

Fairtrade Australia & New Zealand **Impartiality Policy**

1. Purpose

Fairtrade Australia and New Zealand (Fairtrade ANZ) seeks to maintain its reputation as a not-for-profit company delivering high quality professional services. This Policy is designed to ensure that all Fairtrade ANZ licensing activities shall be undertaken impartially.

Fairtrade ANZ staff, volunteers, board members and contractors understand the importance of impartiality and the consideration of any potential conflict of interests in carrying out its licensing activities. This policy illustrates good behavioral practices for the benefit of both Fairtrade ANZ and Fairtrade Licensees. The overall aim of this policy is to give confidence to all parties.

2. Related Fairtrade ANZ Policies

- Anti-Fraud and Anti-Corruption
- Code of Conduct
- Conflict of Interest
- Privacy
- Procurement
- Whistleblowing Protection

3. Scope

This policy applies to:

- All Fairtrade ANZ personnel, including employees, board members, contractors, and volunteers.

4. Values

Fairtrade ANZ aims to inspire confidence in its licensing processes to its clients and the public at large by:

- 1) being impartial
- 2) employing competent personnel
- 3) being responsive to complaints
- 4) providing access to relevant information gathered
- 5) fairness
transparency of processes and maintaining confidentiality.

5. Impartiality risks

Fairtrade ANZ is responsible for the impartiality of its licensing activities and shall not allow commercial, financial or other pressures to compromise impartiality.

Impartiality risks may arise from Fairtrade ANZ's activities, from its relationships, or from the relationships of its personnel. However, such relationships may not necessarily present a licensing body with a risk to impartiality. A relationship presenting a risk to impartiality of the licensing body can

be based on ownership, governance, management, personnel, shared resources, finances, contracts, and marketing (including branding).

Threats to impartiality are sources of potential bias that may compromise or may reasonably be expected to compromise the ability to make unbiased observations and conclusions. Threats to impartiality include, but are not limited to, the following:

- Self-interest: arising from a person or body acting in their own interest to benefit themselves
- Self-review: arising from reviewing the work done by themselves
- Subjectivity: arising when personal bias overrules objective evidence
- Familiarity: arising from a person being familiar with or trusting of another person
- Intimidation: preventing a licensing body or its personnel from acting objectively due to fear of a candidate or other interested party
- Financial: the source of revenue can be a threat to impartiality.

6. Quality controls

Fairtrade ANZ will identify and assess risks which may result in a conflict of interest or pose a threat to impartiality.

Impartiality is protected by placing it within an organizational structure, which will guarantee that the safeguards required are implemented. Conflict of interest and objectivity is addressed through standard operating procedures and binding agreements to ensure that all activities undertaken throughout the licensing process are conducted in an objective, independent and impartial manner. Licensing of companies and products is based on objective evidence obtained through a fair, valid and reliable assessment, and is not influenced by other interests or other parties. The main principles for inspiring confidence are independence, impartiality and competence both in action and appearance.

Fairtrade ANZ and any part of the same legal entity and entities under its organisational control, shall not be the designer, manufacturer, or distributor of Fairtrade licensed products

Fairtrade ANZ Licensing staff involved in making licensing product approval decisions shall not offer to provide paid consultancy or other paid services to its licensees.

7. Continual review

Fairtrade ANZ shall identify risks to its impartiality on an ongoing basis and a register of identified risks shall be kept as part of its Risk Register.

The impartiality risks will be assessed periodically to enhance its delivery of impartial licensing activities. This review will be performed by the Chief Executive Officer or an appropriate appointee. The organization will consider what actions it may need to take to address any deficiencies identified in the review.

8. Corrective action

Fairtrade ANZ shall take action to respond to any risks to its impartiality, arising from the actions of other persons, bodies or organizations, of which it becomes aware.

If a risk to impartiality is identified, the licensing body shall be able to demonstrate how it eliminates or minimizes such risk.

Licensing activities should be structured and managed so as to safeguard impartiality.

9. Conflict of Interest

Conflicts of interest are guided by Fairtrade ANZ's Conflict of Interest Policy found in the Employee HR Manual and the Board Conflict of Interest Policy. If a staff member or director has reason to believe that a person has failed to disclose an actual or potential conflict of interest, they will inform the CEO.

If a conflict is disclosed or a possible conflict identified, the CEO will determine whether a conflict of interest exists, and if so determine an appropriate resolution to the conflict of interest.

If the conflict of interest is material to the interest of Fairtrade ANZ, then the following are possible remedies for the conflict of interest:

- Not working on certain areas, types of work or certain operators
- Divestment of certain investments
- No participation in certain types of discussions or decisions
- Termination of employment where:
 - The conflict is serious and was intentionally not disclosed in advance, or
 - There is no other possible way of resolving the conflict.

10. Document Control

This Policy is available in the shared Fairtrade ANZ drive for all employees.

A copy of this policy will be provided to any person or organisation on request.

11. For More Information

For more information or assistance, contact us at:

- Australia: info@fairtrade.com.au
- New Zealand: info@fairtrade.org.nz

12. Review

- This policy is reviewed every 3 years to ensure effectiveness and compliance.

Document version	Changes	Date approved by Board	Next Review Date
1.0		2016	
2.0	Revised whole policy to simplify language and processes. Removed certification function Wording is aligned to the new Impartiality Policy template provided by FI 9 th May 2025. In particular revised wording under point 4 Quality controls.	May 2025	May 2028