

# Standards for Developing Country Partners

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## Introduction

The Fair Trade Software Foundation (FTSF) is a non-governmental and non-profit entity established to extend the principles of the Fair Trade movement into the IT sector. As a fair trade support organisation, the main objective of the FTSF is to facilitate the linkage between IT companies in developed and developing countries, customers and supporters, enabling them to work as a distributed team to create business opportunities across global markets and foster local innovation. The FTSF concept is based on co-development partnerships rather than sub-contracting or outsourcing.

## Applicability of these Standards

These Standards describe conditions to be met by IT companies based in developing countries (“IT Partners”) in order to receive accreditation from FTSF. The Standards are intended to ensure that the working practices of IT Partners are consistent with FTSF policies on working conditions, workers’ rights, environmental sustainability and social responsibility. Furthermore, they are intended to ensure that the working relationship between IT Partners and Developed Country Sponsors is conducted in accordance with Fair Trade Principles.

## References

FTSF bases its own [Core Principles](#) on the core principles of Fair Trade, as contained in the [Charter of Fair Trade Principles](#), adopted by the [World Fair Trade Organization](#) and [Fairtrade Labelling Organizations International](#) in January 2009.

When setting its Standards, FTSF follows certain internationally recognised standards and conventions, for instance, in regards to labour rights, those of the [International Labour Organization](#) (ILO). Where applicable, references are given to any external standards that FTSF follows.

FTSF requires that accredited companies always abide by national legislation unless that legislation conflicts with internationally recognised standards and conventions, in which case the higher standard will prevail. If national legislation sets higher standards on an issue than FTSF, the legislation supersedes FTSF Standards. The same applies to regional and sector-specific practices.

## Structure

This document describes the requirements which Developing Country Partners must meet in order to obtain and maintain FTSF accreditation.

There is a series of minimum requirements with which the Partner must comply in order to become fully accredited and must continue to implement. Minimum requirements are those which aim to ensure that the benefits of Fair Trade are fairly and appropriately distributed throughout the supply chain; that the company and its workers have the potential for development and which enable FTSF instruments to take effect and lead to developments that otherwise cannot be achieved.

Some sections of these Standards also outline Progress Requirements, detailing continuous improvements that are considered desirable. These should be implemented according to a plan proposed by the company's management. A report on the achievement of progress requirements should be made available to FTSF each year as part of the company's Self-Assessment Report (see Conditions for Accreditation, available on the FTSF website).

## Scope

The degree of organisation, management and documentation required by these Standards depends on the size and capacity of the company; some of the critical standards are accompanied by guidance notes. FTSF may introduce further guidance and compliance criteria, particularly to assist smaller companies or start-ups.

FTSF aims to make its model as widely applicable as possible and, as such, it is not the intention of these Standards to prevent the accreditation of IT companies because of their lack of capacity at the start of their relationship with FTSF. Some aspects of the Standards must be regarded as fundamental in the sense that they are necessary to ensure transparency, progress towards wider performance improvement and the protection of human rights and customers. However, with certain provisions, some flexibility of interpretation may be possible in order to facilitate accreditation of Partners.

As FTSF evolves, it is expected that revisions of these Standards will establish a more specific set of minimum standards to be met at initial accreditation by all Partners, irrespective of their capacity. On a case-by-case basis, FTSF may allow smaller companies, or those who for other demonstrable reasons lack the capacity to meet the minimum requirements at the first inspection, to be certified on the basis of a clear commitment to do so within a reasonable period of time. FTSF reserves the right to determine when such flexibility is appropriate and also when this cannot be sustained without undermining FTSF's fundamental principles.

## Monitoring of Amendments

FTSF reserves the right to amend these standards. Requirements may be added, deleted, or otherwise modified. Those who have to meet FTSF standards are expected to monitor updates distributed via the regular newsflow from FTSF to its accredited companies. FTSF accreditation ensures compliance with FTSF standards. Revision of FTSF standards may lead to a change in the requirements for FTSF accreditation. Those who wish to be accredited or have already undergone accreditation should monitor updates via FTSF's newsletters and website.

## Definitions

**Fair Trade** refers to trade conducted in accordance with the [Charter of Fair Trade Principles](#) adopted by the World Fair Trade Organization and Fair Trade Labelling Organizations International in January 2009.

**Developing Country Partners (“IT Partners” or “Partners”)** are Small and Medium sized Enterprises (SMEs) (companies with up to 250 employees) operating in the IT sector, located in developing countries. They must work primarily with local talent and should be willing to adopt practices that will benefit the wider community where they are established.

