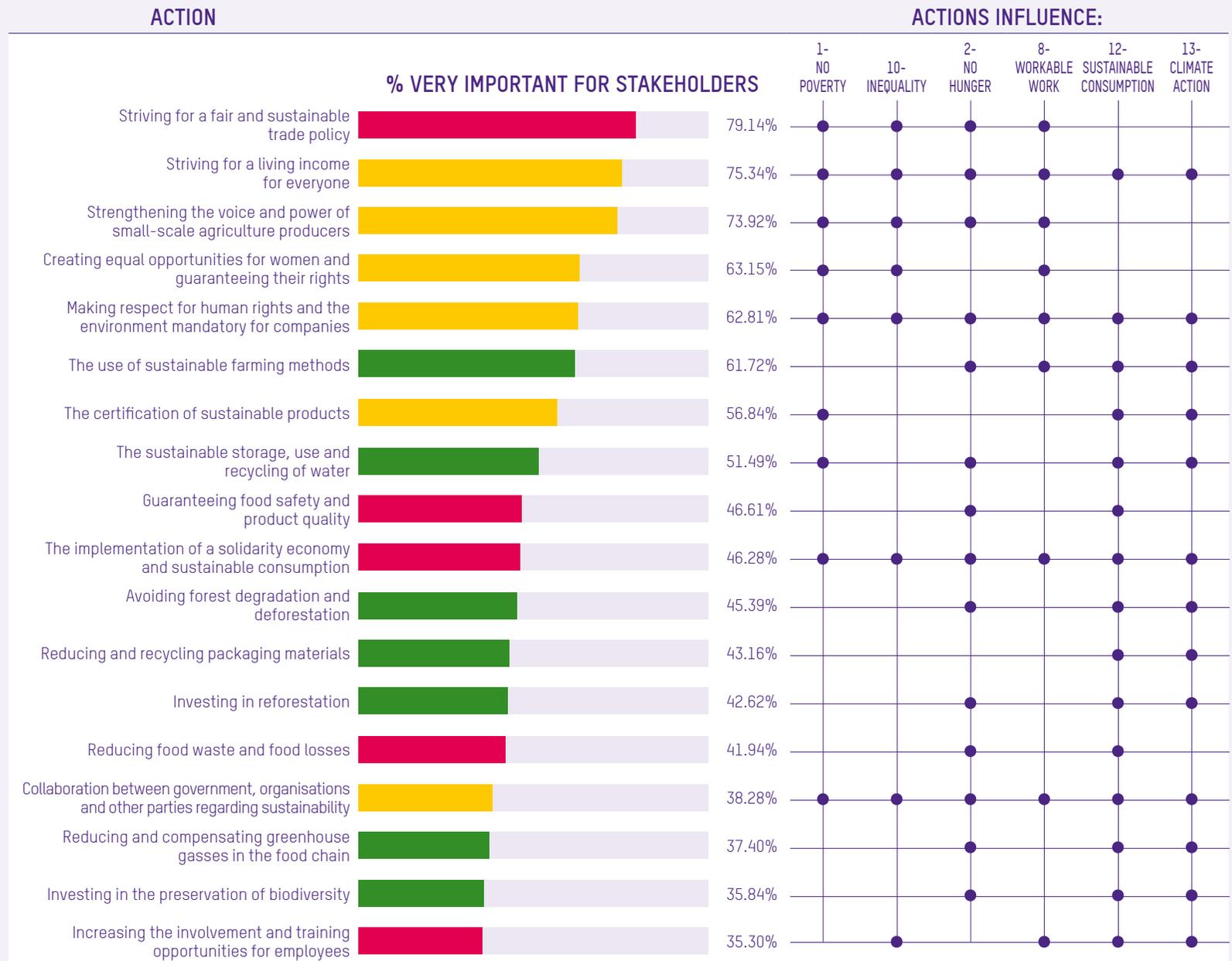
Central to our approach is setting a good example ourselves.

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

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.

FIGURE 5

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



 Biosphere  Society  Economy

### 1.4.3. Explicit choice for B Corp certification

In June 2021, Oxfam Fair Trade was awarded the B Corp certification 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 performance, environmental performance and transparency. To qualify for certification, companies must pass a thorough audit (conducted by the non-profit organisation B Lab) and score more than 80 points. However, a number of recent B Corp certifications from companies that do not have a sustainable image made us critical of the certification. 🌿 Worldwide there are currently more than 4,000 certified B Corporations in 130 sectors in 77 countries, including several prominent ethical brands, such as Patagonia, Altereco and, since 2021, Oxfam Fair Trade. We are very proud of our score, which is quite a bit higher than the minimum. 🌿 Looking ahead: in 2024 we will undergo another B Corp audit and our goal is to further improve our score to 130 points. 🌿

### 1.4.4. Our commitments

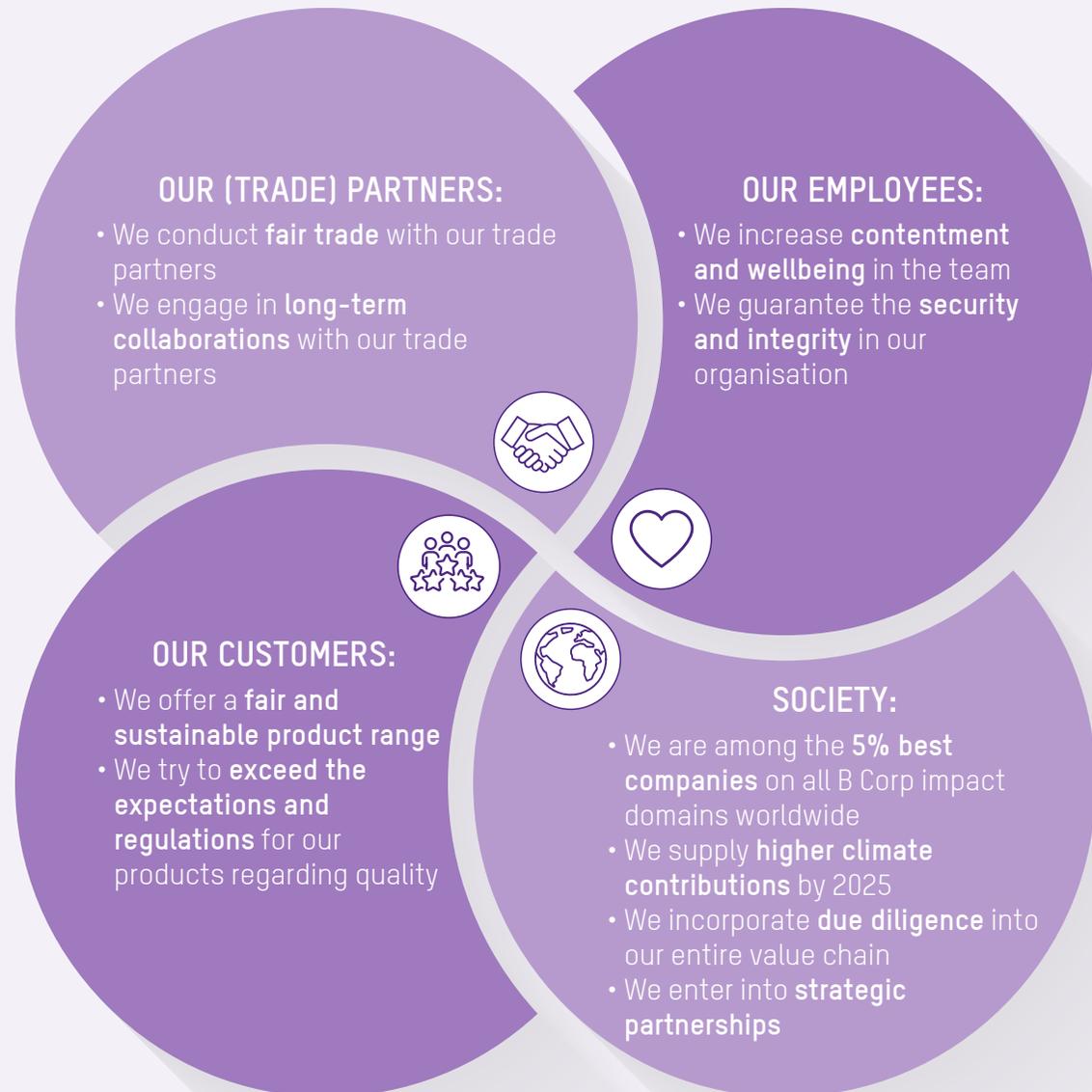
Oxfam Fair Trade is a connecting organisation that works on an integrated solution for the social, economic and environmental problems of our time. Central to our approach is setting a good example ourselves.

That is why we are committed to:

→ SEE FIGURE 6

FIGURE 6

## OUR SUSTAINABILITY STRATEGY





*Left to right Nick Declercq, Bert Vander Vennet, Judith Pieters, Marion Meyvis, Nancy De Wispelaere and Anke Teigeler.*

#### 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 different teams: quality and prevention, purchasing, marketing, sales, communication and ad hoc experts from Oxfam België/Belgique (due diligence, certification, etc.). The latter ensure that we are always up to date with sustainability developments and continue to raise the bar. This team monitors the action plans, discusses the progress of the goals together, finds solutions for bottlenecks and shares good practices.
- **Project managers** are responsible 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. She therefore has a key role.
- We report our performance in an annual **sustainability report**. This way we incorporate 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.



2.

# WHAT WE DO FOR THE TRADE PARTNERS

## 2.1. OUR COMMITMENTS

### Our commitments:



- We conduct fair trade with our trade partners
- We develop long-term partnerships with our trade partners

Oxfam was founded for the trade partners in Africa, Asia and Latin America more than 50 years ago. Fair trade is the beginning of a fair economic system from which everyone reaps the benefits. We collaborate with a total of 30 cooperatives. With this we reach more than 500,000 members/farming families.

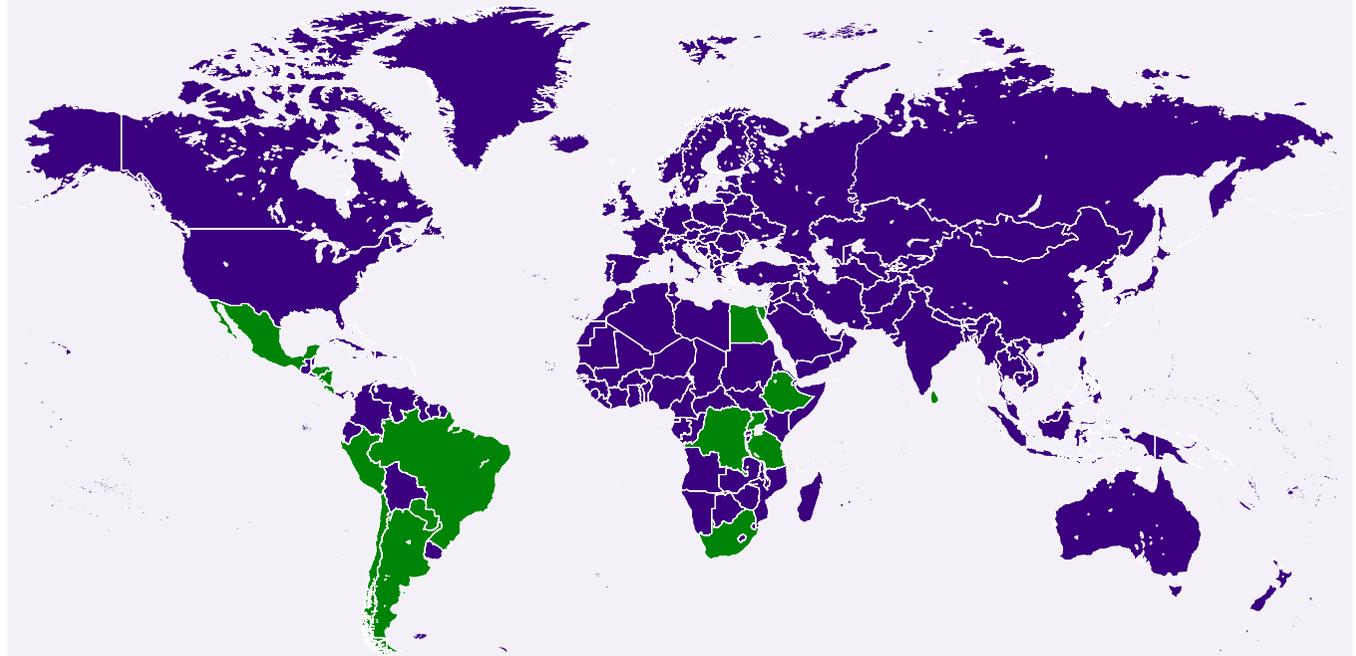
### DID YOU KNOW ...



