

Licensing - Standard Operating Procedure

1. Purpose of this Document

The purpose of this document is to describe how applications, evaluations, and licensing decisions under the Fairtrade Standards and Fairtrade Mark Guidelines are handled for Fairtrade licensees.

2. Applicability

This Standard Operating Procedure applies to all Fairtrade Ireland staff engaged in Licensing.

Fairtrade Ireland's policies and procedures are non-discriminatory. Procedures are not used to impede or inhibit access to applicants without due justification.

2.1 Terminology

Fairtrade Ireland uses Fairtrade International's terminology for licensing activities in all public communications.

Fairtrade Ireland uses the Licensing, Connect and Fairtrade Glossaries for relevant internal documents.

3. General Roles and Responsibilities

Fairtrade Ireland is responsible for licensees located in Ireland

The Commercial Relations Manager sends out the application package and collects the information from the applicant.

Once an applicant is accepted as described below a license contract is sent to the applicant by the Commercial Relations Manager.

The Commercial Relations Manager decides application approvals.

If an applicant requests a reconsideration of an application denial, the reconsideration is handled by the Executive Director.

The Licensing Manager decides on product application approvals.

The Licensing Director supervises the Licensing Manager and develops policies, requirements and evaluations for the department.

In this document Licensing staff refers to the Licensing Manager, Commercial Relations Manager, Project Manager and the Licensing Director.

The Licensing Manager may act as a replacement for the Licensing Director for holidays and other absences.

3.1 Licensing Data

The Fairtrade Product Registration System is Fairtrade CONNECT.

Fairtrade CONNECT is used to record all core Licensing data regarding Licensee organisations, their finished products and the ingredients used.

Approval decisions are communicated to the Licensee in text form through automatic notification from Fairtrade CONNECT. Where this is not possible Licensees are informed by email.

When the licensing information cannot be entered into Fairtrade CONNECT or product approval is not possible due to the technical limitation of Fairtrade CONNECT, Fairtrade Ireland informs Fairtrade International and ICC Support and stores the information securely at its own premises.

FLOCERT certification data is stored in INTACT

4. Licensee Applications- General

Fairtrade Ireland does not discriminate between organisations and all parties are welcome to apply. No application for licensing shall be denied except as provided for in the Fairtrade Standards, Fairtrade Ireland's Application Process or other such relevant and public documents such as Fairtrade International's Code.

The application process is summarised in a flowchart in APPENDIX 1.

4.1 Request for Initial Application

The Licensing Manager determines whether the proposed products are covered by Fairtrade Standards generally. The Licensing Manager also determines whether the organisation needs to be certified and whether they should be licensed. It may be appropriate that another actor in the supply chain should be the licensee

The following companies must be certified and are therefore subject to physical audits:

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- Companies that buy and sell a Fairtrade product until the product is in its final packaging.
- Companies that buy directly from producers and/or are responsible for paying or conveying the Fairtrade Price or Premium.

The following companies must be verified and are therefore exempted from physical audits, unless deemed necessary, and are monitored through effective reporting tools:

- Companies that have signed a licence agreement to use one of the Fairtrade Marks or make a reference to Fairtrade and do not fall under any of the two categories above. These are monitored by the respective licensing body. For these companies, the applicable requirements are defined in their license agreement.
- Companies working under the Fairtrade Sourced Ingredient (FSI) model for Cotton after the Fairtrade payer, or after the ginning stage (if this comes earlier). These are monitored through the FLOCERT traceability tool, Fairtrace.

If the operator requires certification, they are informed that they need to apply for certification with FLOCERT and that they cannot be licensed until certification is obtained.

If appropriate the Commercial Relations Manager will provide the operator with an application package including;

- Fairtrade Ireland application process
- Operator Application Form
- Commercial information pack
- A specimen standard contract.

The applicant shall submit to Fairtrade Ireland an application form signed by a duly authorised representative of the applicant.

4.1.1 Application Received

- The Licensing Manager reviews the application for the following product category scope is covered by Fairtrade Standards,
- proposed finished products as well as communication material and Fairtrade claims meet Fairtrade Standards and Mark Guidelines; and
- if certification is required a Permission to Trade or full certificate has been issued by FLOCERT that covers the products categories applied for.
- Notifies the LAC of the new applicant.
- The Licensing Manager contacts FLOCERT and asks for a FLOID number.