Other compulsory requirements are:

- i) Demonstrable technical skills related to IT;
- ii) Proven track record in software development and project management;
- iii) Excellent financial record keeping;
- iv) Available human, technical and time resources to perform and complete agreed tasks;
- v) Strong commitment to principles of sustainable development;
- vi) Compliance with FTSF standards and monitoring requirements.

**Developed Country Sponsors (“IT Sponsors” or “Sponsors”)** are IT companies, located in OECD or newly industrialised countries, whose primary functions are IT services and/or software development. IT Sponsors will be the ultimate project managers and will be available to negotiate and have direct contact with customers. They should be committed to Corporate Social Responsibility and willing to participate in a new business model that creates shared value and promotes local innovation.

Other compulsory requirements are:

- i) Demonstrable technical skills related to IT;
- ii) Proven track record in software development;
- iii) Experience in project management for large-scale projects;
- iv) Demonstrable training experience is desirable. Willingness to provide training and share knowledge is mandatory;
- v) Excellent financial record keeping;
- vi) Available human, technical and time resources to perform and complete agreed tasks;
- vii) Strong commitment to principles of sustainable development; and
- viii) Compliance with FTSF standards and monitoring requirements.

**Customers** are the purchasers of the Fair Trade Software products and services.

**Fair Trade Software** is computer software and related services produced in accordance with FTSF's Fair Trade Software Process Standard, available on the FTSF website.

**Employees or Workers** refers to all persons employed by the Sponsor or Partner, including migrant, temporary, subcontracted and permanent workers. This includes those not directly engaged in the production of software or provision of IT services, e.g. employees working in the company's administration.

## Standards

Requirements	Objectives and Guidance
<b>1. Social Development</b>	
<b>1.1. Development Potential and Capacity Building</b> Fair trade should contribute to the social welfare and empowerment of workers. The Partner company must have the logistical, administrative and technical means to provide a quality contribution to software projects.	
<b>1.1.1. Minimum Standards</b>	
1.1.1.1. Corporate social responsibility is an integral part of the company's mission or policy statement(s). The company can demonstrate its implementation with concrete evidence.	<ul style="list-style-type: none"> <li>• In addition to its economic and financial goals, the company acknowledges and abides by its social responsibilities and specifically aims to enhance the empowerment and well-being of its workers as well as to protect the environment.</li> <li>• Company owners share the aims and values of FTSF and its underlying philosophy and make it part of their corporate mission.</li> <li>• Senior management incorporates the FTSF concept into its strategic business plan.</li> </ul>
1.1.1.2. Senior management holds overall accountability for the implementation of these standards. Management will appoint a person responsible for fair trade matters (Fair Trade Officer) who reports to the CEO/executive management team. He/she is responsible for the overall co-ordination of the fair trade programme in the company and for ensuring all necessary communications with FTSF.	<ul style="list-style-type: none"> <li>• This is intended to lead to effective self-monitoring, which is more sustainable in the long-term.</li> <li>• The Fair Trade Officer must be of sufficiently senior status in the company to ensure that fair trade has an adequate profile within it. The person is not necessarily hired exclusively to carry out this task but may have other duties and responsibilities within the company.</li> <li>• The tasks of the appointed person are to:               <ul style="list-style-type: none"> <li>○ Act as a liaison between FTSF and the company regarding fair trade matters;</li> <li>○ Ensure the development, implementation and monitoring of the fair trade aspects of the company work plan;</li> <li>○ Co-ordinate effective complaint mechanisms for workers, workers' representatives, management and FTSF regarding compliance with</li> </ul> </li> </ul>