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.

→ SEE FIGURE 7

**FIGURE 7**  
**THE OXFAM FAIR TRADE PARTNERS MARKED ON THE WORLD MAP**



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

## 2.2. WE CONDUCT FAIR TRADE WITH THE TRADE PARTNERS

We make fair agreements with our trade partners, for all parties. We place a strong emphasis on a fair price for the work and the products they supply. Moreover, 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. We set our prices as follows: *fair trade price + fair trade premium + organic premium + premium for a living income.*

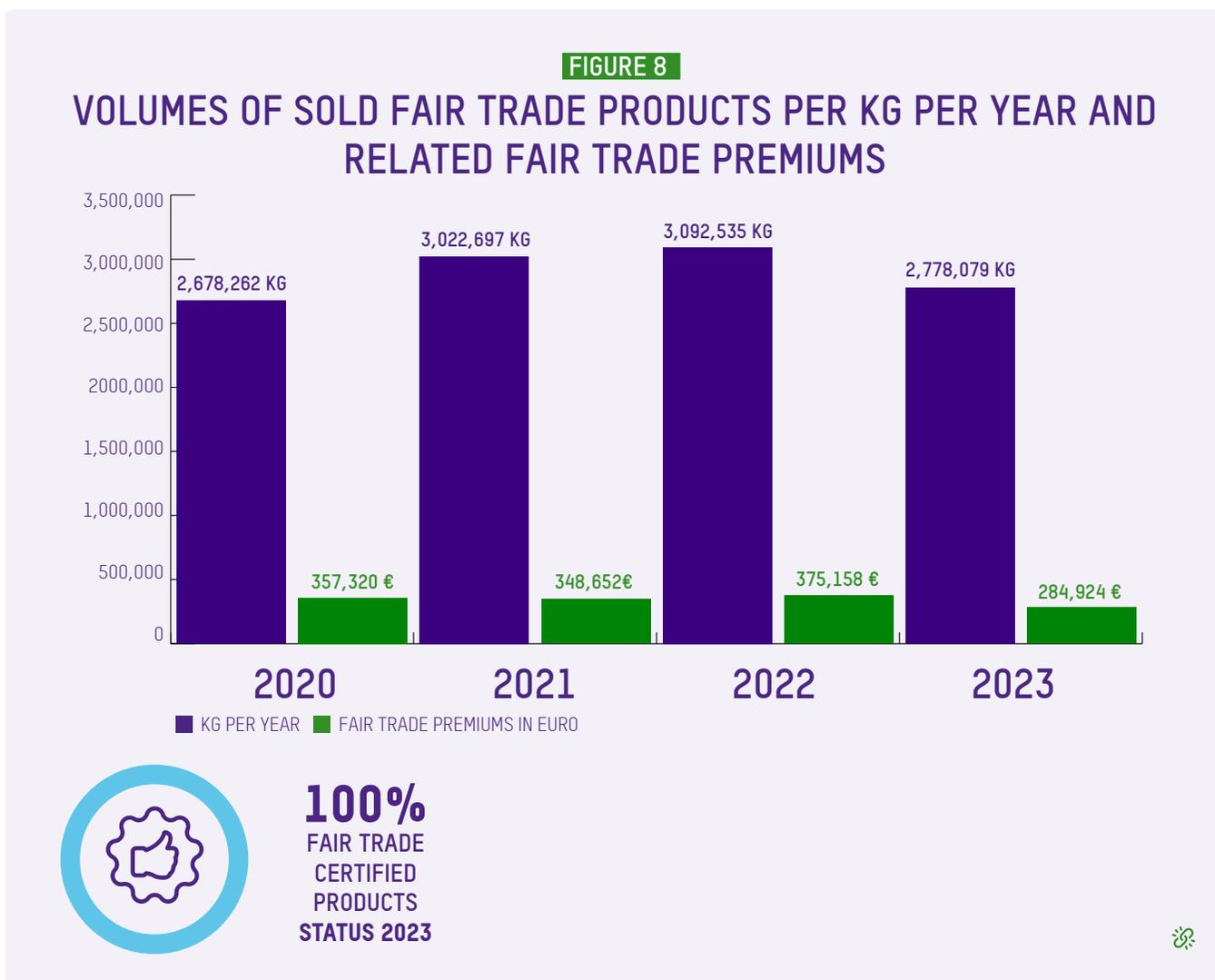
#### a. Fair Trade

We pay a fair trade price, calculated according to the Fairtrade International standards. 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.

→ ZIE FIGUUR 8

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





The second premium project was the construction and start-up of a secondary school, with 550 students already!

Wim Melis (Sourcing Manager for Wine) about the fair trade premium at La Rioja:

### Premium at La Riojana Argentinian wine cooperative

Our Argentinian wine partner La Riojana generates a significant budget in fair trade premium. They use this to finance impressive projects for the winegrowers, employees and the wider community.

### DID YOU KNOW ...



Marion Meyvis (Head of Sustainable Sourcing Management and Product Marketing) says... "Oxfam Fair Trade focuses mainly on products from the **short chain**. The fewer intermediaries between producer and consumer, the more the producing farmer earns. This is why Oxfam imports its strategic products directly from the farming cooperatives. They do of course come from low- and middle-income countries, which involves transport. Our choice for this can be clearly explained:

- the conditions of farmers in low- and middle-income countries are very challenging
- the majority of our strategic products only grow in the tropical belt (coffee, cocoa, yucca, sugar cane, etc.)
- (now we are already a bit ahead of the facts) transport (we always choose sea transport which causes the least emissions per kg) is certainly not the biggest polluter in these chains (see 4.2.1c European v. world wines)"



The first project was a water reservoir in the village of Tilimuqui; it turned out to be a huge success in this semi-arid zone. The second premium project was the construction and start-up of a secondary school, with 550 students already. An impressive health centre was built in 2022. The 2023 premium funds was used to purchase medical equipment. 🌱

## b. Organic premium

We pay the farmers an organic premium for their organic products. In this way we give organic farmers extra support for their efforts, which benefits everyone (for the health of the consumer AND the planet). We aim for organic certification for all our products by 2030. We make that commitment clear not only to our consumers - and the planet - but also to our trade partners.

→ SEE FIGURE 9

Organic farming makes them more resilient to the consequences of climate change. In recent years, we have noticed an increasing interest among farmers to switch to organic cultivation. Unfortunately, they can rarely bear the associated investments alone. Oxfam Fair Trade always pays the farmers who supply us with certified organic crops an organic premium (on top of the fair trade price and premium). On request, we offer separate project support to farmers who are still at the beginning of the process.

### FIGURE 9 STATUS CERTIFIED ORGANIC PRODUCTS IN 2023 VERSUS THE GOALS IN 2030

#### STATUS 2023



#### GOAL 2030



“Our Brazilian orange partner Coopealnor has been working hard for years to expand their organic cultivation area. They received significant financial support from Oxfam Fair Trade to purchase organic fertilisers for their orange trees. After 3 years, they are now certified according to the strict EU organic standards. The effort paid off, because in 2023 Oxfam Fair Trade imported a significant volume of organically certified orange concentrate from Brazil for the first time. For the converted orange farmers, the impact is significant, with an additional payment of at least \$2,800 per tonne or \$2.80 per kg for the organic orange concentrate! 🌱

Nancy De Wispelaere  
(Sustainable Sourcing Manager)

### 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 from and for the farmers. 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.



## Organic wine only? Yeah, but... Challenges in switching to organic

Many of our wine partners who already produce with minimal impact on the environment would still like to switch to organic certification. That is not always so simple. Oxfam Fair Trade wants to help farmers who are willing and able with their conversion process, including project support for 2 wine partners in Chile.

In some regions or specific vineyards, organic cultivation is virtually impossible. The climatic conditions are often not ideal, with a great deal of rain or fog that causes mould that winegrowers must combat with (too) expensive pesticides. Another possible obstacle is cross-contamination of neighbouring vineyards or other crops where farmers do use chemicals. A buffer zone can offer a solution but is not always possible. A strong wind is a helpful factor in the first case but a problem in the second case.

Unfortunately, climate change is very tangible for our wine partners. In the period of just one year they have had to deal with excessive flooding and disastrous forest fires.

The organic certification costs and associated administration often deter farmers. That is why Oxfam Fair Trade provides resources in its project budgets to finance the organic audits during the transition period (3 years). We also provide compensation for a professional who gives technical guidance to the farmers. This way we prevent non-conformities. Some producers can use their own composting project, others must purchase additional organic fertilisers. Just like biopesticides, they are very expensive. We

therefore give the farmers a financial boost in the process for both. Organic cultivation also means more weeds and weeding. In other words: more labour, which is difficult to find in some regions. We have supported some farmers with purchasing a brush cutter.

With good care and fertilisation, an organic vineyard ensures a good harvest, which is not necessarily lower than with conventional cultivation. Farmers of course have to bridge the transition period, and the yield in the first organic year may not yet be 100%. For one wine producer, we facilitated the purchase of new vines, of course with a highly productive return, because that is a crucial factor. Awareness and demand for organic is increasing. The wine market is fickle with both setbacks and new opportunities. The additional price for organic really makes a difference for some small-scale wine producers. Hopefully our wine producers will not only find an ally in Oxfam Fair Trade, but many new customers will also join in their constructive story of small-scale, profitable and environmentally sustainable wine production 🌱.



A total of more than 66% of our assortment is now certified organic.

### 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 Ivory Coast 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 Ivory Coast 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 Ivory Coast

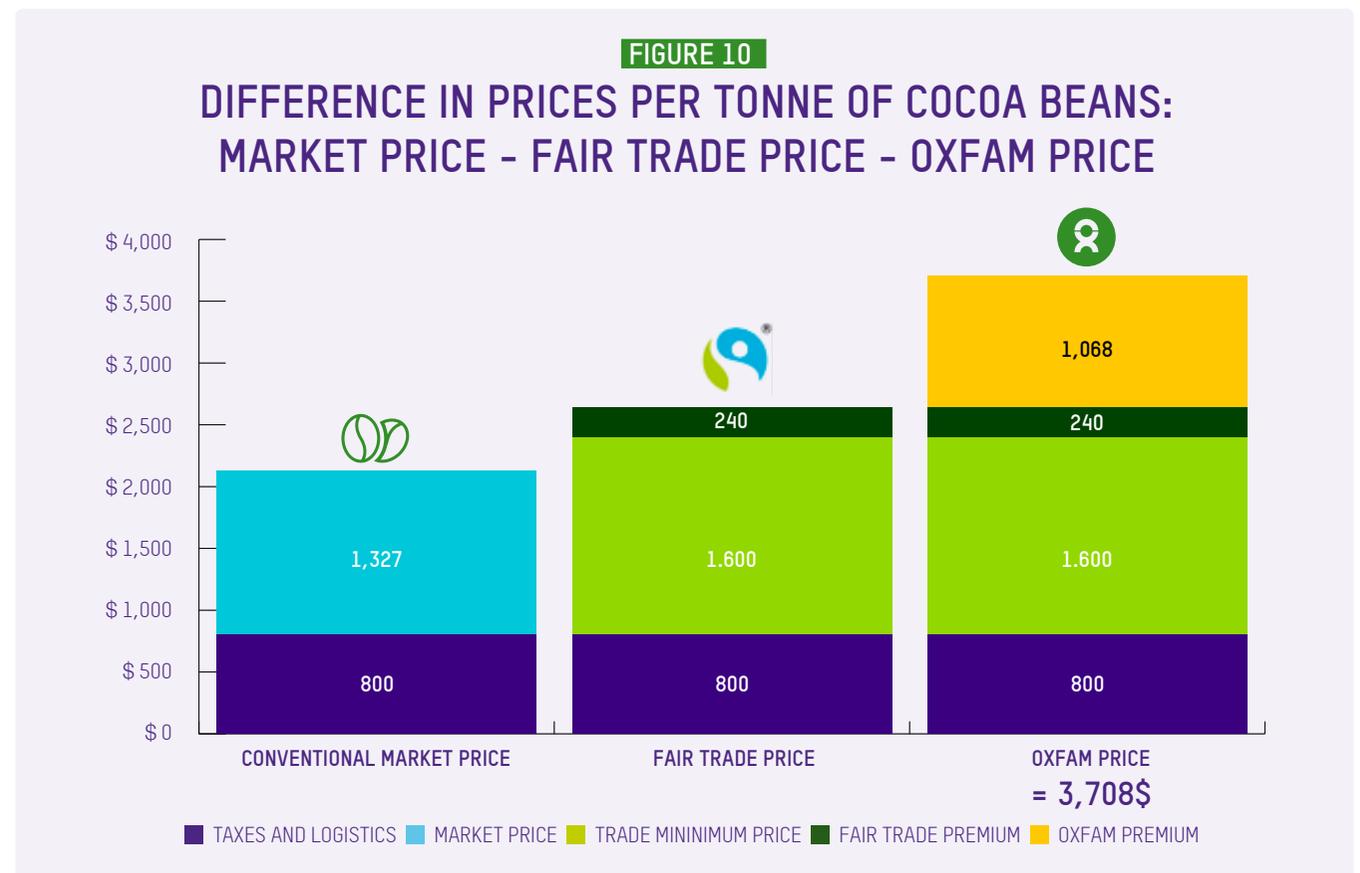
need to earn three times as much to have a living income." In recent years, we paid the following amounts in Bite to Fight premium to CPR Canaan. ☘

- 2023: € 64,442
- 2022: € 6,884
- 2021: € 37,840.81
- 2020: € 43,956.4
- 2019: € 64,054.4

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. 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 10





## NEWS FROM CPR CANAAN (THE REPUBLIC OF IVORY COAST)

The 'living income premium' goes to the CPR Canaan cooperative in the Republic of Ivory Coast. They decide themselves how they will use this additional income. The collective projects we started vary widely. CPR Canaan invested heavily in shade trees. This way, the cocoa trees can grow optimally in the shade of other trees. Members also received new fruit and cocoa seedlings for new plantings in 2023. Money has been spent on agricultural equipment (machetes, chainsaws, pruning shears, files, boots), compost and biopesticides. Breeding animals (chickens, agouties, rabbits and bees) provides income diversification for a group of farmers. The farmers who start new crops receive coaching from agronomists in 4 farmer field schools.