Fairtrade Ireland may deny an application if the applicant's behaviour or activity is not in line with the Fairtrade International Organisation Code. The decision is based on objective criteria, they apply equally to all applicants and are supported by evidence.

The criteria include where the applicant:

- has misused a certification mark or a trademark,
- has made demonstrably false or misleading statements regarding social or environmental certification or labelling,
- has or intends to incite hatred based on ethnic origin, sexual orientation, gender, religion or other such social group, or:
- has admitted or has been convicted of corrupt, fraudulent or other similar behaviour.

If all of the above are confirmed and the applicant is in line with the Fairtrade Organisational Code, then the Licensing Manager sends a licence contract to the applicant.

4.2 Application Denial

If the application is denied, the Licensing Manager informs the applicant in writing why the application was denied and informs them of the reconsideration procedure and the complaints policy. Fairtrade Ireland also informs all other Fairtrade Licensing Bodies.

4.3 Reconsideration

There are no appeals of licensing application decisions, however applicants can ask for a reconsideration within 14 days of the denial. Fairtrade Ireland acknowledges all requests within 2 days of receipt.

Reconsideration of licensing decisions are handled by the Executive Director who will review all the relevant evidence, Standards and Policies. The Executive Director, or his/her delegate, provides the applicant with a written response within 15 working days.

The Licensing Body informs the applicant about the reconsideration decision. A written record of all reconsiderations is kept.

If the reconsideration is successful Fairtrade Ireland also informs all other Fairtrade Licensing Bodies.

4.4 Processing License Contract

Once the signed License Contract is received from the applicant, Fairtrade Ireland signs the contract and provides a copy to the new Licensee. The Licensing Manager informs FLOCERT of the new Licensee. If the new Licensee is a Pure or Verified Licensee, then Fairtrade Ireland provides FLOCERT with the Licensees contact details.

The Commercial Relations Manager updates Salesforce with:

- Company name
- Address and company contact details

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- Licensing status (Licensee – Certified, Pure Licensee)
- Start Date
- Personnel Contact data
- Certifier (e.g. FLOCERT)
- FLO ID

Once Connect has automatically created a Licensee account based on information from INTACT the Licensing Manager updates Connect:

- Licensee Account details
 - Connect role (e.g. Licensee, Manufacturer, Intermediate Processor etc.)
- User Settings
 - Usernames and Contact details
 - Connect Login ID and Password
 - Identify Primary Contact
- Licensing Contract details
 - Licensing Type ATCB or FSI, FCC, Textile Standard
 - Product Areas generally
 - Start Date
- Reporting details
 - License and other Fees
 - Reporting cycle
 - Reporting units

The Licensing Manager provides Connect login details and Connect information to the relevant Licensee staff.

5. License Withdrawal

Fairtrade Ireland reserves the right to terminate the License Contract where the Licensee has misused the Fairtrade Mark and has not taken corrective action.

Fairtrade Ireland will also terminate the license contract for cause with immediate effect in the following cases:

- In the case licensee, becomes decertified (or its permission trade is withdrawn)
- In the case licensee engages in dishonest trading practices or any activity that reduces or diminishes the reputation, image, and prestige of the Fairtrade Certification Mark
- In the case licensee engages in advertising, marketing, and promotion activity in connection to non-Fairtrade Products which suggests to the consumer that these products meet the Fairtrade Standards

Fairtrade Ireland will also terminate the license contract for cause in the following cases:

- In the case of non-payment of licensee fees.
- In the case of non-reporting of sales data.
- The licensee becomes decertified (or its permission to trade is withdrawn)
- In the case of any material breach of the Fairtrade Mark Guidelines or the Fairtrade Standards that is not corrected.

Termination letters for all reasons are kept in the Termination Process folder in Standard Docs.

Upon termination of the license contract, the licensee must cease all use of the Certification Mark on and in relation to all packaging and promotional material, as defined in the license agreement.

If the license contract is terminated for dishonest or misleading practices or material breach of the Fairtrade Standards, then Fairtrade Ireland informs FLOCERT and asks them to review the certificate or permission to trade.

If the license contract is not terminated for cause then the operator must decide whether they wish to be a Pure Trader, that is a non-licensee certified operator.

The Licensing Director decides on License Withdrawal cases in consultation with the Commercial Relations Manager.

FLOCERT is informed of any delicensed Licensees.

6. Product Applications - General

All product composition must conform with Fairtrade Trader Standards, relevant Product Standards as well as Fairtrade Ireland Policies.

