

### 2.12.3

Levels I, II  
and III

**CORE** - There shall be no discrimination by management or workers between unrepresented workers and workers represented by labour trade unions or associations, and there shall be no discrimination to workers representatives.

**Guidance:** Not applicable to independently certified smallholders. In the case of smallholders that are part of the supply chain of industrial processors, the implementation of this indicator shall be supported by the processor.

## PRINCIPLE 3:

### Responsible relations with workers and community

Respecting workers and local communities means listening and considering, as applicable, what they have to say. Certified organisations must provide a mechanism for the communication of grievances that protects the grievant and ensures that their complaints are fairly assessed. This Principle also aims at extending such a mechanism to the local community.

## 3.1

### Systems of Communication and Grievance Mechanism

#### 3.1.1

Levels I  
and III

**CORE** - Certified organisations shall deal with complaints and grievances from workers, neighbours, local communities and traditional land users in an appropriate manner. Complaints and grievances are effectively and timely investigated and responded to.

**Guidance:** This system shall function at the worksites and in the communities linked to certified organisations.

This indicator is not applicable to smallholders.

### 3.1.2

Levels I  
and III

**CORE** - Complaints and grievances, responsive actions, and outcomes shall be documented, and records maintained for 5 years, or more if required by local law.

**Guidance:** The auditor will look into the complaint resolution processes and verify the number of effective resolutions achieved.

This indicator is not applicable to smallholders.

### 3.1.3

Levels I  
and III

**CORE** - The communication and grievance system shall include a mechanism that allows workers and community members to make complaints anonymously (if they wish to do so), yet also allowing verification of the validity of the complaints. The organisation shall recognise the competence of local labour courts, if these are the mechanism chosen by workers or the community for dealing with grievances.

**Guidance:** One example of such a system would be to appoint an independent ombudsman who receives complaints, assesses validity and sets in motion appropriate processes for responding and addressing the issue. The procedures for electing/appointing the ombudsman must be transparent and must equitably include workers, community members or their representatives.

This indicator is not applicable to smallholders.

### 3.1.4

Levels I  
and III

**CORE** - The complaint mechanism is transparent, has been made known and is available to all workers, local communities and traditional land users.

### 3.1.5

Levels I  
and III

**CORE** - There are communication channels that enable communication between the certified organisations and the community. The communication channels have been made known to all.

## 3.2

### Land use does not impair the rights of traditional users

#### 3.2.1

Levels I  
and III

**CORE** - In all cases, land use shall not interfere with the agricultural production systems of neighbours, and measures shall be in place to allow the coexistence of different production systems.

**Guidance:** This indicator is not applicable to smallholders.

#### 3.2.2

Levels I  
and III

**CORE** - Land rights disputes shall be resolved before certified status can be granted.

**Guidance:** In the case of disputed use rights, a comprehensive, participatory and documented community right assessment is carried out and the recommendations from the assessment are being followed.

This indicator is not applicable to smallholders.

#### 3.2.3

Levels I  
and III

**CORE** - Certified organisations shall ensure that, prior to any activity that may affect indigenous peoples' and local communities' rights, land, resources, territories, livelihoods, and food security, their Free, Prior and Informed Consent (FPIC) is secured for any activity that affects their ancestral lands, territories and natural resources.

## 3.3

### Economic development and support to the local economy

### 3.3.1

Levels I  
and III

Certified organisations shall demonstrate support for local community projects.

**Guidance:** This indicator is not applicable to smallholders.

### 3.3.2

Levels I  
and III

Certified organisations shall contribute to the local economy by preferentially offering local businesses the opportunity to supply goods and services that meet the organisation's specifications.

**Guidance:** This indicator is not applicable to smallholders.

### 3.3.3

Levels I  
and III

Job opportunities shall be offered first to qualified members of the local community.

**Guidance:** This indicator is not applicable to smallholders.

### 3.3.4

Levels I  
and III

Certified organisations shall have a financial plan for their business to ensure its economic feasibility over time.

**Guidance:** Smallholders are expected to at least be able to verbally explain how the farm finances are organised and issues that are relevant to the economic feasibility of the family business and actions eventually taken to ensure sustainability over time.