Women's groups are involved in managing savings banks. They receive training in financial management and a business plan is drawn up for 21 savings banks. They also collect important data about the plots and yields per hectare and keep accurate records of all cultivation costs (in separate monitoring booklets per farmer). Farmers also receive part of the premium directly in cash. All these actions help the CPR Canaan farmers on their way to a living income.

Important data is collected about the plots and yields per hectare. All cultivation costs are accurately recorded in monitoring booklets per farmer. All these actions help the CPR Canaan farmers on their way to a living income

## 2.2.2. Social structures in balance

SDG 5, or Sustainable Development Goal 5, focuses on achieving gender equality and the empowerment of all women and girls. In the context of international food chains, SDG 5 plays a crucial role in ensuring equitable participation and representation of women throughout the production process. Despite the fact that women make up a significant share of the agricultural workforce worldwide, they often face numerous barriers to accessing resources, land ownership, credit and participating in decision-making processes within the agricultural sector. Addressing gender inequalities within food chains is not only a matter of social justice; it is also crucial for improving productivity, sustainability and resilience within these chains. By empowering women in agriculture and ensuring their equal participation, SDG 5 contributes to more inclusive and efficient food systems, ultimately leading to progress towards broader Sustainable Development Goals.

For us, social equality among farming communities also equates to generally good labour 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 Ivory Coast: 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 create the greatest impact by building partnerships with farmers from these difficult regions. 🌱

© Erik de Mitter



### CRR CANAAN – SAVINGS BANKS FOR WOMEN

Income from cocoa production is distributed very unequally within households. Although women take on the most important household tasks, they receive only a minimal share of the cocoa income. Oxfam Fair Trade wanted to help them organise themselves into Village Savings and Loans Associations (VSLAs). This allows women to finance their own small projects and expenses. At the end of the year we give them extra premiums so that they can handle larger investments. We support 195 women this way.

These women are not necessarily all the partners of the cocoa producers (some are). It is important to respect their own initiative and to appreciate the enormous contribution they make to the community. Many women decided to invest in cassava processing (adjéké), others in cassava production, tomatoes, rice, etc.

3 savings banks were also established in 2023 to encourage men to save, to support an entrepreneurial journey. In parallel, various training courses in financial management were provided.

We monitor these savings initiatives closely. The moral support has an enormous impact and contributes to greater equality between men and women in the villages. 🌱



## COFFEE COOPERATIVE REBUILD WOMEN'S HOPE: WOMEN TAKE CHARGE IN DRC

In the coffee chain, women do the majority of the work up to the point of commercialisation. Then the man generally takes over. The result? The woman remains dependant. **Marceline Budza**, founder of the coffee cooperative Rebuild Women's Hope and later the foundation of the same name, saw very clearly that coffee is a source of economic discrimination against women. But it can also be a means to change lives. Bring hope.

By making women more autonomous, the entire community improves. This is the vision of Rebuild Women's Hope. Women are often a pivotal figure, ensuring the wellbeing of the family and the future of children, such as education. That is why we want to empower women in the value chain and provide them with more economic support.

### 2.2.3. Co-creation projects at the request of trade partners

In 2023, we supported 14 co-creation projects. We actively inform trade partners about support funds we can offer to improve market access for producers, social and environmental impact. The trade partner is then expected to submit a project proposal. The proposal therefore comes from the trade partner, because we assume that those who experience the problems are also those who can offer the best solution to the problem (from a decolonising approach).

In the event of unforeseen circumstances (disasters, humanitarian crises, etc.), trade partners can also make use of this support fund. This was the case in 2023 for our Palestinian trade partner Al Reef. Al Reef had launched a fundraising campaign after the siege of Gaza. Their proposal was to purchase food parcels from Al Reef's affiliated farmers and then distribute them in Gaza. Oxfam Fair Trade supported this project. However, distribution is difficult because humanitarian aid is severely hampered. By working with PARC (The Palestinian Agricultural Relief Committee and non-profit shareholder of Al Reef), which has a foothold in Gaza, they try to distribute the food parcels. Currently with varying degrees of success. Transparent communication and reporting ensures that we remain informed of what has already been distributed. 🌱



## 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 Long-term collaboration

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. Moreover, our contracts ensure a fair price for their efforts.

#### DID YOU KNOW ...



#### Marion Meyvis says...

"A long-term collaboration means that the risk of trading does not only lie with the farmers. In many standard purchasing processes (certainly in the food industry), farmers have very little negotiating power: if a buyer decides to buy from other suppliers, farmers often have no power to retain the customer. With long-term partnerships and therefore commitment, we give farmers incentives to make investments and we also promise to take risks: not always the easiest way, but always the fairest."

The core of the partnership is the close personal contact between our product managers and the local farming communities, facilitated by regular business trips. By systematically expanding the social networks of the cooperatives, we continue to actively focus on improved market access. 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, technical, financial or organisational. From there, specific projects emerge. The past three years our trade partners have started fourteen concrete projects. 🌱

And new ones are added every year, for example through our climate contributions. 🌱



#### LONG-TERM RELATIONSHIP HIGHLIGHTED:

Most of Vinos Lautaro's vineyards are located in the village of Sagrada Familia, near Curicó, Chile. Marc Bontemps, our director at the time, suggested the brand name Lautaro for the new wine cooperative when he stood in front of the statue of the indigenous resistance hero together with Raúl Navarrete in 1997. It was the beginning of a lasting partnership with mutual responsibility and admiration. Vinos Lautaro ensured quality, transparency and unity within the cooperative, and put small-scale wine producers on the map in Chile and the (fair trade) world. The members have a secure market for their grapes at a good price and a guarantee of a regular income throughout the year. The extra fair trade premiums went to quality education and healthcare. Many children and grandchildren were able to go on to study and now have good jobs. Investing in fair trade turned out to be a great move. In the meantime, two farmers have also successfully received organic certification. Now that some other members also want to switch to organic cultivation, the Partner Fund supports a conversion project. 🌱

### 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 far beyond the production and cultivation in the South. 🌱 It is crucial that we also pay the same attention to our suppliers, processors and transporters.

In 2023, we set up a methodology to further 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. This implementation takes time, but we are already taking steps by strictly monitoring the organisations we collaborate with. While in the South we resolutely choose to work with cooperatives 🌱, in the north we select other B Corp organisations or environmental partners such as Belvas or Belcolade where possible. We are also strongly committed to social criteria regarding the due diligence. 🌱

To gain a better insight into the sustainability of the processing of our products, we sent a sustainability survey to all our European processors in 2023. Unfortunately, the response was disappointing: there was not always a response or the survey was only minimally completed. The reason? We suspect that other companies do not employ a sustainability manager who can complete the surveys in depth. 🌱

Based on the information we did receive, we identified the biggest bottlenecks and drew up an agreement that requires the commitment of the processors with regard to a number of concrete topics. 🌱

We also examined the raw materials purchased by the processors (for a number of composite products). We ensure full traceability of the additional products through our internal monitoring system. We link this to our HACCP system. 🌱





3.

# 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 get out of bed every morning for a job with a clear and common goal. It is this connection that ensures that we form a passionate and close-knit team.

The wellbeing and satisfaction of all our employees is extremely important to us. Integrity is a key concept. Oxfam Fair Trade consists of a team of 33 colleagues, but many initiatives for Oxfam Fair Trade personnel apply to the entire group.

→ SEE FIGURE 11

FIGURE 11

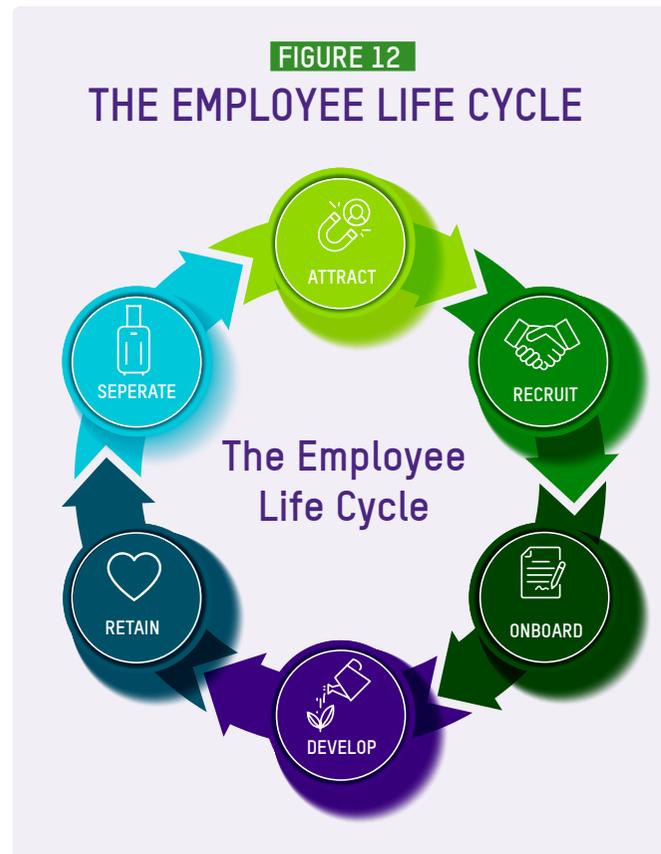
## OUR ORGANISATION IN NUMBERS



## 3.2. WE INCREASE CONTENTMENT AND WELLBEING IN THE TEAM

The satisfaction and general wellbeing of employees is given a central place in the organisation. Without them Oxfam would be nowhere. In addition, we do not just want to be a good employer on paper. Walk the talk! We also want to live up to the values that we promote externally internally. To achieve this, we focus on a modern and strong HR policy. We can demonstrate how we approach this using the Employee Life Cycle.

→ SEE FIGURE 12



### Attract & Recruit

At Oxfam we are convinced that diversity within a workforce can provide great added value. That is why we started a diversity plan in 2023. An important part of that plan was to analyse and adapt the recruitment and selection process to make it more inclusive, to combat personal bias and to give everyone equal opportunities. So we actively worked on hiring more diversely and created an environment where everyone could be themselves.

### Onboard

Within one week, 1 in 3 new employees already knows whether they will stay in the organisation for a longer period of time. It is therefore very important to welcome them warmly with a well-thought-out onboarding policy. For example, everyone is always assigned a mentor, the new employees receive a half-day introduction to Oxfam from HR, a more job-specific introduction from the manager and, in 2023, we worked hard on the onboarding days: a two-day event that takes place 4 times a year is organised to fully immerse newcomers in Oxfam's wide range of objectives. In this way we try to satisfy the new employees from the start.