	these Standards.
1.1.1.3. The employer has taken appropriate measures to inform all levels of the company about the FTSF concept.	<ul style="list-style-type: none"> <li>• 'All levels' should include senior and middle management, supervisors and workers.</li> <li>• This is to ensure that workers understand the benefits of fair trade, in particular their 'rights and duties,' derived from the social standards.</li> <li>• It is also to ensure that the management at all levels, including supervisors, understands the implications of fair trade for the company's operations, e.g. time needed for meetings during working hours.</li> <li>• Depending on the size of the company, FTSF may establish indicators for relevant training.</li> </ul>
1.1.1.4. Management allocates time during regular working hours and provides other resources that are necessary for or conducive to the successful implementation of the FTSF programme.	<ul style="list-style-type: none"> <li>• These resources should include time, resources and space for regular meetings of the team(s) involved in the implementation of the FTSF programme and for officers and workers to perform their duties related to the FTSF programme.</li> <li>• Depending on the size of the company, FTSF may establish indicators for the frequency of relevant training and resources dedicated to it.</li> </ul>
1.1.1.5. The company has access to adequate administration and communication equipment and to all necessary logistical systems.	<ul style="list-style-type: none"> <li>• Such logistics and equipment should be appropriate to the target market and the requirements and demands of developing Fair Trade Software and related services.</li> <li>• Examples would include appropriate IT hardware and software and reliable internet and telephone facilities.</li> <li>• The company is allowed to lease some of this equipment/services from third parties as long as traceability can be guaranteed.</li> </ul>
<b>1.1.2. Progress Requirements</b>	
1.1.2.1. Within one year of accreditation, the company has adopted an annual work plan for improvement in the areas covered by section 1 of these Standards, taking these progress requirements as a reference.	<ul style="list-style-type: none"> <li>• The elaboration of the company work plan is a duty of the management and can be coordinated by the Fair Trade Officer (see 1.1.1.2) in consultation with the workers.</li> <li>• It is expected that over time the workers will be increasingly able to</li> </ul>

	<p>provide input to the content of the work plan.</p> <ul style="list-style-type: none"> <li>• The work plan must be approved by senior management and is expected to include verifiable objectives on issues such as: <ul style="list-style-type: none"> <li>○ Management goals</li> <li>○ How to achieve the goals</li> <li>○ How to measure achievement</li> <li>○ Timeframes</li> <li>○ Budgets</li> <li>○ Other necessary resources (people, training, investment, infrastructure, etc.).</li> </ul> </li> </ul>
<p>1.1.2.2. The representation and participation of workers is improved through training activities for all employees. Management provides adequate resources for this to take place.</p>	<ul style="list-style-type: none"> <li>• Management and/or workers may initiate training and select training institutions or individuals.</li> <li>• Training topics should include: <ul style="list-style-type: none"> <li>○ Workers' rights and duties;</li> <li>○ Negotiation and conflict resolution;</li> <li>○ Working as part of a distributed team.</li> </ul> </li> <li>• Training activities are undertaken during paid work time.</li> <li>• Depending on the size of the company, FTSF may establish indicators for such training (see also 1.1.2.4).</li> </ul>
<p>1.1.2.3. The company has an appropriate human resources management system that is charged with implementing good industrial relations, training programmes and the development of its employees.</p>	<ul style="list-style-type: none"> <li>• The size of the department must be appropriate to the size of the company. It is recommended that the person coordinating human resources be trained in human resources management.</li> <li>• The mission of the human resources management shall include: <ul style="list-style-type: none"> <li>○ Encouraging and coordinating training for employees;</li> <li>○ Ensuring that a transparent and effective grievance procedure is in place;</li> <li>○ Ensuring compliance with labour laws and standards;</li> <li>○ Establishing and continuously updating individual personnel files.</li> </ul> </li> </ul>

<p>1.1.2.4. A grievance procedure is established which ensures that workers have the right to be heard and the right to appeal.</p>	<ul style="list-style-type: none"> <li>• Workers should be aware of this procedure and play an active role in putting the procedure in place.</li> <li>• Any grievances submitted are investigated and followed up.</li> <li>• The company should in addition establish an internal employee suggestion system, e.g. through a collecting box or an appointed person.</li> </ul>
<p><b>1.2. Freedom from Discrimination</b>  FTSF follows ILO Convention 111 on ending discrimination in the workforce. The Convention rejects “any distinction, exclusion or preference made on the basis of race, colour, sex, religion, political opinion, national extraction or social origin, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation” (Art. 1).</p>	
<p><b>1.2.1. Minimum Requirements</b></p>	
<p>1.2.1.1. There is no discrimination, particularly on the basis of race, colour, sex, sexual orientation, disability, marital status, age, religion, political opinion, membership of unions or workers’ representative bodies, national extraction or social origin in recruitment, promotion, access to training, remuneration, allocation of work, termination of employment, retirement or other activities.</p>	<ul style="list-style-type: none"> <li>• Discrimination is making an unfair distinction in the treatment of one person over another on grounds that are not related to ability or merit.</li> <li>• Where discrimination is endemic within a sector or region, the company is expected to show progress towards removing it.</li> <li>• During recruitment, pregnancy, HIV and genetic tests are prohibited.</li> </ul>
<p>1.2.1.2. Management does not engage in, support or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse.</p>	<ul style="list-style-type: none"> <li>• Management is expected to establish and implement a clear policy and system to prevent improper disciplinary practice. The policy shall be in line with the principle of non-discrimination.</li> <li>• Workers should be aware of this policy.</li> <li>• The management should have in place an adequate system of records of disciplinary actions taken.</li> </ul>
<p>1.2.1.3. Management does not engage in, support or tolerate behaviour, including gestures, language, and physical contact, that is sexually intimidating, abusive or exploitative.</p>	<ul style="list-style-type: none"> <li>• An appropriate policy and system should be put in place to make it clear that such behaviour is unacceptable.</li> <li>• Inappropriate sexual behaviour and the company’s response to it should be recorded within the structure of the disciplinary system described in 1.2.1.2.</li> </ul>



