

ANNEX 4

Rainforest Alliance Remediation Protocol

Version 1

Date: June 2020



**RAINFOREST
ALLIANCE**



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More information?

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Issue Date:	Binding date:	Expiration date:
June 30 th , 2020	July 1 st , 2020	Until further notice
Developed by:		Approved by:
Rainforest Alliance Department Standards & Assurance		Chief Supply Chain Officer
Linked to (code and name of documents, if applicable):		
SA-S-SD-1-V1 Rainforest Alliance 2020 Sustainable Agriculture Standard, Farm requirements		
SA-S-SD-2-V1 Rainforest Alliance 2020 Sustainable Agriculture Standard, Supply Chain Requirements		
Replaces:		
Not applicable		
Clause or requirement number and text (if applicable):		
1.5.1, 1.6.2, 5.1.4		
Applicable to:		
All certificate holders		
Country/Regions:		
All		
Crops:	Type of organizations:	
Tree crops (such as coffee, cocoa), tea, fruits (such as bananas, coconuts and pineapples), nuts (such as hazelnuts) and cut flowers. Vegetables and palm: subject to confirmation	Small and large farms, Supply chain actors,	



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1. INTRODUCTION

The primary audience for this document is certificate holders, to assist them with setting up and managing effective response and remediation systems. This document can also be used by Auditors and Certification Bodies (CBs) to verify whether certificate holders have implemented remediation activities in accordance with the Protocol and within set timelines,

as well as by civil society and government offices to support and collaborate with certificate holders.

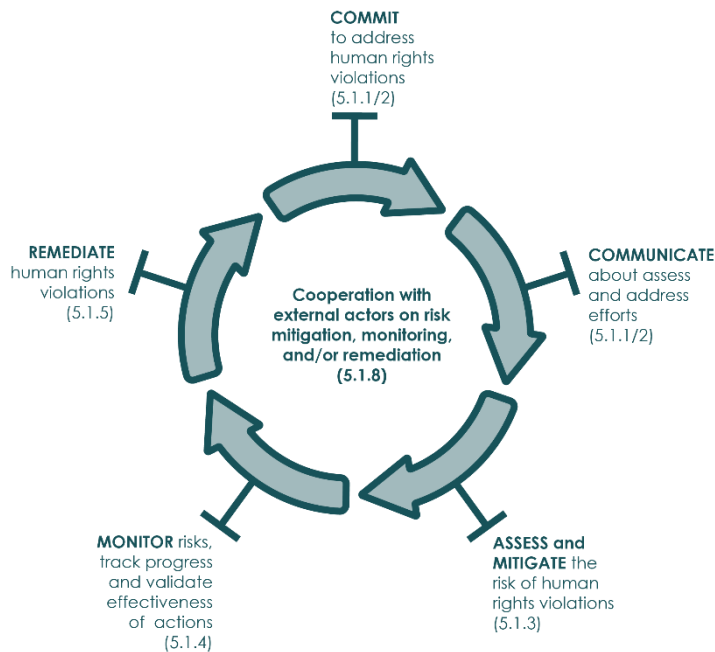


FIGURE 1: ASSESS-AND-ADDRESS OVERVIEW

This Remediation Protocol ("Protocol") is part of the Rainforest Alliance Agricultural Standard ("Standard"), linked to requirement 5.1.4 of the Standard. It is applicable to all crops and all certificate holders that wish to become or remain certified. The Standard requires certificate holders to set up a system to assess-and-address discrimination, forced labor, child labor and workplace violence and harassment in working with the certified crops, which includes remediating grievances as per below figure 1.

This Protocol is *mandatory* for all certificate holders and organizations in or joining the Rainforest Alliance

certification program. It also offers practical guidance about the steps certificate holders may take to effectively remediate not only cases of discrimination, forced labor, child labor, workplace violence and harassment but also any other human rights violations specified in chapter 5, in line with the Rainforest Alliance Sustainable Agriculture Standard Requirement 5.1.4.

The Protocol may also be a helpful resource for certification bodies, trade unions and other labor rights organizations, NGOs, and civil society actors who are working with or alongside certificate holders.



The Remediation Protocol contains both mandatory steps as well as guidance on how to implement the mandatory steps. In line with ISO documents, mandatory steps will be introduced by “shall” whereas optional steps will be introduced by “may”. Examples:

	Mandatory: certificate holders shall implement corrections to remediate all known cases within 12 weeks.
	Good practice / recommended: certificate holders may collaborate with government agencies to implement corrections or corrective actions.