### Develop

The employees are central and therefore so is their personal development. An extensive evaluation method helps the employees to continue to develop. On the one hand, we have the 'Let's Talk' cycle, where the manager and the employee evaluate the past year and determine

the objectives for the coming year. Based on this, work points are identified that can be addressed, for example through training. On the other hand, we also rolled out a 360° assessment in 2023. People who often work with the colleague in question are also interviewed. This way you have a very extensive source of information and you get a lot of information about how your way of working is experienced.

In addition to these personal training courses, general training courses are also organised. For example, we have developed our own Project Management methodology within Oxfam and rolled it out in 2023. This way, everyone speaks the same metaphorical language when they work to successfully complete a project together.

### Retain

The Welfare Group meets approximately 10 times a year to keep a finger on the pulse of how the organisation and the various services are doing. Within this representative group, consisting of members from each department, how everyone is doing and whether there are issues that influence the wellbeing of the employees are discussed. Based on this information, we try to organise actions within the group or write advice for the management committee.

Concrete actions are also be taken by the prevention advisor. This led to a collaboration with Attentia for ergocoaching. An occupational therapist visited each office to give tips and tricks to the VDU workers. Good posture ensures fewer physical complaints.

We also addressed work points from previous surveys: we tried to remove ambiguities through a well-developed policy, we participated in a benchmark related to salaries within the sector, etc.

We also try to make our office a pleasant workplace in concrete, practical ways: new bicycle leasing options, an extensive leave scheme, flexibility in terms of schedule, fun team buildings, staff parties, free fruit every week, etc.

### Separate

When employees ultimately decide to leave, it is important to know why they have decided to do so. We try to learn lessons from the past during an exit interview so that we do not make the same mistakes again in the future.

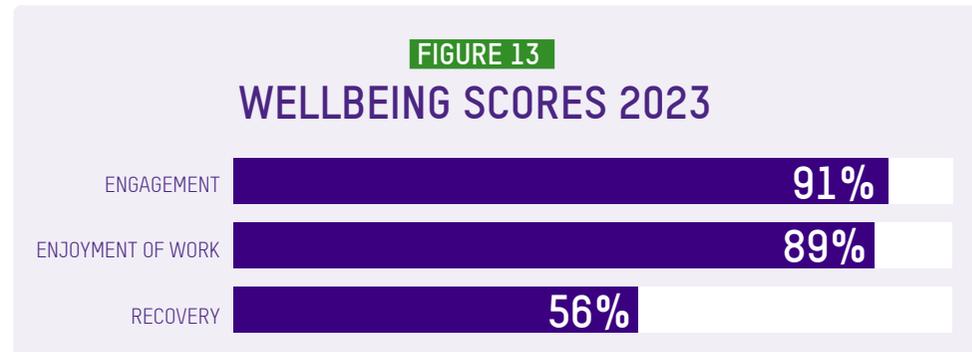
An important point here is the restructuring that we went through at Oxfam Fair Trade in 2023. For financial reasons we had to say goodbye to 5 colleagues and the people who retired were not replaced. It goes without saying that this has had a major impact on the organisation. To measure this impact and meet the needs of the remaining employees, HR organised individual interviews. This information was shared with the management committee and the relevant managers, who in turn integrated it into the recovery policy.

This may immediately explain why the wellbeing figures after the end of 2023 survey were better than expected.

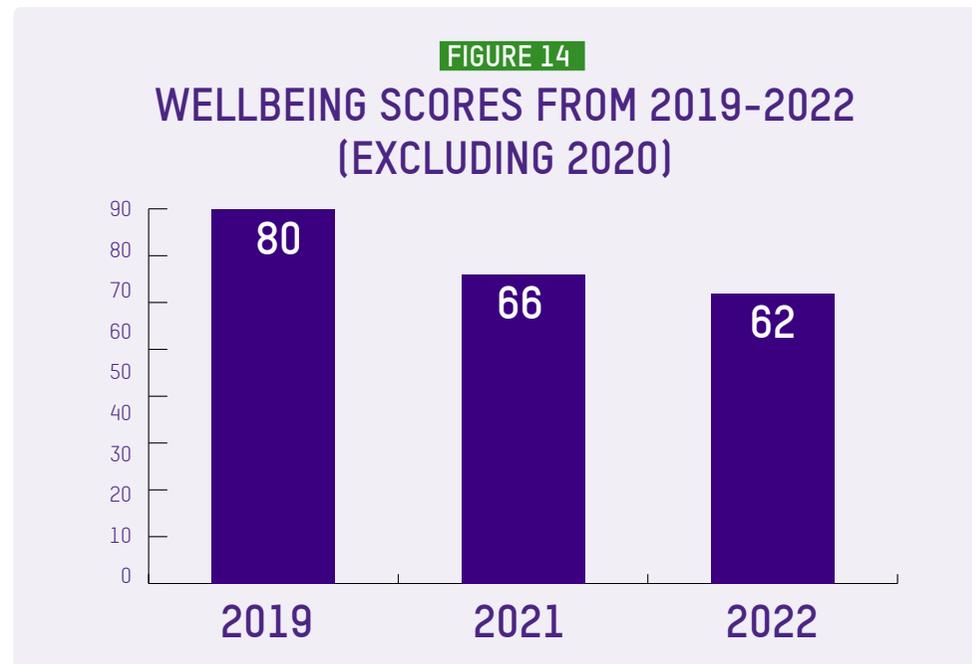
→ SEE FIGURE 13

We expanded our questions in the satisfaction survey in 2023, which may make a 1-on-1 comparison with previous years more difficult. But in general we can say that the above figures predict a good feeling of wellbeing. For comparison, you will find last year's figures below.

→ SEE FIGURE 14



In the annual wellbeing survey among our employees, 89.2% said they enjoy their work.

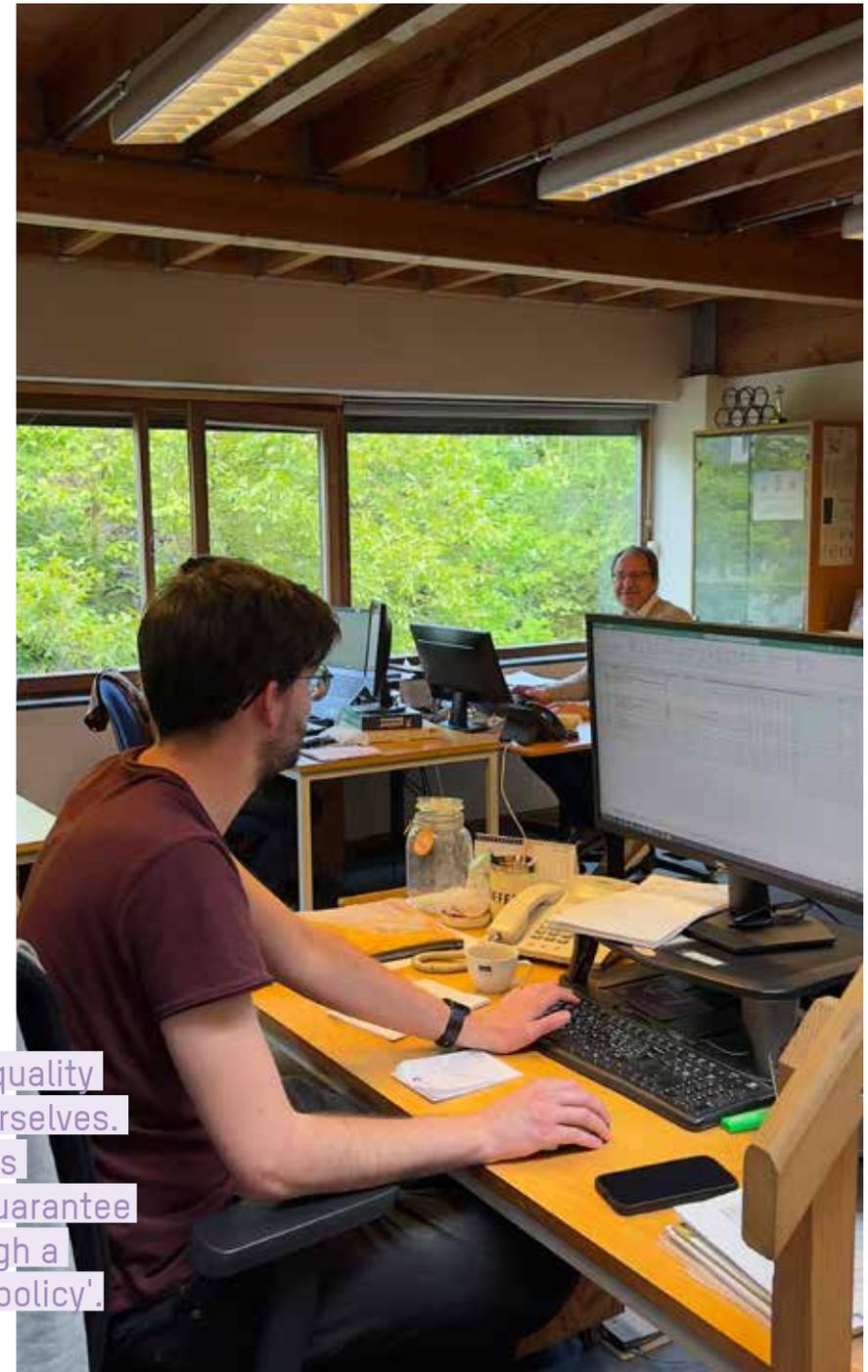


### 3.3. WE GUARANTEE THE PROTECTION AND INTEGRITY IN OUR ORGANISATION

Integrity is a top priority for us. The fight for equality begins with ourselves. That is why we installed the 'Safeguarding Policy', a policy measure that strives for the greatest possible integrity through various internal measures. We regularly organise workshops and webinars, use a strict reference system for new employees, appoint confidential advisors and contact points for integrity issues, etc.

One of the most important prevention pillars is our Oxfam Code of 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 begin employment.

Within Oxfam België/Belgique there are also four 'Focal Points Integrity' (two French speakers, two Dutch speakers, one man and one woman each) whose task is to keep the threshold for raising integrity issues as low as possible. We also provide 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 always thoroughly investigated.



The fight for equality begins with ourselves. We took various measures to guarantee integrity through a 'Safeguarding policy'.

4.

**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.

## COLLABORATING WITH OXFAM FAIR TRADE: AN ODE TO ETHICAL COMMITMENT

When you enter into a partnership, you need to consider much more than just business transactions. A good partnership reflects a shared commitment to values and goals. For **Oxfam GB** (Great Britain) the decision to partner with Oxfam Fair Trade (OFT) stems from a deep-rooted and fine alignment of shared ethical values, an understanding of supply chains and a vision of a future with more equal opportunities for all.

As a brand, Oxfam GB stands for social justice and humanitarian aid, which is why they immediately saw more than just a 'sustainable supplier' in Oxfam Fair Trade. **Emily Williams:** "We saw OFT as a key partner in developing a private label proposition for our UK shops. This mainly concerned consumer goods, where OFT's role as supplier and ethical advisor proved indispensable. Trust in OFT is based on their reputation of course and also on tangible results that prove that the approach works. This is clear from projects such as Bite to Fight, which received great support from the British public."



Both Oxfam GB and OFT understand the ethical risks within the supply chain, particularly in relation to raw materials such as cocoa. Emily: "The partnership provided Oxfam GB with access to OFT's extensive knowledge of supply chains and fair purchasing practices, allowing us to tackle complex challenges with confidence."

### What message does Oxfam GB want to convey to its audience and customers by offering OFT products?

"The answer lies in the essence of ethical sourcing and support for farmers, small businesses and global communities. By choosing OFT products, Oxfam GB guarantees the highest standard of fair trade and due diligence to its customers. The collaboration also illustrates what we stand for: continued support for fair wages and better conditions throughout the supply chain. Did I mention the exceptional quality of OFT products? In combination with the real and human stories, OFT shows that they go beyond the Fair Trade minimum."

Partnering with Oxfam Fair Trade is essentially more than just a business decision for Oxfam GB; it is a reaffirmation of their shared values and a tangible step towards positive change in the world.

## OXFAM FAIR TRADE: YOUR PARTNER IN SUSTAINABILITY

In a world where sustainability is increasingly high on the agenda, it is crucial that as a company you engage the right partners to achieve your goals. A name that often comes up in conversations about sustainability and ethical trade is Oxfam Fair Trade. But what makes a collaboration with Oxfam so valuable? And why should you as a company choose Oxfam Fair Trade? We asked Lyreco these questions.

Lyreco is a leading supplier of office supplies and workplace solutions with a long track record in the field of sustainability and corporate social responsibility. They have a clear mission: at least 90% of their turnover has to come from the 'Sustainable Selection' range by 2026. These are products chosen based on a methodology that focuses on the planet, the working environment and society. That is why a collaboration with Oxfam Fair Trade seems like a match made in heaven. By choosing Oxfam products, Lyreco underlines their commitment to fair trade and supporting communities around the world.