All product packaging must conform with the Fairtrade Mark Guidelines.

All Licensees enter and update details of their Fairtrade finished products and the Fairtrade ingredients they use in the Fairtrade CONNECT.

All new Licensees are given a basic training in Connect and are asked to contact their product Account Manager when they are ready to enter their first product into Connect.

A series of Licensee “How to” Manuals are provided which cover the details of all relevant areas of Connect.

6.1 Ingredients

6.1.1 Ingredient References

In the Connect Sourcing 01 References tab Licensees enter the following information:

- Ingredient name
- Ingredient category
- Fairtrade status (Fairtrade or not Fairtrade)
- Organic status
- An ingredient reference number / identifier
- Physical Traceability Status
- Whether the product is claimed to be from a specific origin
- Whether the ingredient is Discontinued (if applicable)

For tea, cocoa, and sugar physical traceability can only be set to “Yes” if FLOCERT’s INTACT certification database indicates that the operator has opted to be audited for voluntary physical traceability.

Fairtrade Ireland also checks that physical traceability for composite ingredients, intermediate products and finished products is only set to “Yes” if all ingredients have physical traceability.

If the ingredient is indicated as not Fairtrade but there is a Fairtrade Standard for the ingredient, then Connect automatically prompts the Licensee to request an exception.

The Licensee either switches to a Fairtrade supplier or requests a food composite product ingredient exception. Where the ingredient is a composite purchased from another party, Fairtrade Ireland can grant an exception for the ingredient as a whole, however cannot grant exceptions for specific ingredients within the composite. Exceptions for specific ingredients within a purchased composite are granted by FLOCERT or other Fairtrade Assurance provider.

The exception request is reviewed by the Licensing Director or the Exceptions Committee (e.g. transitioning ingredient, provenance) as appropriate. If the grounds for an exception as set out in the Trader Standard and Fairtrade International Exceptions policy are met, then the Licensing Manager records the basis for the exception in Connect.

Once the Licensee has entered all relevant information Licensing staff review and either “Approve” or “Decline” the References section.

6.1.2 Ingredient Supply Chain

In the Connect Sourcing 02 Supply tab Licensees enter the following information:

- Immediate supplier (mandatory)

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- The rest of the supply chain back to the producer (optional, and only if necessary)

Wherever possible Licensees are asked to link the ingredient to their supplier's Connect record for the ingredient. Licensing staff normally assist with this process. In this way it is not necessary to enter the whole supply chain in the ingredient record and all relevant supply chains are automatically updated if each element in the supply chain keeps their Connect Sourcing 02 Supply tab up to date.

Whenever possible Fairtrade Ireland verifies the whole supply through INTACT for plausibility, but at least the immediate supplier. In addition, Fairtrade CONNECT automatically checks that the supply chain that has been entered is certified for the relevant product category and Fairtrade function, for example Producer or Price and Premium Payer.

Once the Licensee has entered all relevant information Licensing staff review and either "Approve" or "Decline" this section.

6.1.3 Ingredient Recipe

If the Licensee's ingredient is linked to their supplier's Connect record for the ingredient, then the Connect Sourcing 01 Recipe tab will be automatically completed with the recipe.

Otherwise Licensees enter the recipe into the Connect Sourcing 02 Recipe tab if it is a composite ingredient.

Once the Licensee has entered all relevant information Licensing staff review and verify the recipe and either "Approve" or "Decline" this section.

6.2 Finished Products

6.2.1 Product References

In the Connect Product 01 References tab Licensees enter the following information:

- Product name
- Product category
- Brand
- At least one unique product reference number / identifier / barcode
- Organic status
- Details of product variants (optional)

Once the Licensee has entered all relevant information Licensing staff review and verify the product information and either "Approve" or "Decline" this section.

6.2.2 Product Recipes

In the Connect Product 02 Recipe tab Licensees enter the following information:

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- Product Manufacturer
- Physical Traceability Status
- Recipe Confidentiality
- Product Composition, i.e. Recipe.

The licensee enters the ingredient and their percentages in the product recipe. Ingredient totals must add up to 100%.

For tea, cocoa, and sugar physical traceability can only be set to Yes if FLOCERT's INTACT certification database indicates that the operator has opted to be audited for voluntary physical traceability.