What is remediation?

Remediation is the process of righting the wrong after a human rights violation is uncovered, (internally) reported, and verified. The United Nations Guiding Principles (UNGPs) require states and businesses (including agricultural businesses) to take steps to ensure that workers **have access to effective remedy** when labor or human rights violations take place.

Remediation by certificate holders can cover a wide range of actions to restore the situation of the affected person to before the incident happened, including financial and non-financial compensation, repayment of recruitment fees, unpaid wages, overtime or illegal wage deductions, apologies or repatriation, and shall always include a guarantee of non-repetition. If the incident involved a perpetrator, for instance in the event of sexual harassment cases, actions may also include punishments including employment termination and referral to state criminal investigations.

Link with grievance mechanism

For the system to effectively remediate cases, it shall be closely linked with the certificate holder's grievance mechanism in accordance with the Rainforest Alliance Sustainable Agriculture Standard core requirement 1.5.1. The grievance mechanism can be used by internal and external stakeholders including all workers, group members and staff, buyers, suppliers and communities to report alleged grievances linked to the certified farm, management, employee, group member and/or certification activities and receive a response.

Link with Gender Committee

All cases related to gender-based violence and harassment at work may be remediated through the Gender Committee.

Link with risk-based approach

The risk-based approach that the Rainforest Alliance requires certificate holders to implement will support those to identify risks and to prevent violations from taking place by tackling the causes of those risks. In high risk environments, certificate holders are required to conduct an in-depth risk assessment (as per Standard Requirement 5.1.5), which will help identify root causes of pervasive risks and will support certificate holders in taking actions to overcome those root causes.



Below figure 2 displays the steps outlined to prevent cases from arising and remediating them when they do arise.



FIGURE 2: OVERVIEW OF THE RISK-BASED APPROACH

2. PRINCIPLES OF EFFECTIVE REMEDIATION

The following elements shall be key elements of an effective remediation system:

a. Safety, welfare and best interests of people involved



When implementing remediation measures, the safety, welfare, and best interest of the affected individual shall always come first. To the extent possible, the identity of affected persons should remain confidential. When remedying a case involving children, certificate holders shall protect the child's best interests and safety.

b. Human rights principles, national law & engaging with law enforcement



Remedy shall be delivered in accordance with international human rights principles, national law and this Rainforest Alliance Protocol. In cases where labor and human rights abuses violate local criminal law, the certificate holder may cooperate with the local authorities at the discretion and wish of the victim of the crime. It is important that the person/committee in charge of assess-and-address, as well as those in charge of the grievance mechanisms, have clear guidance on engaging law enforcement or the local authorities.

c. Prevention



The outcome of a remediation process shall always include measures to ensure that the violation does not recur, based on an analysis of its root causes, which is further detailed in chapter 4 of this Protocol. This can be done through further investigation, review of policies and procedures, and engagement with workers' representatives, labor providers and buyers to improve early warning systems and response.



3. SETTING UP A REMEDIATION SYSTEM

The following are steps to prepare for effective remedy.

3.1 Appointing responsible parties



The certificate holder's management shall be held accountable for ensuring that Requirement 5.1.4 is implemented and that remediation follows steps outlined in this Remediation Protocol.

Requirement 5.1.1 of the Standard requires that each certificate holder sets up an **Assess-and-Address Committee** responsible for tackling discrimination, child labor, forced labor, and workplace violence and harassment ("person/committee"). This person/committee manages the implementation of the Protocol, including developing a response and remedy plan. Human resources departments often deal with labor related issues. As such, someone from human resources may represent management in the Assess-and-Address Committee. The Assess-and-Address Committee is responsible for remedying verified human rights cases in accordance with Requirement 5.1.4. The **Grievance Mechanism** is responsible for the investigation and resolution of cases, including referrals of verified human rights grievances to the Assess-and-Address Committee.

Requirement 5.1.3 of the **Standard requires** the Assess-and-Address Committees of certificate holders **to document all identified possible cases and the identified remediation for each of these cases**. It also requires certificate holders to document monitoring activities, which includes following up on the remediation of identified cases. The auditor will check on the internal reporting, ensuring it is accurate and up to date.