<p>1.2.1.4. Management does not discipline, dismiss or discriminate against workers for using established grievance procedures.</p>	<ul style="list-style-type: none"> <li>• An appropriate policy and system should be put in place to prevent any behaviour that is not in line with this requirement.</li> <li>• The management should have in place an adequate system of records.</li> </ul>
<p><b>1.2.2. Progress Requirements</b></p>	
<p>1.2.2.1. Within one year of accreditation, the management puts in place a policy regarding staff qualifications. In particular, the needs of disadvantaged and minority groups in the workforce should be targeted with training and other programmes.</p>	<ul style="list-style-type: none"> <li>• The programmes should aim to upgrade the qualifications of current workers and ensure that newly employed workers receive adequate training in a timely manner. They should be based on the results of a survey of training needs.</li> <li>• Programmes should also focus on improving the position of any disadvantaged and minority groups within the workforce.</li> </ul>
<p>1.2.2.2. Management ensures that men and women have equal opportunities in the company and equal access to the benefits of fair trade.</p>	<ul style="list-style-type: none"> <li>• Special attention is given to the empowerment of women by means of adequate training, capacity building, guidance, encouragement and assistance as necessary.</li> </ul>
<p>1.2.2.3. A special grievance procedure is in place for cases of sexual harassment. Cases of grievance should be referred to a trained person or committee, reporting directly to the Chief Executive.</p>	<ul style="list-style-type: none"> <li>• In general it is recommended that the proportion of female supervisors should be gradually increased to at least match the proportion of female workers in their respective departments.</li> <li>• The grievance procedure in case of sexual harassment should allow the worker to complain directly to a senior manager responsible for the policy.</li> <li>• Special awareness training on what constitutes sexual harassment and on the right to oppose sexual harassment should take place.</li> <li>• The same principles apply in case of sexual harassment of groups other than women.</li> </ul>

### 1.3. Freedom of Labour

FTSF follows ILO Conventions 29, 105, 138 and 182 on child labour and forced labour. Forced or bonded labour must not occur. Bonded labour can be the result of different forms of debt owed by the workers to the company or to middlemen. Children may only work if their education is not jeopardised by them doing so. If children work, they shall not execute tasks that are particularly hazardous for them because of their age.

#### 1.3.1. Minimum Standards

1.3.1.1. Forced labour, including bonded or involuntary prison labour does not occur.

- As defined by ILO conventions 29 and 105, forced labour includes work that is exacted from any person under the menace of any penalty and for which the said person has not offered him or herself voluntarily.
- The company must not retain any part of the workers' salary, benefits, property or documents in order to force them to remain.
- The company must also refrain from any form of physical or psychological measures requiring workers to remain employed by the company.
- The company must explain to all workers that each worker is free to leave at any time, with a due notice period as per his or her contract.
- The term 'bonded labour' includes all loans from a company to a worker with unreasonably high interest rates.

1.3.1.2. Child labour does not occur.

- Children below the age of 15 are not employed.
- 'Work' also relates to adults bringing children to the workplace, either in order to assist them or to do other work.
- There is an exception to this rule for children undertaking internships or work experience placements as part of their education. The duties assigned to interns will be appropriate to their age and will be non-hazardous.

1.3.1.3. The minimum age of admission to any type of work which, by its nature or the circumstances under which it is carried out, is likely to jeopardise the health, safety or morals of young people, shall not be less than 18 years.

- Young persons under 18 shall not perform duties that imply a health hazard.
- Young persons under 18 shall only be required to work during standard office hours.

## 1.4. Conditions of Employment

FTSF follows ILO Conventions [100](#) on equal remuneration and [111](#) on discrimination. All workers must work under fair conditions of employment. The company must pay wages in line with or exceeding national laws and agreements on minimum wages or the regional average. FTSF expects that the progress requirements, where applicable, will be dealt with annually in consultation with the workers.