### What can Oxfam Fair Trade do as a partner for companies?

**Tomas Vivijs**, Sustainability Manager Lyreco: "For a brand or company, a partnership with Oxfam Fair Trade can be a powerful way to strengthen its own brand and positioning. Companies strive to work with partners who share the same values, especially when it comes to sustainability. By choosing Oxfam as a partner, we demonstrate our commitment to ethical and fair trade and supporting communities worldwide."

### Why did you choose to collaborate with Oxfam?

"The collaboration with Oxfam fits seamlessly with our DNA. Sustainability is much more than a trend, it is a core

value that is anchored in the essence of the company. For example, we want to achieve 90% of turnover from 'sustainable' products by 2026. By this we mean products with a positive impact on the environment, the working environment and the community. 'Fair trade' is more than a label for us; it is a way to indicate that a product contributes to a fairer world." emphasises **Isabelle Namur**, Product Manager Catering Lyreco.

### How did you end up at Oxfam?

"For companies like Lyreco, choosing Oxfam Fair Trade is a logical step. The product portfolio is composed based on market demands and customer needs, and more and more customers are asking for sustainability. Oxfam has a reputation as a pioneer in fair trade; This makes them an attractive and reliable partner for companies looking for ways to achieve their sustainability goals."

### What signal do you wish to give by offering Oxfam products?

"It's a statement: sustainability is not just about the environment, it's also about social justice. By choosing Oxfam products, as a company you demonstrate your commitment to a fair and just world in which both the environment and the people who inhabit it are respected and supported."

You read it: a collaboration with Oxfam Fair Trade is a smart move for companies that attach great importance to sustainability and want to make this clear to their customers, investors and more. At the same time, it is also a powerful way to make a positive impact for your company and the environment.



## 4.2. WE OFFER A FAIR AND SUSTAINABLE PRODUCT RANGE



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. In accordance with 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 reduce the CO<sub>2</sub> emissions of 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.

### 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 is a guarantee cocoa in this product cacao are grown fairly.*



*The Fairtrade label only applies to the ingredients in this product. You will find this label on all Oxfam products.*



### b. Organic certification

In 2023, 66% 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. Our CO<sub>2</sub> commitment, but different

Already in 2022, we have taken an important step in mapping our CO<sub>2</sub> emissions data even more accurately. We carried out life cycle assessments (LCA) for each product, supplementing the data with information from online databases such as Bilans GES. 🌿

When calculating our emissions, we – unlike many other companies – take our entire product chain into account. This means that we not only take our own emissions into account (scope 1-2) but also all emissions that that our production, transport, processing and delivery of our products to the customer cause (scope 3).

These updated figures once again confirm to us that most of our emissions – and therefore most of our reduction options – are in our production chain (scope 3), as much as 96 %, of a total of 4,476.15 tonnes of CO<sub>2</sub> equivalents. This is a strong decrease compared to last year (5.410,645 ton CO<sub>2</sub> equivalents). We calculate our CO<sub>2</sub> emissions for each product category based on our sales figures. On the one hand, the decrease in CO<sub>2</sub> emissions is due to the decrease in the volume sold, on the other hand, we gained more focus through our new business model to reduce emissions more actively (see foreword: new methodology).

Measuring the CO<sub>2</sub> emissions is often an exercise based on target figures and general averages. So it is not always easy to refine our CO<sub>2</sub> emissions and adapt them to our conscious choices to become more sustainable as a company. For example, we base our figures for the CO<sub>2</sub> emissions from coffee on a study by Kilian et. al (2012) which other studies also often use and cite and are reconfirmed. This

### DID YOU KNOW ...



mainly two things cause the CO<sub>2</sub> emissions during the entire coffee production chain? The use of artificial fertilisers and making coffee at home together account for approximately 70% of the total emissions. By purchasing organically produced coffee you can reduce the CO<sub>2</sub> emissions by 50%.

study therefore uses 1 figure for all production styles (intensive, organic, agro-ecological) and shows that the agricultural company itself and the coffee-making consumer cause the majority of the CO<sub>2</sub> emissions. Other studies provide a clearer picture of the impact of more sustainable production. Organically grown coffee will cut the agricultural company's CO<sub>2</sub> emissions in half. If the coffee is then grown in an agro-ecological manner, the CO<sub>2</sub> emissions will actually be converted back into wood production from the same shade trees on site. Unfortunately, there is no standardised method to include these different effects in the calculation. Hopefully, further research will give us more basis for including these figures in our sustainability report. 🌿

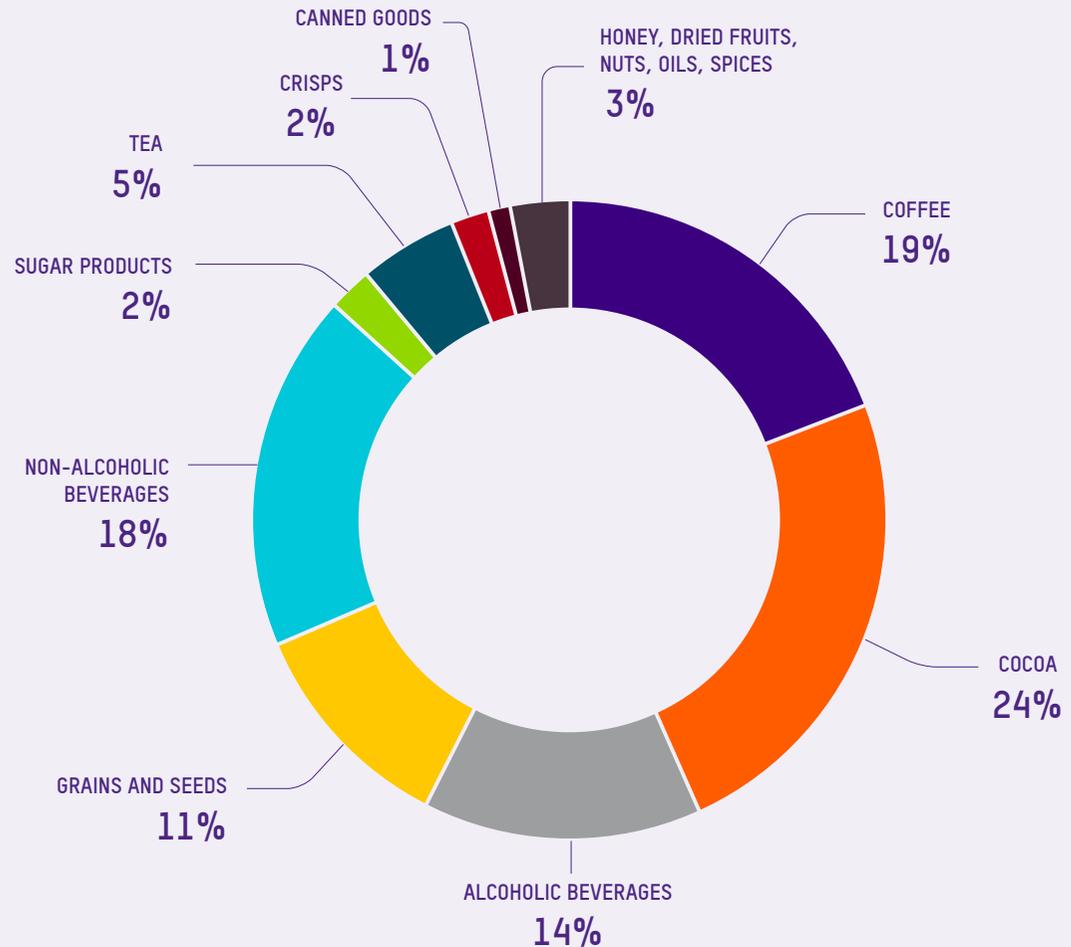
Thanks to our CO<sub>2</sub> calculations, we now know exactly which of our chains we must pay extra attention to in order to reduce our emissions and how much we should set aside for climate contributions.

→ SEE FIGURE 15

## FRAMEWORK EUROPEAN VERSUS WORLD WINES

In 2023 we funded a study by greensolution.cl into the CO<sub>2</sub> and water footprints at 12 members of our Chilean wine partner VIDSECA. They mainly produce páis wine grapes with vines up to 150 years old. The production method is in bush form without irrigation and as natural as possible. The average ecological footprint turned out to be just 0.44kg CO<sub>2</sub> /bottle, so far under the European average. It is generally accepted that 110 litres of water are required to produce 1 glass of wine (125 ml). Among VIDSECA members, the average turned out to be just 24.6 litres of water per glass. This also resonates with our 2021 LCA analyses for three of our wines. We know that the European average is around 1.2 kg CO<sub>2</sub> 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 Rioja 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 world 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. 🍷

**FIGURE 15**  
CO<sub>2</sub> EMISSIONS OF OXFAM FAIR TRADE PER PRODUCTION CHAIN



Our **BEVERAGES** also cause quite a lot of emissions: 14 % of our emissions come from our alcoholic beverages, 18% from our non-alcoholic beverages. This is mainly due to the high emissions from glass packaging and the strong growth in sales of cans

**COCOA** with 24% emissions is our second largest CO<sub>2</sub> emitter. We have risen in our cocoa chain and we also sell chocolate spreads in glass jars, which results in higher emissions, although the cocoa volumes are much lower. The white and milk chocolate in particular are hard on the environment.

## 4.2.2. Less waste

### a. Less packaging

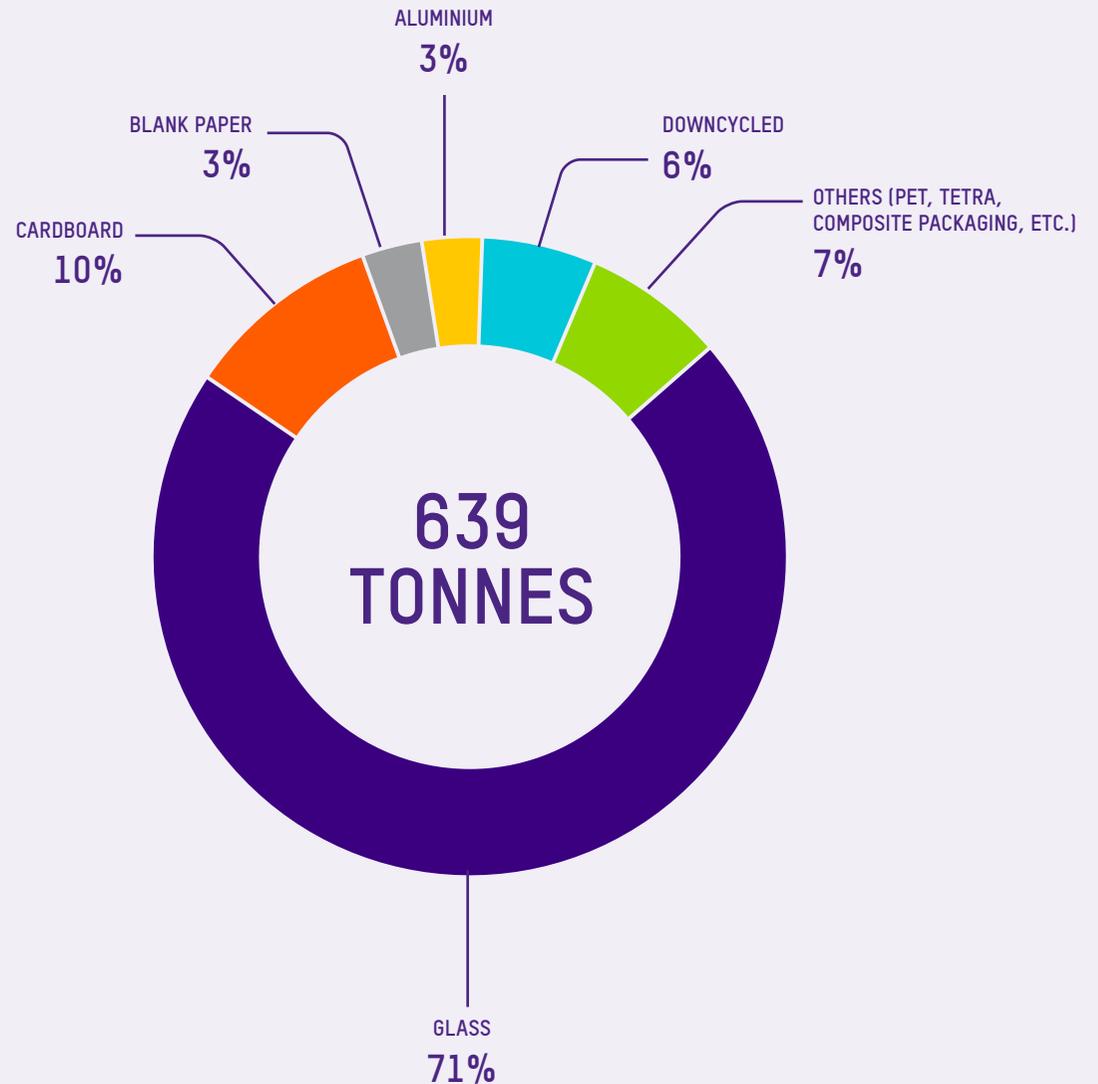
We now know exactly how much and which packaging we need for our products. In 2023, this declined to **639 tonnes of packaging material**, divided over the following materials:

→ SEE FIGURE 16

### b. Less waste

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. 🌱 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**. These products were thus saved from food waste.