3.2 Preparing a remedy plan



Even in low risk environments for labor and human rights violations, the Rainforest Alliance requires certificate holders to have a basic remedy plan in place, as this helps them to respond quickly when a case is identified. Below are the steps (figure 3) to develop a remedy plan:



FIGURE 3: PREPARING A REMEDY PLAN



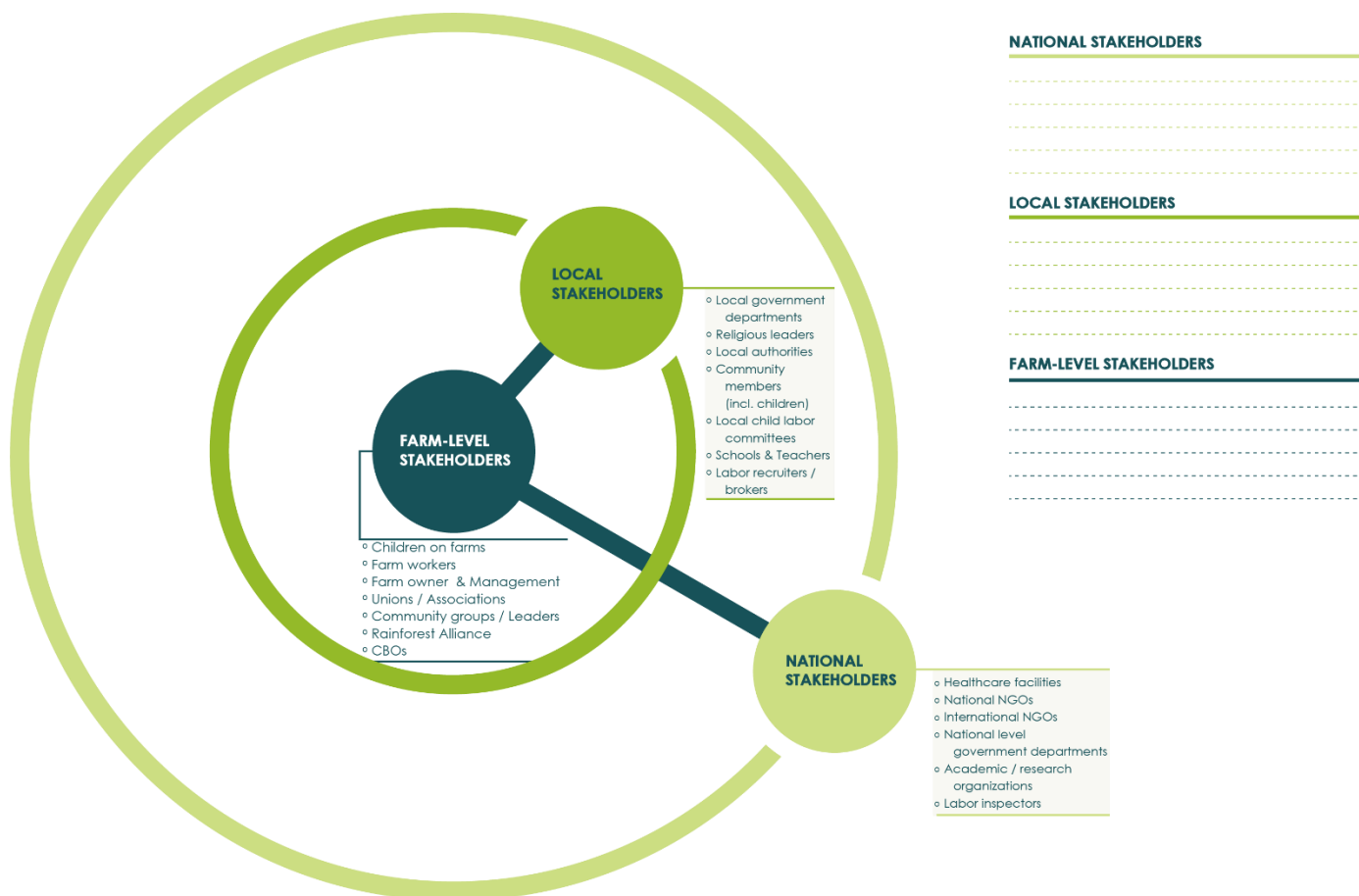
The three steps to develop a remedy plan are explained below

1) Map stakeholders



The person/committee responsible for assess-and-address, including for remediation, may cooperate with external actors, such as NGOs and government, to support implementation of risk mitigation, monitoring, and/or remediation.

Certificate holders can use below example overview to create a **basic overview** of response and remedy stakeholders for each of the topics.