Connect automatically calculates the percentage Fairtrade content and prompts the Licensee to request a minimum Fairtrade content exception if the product does not meet Fairtrade Trader Standard. The exception request is reviewed by the Licensing Director. If the grounds for an exception as set out in the Trader Standard and Fairtrade International Exceptions policy are met, then the Licensing Manager records the basis for the exception in Connect.

Once the Licensee has entered all relevant information Licensing staff review and verify the recipe and either "Approve" or "Decline" this section.

6.2.3 Product Packaging

In the Connect Product 03 Packaging tab Licensees enter the following information:

- Container Type
- Consumer Pack Size
- Packaging Artwork(s)

When the packaging artwork has been uploaded the Licensing Manager reviews it using the Connect checklist, and the Licensing Manager reviews all Fairtrade claims against the Fairtrade Mark Guidelines.

The Licensing Manager indicates in the CONNECT packaging review checklist any areas that are not compliant and the Licensee either submits corrected artwork or requests an exception in Connect.

The exception request is reviewed by the Licensing Director and the Fairtrade International Brand Integrity and Strategy Committee. If the grounds for an exception as set out in the Mark Guidelines and Fairtrade International Exceptions policy are met and approved by Fairtrade International or the Brand Integrity and Strategy Committee, then the Licensing Manager records the basis for the exception in Connect.

Once the Licensee has entered all relevant information Licensing staff review and verify the packaging and either “Approve” or “Decline” this section.

6.2.3.1 Origin Claims

Where a license refers to a country of origin or producer specifically in the Fairtrade claim then Fairtrade Ireland collects information from the Licensee, wherever possible, and verifies the origin claim for plausibility in INTACT.

6.2.3.2 Producer Benefits

Where communication about the benefits to the producers or Fairtrade Premium use have been made Fairtrade Ireland asks the licensee to provide the source of the information used, e.g. premium development plan or data source, and Fairtrade Ireland verifies that the information and communication is accurate, up-to-date at the time of printing and substantiated.

In case of Mass Balance, communication about the benefits in a specific country on Packaging is possible providing that no reference to the physical traceability of the ingredient in the product is made.

6.2.3.3 Fresh Produce

The Licensing Manager checks that the approved artwork was provided by the Licensee to the producer or exporter and the letter or email proving this is attached as a document to the packaging artwork upload in Connect.

6.2.3.4 Marketing and Communications Materials –Project Manager

The Project Manager asks the Licensees to forward all Fairtrade marketing and communications materials to artwork@fairtrade.ie

The Project Manager reviews the materials using the Fairtrade Marketing and Communications Materials checklist to verify that they meet requirements of the Trader Standards and Fairtrade Mark Guidelines.

The Project Manager informs the Licensee of any areas that are not compliant and the Licensee either submits corrected communications materials or requests an exception.

The exception request is reviewed by the Project Manager and the Fairtrade International Brand Integrity and Strategy Committee. If the exception is approved by Fairtrade International or the Brand Integrity and Strategy Committee, then the Project Manager records the basis for the exception in the Marketing and Communications sub-folder of the Exceptions folder.

Once the Licensee has provided all relevant information the Project Manager reviews the marketing and communications materials and either approve or decline the request. Records

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of approvals and refusals must be kept either in Salesforce or in the Marketing and Communications folder.

If the Project Manager is not available the Licensing Director should follow the same procedures as set out above.

6.2.4 Product Licensing Details

In the Connect Product 04 Licensing tab Licensees enter the following information:

- Launch / Start Date
- End of Availability (if applicable)
- License Holder
- License Fee Payer
- License Fee Reporter

The Licensing Manager confirms that Connect has assigned the correct licensing fee.

Once the Licensee has entered all the above information Licensing staff review and either “Approve” or “Decline” this section.

6.2.4.1 Country(s) of Sale

The Licensee enters all the Country(s) where they intend to sell the product.

The Licensing Manager “Approves” or “Declines” the sale of the product into Ireland. Sales to Ireland would only be declined if there was problem with the product in one of the other sections.

The relevant destination Licensing Body “Approves” or “Declines” the sale of the product into the country(s) they cover.

Similarly, Licensees of other Licensing Bodies may enter Ireland as a country of sale. The Fairtrade Ireland Licensing Manager reviews cross border sales (CBS) into Ireland and if appropriate “Approves” the sale. If Fairtrade Ireland wishes to “Decline” a cross border sale into Ireland, they consult with the Home NFO. Otherwise cross border sales are automatically Approved after 5 days.

