

Fairtrade ANZ Transparency and Open Information Policy

Purpose

Fairtrade ANZ is committed to operating in an open and transparent manner. This includes disclosing timely, relevant and accurate information in an accessible format to all of our key stakeholders, as well as seeking input and feedback from our stakeholders in relation to the activities we undertake.

This policy outlines the actions that Fairtrade ANZ undertakes to ensure ongoing compliance with its commitment to transparent and responsive operations.

Related Policies

- Complaints and Whistleblowing Policy

Who does this policy apply to?

This policy applies to:

- All personnel and associates of Fairtrade Australia and New Zealand, including permanent, fixed term and casual employees, contractors, interns, volunteers and Board and Committee members.

Policy

Input and Feedback from Key Stakeholders

Fairtrade ANZ is committed to obtaining input and feedback from its key stakeholders regarding its operations. This includes:

- Undertaking a producer support survey to obtain feedback from the Fairtrade producers we support;
- Holding regular commercial partners forums to provide information to, and receive feedback from, our business partners; and
- Undertaking end of campaign and end of project evaluations to assess the impact of our activities, including where appropriate, engaging independent evaluation specialists to complete evaluation reports on our activities.

All of the findings and outcomes of these feedback and evaluation activities will be shared with the key stakeholders who were involved in the relevant activity or feedback.

Publicly released information

Fairtrade ANZ's Annual Report is the primary document by which Fairtrade ANZ shares information about its activities, impact and financial position with the public. Fairtrade ANZ's Annual Report, along with a complete copy of its audited financial accounts are publicly released on Fairtrade ANZ's website.

Fairtrade ANZ discloses its legal status, purpose and governance structure on the Fairtrade ANZ website, along with key external policy documents, including this policy, our complaints and whistleblowing policy, conflict of interest policy and non-development policy.

Fairtrade ANZ will provide regular updates to its stakeholders in relation to its significant activities and programs via news articles on its website, as well as a newsletter sent to subscribers on our mailing list.

Fairtrade ANZ will also disseminate information about results and lessons learnt from specific projects and programs to its key stakeholders, including via donor reports, blog and newsletter articles and stakeholder workshops.

Requests for Information

Requests for information regarding Fairtrade ANZ's operations and the activities we undertake which is not publicly available on our website should be made in writing to:

Fairtrade ANZ Marketing and Community Engagement Team

Fairtrade ANZ
312/838 Collins Street
Docklands VIC 3008

or by email at:

info@fairtrade.com.au

Subject to the limitation to disclosure below, we will endeavor to promptly respond to all inquiries received.

Limitations to the disclosure of information

- **Privacy and Security:** we will not disclose any information which contains private information or may otherwise impact on the health and safety of an individual or an activity undertaken by Fairtrade.
- **Confidential Information:** we will not disclose information which is confidential in nature. This includes information which is confidential because of legal, commercial or contractual reasons or because the premature disclosure of the information has the potential to jeopardise Fairtrade ANZ's activities or relationships with key stakeholders.
- **Cost:** if we consider that the cost of disclosure, whether in terms of time or monetary, would be disproportionate to the request, we may decline to disclose the information requested.
- **Research requests and/or detailed information about our programs:** our priority is providing information to our partners and key stakeholders with whom we work in order to maximise the benefits and support we provide to Fairtrade producers. Fairtrade ANZ is a small organisation with limited resources and we therefore may decline to provide information in response to general program inquiries or in response to individual requests for information for school projects and university research papers. We will put as much information on our website as possible to help with these types of inquiries.
- **Harm to operations:** we will not disclose information which we consider could harm our work or the producers we support. This includes internal working papers, draft documents or commercially sensitive information.

Use of information released by Fairtrade ANZ

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For More Information

For more information or to report any concerns/violations, please contact info@fairtrade.com.au or info@fairtrade.org.nz

Approval and Review

This policy will be reviewed once every 3 years.

Last Approved By Board: 23 November 2018

Scheduled Review Date: November 2021