**FIGURE 16**  
**PACKAGING MATERIALS OXFAM FAIR TRADE PRODUCTS IN 2023**



## Q&A WITH OUR PRODUCT MARKETER AND PACKAGING MANAGER ANKE TEIGELER: MORE SUSTAINABLE PACKAGING

### What actions have already been taken to make the packaging of Oxfam Fair Trade products more sustainable?

“Where possible, we have switched to the most sustainable alternatives as quickly as possible. All our coffee packaging has been aluminium-free and fully recyclable since 2022. We are a big step ahead of the Belgian coffee sector in this regard. FostPlus would like all coffee packaging in Belgium to be fully recyclable (and therefore aluminium-free) by 2025.

The downside of quickly implementing sustainable packaging is that we went a step too far with our compostable packaging for our seasonal chocolate. Since 2024, FostPlus has considered these FostPlus packagings as ‘a hinder’ and must be removed from the range.”

### Why do we still use aluminium foil for our chocolate?

“The importance of airtight packaging cannot be overstated when it comes to storing Belgian chocolate. Airtight packaging protects the chocolate from humidity and oxidation, which can affect the quality and taste. An airtight container preserves the taste and texture for longer and prevents

the chocolate from absorbing odours and flavours from other foods, thus preserving its unique taste.

The storage properties of aluminium are the main reason why we still pack most chocolate in aluminium foil today. The packaging protects the chocolate well against light, moisture and air.

But we continue to look for alternatives. For example, we have already replaced the layer of aluminium foil between the chocolate and the outer packaging of our Bite to Fight bars with coated paper. And we would like to extend this to tablets, but at the moment it is not possible to adapt the packaging machines to this.”

### Is there a reason why you don't offer more packaging-free products in the wereldwinkels?

“Packaging plays an important role in ensuring food safety. We naturally want to prevent food waste and the shelf life of bulk products is too limited for their low rotation in our wereldwinkels. Moreover, packaging is necessary to inform consumers about the ingredients, allergens and nutritional values. A minimum of packaging is also required for transport.”

### Which packaging innovations are you looking at and what are the challenges?

“The Belgian food industry is dealing with a tsunami of (new) legislation in the area of packaging: the European Single Use Plastics (SUP) directive, the European Packaging and Packaging Waste Regulation, royal decrees at federal level, regulations in Flanders, decrees and decisions of the Walloon and Brussels governments, and even local initiatives. They aim to ban certain packaging or to drastically reduce it.

The European Commission's ambition is clear: all packaging in Europe must be recyclable and/or reusable by 2030. But the priorities set in the various member states are very diverse and often incompatible.

The big challenge for Oxfam Fair Trade is the development of multi-lingual packaging, which we can place on the shelves in our wereldwinkels and supermarkets, and export to our European partners.”



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

Ultimately, everything we do comes down to this: when it comes to the quality of our products, we want to do better every day. Our ultimate goal is a quality range that exceeds everyone's expectations.

Our primary goal is to ensure that our products comply with regulatory frameworks and laws. A safe food chain is self-evident for us. We monitor this very closely. We closely monitor the production process and continuously monitor product and production quality. This way we are sure of the quality, both for import and for sale. We conduct internal and external audits for both our suppliers and the products they supply.

Second, we evaluate our suppliers ourselves via transparent 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 Judith Pieters explains: "For 2023, we got a total score of **8.44 out of 10**. This is the second best score we have achieved since our conversions. We can be really proud of that."

We calculate the quality score by averaging the following three criteria:

- the number of quality errors in the warehouse picking lines
- the supplier score
- the number, severity and frequency of quality complaints per supplier

An explanation of the complete calculation can be found in the attachment.

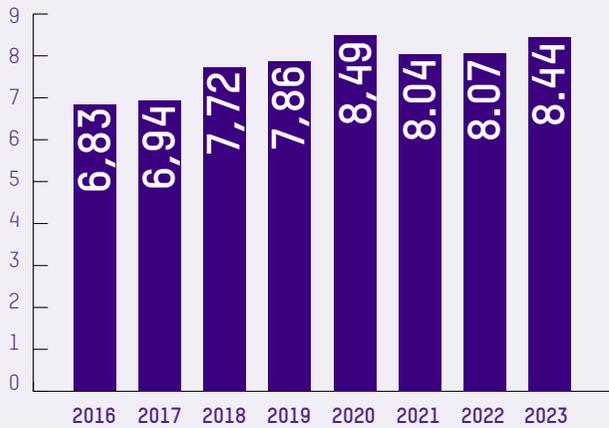
Judith Pieters, Quality Engineer

We carefully monitor the quantity and severity of the number of complaints and follow them up.

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 decreased this past year but the severity has increased dramatically. We will of course remain committed to addressing the current issues and avoiding them in the future. That is why we are increasing efforts in our supplier evaluations (see attachment 2). And our efforts are working: in 2022 we were once again the Belgian market leader in the sale of Fairtrade 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: we enter into long-term contracts with our suppliers and can rely on 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.

FIGURE 17

### EVOLUTION OF THE QUALITY SCORES OF OUR SUPPLIERS, 2016-2023



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.

FIGURE 18

### NUMBER OF DOSSIERS OF NON-CONFORMITIES AND THEIR SEVERITY, 2016-2023



A woman with a patterned headscarf and a blue hoodie stands in a field of green bushes, looking back over her shoulder. The background is a clear blue sky.

5.

**WHAT  
WE DO  
FOR SOCIETY**

# 5.1. OUR COMMITMENTS

## Our commitments:



- We are among the 5% best companies on all B Corp impact domains worldwide
- We supply higher climate contributions by 2025
- We incorporate due diligence 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. A double-check for Oxfam Fair Trade! 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. On the other hand, we also want to contribute to climate mitigation and adaptation among our partners through climate contributions. Oxfam Fair Trade also influences the due diligence policy (known by the English term 'human rights and environmental due diligence'). That is why we will be integrating the due diligence into our own operations in the coming years. 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 IN 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 130 points**. Talk about a challenge!

But we are also very critical. When a number of companies - including Nespresso, known for its human rights violations in the value chain - joined B Corp in 2022-2023, we took action. Together with Oxfam België/Belgique and other companies that set the sustainability bar high (such as Dr Bronner) we jointly wrote a letter to B Corp to express our outrage. This resulted in a number of open conversations and the request to participate in the B Corp panel to review the standards (and thus raise the bar again). To be continued!

Learn more? The most important results from our B Corp audit can be found in the attachments.🌱

### DID YOU KNOW ...



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.

## 5.3. WE ARE COMMITTED TO CLIMATE CONTRIBUTIONS AT OUR TRADE PARTNERS



Since 2022, we have taken a different approach to our CO<sub>2</sub> strategy. In our first sustainability report in 2021, we talked about CO<sub>2</sub> positivity: the concept that we would remove more CO<sub>2</sub> from the air through offsetting than we emit in total. The offset market works like this: because it is impossible for a company to emit 'zero' CO<sub>2</sub> emissions, it invests via 'offsets' (a kind of financial compensation) in a project that either absorbs CO<sub>2</sub> (for example by planting trees) or reduces it (for example by building green energy facilities to replace fossil energy).

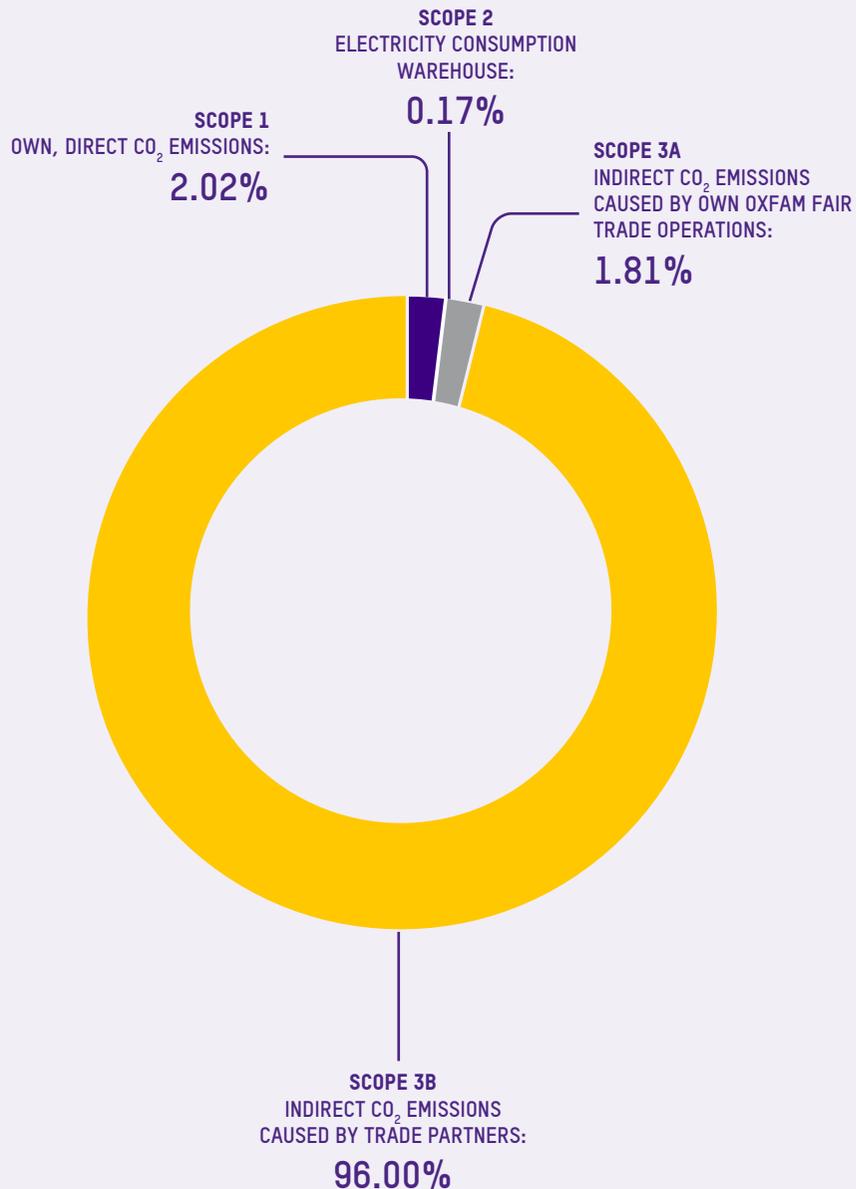
These projects can receive certification before implementation, after which companies can sell the certificates (offsets). However, this market is very murky and highly criticised. There are many cases where purchased credits do not guarantee absorption or reduction of CO<sub>2</sub>, for example because they are sold twice, are not long-term or would have taken place anyway without the investment via offsets. In some cases they also harm the local population or cause more emissions elsewhere. This does not align with Oxfam's commitment to transparency and fair trade, which is why we are taking a different approach. Oxfam wants to be a climate contributor and in its own way.

First and foremost, we mapped out our own emissions - as we had already done in 4.2.1.c for our products. The graph on the right shows how our products are responsible for 96 % of our emissions.