### 1.4.1. Minimum Standards

1.4.1.1. Conditions of employment and in particular salaries are in line with, or exceed, the regional average and/or official national minimum wages for similar occupations. The employer shall specify wages for all functions.	<ul style="list-style-type: none"><li>• National laws need to be complied with especially if they exceed this standard. However, this standard applies if it goes beyond those laws and terms.</li><li>• Remuneration shall exclude any discrimination (see 1.2.1.1.).</li></ul>
1.4.1.2. All workers are aware of their rights and duties, responsibilities, salaries, and work schedules.	<ul style="list-style-type: none"><li>• Rights and duties, responsibilities, salaries and work schedules are part of a legal labour contract (see 1.4.1.6).</li></ul>
1.4.1.3. Payment is made regularly and in a timely manner, in legal tender and is properly documented.	<ul style="list-style-type: none"><li>• Documentation should consist of pay slips bearing all necessary information or some other suitable format.</li></ul>
1.4.1.4. Deductions from salaries are only permitted as agreed by national laws or if the employee has given his/her written consent.	<ul style="list-style-type: none"><li>• It is expected that the amounts deducted are fair, proportionate to the costs incurred by the employer and not used for disciplinary purposes. Workers should know and understand such conditions regarding any deductions.</li><li>• In some cases premium loan repayments are deducted from the payroll. This should be allowed only if a written consent from workers exists.</li></ul>
1.4.1.5. An adequate regulation on sick leave is put in place.	<ul style="list-style-type: none"><li>• The regulation refers to sick leave directly caused by the work (e.g. accident during work). Other cases (e.g. illness) are expected to be covered by clause 1.4.1.6.</li><li>• The regulation stipulates that sick leave is not taken from annual leave.</li></ul>
1.4.1.6. All permanent workers must have a legally binding written contract of employment with a job description, signed by worker and employer.	<ul style="list-style-type: none"><li>• The contract shall include all necessary items related to the position of the worker.</li><li>• The contract safeguards the worker from loss of pay in the case of illness, disability and accident.</li><li>• In case of dissolution of the contract, the notice period must be identical for employer and worker.</li></ul>

	<ul style="list-style-type: none"> <li>• The worker must be provided with a copy of the signed contract.</li> </ul>
1.4.1.7. Working hours must comply with applicable law and industry standards. Workers are not required to work in excess of 48 hours per week on a regular basis.	<ul style="list-style-type: none"> <li>• Exceptions from the 48 hour requirement are possible in the case of 'duty work' or when workers are 'on call.'</li> <li>• Agreed and legally stipulated lunch and work breaks should be observed.</li> </ul>
1.4.1.8. Workers should have at least 24 consecutive hours of rest every 7 days, unless exceptional circumstances apply.	<ul style="list-style-type: none"> <li>• Exceptional circumstances are, for example, peak production periods.</li> <li>• The company must request permission for exceptions from FTSF; they will only be granted for a limited time period. Future exceptions may also be granted based on notification and description of recurring circumstances.</li> <li>• In no case are more than 10 consecutive working days allowed without rest. Any free days lost during this period shall be granted to the worker within a reasonable period of time.</li> </ul>
1.4.1.9. Annual leave, not including sick and casual leave, shall be at least 2 weeks of paid leave per year.	<ul style="list-style-type: none"> <li>• Week means five working days.</li> <li>• Periods of annual leave must be in line with any governmental regulations.</li> </ul>
1.4.1.10. Maternity leave shall not be shorter than 8 weeks on full pay, not including annual leave and shall be increased to 12 weeks within 4 years of accreditation.	<ul style="list-style-type: none"> <li>• Week means five working days.</li> <li>• Maternity leave must be compliant with national law.</li> <li>• During maternity leave the worker will not incur any loss or privilege on account of such a leave.</li> <li>• The period of compulsory leave after giving birth shall be proscribed by national laws or regulations, but shall in no case be less than 6 weeks.</li> <li>• Nursing mothers shall be given time for breastfeeding for up to 9 months after the birth and shall not be requested to work overtime.</li> <li>• FTSF may establish guidance for maternity leave.</li> </ul>