Questions that may guide you to identify stakeholders:

- Which organization works locally/at the district level and what direct response or remediation support can they offer when a case of child labor, forced labor, discrimination, violence and harassment or other labor rights violations is discovered? See box below with suggested stakeholders for different cases?
- Which organisations/government offices / supply chain partners at the national level can support remediation or prevent a case from reoccurring (e.g. training, advocacy for law change, income support / income generation)?



Potential stakeholders in remediating human rights cases



- Members of the Gender Committee required under requirement 1.6.1 of the Standard may be involved in cases of gender-based discrimination or gender-based violence and harassment and may be involved in safeguarding the victims' safety and wellbeing, including in the follow-up;
- Unions or workers' organizations present may participate in the development of plans for addressing root causes of systemic labor violations, as well as monitoring their implementation;
- Community-based organizations, community and religious leaders, schools, health services, government agencies and others may provide support services to former child laborers, victims of trafficking and forced labor;
- NGO's, human rights organizations and experts, such as child protection or other experts, may be consulted for training, or to assist with assessing the support that is needed for long-term victim rehabilitation/restitution;
- Supply chain partners, including buyers, retailers and industry bodies may be able to support addressing systemic issues that negatively impact farmers and workers.

2) Write down your Remedy Plan



Using the Management Plan's three questions on remedy, create an overview of who in your team is responsible for remedy, and with which local remedy partners (e.g. department of social affairs, education, women's affairs, civil society, supply chain partners) they will collaborate where possible. The Remedy Plan is part of the Management Plan, and is also included as an Annex to this Remediation Protocol

3) Training and awareness raising



Once you have agreed on the remedy plan, a training of the Management team shall take place on everyone's role when a potential case is discovered or reported, in line with Core Requirement 5.1.1. Creating awareness amongst cooperative members and workers about the Grievance Mechanism and Remedy Protocol in accordance with 5.1.4 helps ensure workers and community members are aware of their rights and can access remediation.



4. WHEN A CASE HAPPENS: RESPONSE AND REMEDIATION PROCESS

4.1 Stages, timeframe and responsible parties for response and remediation

Mandatory remediation steps:

	CASE REPORTED	Shared with Grievance Mechanism Committee (GMC) for investigation.
RESPONSE 	Immediate safeguarding & Consent	As soon as case is reported, the safeguarding of affected individuals, and seeking victim consent for next steps, shall be immediate priority.
	Severity test	GMC conducts severity test; if severe, further investigation needs to take place.
REMEDATION 	Implement corrections & Develop corrective action plan	CH (with external parties) implements corrections as part of remediation plan, and develops corrective action plan with detailed timeline.
	Implement corrective actions	CH (with external parties) implements corrective actions to address root causes.
	Monitoring	A&A Committee monitors implementation of agreed corrections, and corrective actions by CH and external stakeholders.

FIGURE 4: MANDATORY REMEDIATION STEPS






Mandatory timeframes and steps, that will be included in audits



Good practices that are not required but are recommended

	Timeframe – weeks	Stage	Activities	Responsible person
	1-2 days	1. Case reported	Case comes through, shared with Grievance Mechanism Committee (GMC) for investigation.	Assess-and-address (A&A) Committee GMC
	1-2 days	2. Response – immediate safeguarding	As soon as a case is reported, the safeguarding of the affected individuals, and seeking victim consent for next steps, shall be the immediate priority.	A&A Committee Grievance Mechanism
	4 weeks	3. Response - investigation	GMC shall investigate case, if more details are required, especially with critical cases. This could happen simultaneously with an investigation by a CB if the case came to light through an audit.	Grievance Mechanism Committee Certification Body
	4 weeks	4. Response – severity test	GMC conducts severity test, if critical, further investigation needs to take place. If not, skip to step 6.	Grievance Mechanism Committee
	4 weeks	5. Response – criminal investigation	Critical cases that potentially violate applicable criminal law may be referred to the police or relevant authorities for a criminal investigation. Civil or labor law violations, including hazardous child labor or underage child labor would not be reported to the government as this would over burden the systems.	Management & affected individual
	4 weeks	6. Response – Recommend remediation	GMC recommends remediation, hands over case to responsible department (HR/finance) / committee (assess-and-address/ Gender Committee) who collaborate with relevant experts.	Grievance Mechanism Committee; Management; possibly Certification Body
	6 weeks	7. Response - Communicate with parties involved	Gender / A&A Committee meets with alleged victims / others involved, discusses remediation measures (corrections and corrective actions) including if required disciplinary action against the perpetrator.	A&A Committee / Gender Committee
	6 weeks	8. Remediation – Coordination	Gender / A&A Committee refers cases to responsible internal and external stakeholders to implement corrections and corrective actions as part of remediation plan and oversees the implementation.	A&A Committee / Gender Committee
	12 weeks	9. Remediation – implement corrections and develop	Certificate holder (together with external parties) implements corrections as part of remediation plan and develops a corrective action plan with detailed timeline.	Certificate holder, A&A Committee / Gender Committee