We have no direct influence on a large part of these emissions. We notice a great drive among our trade partners to do better year after year. The other 4 % are the direct consumption of our buildings and the indirect emissions from our traffic (commuting, business trips and transport). Compared to 2022, scope 2 has remained more or less the same. We have reached our minimum emissions here. This is because (1) we have already reduced our natural gas consumption by almost half compared to 2021, (2) we use solar panels and a battery and (3) we strongly encourage our employees to commute to work by bicycle or public transport. These decisions have dramatically reduced our emissions. In mid-2023, we also decided to phase out our own lorries and outsource transport. This change in strategy has led to a significant decrease in our scope 1 emissions compared to 2022 (from 2.92% to 2.02%). Since our own freight transport was the largest source of emissions within scope 1, this change is mainly noticeable within this scope rather than in scope 3. The largest source of emissions within scope 3 is caused by our products, not by the freight transport from Oxfam Fair Trade to customers. We also reduce our emissions together with our partners where possible. Compared to 2021, we are aiming for a 15% decrease by 2025 and a 30% decrease by 2030. We chose 2021 as the baseline, because we wrote our first sustainability report that year and have mapped out the most important figures since then.

**FIGURE 19**

## DISTRIBUTION OF CO<sub>2</sub> EMISSIONS IN 2023 PER SCOPE



Because we cannot reduce all CO<sub>2</sub> in our chain, we finance climate contributions through climate adaptation and mitigation projects. We do not do this externally but with our own trade partners. As we mentioned earlier, we want to move away from this concept, partly because we do not think they are transparent enough, and partly because we want to broaden our focus beyond CO<sub>2</sub> reduction. We want to move away from the tunnel vision that sees CO<sub>2</sub> emissions as the main topic and ignores other topics such as biodiversity and water resources. With our climate contributions, we therefore not only support CO<sub>2</sub> reduction, but also the strengthening of biodiversity, sustainable water use, water retention and more. We do this directly with the relevant trade partners and participate in projects that they propose 🌱. This ensures we have maximum impact. For example, we not only invest in slowing global warming (climate mitigation) but also in making our partners future-proof (climate adaptation). No less ambitious, but more critical.

In 2023, we invested €24,970 in climate contributions with trade partners, almost double compared to 2022 (€13,597). And we increase that budget every year. In 2025, we will start or support projects with more than 50,000 euros. Oxfam's new vision is still being translated into practice, but we already have many ongoing projects with our trade partners.

**FIGURE 20**

**CO<sub>2</sub> EMISSIONS FOR WHICH OXFAM FAIR TRADE IN BELGIUM WAS RESPONSIBLE: SCOPE 1,2 AND 3A, EXPRESSED IN TONNES**

	<b>EMISSION</b>	<b>REMARKS</b>
2018	197.52	This year we only mapped scope 1.
2019	465.67	This is a representative year, including external transport, business trips and commuting.
2020	193.82	Because of Covid-19 our emissions decreased drastically by way of lower energy costs, fewer transports, business travels and commutes.
2021	250.89	Also in 2021, few business trips or home-work trips were possible.
2022	261.04	More business trips, company visits and trade fairs were organised again in 2022. Employees are allowed to work from home 50% of the time, which means that commuting was not as high as in 2019.
2023	178.89	In 2023, the transport from warehouse to end customer was outsourced, the winter was less severe and we resolutely turned the heating down one degree and we were able to better monitor the temperature via a new ventilation system.

FIGURE 21

### THE BUDGETS FOR CLIMATE CONTRIBUTIONS IN THE COMING YEARS RELATED TO THE ESTIMATED ☼





## PREVIEW NORANDINO

Since the project with Norandino - one of the Peruvian coffee suppliers - started later in 2023, this project is still ongoing. We support the cooperative to provide biocompost and extra shade trees (both fruit trees and cutting wood) for 620 members. The biocompost ensures that the soil has a better structure that retains water better; the coffee shrubs will therefore produce more thanks to the water buffer and the extra nutrients. This water buffer is gaining in importance in a changing climate, especially with increasingly extreme weather phenomena. A water buffer allows greater storage of surplus water, which ensures better bridging of prolonged dry periods. This makes it an ideal measure for climate adaptation.

The shade trees have a dual role: they ensure a lower temperature for the coffee plants and protect them against heavy rains. The shade trees also promote CO<sub>2</sub> sequestration; CO<sub>2</sub> is extracted from the air and converted into wood mass. That is a fantastic mitigation measure. It results in an almost negligible net CO<sub>2</sub> emission at the coffee producer. 🌱

### Casa Apis Brazil reforestation project delivers great results in 2023:

Casa Apis is a cooperative with 650 beekeepers (and their families) who live from beekeeping and honey in a semi-arid region in the Northeast of Brazil. Due to climate change, the region experienced long drought periods, causing bee colonies to swarm and

not return. The result was a loss of honey revenue. That is why Casa Apis took on its own climate battle, with an ambitious reforestation plan. This must ensure the planting of 211,050 native trees between 2021 and 2025. A drip irrigation system supports the saplings until they bloom, ensuring the area remains an attractive habitat for honey bee populations. Oxfam Fair Trade supported this project for 3 years through the purchase of irrigation kits. In 2023, Casa Apis managed to install 68 irrigation kits on the beekeepers' fields, helping the planted trees to survive. In 2023, Casa Apis planted a total of 40,200 new trees. After 3 years, the project total will therefore amount to 94,847 planted and irrigated trees. These sustained efforts limited the loss of bee populations due to drought from 60% to 16%. The new bee oases provide a multitude of flowering species, which benefits both biodiversity and honey production.

The analysis of the trees planted in 2022 showed that 78% of them survived thanks to the irrigation systems. It is a very encouraging result for beekeepers, as irrigation pipes can be re-routed from one plot to another to continuously supply water to new plantings.

The cooperative has also invested in the purchase of a new plot of land of 13 hectares with room for an additional 9,100 trees. A water source and 10,000 litre water tank were installed on the terrain. This region is gradually becoming a real bee oasis, crucial for income from beekeeping. 🌱

## 5.4. WE INCORPORATE DUE DILIGENCE INTO OUR ENTIRE VALUE CHAIN

In the introduction to this report, we already talked about our due diligence policy and how we approach this cyclically. We would like to go into more detail about our focus within this policy and the things we have already implemented; we also talk about what still lies ahead and how we can continue to improve ourselves every year. Within the value chain, we initially focus on chains and geographical areas where small-scale producers experience the greatest challenges and need the most support. Our focus is therefore mainly on the upstream value chains (from field to port).

Our approach to due diligence includes a fair distribution of burdens and efforts. We take responsibility and support our partners/suppliers. We also attach great importance to meaningful consultation with stakeholders to develop a supported approach that takes diverse perspectives into account. We also have a feminist and gender-responsive approach, paying special attention to vulnerable groups (i.e. women and girls) who may be particularly affected. Finally, we want to ensure that our due diligence policy does not become a tick the box strategy through document analysis, but a real story that creates impact for real people.

Let us take a closer look at the cycles within the due diligence policy:

### 1) COMMIT

We are in the process of drafting a statement of commitment regarding human rights and the environment. The aim is to publish this statement on our website and thus become the cornerstone of Oxfam Fair Trade's due diligence policy.

### 2) IDENTIFY

An initial analysis based on Fairtrade International shows that these are the main risks in the upstream value chains:

- Impact of climate crisis
- Lack of a living income
- Unsustainable water use
- Loss of biodiversity and deforestation
- Gender inequality and violations of the rights of the child
- Violation of labour rights
- Lack of access to healthcare

The intention is also to use the following mechanisms to generate more information about the specific risks in our chains:

- Certification reports from external certifiers, usually Fair Trade International.
- Direct contact with cooperatives also provides us with direct information about possible risks.
- Studies conducted involving all stakeholders.

We have already carried out an initial risk analysis of all the cooperatives we collaborate with at country level.





### HREDD SCAN AND MONITORING KOOPMANSKLOOF, WINE PARTNER, SOUTH AFRICA

We have been closely monitoring our wine partner Koopmanskloof in Stellenbosch since the start of the collaboration in 2008. Fair trade means 'hired labour' for the wine producers in South Africa because there is no South African fair trade wine from small-scale producer organisations.

After the Bitter Grapes documentary in 2016 and the subsequent boycott in Scandinavia of some South African wines from Robertson, we wanted to investigate the reality at Koopmanskloof Farm even further.

During the business trip in 2017, there was initial contact with a local NGO that fights for better working and living conditions for female seasonal workers. We put them in touch with Koopmanskloof, held Focus Group discussions with the workers and started a joint project aimed at training various labour committees from Koopmanskloof.

After this collaboration, we partnered with Fairtrade Africa and various South African NGOs to support the workers at Koopmanskloof Farm. The focus was on financial management and project management, leadership qualities and computer skills, including e-banking.

We supported the workers in their negotiations with management about the spending of the Fairtrade premium budgets. In 2022 we started an HREDD risk scan analysis. We explained the general methodology in detail in an initial video call, followed by 2 sessions in which we applied the methodology in open dialogue with management. Housing conditions were an important priority. In the meantime, a lot of repair and maintenance work has already been carried out, but it remains a point of attention. Koopmanskloof naturally adheres to the standards for the correct use of permitted chemicals, but this remains an inherent risk. We are pushing Koopmanskloof towards a switch to organic cultivation, which is not climatologically evident in the Stellenbosch region. We closely monitor the payment of minimum wages (+ bonuses); seasonal workers also have contracts. The lack of toilets in the vineyard is a sectoral problem in South Africa. Ideally, companies will emerge locally that can offer this service. Another vulnerable point was the quality of drinking water, which was no longer perceived as a problem by workers during a recent business trip in 2023. The enormous unemployment and distorted labour market, the great income inequality, addiction problems (alcohol, drugs, etc.) and related violence and crime that plague South African society, unfortunately (sometimes) also affect community life at Koopmanskloof Farm. In this difficult context, management tries to build a constructive community in respectful dialogue with the workers, with a view to better living conditions and progress for all involved. 🌱

## COARENE AND COMSA, COFFEE PARTNERS HONDURAS

We conducted our first field research in Honduras. It was a real pilot study that gave us two insights: how can we best conduct such a study and using which methods? How should this be done practically? And what results emerge? In the study in Honduras, we fully opted for a bottom-up approach in which farmers themselves determined which risks they experience most. Ultimately, this study showed that this approach could not always reveal specific problems in depth. 

But this has given us sufficient input to approach the next study differently in Uganda (see further)



### 3) ADDRESS AND REMEDIATE

To remedy and reduce the risks, we resolutely opt for:

- Transparent supply chains that are fully Fairtrade certified.
- Maintaining long-term relationships with trade partners, mainly farmer cooperatives.
- Direct and close contacts to quickly detect problems and respond effectively.
- Projects that go beyond Fair Trade standards, such as pursuing a living income.
- Guidance for trade partners in the transition to organic agriculture and agro-ecology projects.
- Financial support in demand-driven projects with involved trade partners in addition to our climate contributions
- Drawing up Human Rights Impact Assessments with trade partners (e.g., ACPCU, Uganda - coffee partner)

### 4) TRACK

We also monitor our progress quantitatively with various KPIs:

- B Corp Score
- Amount of fair trade premium paid per year
- % that is certified organic
- Number of co-creation projects and climate contributions
- Living income premium
- Number of projects supported to improve the position of women in the value chain
- %CO<sub>2</sub> emissions

But also in a qualitative way:  
Reporting and descriptive impact measurement of the co-creation projects

## 5) COMMUNICATE

The sustainability report is our means of communication to inform all our stakeholders about the cyclical approach to our due diligence policy and to share this transparently: what is going well, but also what is not going so well.

What we need to remember is that this approach is cyclical and assumes that a risk-free production chain does not exist. Certain issues therefore must be addressed.



### CASE ACPCU

Based on the lessons we learned from our research in Honduras, we chose the Ugandan coffee cooperative ACPCU for the Human Rights Impact Assessment (HRIA). Several focus groups were organised on site with male and female members, children, seasonal workers and children of seasonal workers. This gave us the most complete picture possible. Several risks came to the surface, especially among the more vulnerable groups. Since HREDD is about identifying and recognising certain risks, we can now continue the cycle. We are currently working with the cooperative to see how we can further tackle and mitigate these risks together. This will again be a new project that we are setting up in consultation with a trade partner.

This field study now forms the basis for carrying out an HRIA with at least 1 partner every year, according to a fixed methodology. This will also be done by the other members of the European Fair Trade Association, of which we are a member. 🌱

## 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>B Corp</b>	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.
<b>Beyond chocolate</b>	Partnership for sustainable Belgian chocolate, which we are part of, together with the chocolate industry, supermarkets, the government and civil society.
<b>Coffee barometer</b>	Biennial report on the status of sustainability and challenges in the coffee sector which we publish together with Hivos, Solidaridad and Conservation International.
<b>EFTA (European Fair Trade Association)</b>	European association of fair trade importers, we are active as a Belgian player.
<b>Fairtrade Belgium</b>	The national Fairtrade organisation of Belgium which grants the Fairtrade label to our products.
<b>The Shift</b>	The Shift is the Belgian platform for sustainability.
<b>BioForum</b>	BioForum is the sector organisation of Flemish organic farming and food.