<p>1.4.1.11. All regular work is to be undertaken by permanent workers.</p>	<ul style="list-style-type: none"> <li>• This is to ensure that all persons working at Partner companies are directly protected by FTSF standards. Companies may not use subcontracting or temporary employment as a means of avoiding their obligations under these standards.</li> <li>• It also ensures that financial, time and resource investments by Sponsors benefit the Partner and its employees to the greatest extent possible.</li> <li>• If extra workers are required for a specific project, they must be given an employment contract with the company that contains all the same safeguards as the contract of a permanent employee. Equal benefits must be given for equal work, regardless of the term of employment.</li> <li>• Exceptions may be granted by FTSF on a case-by-case basis (for example if a freelancer/external expert is required for a very short period of time).</li> <li>• This requirement relates to all employment directly related to the functioning of the company. External contracting is permitted for other functions, e.g. building maintenance, cleaning, etc. When a Partner engages an external company or workers, it will apply principles of non-discrimination and fair payment.</li> </ul>
<p><b>1.4.2. Progress Requirements</b></p>	
<p>1.4.2.1. The employer works towards all permanent workers having the benefits of a provident fund or pension scheme, in accordance with any relevant national laws.</p>	

## 1.5. Occupational Health and Safety

FTSF follows ILO Convention [155](#) which aims “to prevent accidents and injury to health arising out of, linked with or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.”

### 1.5.1. Minimum Standards

1.5.1.1. Work processes, workplaces, machinery and equipment at the company’s premises are as safe as possible and any inherent risk to health is minimised by adequate control. A Health and Safety (H&S) policy is in place and covers all the above-mentioned items.

- A formal H&S policy shall address all necessary measures, means and control points. The policy is based on a risk analysis that has been established jointly with the workers.
- The policy is documented, signed by the management and communicated to the workers.
- As a result of this policy:
  - Risk areas and potential hazards must be clearly identified by warning signs in local languages and include pictograms if possible;
  - Safety instructions and procedures including accident prevention and response must be in place and communicated to staff;
  - All hazardous machinery and equipment must be equipped with adequate safety devices – protective guards must be placed over moving parts;
- The Company must maintain full, continuously updated documentation on sickness and accidents and regularly undertake action to ensure improvements are made.

1.5.1.2. Workers are trained in the basic requirements of occupational health and safety, relevant health protection and first aid. Special measures are taken to identify and avoid reoccurring health risks to vulnerable workers.

- Management is responsible for the basic training of any new and reassigned members of the workforce and for repeat training for the existing workforce.
- Workers have the right to remove themselves from unsafe situations.
- In particular, persons under the age of 18, disabled people and pregnant and nursing women should only perform work that is appropriate to their physical capacity and that does not imply a health hazard.

<p>1.5.1.3. The company provides adequate emergency first aid facilities, equipment and appropriately trained first aid staff to meet all reasonably foreseeable emergency first aid situations. Work accidents and related first aid measures are subject to H&amp;S reporting.</p>	<ul style="list-style-type: none"> <li>• Suitably stocked first aid boxes must be present in the workplace and be quickly accessible at all times.</li> <li>• A reasonable number of workers (in relation to the size of the company) are given regular training in first aid.</li> <li>• FTSF may establish indicators for appropriate emergency measures and access to health care based on the size of the company.</li> </ul>
<p>1.5.1.4. All workers must have access to potable water and clean sanitary facilities.</p>	<ul style="list-style-type: none"> <li>• Drinking water facilities must be clearly labelled as such and be placed at reasonable proximity to the workplace.</li> <li>• Drinking water shall be analysed at least every six months if water purity has been identified as a risk.</li> <li>• The number of sanitary facilities (toilets, washing facilities and showers), separate for men and women, must be in proportion to the number of workers.</li> <li>• Sanitary facilities must be cleaned regularly and be equipped with suitably covered drains and pipes.</li> <li>• Hand washing facilities must be close to the toilets and canteen.</li> </ul>
<p>1.5.1.5. The company premises and its environs will be free of obvious defect and maintained in a safe, clean condition at all times.</p>	<ul style="list-style-type: none"> <li>• The company will establish a viable system of planned maintenance and necessary repair in order to prevent and remedy any threats to health, safety, welfare and the environment in which it works that may arise out of the enterprise.</li> </ul>
<p>1.5.1.6. All indoor workplaces have adequate lighting, heating and ventilation for the work to be carried out in the context of local weather conditions.</p>	
<p>1.5.1.7. Fire exits, escape routes, fire fighting equipment and fire alarms are provided for every indoor workplace. They are properly marked and kept clear of obstructions, allowing for swift and safe exit during emergencies.</p>	<ul style="list-style-type: none"> <li>• Workers are given regular training in evacuation procedures.</li> </ul>