corrective action plan				
	52 weeks	10. Remediation – implement corrective actions	Certificate holder (together with external parties) implements corrective actions to address root causes.	Certificate holder A&A Committee/ Gender Committee Certification Body
	Throughout	11. Remediation - monitoring	A&A Committee monitors implementation of agreed corrections and corrective actions by CH and external stakeholders.	A&A Committee Certificate holder External stakeholders
	Regularly	12. Remediation - review	A&A Committee and management review cases regularly, check internal reports and close cases.	A&A committee and Certificate Holder

4.2 Remediation process

The above numbered steps are described in further detail below, containing more examples of corrections and corrective actions. The Rainforest Alliance understands the different contexts certificate holders operate in and that remediation might look different in each context.



1) *Reported human rights case shared with Grievance Mechanism*

- As noted above, the case can be reported through the certificate holder's own monitoring system, through the grievance mechanism, through an audit, or through an outside party / media report.
- Complainant / affected individual is contacted within 24-48 hrs, with acknowledgement of receipt of case and explanation of process.



- ### 2) *Safeguarding and consent:* The safety and protection of the at-risk individual, shall be top priority. If there is an immediate risk of harm to workers' mental or physical health in an identified/reported case, support is given, where needs be from external specialist parties, only after obtaining full consent and while protecting the confidentiality of the individuals.
- If the affected individual is a child, an attempt is made to ascertain his/her age using a child rights-based approach. If a child, the child's family/caretakers is contacted to participate in the remediation process.
 - The child's family/caretakers must give their consent for any further steps to be taken.
 - Together with the affected person and his/her family, where applicable, the necessary support, services, and follow-up steps are identified.
 - In critical cases, where individuals might be in immediate danger (e.g. revenge for reporting rape, corruption etc), the at-risk individual may need to be brought to a secure and confidential location and be provided food/water as needed.



- Individual is informed of the remediation process and asked for his/her informed consent for further investigation and / or support.
- Persons accused of wrongdoing are suspended from their roles pending further investigation and separated from the victim where appropriate.



- 3) *Grievance Mechanism Committee investigates case:* In the short term (approx. 4 weeks), the Grievance Committee investigates the case.
- The victim's statement (and that of the family, as appropriate) is documented in a standardized format and all information related to the case is held in a secure location and kept confidential.
 - With the victim's consent, or in the case of children, the consent of parents/caretakers, additional information is sought and documented from other parties, such as workers. Documentation can include photographs or other forms of evidence.
 - For each case, determine which of your identified stakeholders in your Remedy Plan (see figure 3) should be contacted and engaged with to investigate and remedy the case (CH level, Local stakeholders, National stakeholders). E.g. for a critical child labor cases, you might need support from a child protection expert, the education department, family income support; for sexual violence cases, you might need medical, legal and psychosocial support, including from women's organizations.
 - Contact external stakeholders, as relevant, including child protection services, labor consultants, and gender specialists to investigate cases and identify possible remediation channels.



- 4) *Grievance Mechanism Committee conducts severity test*
- This test consists of four questions. 'Yes' to any question means this case shall be expedited internally to management, who may reach out for external support to authorities, relevant experts and possibly the Rainforest Alliance.
 - If a case is critical, the GM together with Management needs to assess criminality (see step 5) of the case, and possibly involve the Rainforest Alliance and / or the CB for follow-up action.

Severity Test Questions
'Yes' to any of these questions requires referral of the case to management
1. Is the situation of the worker/child/potential whistleblowers life-threatening?
2. Is this a systemic incident, meaning there are multiple cases of this issue on the farm/site?
3. Can the situation have lifelong, negative impacts on the welfare of the worker/child, including physical and/or psychological damage?
4. Is there evidence that the management or staff member knew that the violation was taking place, but continued / approved the practice?