6.

**ABOUT THIS  
REPORT**

# CONCLUSION

We are proud to present the conclusion of our Sustainability Report in which we emphasise the importance of due diligence as an essential pillar of our work at Oxfam Fair Trade. This report provides insight not only into our sustainability efforts but also into our ongoing commitment to transparency and accountability.

An important aspect of our due diligence is our commitment to transparency. We believe it is essential that our customers and stakeholders are fully informed of our practices and decisions. That is why we continue to communicate openly and honestly about our policies, processes and performance regarding sustainability. We want you to know what you are buying and where it comes from, so you can choose our products with confidence.

Every product bearing the Oxfam Fair Trade name has been carefully double-checked for its impact, both socially and environmentally. We are proud to offer delicious and fair products that not only tickle the taste buds but also contribute to a fairer and more sustainable world.

In closing, we would like to express our gratitude to everyone who has supported us in our sustainability efforts. Together we have already achieved a great deal, but we know there is still a lot of work to be done. Let's continue to work together and strive for a future where due diligence and sustainability are the norm, for each and every one of us. And may our business model be an example for the entire food sector!





7.

# ATTACHMENTS

## 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 21 

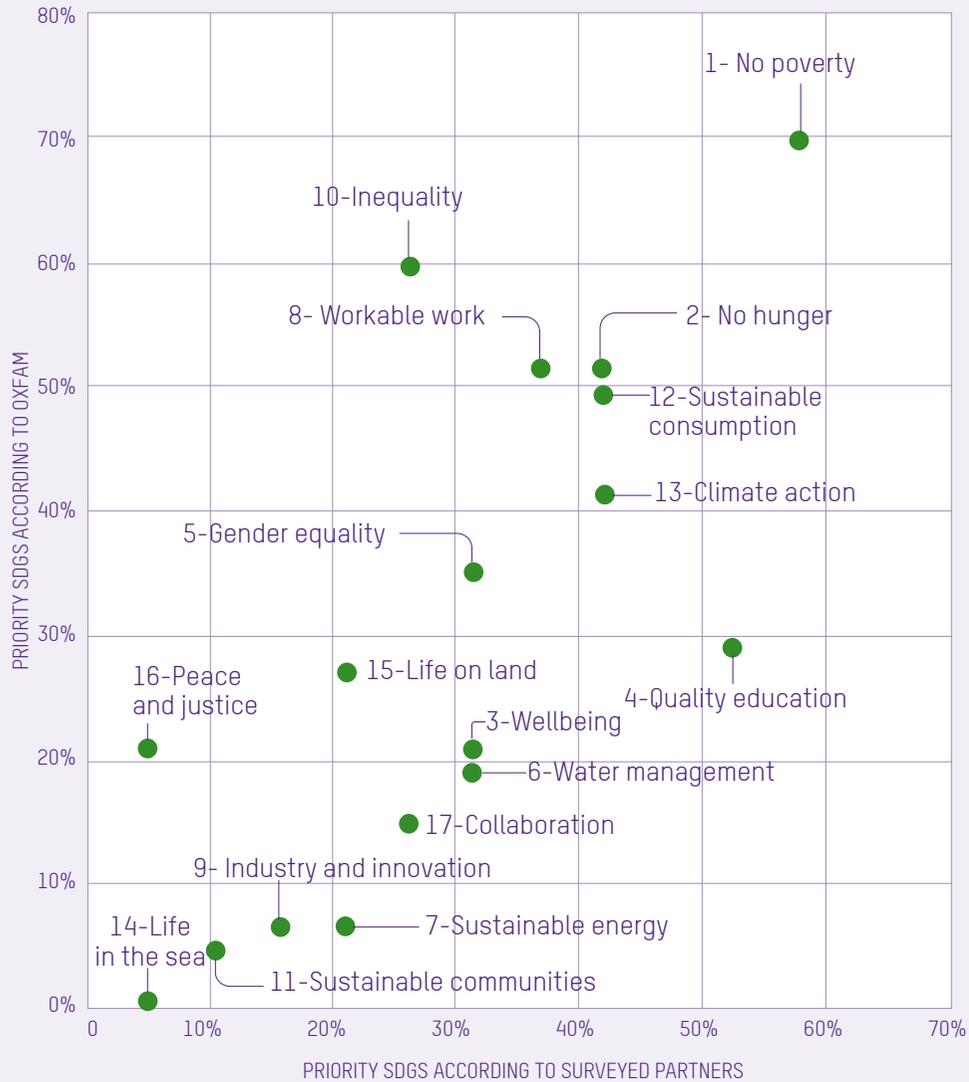
Our stakeholders attributed the following importance to the proposed solutions.

→ SEE FIGURE 23 



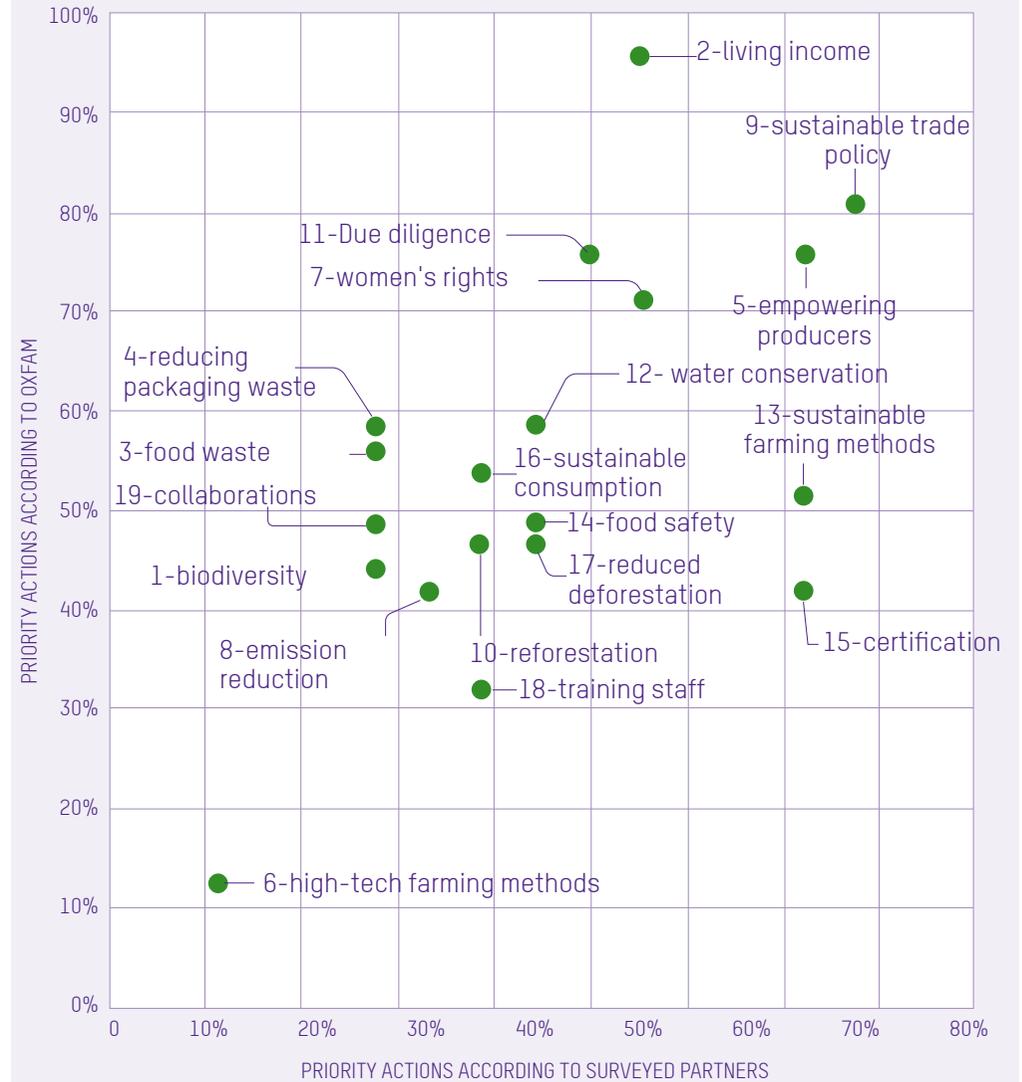
**FIGURE 22**

## THE MATERIALITY MATRIX THAT RESULTED FROM OUR STAKEHOLDER SURVEY



**FIGURE 23**

## THE PRIORITISATION OF THE MOST IMPORTANT ACTIONS ACCORDING TO OUR STAKEHOLDERS



## 7.2. 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 24

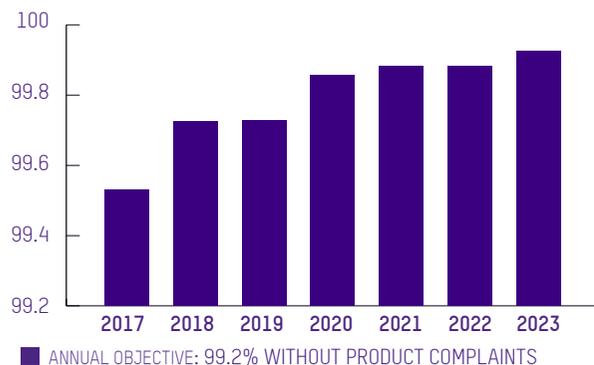
FIGURE 24

### THE CALCULATION OF OUR QUALITY SCORE SINCE 2017

1

#### PRODUCT COMPLAINTS IN THE SEND LINES

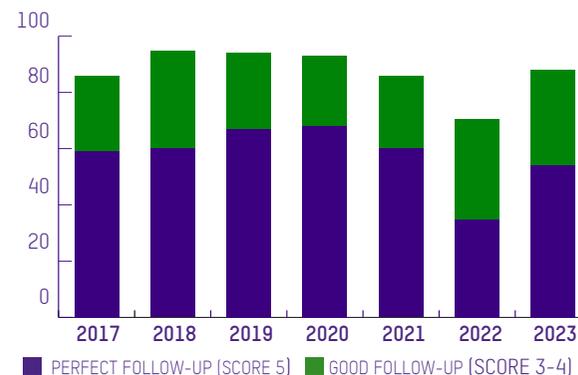
We examine how many send lines are free of product complaints. In 2023, **99.92%** of our lines were faultless! This is a score we can truly be proud of.



2

#### 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). We will reach 88% in 2023, last year we stepped up our game with monthly monitoring and a new quality agreement was also started.



3

#### COMPLAINTS PER SUPPLIER

Here we see an increase in 2023 in the number of suppliers with some complaints to their name in the area of food safety, not too severe. The number of suppliers in the critical zone decreased by 3% compared to last year. Moreover, 46 % of the suppliers do not have a single complaint to their name.

##### Complaints per supplier (%)

	2021	2022	2023
(< 3): serious errors	4	6	3
{3}: one or a few errors	49	48	53
{5}: no errors	47	46	44



## 7.3. 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 25](#)

**FIGUUR 25**

## 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.
		<b>TOTAL: 123</b>	<b>SECTOR AVERAGE: 76</b>	



8.

# GRI STANDARDS REFERENCE TABLE

## 8.1. SPECIFIC INFORMATION ELEMENTS (GRI 102)

Material themes and GRI standard	Description	Chapters from the report
<b>1. No poverty</b>		
103-1 - 103-3	Management approach	1.4.1 Due diligence: a dedication to sustainability 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
<b>2. Inequality</b>		
103-1 - 103-3	Management approach	1.4.1 Due diligence: a dedication to sustainability 2.2.1 Fair price 2.2.2 Social structures 2.2.3 Co-creation projects at the request of trade partners 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	2.2.3 Co-creation projects at the request of trade partners 2.3.1 Long-term collaboration 5.3 We are committed to climate contributions at our partners
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
<b>3. No hunger</b>		
103-1 - 103-3	Management approach	1.4.1 Due diligence: a dedication to sustainability 4.2.1 Less Waste
Own indicator	Percentage of our turnover saved from food waste by our actions	4.2.2 Less waste

## 8.1 GRI SPECIFIC INFORMATION ELEMENTS (GRI 102) (CONTINUED)

Material themes and GRI standard	Description	Chapters from the report
<b>4. Workable work</b>		
103-1 - 103-3	Management approach	2.2 We practice fair trade with the 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
<b>5. Sustainable consumption</b>		
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 7.2 Quality score 7.3 Our B Corp audit
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 7.2 Quality score



# TOGETHER WE MAKE A POSITIVE IMPACT

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