<p>1.5.1.8. Electrical equipment, wiring and outlets are properly placed, grounded and inspected for overloading and leakage by a professional on a regular basis.</p>	
<p><b>1.5.2. Progress Requirements</b></p>	
<p>1.5.2.1. Workers' capabilities and awareness of occupational health and safety, relevant health protection and first aid are improved through continuous training.</p>	<ul style="list-style-type: none"> <li>• All workers will be formally inducted and given refresher training on all aspects of their tasks.</li> <li>• Information and training courses are held periodically during working hours, at least every 12 months. Training should particularly be given and regularly repeated to new and reassigned workers.</li> <li>• All training activities must be recorded. Records should include information on topics, time, duration, names of attendees and trainers.</li> </ul>
<p><b>2. Environmental Protection</b>  Adopting working practices that are environmentally responsible is a core principle of the Fair Trade movement. Improved environmental practices lead to greater sustainability, a safer and healthier workplace and community and lower energy costs.</p>	
<p>2.1. Management has overall responsibility for ensuring the Partner conducts its business in a way that is environmentally sustainable. Environmental protection is incorporated into its business plan and day-to-day activities.</p>	<ul style="list-style-type: none"> <li>• Areas to be taken into consideration include waste management and energy efficiency.</li> </ul>
<p>2.2. To the greatest extent possible, electronic waste is disposed of in an environmentally sustainable manner at specially designated facilities. The company takes all reasonable steps to ensure that its electronic waste disposal does not cause avoidable air, water or soil pollution.</p>	<ul style="list-style-type: none"> <li>• This may be achieved with the cooperation of external partners approved by FTSF.</li> <li>• As much electronic waste as possible should be recycled.</li> <li>• The company must do everything possible within a reasonable budget, based on its income and continuously make efforts to improve the sustainability of its electronic waste management.</li> <li>• Where no facilities for safe electronic waste disposal or recycling exist in the country of operations, this is a progress requirement.</li> </ul>



<p>2.3. The company operates in a manner that is as energy efficient as possible.</p>	<ul style="list-style-type: none"> <li>• This involves using electrical appliances and equipment with energy efficient specifications where possible. Examples include computers, peripherals, ventilation systems, lighting, etc.</li> <li>• The company must do everything possible within a reasonable budget, based on its income. As equipment is replaced over time, energy efficiency must be increased.</li> <li>• Employees should be informed of ways in which they can individually and collectively reduce energy consumption.</li> </ul>
<p>2.4. Employees at all levels are informed of the company's environmental policies and the importance of environmental protection.</p>	<ul style="list-style-type: none"> <li>• Depending on the size of the company, FTSF may establish indicators for relevant training.</li> </ul>
<p><b>3. Initiatives Benefiting the Wider Community</b>  As part of its commitment to the principles of Fair Trade and the 'social contract', it is expected that the Partner will undertake to share the benefits of its newly acquired skills and increased revenue with the wider community in its country of operation.</p>	
<p>3.1. The Partner carries out initiatives designed to benefit the wider community in its country of operations, by using IT as a tool for sustainable development.</p>	<ul style="list-style-type: none"> <li>• This is to ensure that the FTSF framework has a broad social and developmental impact, in line with the basic principles of fair trade. Participation in FTSF projects will increase the income and expertise of IT Partners and their employees and it is the intention of FTSF that these benefits have a trickle-down effect, also bringing help to disadvantaged members of society.</li> <li>• These initiatives may include, but are not limited to: <ul style="list-style-type: none"> <li>○ Contributing to the setup and running of community IT centres (provision of buildings, computer terminals/peripherals, teaching, etc);</li> <li>○ Establishing educational programmes designed to improve IT skills for children, students or adults;</li> <li>○ Training IT teachers;</li> <li>○ Developing (open source) software applications that are designed to</li> </ul> </li> </ul>

	<p>improve efficiency and/or access to information in sectors such as healthcare, agriculture or microfinance – these should be made widely available.</p> <ul style="list-style-type: none"> <li>• These initiatives may be completed in cooperation with external partners and utilise external funding, as approved by FTSF.</li> <li>• All projects should have capacity building and fostering innovation at the local level among their key goals. They must also be sustainable and not damaging to the environment.</li> <li>• The Partner must seek and take into account the views of local stakeholders to ensure the project will deliver maximum benefit.</li> <li>• FTSF offers assistance in designing these projects and advice during their implementation, including assistance in finding external partners.</li> <li>• All projects under this section are subject to prior approval and ongoing review by FTSF to ensure compliance with its standards.</li> </ul>
<p><b>4. Relationship between the Partner, Sponsor and Customer</b></p>	
<p>4.1. Only the Sponsor has a direct relationship with the Customer, unless the Customer specifically expresses a wish to have contact with the Partner.</p>	<ul style="list-style-type: none"> <li>• According to the FTSF process, it is the Sponsor who negotiates the terms of the project with the Customer, then proceeds to co-develop the required software application(s) and/or services with the Partner.</li> <li>• The Customer will only enter into a contract with the Sponsor – the Partner should not contact the Customer directly, unless the Customer requests it.</li> </ul>
<p>4.2. The contract between the Sponsor and the Customer stipulates that the software and/or services provided will conform to the <a href="#">FTSF Process Standard</a>.</p>	
<p>4.3. The contract between the Sponsor and the Customer must require the Customer to register the project using the designated tool on the FTSF website.</p>	<ul style="list-style-type: none"> <li>• This is essential to the monitoring activities of FTSF in verifying genuine participation in Fair Trade Software projects.</li> <li>• It also provides independent</li> </ul>