5) *Grievance Mechanism Committee (GMC) conducts assessment of criminality & if need be, refers case to authorities/ law enforcement*

- Grievance Mechanism Committee and management and/or the Certification Body (if the CB identified the violation) assesses the circumstances as they relate to the applicable criminal laws of the jurisdiction.
- If criminality is involved in a violation found, it may be reported to the relevant government authorities who are responsible for the legal follow up.
- Protection of the affected individual (and his/her family and reporter) shall always be the top priority. Such referrals shall not be made if they could put victims at risk of further harm and should not be made without victim (or parents' / caretakers') consent. The decision should be communicated to the victim, family and the perpetrator(s).



6) *GMC concludes investigation and decides on remediation steps* The GM, after reviewing all evidence (in critical cases, together with management, A&A or Gender Committee and external experts), concludes investigation and decides the remediation steps. Then, the GM hands over case to the responsible committee, which could be the assess-and-address or the Gender Committee depending on the type of case (e.g. gender based sexual harassment or violence cases will go to the gender committee).



7) *Gender / Assess-and-Address Committee meets with alleged victims / others involved, discuss rights, resources and responsibilities with individuals involved and proposed remediation measures* (corrections and corrective actions) including disciplinary action against the perpetrator if required:

- Parties can agree or disagree.
- If they disagree, parties have the option to appeal through hearing panel which should be set up independently from the farm. A CB or other external labor advisor can support this.



8) Once affected parties agree, the *Assess-and-Address Committee refers cases to responsible internal and external stakeholders to implement corrections and corrective actions* as part of remediation plan and oversees the implementation.

A list of suggested remediation actions for the different violations is included below. Each situation and context are unique and as such, this list is not mandatory nor exhaustive, but includes suggested steps for both short-term corrections and long-term corrective actions per topic.



9) *Short term (12 weeks) corrections are implemented* at company, affected individual and community level and *a plan for the implementation of corrective actions is completed*.



10) *Long term (52 weeks) corrective actions are implemented* at company, affected individual and community level.



11) *The assess-and-address Committee monitors the implementation of corrections and corrective actions*

- Corrections and corrective actions are regularly reviewed to ensure they are implemented according to plan and effective.
- Serious cases that have led to temporary suspensions or decertification are audited by CB.
- The Assess-and-Address Committee actively solicits input from workers on their satisfaction with systems and remedies.
- All phases of remediation are documented using standard formats



12) *The assess-and-address Committee together with management regularly reviews* the type of cases, internal reports and the remediation activities, to close cases and ensure system is fit for purpose.



Violation	Short-term step(s) (4 weeks)	Medium-term step(s) (12 weeks) – corrections	Long-term steps (52 weeks)/ Addressing Root Causes
General human rights violation	<p>Within 48 hours: Immediate safeguarding response, removing affected individual from harmful situation.</p> <p>Investigation and developing remediation plan in close cooperation with affected parties and where needed, specialist.</p>	<p>Implement corrections that support the affected individual's rehabilitation/restitution needs.</p> <p>Review and update policies, procedures and action plans that contributed to the case (e.g. lack of monitoring, training of responsible supervisors, recruitment and labor management systems).</p> <p>Plan training activities to roll out updates to policies, procedures and action plans.</p>	<ul style="list-style-type: none"> • Long-term victim rehabilitation/restitution, and to address root causes and prevent recurrence of the violations. These plans should be integrated as appropriate into the farm's overall management plan required under requirement 1.4. • If a low risk for these issues was originally identified, and a serious or repeated violation has occurred, the level of risk should be adjusted. This would lead to new required mitigation measures, and adjustments to how and how often audits will be carried out in the future. • <u>Policies and management procedures to address issues</u> • General policies in line with National Legislation and or Collective Bargaining Agreements (CBAs): • Recruitment policies (Highlighting no recruitment fees, provisions of safe accommodation, provision of free transport, no loans) • Contractual Terms & Conditions (permanent workers, temporary and seasonal workers) • Loans and Advance payments (Caps) • Minimum Age policies and hours and Health and Safety for young workers • Working hours policies, including rest days, overtime limits • Wage policies and pay brackets, rates of pay based on minimum wage per day & per hour. Bonuses for piece rates)