6.2.5 Product Visibility

In the Connect Product 05 Visibility tab Licensees may optionally enter the following information:

- Whether they wish the product to be published in any Fairtrade Product Finders
- Pack Shot
- Product confidentiality / findability within Connect

At present Fairtrade Ireland does not have a Fairtrade Product Finder.

If the Licensee has entered the above information Licensing staff review and either “Approve” or “Decline” this section.

6.2.6 Product Distribution

In the Connect Product 05 Distribution tab Licensees may optionally enter the following information:

- The percentage of Out of Home or Retail for the product.
- Distributors of the finished product

If the Licensee has entered the above information Licensing staff review and either “Approve” or “Decline” this section.

If the product is an intermediate product, for example and composite inclusion in another product, then the Licensee can indicate the Licensees who are a customer of this intermediate product.

7. Fairtrade Sourced Ingredients (FSI)

This section outlines additional processes that are specific to FSI.

The general application and product approval process applies to Fairtrade Sourced Ingredients with the following variations.

7.1 FSI Commitment Plan

FSI applicants complete and sign an FSI commitment plan that covers at least three years.

This plan is reviewed once a year with the Licensee to compare committed volumes with actual volumes. If necessary, the commitment plan is updated to cover at least three years hence.

7.2 FSI Claims

Volumes of ingredients sourced as Fairtrade by the Licensee or its suppliers (as applicable) are verified by reviewing purchase documentation before the proposed FSI claims are published.

Volumes agreed between Licensee and Licensing Body can be communicated and approved before verification only in accordance with the relevant Fairtrade Mark guidelines.

Fairtrade Ireland ensures that approval that the proposed communication of claims complies with the requirements of the relevant Fairtrade Mark Guidelines or any variation approved by Fairtrade International or the Brand Integrity and Strategy Committee.

8. Sales Reporting and License Fees ATCB and FSI

8.1 Quarterly Sales Reporting

Unless otherwise provided by the licensing body, licensees shall report sales of finished product by SKU and by calendar quarter as well as any other information that is required in order to calculate the license fees.

All reporting is done through the Fairtrade Product Registration System, Connect.

Every calendar quarter the Licensing Manager creates reports for all reporting Licensees and sends out a series of reminders:

- Quarter has ended and reports are available to be completed
- Reminder 7 days before reporting deadline
- Reminder that reporting deadline has passed 1 day after deadline
- Warning of deregistration 2 weeks after deadline
- Deregistration 2 weeks later

8.2 Reviewing Reports

The Licensing Manager reviews submitted sales reports for correctness and completeness and marks the report as Incomplete if necessary. Once the report is correct and complete it is Approved.

8.3 Invoicing License Fees

The Licensing Manager prepares an invoice request which is sent to the Finance manager.

The Finance Manager enters the invoice in the accounts, sends the invoice to the licensee and follows up on payment.

8.3.1 Cross Border Sales and Fees

Once all or substantially all of the reports have been invoiced for a quarter, Finance provides details of sales by Fairtrade Ireland licensees to other countries, including volumes and license fee information, to the Licensing Bodies responsible for those countries. The other Licensing Bodies then invoice Fairtrade Ireland.

Each quarter Finance receives details of sales by licensees in other countries into Ireland, including volumes and license fee information. Fairtrade Ireland reserves the right to issue pro-forma invoices on a quarterly basis. Fairtrade Ireland invoices the Licensing Bodies where the Licensee is licensed.

9. Exceptions

All exceptions are approved by the Licensing Director and where appropriate the relevant Fairtrade International body.

All Fairtrade composite product ingredient exceptions are recorded in CONNECT.

All Fairtrade product packaging exceptions are recorded in CONNECT.

All Minimum Fairtrade content exceptions are recorded in CONNECT.

All required exceptions are reported to the Fairtrade International Assurance Manager as part of the normal annual cycle.

10. Delegation of Licensing Responsibilities

Licensees may request delegation of one or more of the following responsibilities to another Fairtrade certified operator (the Delegate), normally their supplier or manufacturer:

- Payment of the Licence Fees
- Report Quarterly Sales
- Submission of Packaging Artwork
- Submission of Recipe and Supply Chain information

If approved the Licensee acknowledges that the Licensee is ultimately responsible for these obligations under its License Contract and if the Delegate fails to perform these actions then Fairtrade Ireland may require the Licensee to fulfil these obligations.