	verification of the value of Fair Trade Software projects so the correct accreditation fees and premiums can be calculated.
4.4. The Sponsor and the Partner conclude a contract for the co-development of the software application(s) and/or provision of services required by the Customer. The contract ensures that the completed software and/or services will comply with the FTSF Fair Trade Software Process Standard.	<ul style="list-style-type: none"> <li>• This contract shall include the nature and scope of the project, a description of the role and duties of each party and the price to be paid by the Sponsor to the Partner for work carried out (see 4.5).</li> <li>• The terms of the contract must be in accordance with this document and the FTSF Standards for Developed Country Sponsors.</li> <li>• The parties shall specify which country's law governs the contract.</li> <li>• FTSF recommends the use of the <a href="#">framework contract</a> which will be made available on its website. Should the parties not agree to this, FTSF can provide guidance on whether alternate contracts will be likely to meet with its standards.</li> </ul>
4.5. In all subsequent stages of the process, the Sponsor takes the lead but shall seek the meaningful participation of the Partner at all times.	<ul style="list-style-type: none"> <li>• The FTSF concept is based on co-development partnerships rather than sub-contracting or outsourcing.</li> <li>• While the Sponsor may delegate tasks to the Partner as it deems appropriate, the Sponsor shall consult with the Partner at all stages of the design and building process and take their ideas into account.</li> <li>• This ongoing consultation process shall be included in the Sponsor's project planning and documented in such a way that the meaningful participation of the Partner can be demonstrated to FTSF.</li> <li>• Delegation of tasks must be done in such a way that the completed software application complies with the FTSF Fair Trade Software Process Standard.</li> </ul>
4.6. The Sponsor engages in continuous training of the Partner's management and employees at all stages of the software production process to ensure the transfer of knowledge	<ul style="list-style-type: none"> <li>• Along with the continuous consultation process (see 4.5), this is the main point of differentiation between the FTSF model and conventional outsourcing. The intense professional development and capacity building of the Partner's</li> </ul>

<p>and skills.</p>	<p>employees by the Sponsor constitutes a “premium” benefit, which the Partner receives in addition to the fair market price paid for work done (see 4.7).</p> <ul style="list-style-type: none"> <li>• This training will cover IT and programming skills, project management techniques and general business and marketing skills.</li> <li>• As well as formal training activities, the training may take the form of “on-the-job” knowledge transfer and sharing of the latest working methods and best practices.</li> <li>• All training and knowledge transfer activities will form part of the workers’ paid employment and will be remunerated at the normal rate by the employer.</li> <li>• The aim is to provide the Partner Companies with the capacity and skills to undertake future projects in domestic and international markets without external assistance and in turn train other workers. Knowledge transfer must be sufficiently intensive and extensive to achieve this goal.</li> <li>• The knowledge transfer process must be auditable by FTSF, for example through the use of development tooling such as Scrum backlogs.</li> <li>• It is anticipated that at least 20% of the project time should be spent on activities contributing to knowledge transfer.</li> <li>• FTSF may establish specific guidelines for training.</li> </ul>
<p>4.7. The Sponsor pays a fair market price for all work performed by the Partner, in accordance with the pre-agreed terms of the contract between them.</p>	<ul style="list-style-type: none"> <li>• This price will be determined by the cost of obtaining similar services in the country where the Partner is incorporated.</li> <li>• Regional variations shall be taken into account (e.g. prices in major cities may be higher).</li> <li>• The Sponsor does not directly pay the wages of the Partner Company’s employees – it is the responsibility of the Partner to pay fair wages to its workers (see section 1.5).</li> </ul>

<p>4.8. The Sponsor and Partner treat each other's employees with respect during all their interactions throughout the project.</p>	<ul style="list-style-type: none"><li>• The Partner should regard the employees of the Sponsor as being protected by the same standards for fair treatment and non-discrimination as are set out in this document.</li></ul>
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