			<ul style="list-style-type: none">• Discrimination policies, fair treatment at work, including temporary and seasonal workers• Grievance policy and complaints procedure• Sexual Harassment Policy• Accommodation including standard of living, foods and transport costs and/ or payment in-kind• Health & Safety policy• Whistleblowing policy• <u>Systems & Procedures</u>• Age verification• Recruiters/ Agency Service Agreements (payment terms and overall treatment of workers)• Systems for recording hours and presence on site for health & safety• Wage payment methods (weekly, monthly, deductions and proof of payment)• Verbal and Written contracts minimum information (job role, pay rates, hours of work, length of employment, health and safety, raising grievances, H&S)• Access to grievance mechanism and communication on site• Access to childcare and educational facilities• Food, transport and accommodation provision payments in-kind• <u>Provision of training to foremen, supervisors and managers</u>• Training on worker management and communication, including team leadership skills and dealing with conflict• Training on handling sickness and absence and/ or addressing performance issues• Training on disciplinary procedures, major and minor faults
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			<ul style="list-style-type: none"> • <u>Communication between workers and management</u> • Developing internal monitoring process to ensure new management practices are applied
General – in case of criminal law violation	The case has been reported to local authorities as applicable.	Corrective measures towards perpetrator according to the violation. Measures can vary from a letter with a warning, temporary dismissal to permanent dismissal.	<ul style="list-style-type: none"> • Monitoring the case at the criminal justice system while safeguarding needs of affected individuals • Prevent recurrence of incident through actions recommended in above line
Discrimination	Immediate safeguarding response, investigation and developing remediation plan in close cooperation with affected parties and specialist.	Make public announcement for new vacancies accessible for all, including in the local language where needed. Ensure that job requirements are accessible for all, unless impossible. Revise contracts and adjust wages to ensure equal pay for jobs of equal value. Ensure female workers don't need to undergo pregnancy tests at any stage of their working cycle.	<p>The following are examples of items that could appear in the management plan. Each item in this plan should be time-bound and clearly assigned to a responsible party for follow-up:</p> <ul style="list-style-type: none"> • Training on discrimination, identifying and addressing issues and dealing with grievances • Full reimbursement of wage gap due to discriminatory practices • Provide training to underprivileged groups to improve their opportunities to apply for higher positions, provide training, capacity building to job recruiters, make sure extra person is present at job interviews • Set quota for representation of underprivileged groups in higher-level and management positions, keep track of progress and report back to management
Forced labor	Immediate safeguarding response, investigation and developing remediation plan in close cooperation with affected parties and specialist.	<p>Depending on the specific case, the following steps may apply:</p> <ul style="list-style-type: none"> • Document retention: Return passports/identity papers to workers and make arrangements for safe and accessible storage of such documents. 	<p>Depending on the specific case, the following steps may apply:</p> <ul style="list-style-type: none"> • Pay-related issues: Workers must be paid at least monthly. When calculated by volume, workers' pay must equal at least the minimum wage based on a 48-hour working week or national legal working hours limit. Deductions from wages for costs such as employer-provided housing or food must only be