If Fairtrade Ireland approves the requested delegation the two parties must sign a Licensee Delegation Agreement which outlines exactly which tasks are delegated and for which specific products. Fairtrade Ireland then updates Connect to reflect these delegations.

11. Business Service Mark <if applicable>

Fairtrade Ireland follows the procedures and principles approved by the Fairtrade International Board to engage with Organizations or Organizations' own schemes in relation to the use of the Business Service Marks.

Fairtrade Ireland will contact the relevant FI Committee, working group to confirm up to date procedures in this area.

Fairtrade Ireland verifies proposed communication material complies with the requirements of the "Working with" or "Programmes" Mark guidelines or any variation provided by Fairtrade International and the Brand Integrity and Strategy Committee.

Fairtrade Ireland verifies that the Business Services Marks are not used on-pack, other than the "Programmes" Mark used as promotion, as a free give-away, e.g. chocolate bar as give-away

12. Fairtrade International

The Licensing Manager shall inform Fairtrade International of all operator licensing status changes by sending them to FLOCERT who will update INTACT. This will be done within 7 days of the licensing decision.

12.1 Licensing Body Status

If the Fairtrade International GA withdraws Fairtrade Ireland's licensing body status then Fairtrade Ireland will not sign new licensing contracts.

12.2 New or Changed Standards

The Standard Contract specifies that licensees are responsible for being compliant with the latest version of Fairtrade Standards, including new or changed standards, using the following link: www.fairtrade.net/standard

12.3 Standards Interpretation

If necessary Fairtrade Ireland asks Fairtrade International's Standards Unit for advice on how a Standard is interpreted.

12.4 Changes to the Fairtrade Mark

Fairtrade Ireland does not make any changes to the Fairtrade Mark or the Fairtrade Claims without consulting and getting the approval of the Brand Integrity and Strategy Committee or Fairtrade International.

12.5 Guidelines Interpretation

If necessary Fairtrade Ireland asks the Fairtrade Brand Integrity and Strategy Committee or Fairtrade International on how a Mark Guideline is interpreted.

13. Misuse of the Mark

Fairtrade Ireland protects the integrity of the Fairtrade Marks by guarding it against misuse and false claim and reports all information and cases of misuse to Fairtrade International.

After giving fair warning Fairtrade Ireland may take legal action in cases of misuse of the Fairtrade Marks and upon the written consent of Fairtrade International.

13.1 European Union Certification Mark Regulations

Fairtrade Ireland ensures that if a Licensee falls within the legal scope of one of the EU-Certification Mark Regulations it does not allow Licensees to deviate from the relevant EU-Certification Mark Regulations.

14. Complaints

Complaints are covered by the Fairtrade Ireland Complaints Policy.

15. Allegations

Allegations are covered by the Fairtrade Ireland Allegations Policy.

16. Confidentiality

Confidentiality guidelines are outlined in the Fairtrade Ireland Confidentiality Policy.

17. Impartiality

All licensing activities shall be undertaken impartially and shall not allow commercial, financial or other pressures compromise impartiality. Please refer to the Fairtrade Ireland Impartiality Policy.

All licensing staff must understand and declare in writing conflicts of interest, if any, as outlined in the Ireland Impartiality and Conflicts of Interest Manual.

Fairtrade Ireland refers to the Oversight Committee for resolution of cases of Impartiality or conflict of interests, when there is doubt or debate.

17.1 Quality System Documents

Fairtrade Ireland keeps versions of the following quality system documents and provides them to Fairtrade International upon request or when they have changed substantively including the rationale and summary of the changes.

Licensing Standard Operating Procedures:

- Ireland Licensing SOP
- Ireland Quality Management SOP
- Ireland Data Control SOP
- Ireland Document Control SOP
- Ireland Mark Control SOP
- Fairtrade Ireland Allegations Policy
- Fairtrade Ireland Complaints Policy
- Fairtrade Ireland Confidentiality Policy
- Fairtrade Ireland Impartiality Policy

All processes that regulate or have implications on how licensing is carried out.

- Fairtrade Ireland Application Process
- Fairtrade Ireland Reporting & Product Approval Process

All License Contract templates adapted to national legislations.

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Documents Referenced

Fairtrade Ireland Application Process

Fairtrade Ireland Production Application and Reporting Process

Ireland Quality Management SOP

Ireland Document and Record SOP

Ireland Fairtrade Mark Control SOP

Ireland Licensing Training SOP

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18. APPENDIX 1 – Application Process