		<ul style="list-style-type: none">• Pay-related issues: Immediately pay any excessively delayed wages due to workers and any unallowed deductions taken from workers' pay, and change policies on timing/frequency of payment. If immediate repayment is not possible, establish a time-bound plan for repayment.• Recruitment-related debt: Assess amount of debt the workers hold and ensure that it is repaid or establish time-bound repayment plan and responsibilities for repayment.• Fraudulent/coercive recruitment: Re-negotiate contract terms that were initially misunderstood/misrepresented and sign new contract. Directly contract with workers rather than indirectly through labor brokers.• Military/prison labor: Farms/sites must immediately stop using military labor. Any prison labor working on the farm/site must freely provide their consent to work and must be given equal treatment with other workers.• Confinement/intimidation: Farms/sites must communicate to all workers of their rights under the law to freely leave the job. This can be done through their contracts,	<p>taken with workers' consent. Workers must be provided pay slips showing hours worked (regular and overtime) and/or volume produced, calculation of wages and deductions, and wages paid. Management should confirm that personnel responsible for wage payment are correctly trained in calculations and requirements. Management should make available personnel who speak the appropriate languages to explain/answer workers' questions about wage calculations and pay slips. Management should assign responsibility to a member of staff to conduct a periodic review of pay records to identify instances of underpayment, delayed payment, and other inconsistencies.</p> <ul style="list-style-type: none">• Recruitment-related debt, fraudulent/coercive recruitment: Full reimbursement of all recruitment fees, back wages, illegal deductions and other compensation owed.• Training on recruitment practices, seasonal and temporary workers, forced labor, debt bondage, labor exploitation by intermediaries, loans systems. Farm/site must ensure that any labor providers used are licensed or certified by the appropriate government authority, if one exists. Farms/sites must have written contracts with each labor provider, requiring that labor providers abide by Rainforest Alliance worker protection standards. When possible, farms/sites should directly contract workers who are recruited by labor providers. For workers whose direct employer is a labor provider, the Assess-and-Address monitoring system should check periodically with some of these workers to ensure that their pay, working conditions, etc. are as promised by the labor provider. Workers recruited through labor providers
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		<p>information posted in the workplace, a workers' organization, one of the committees, or other means. For workers living on site, certificate holder should communicate their rights to freedom of movement on and off the farm outside working hours.</p>	<p>should be treated equally with other workers and provided the same information about their protections under the Rainforest Alliance standard. The Assess-and-Address monitoring system should periodically check with workers who are recruited through labor providers, to see if they owe any debts related to recruitment fees.</p> <ul style="list-style-type: none"> • Military/prison labor: Implement a process to periodically check with prison laborers to ensure they are receiving the same treatment as other workers with respect to contracts, pay, working conditions, and all other worker protections in the RA standard. • Confinement/intimidation: Implement a process to periodically check with workers to see if they feel threatened by security guards.
Child labor	<p>Immediate safeguarding response, investigation and developing remediation plan in close cooperation with affected parties and specialists.</p> <p>Assess hazards</p>	<ul style="list-style-type: none"> • Transition children of legal age for work into non-hazardous roles • Assistance with education-related fees 	<ul style="list-style-type: none"> • Conduct awareness-raising activities with communities on importance of education; assess barriers to education and work to overcome those for children of group members currently out of school • Train farm field staff on child labor and dealing with children accompanying working parents • Develop remediation plan • Apply minimum age standards • Offer the job formerly occupied by the child to another member of the child's family • Provide children with a copy of their birth certificate so that they are accepted in school • Link vulnerable families to government or NGO support schemes, including cash transfers or income generating activities • Supply children with school uniform, bicycles and/or books



			<ul style="list-style-type: none"> • Arrange saving schemes, income generating activities or credit facilities for parents so that they are less reliant on the children's work and can support their education. • Support the community to request improvements in local school provision. This could include, for example, helping group members to write to the local Education Office to ask a school to be established in their community • Organization and training of youth older than 18 on occupational health and safety to perform hazardous activities, such as spraying
Workplace violence / Harassment	<ul style="list-style-type: none"> • Management needs to ensure perpetrator will not approach victim again • Ensure victim and perpetrator are separated where possible and appropriate (e.g. in case of workplace harassment and violence) 	<ul style="list-style-type: none"> • Support the victim's healing process by facilitating access to medical care, etc. and/or by giving time off and contributing financially • Ensure safe working situation (e.g. safe transport, no isolated workplaces for female workers) for the victim and close monitoring of the situation • Appropriate discipline or termination for perpetrator(s) of harassment/violence or person(s) responsible • Remove offensive, sexually explicit calendars, literature and other materials from the workplace 	<p>The corrective measures should be accompanied by an informative conversation/training on human rights and appropriate behaviour, according to the issue.</p> <ul style="list-style-type: none"> • Training on bullying, harassment and violence at work, appropriate behavior and grievance mechanism of managers, supervisors, guards, workers, Gender Committee • Strengthen the Gender Committee and other relevant women's groups on the knowledge of these issues, how to recognize them and how to deal with them • Conduct a yearly safety audit of the workplace while involving female workers and implement measures to address identified risky areas • Reach out to women's and human rights organizations and involve them in remediation measures like training, giving support to victims



TEMPLATE A - REMEDIATION PLAN (PART OF THE MANAGEMENT PLAN)

Objective	Action	Locations	Start date, End date	Frequency	Responsible persons
Assign responsibility internally within management and the Assess-and-Address Committee for remediation including: <ul style="list-style-type: none">• Internal and external coordination about cases• Safeguarding needs of the affected person					
Identify local authorities and support agencies who can help with immediate safeguarding needs for at risk women, children and other at-risk groups, including migrants: <ul style="list-style-type: none">• Government offices (education, labor and social affairs, agriculture)• Women's organisations and safe houses• Child protection agencies• Workers' unions• Migrant support agencies					
Develop a remediation flowchart outlining the steps you would take to remediate cases of child labor, forced labor, discrimination, workplace violence and harassment.					
A training of the management team and others shall take place on everyone's role when a potential case is discovered or reported.					