



Standard requirements for retailers and foodservice companies Updated Version February 2022

OVERVIEW OF REQUIREMENTS

All retailer and foodservice companies purchasing Rainforest Alliance Certified volumes for their private label products or any non-branded products they sell through their sales channels, need to comply with the following requirements:

- Requirement 1.1.4: Due Diligence
- Requirement 1.2.3: List of Subcontractors
- Requirement 1.4.1: Internal Inspection (only if part of a multi-site certificate)
- Requirement 1.4.2: Self-assessment
- Requirement 1.5.1: Grievance mechanism
- Requirement 2.2.2: Traceability
- Requirement 2.1.13: Validity of Rainforest Alliance Claims
- Requirement 2.2.4: Approval for Trademark Use

Retailer or foodservice company is also the actors in the supply chain responsible for paying and/or recording the Sustainability Differential and/or Sustainability Investment, are required to additionally comply with the following requirements. This would be (1) the importer of banana & fresh fruit, (2) the brand owner and/or packer of tea (black, green, white) and (3) the first buyer after farm certificate holder of all further crops.

- Requirements in Chapter 3.2 [Supply Chain Standard](#)
- Requirements in Chapter 3.3. [Supply Chain Standard](#)

You can find the full Rainforest Alliance Sustainable Farming Standard – Supply Chain Requirements [here](#).

REQUIREMENTS IN DETAIL

All retailer and foodservice companies purchasing Rainforest Alliance Certified volumes for their private label products or any non-branded products they sell through their sales channels, need to comply with the following requirements:

- **Requirement 1.1.4: Due Diligence**

The supply chain certificate holder has devised, adopted, and disseminated one or more policies for ensuring responsible business conduct in its own operations, supply chain, and other business relationships. The policies cover direct and indirect adverse impacts on human rights and the environment.

- *The policies commit and refer to following the OECD Due Diligence Guidance for Responsible Business Conduct. References and commitments to the OECD Guidelines for Multinational Enterprises or UN Guiding Principles for Business and Human Rights are also acceptable.*
- *Oversight and responsibility for these policies and their implementation is assigned to senior management.*
- *The policies and its expectations are specified in engagement with suppliers and other business relationships, including contracts and other written agreements. A potential tool for compliance is to have a supplier code of conduct in place.*
- *At a minimum, this policy requires from the supply chain certificate holder, its suppliers, and other business relationships:*

- *Compliance with applicable laws and relevant standards in relation to human rights, worker rights and conditions, health and safety*
- *Compliance with applicable laws and relevant standards in relation to environmental protection, deforestation, biodiversity, waste, and wastewater management*

For a model policy for responsible agricultural supply chains, consult the OECD Guidance for Responsible Agricultural Supply Chains, page 25-29.

*Update: The following requirements from the previous version of the standard **do no longer apply***
~~*–Traceability and accounting of certified and conventional volumes*~~
~~*–A grievance mechanism*~~

- **Requirement 1.2.3: List of Subcontractors**

There is a list of current subcontractors, suppliers and intermediaries of certified product that confirms their compliance to certification rules prior to or at the moment of an activity.

- **Requirement 1.4.1: Internal Inspection (only if part of a multi-site certificate)**

An internal inspection system is in place to assess compliance of group members (for farms), sites, and/or other actors in scope with the Rainforest Alliance Sustainable Agriculture Standard. The system includes:

- *Yearly inspection of each group member (for farms), (processing) site and any other actor (including subcontractors, intermediaries, service providers) in the certification scope. Before the first certification audit, all these actors need to be internally inspected.*
- *The scope in the first year of certification is: all applicable requirements of the Rainforest Alliance Sustainable Agriculture Standard*

- *The scope during consecutive years is based on the Risk Assessment (for farms, see 1.3.1), on the previous year's internal inspection and on audit results. For farm scope only: a rotation system is in place so that each farm unit is inspected at least every 3 years. In case of remote farm units, this is done at least every 6 years. Note on applicability: internal inspections are carried out when more than one entity (group members, sites, service providers, subcontractors) are included in the certificate.*

- **Requirement 1.4.2: Self-assessment**

Management yearly carries out a self-assessment to evaluate its own compliance and that of all actors in its certification scope with the Rainforest Alliance Sustainable Agriculture Standard.

*For **farm certificate holders**, the self-assessment includes the results of the internal inspections of the group members and other entities covered in the certificate (including subcontractors, intermediaries, service providers, and processing sites).*

*For **multi-site supply chain certificate holders**, the self-assessment includes the internal inspections of the sites, including subcontractors.*

- **Requirement 1.5.1: Grievance mechanism**

A grievance mechanism is in place that enables individuals, workers, communities, and/or civil society, including whistle-blowers to raise their complaints of being negatively affected by specific business activities and/or operations of any nature, including technical, social, or economic nature. The grievance mechanism may be provided directly through collaboration with other companies, or through an industry program or institutionalized mechanism and in accordance with the United Nations Guiding Principles (UNGPs). The grievance mechanism should be accessible, in local languages, and also for those who cannot read or do not have access to internet. The grievance mechanism should include at least the following elements:

- *A grievance committee with decision making power, with knowledge about the grievances, that is impartial, accessible, and gender sensitive*
- *Grievance committee is formed by at least one member/worker representative*
- *The grievance mechanism has appropriate submission channels, for internal and external stakeholders, including workers, members, staff, buyers, suppliers, indigenous peoples, and communities*
- *Anonymous grievances are accepted and confidentiality is respected*
- *Human and labor rights grievances are remediated in accordance with the Remediation Protocol, and collaboration with the Assess-and-Address Committee and/or the Gender Committee/Person as appropriate, depending on the case*
- *Grievances and agreed follow up actions are documented, and shared with the persons involved within a reasonable timeframe*
- *Submitters of grievances are protected against employment/membership termination, retribution, or threats as a consequence of utilizing the grievance mechanism.*

Assess-and-Address Committee (if applicable): see 5.1.1 / Gender Committee/Person: see 1.6.1

Please see Annex S4: Remediation Protocol

Please see Guidance Document E: Grievance Mechanism

- **Requirement 2.2.2: Traceability**

Buyers of Rainforest Alliance Certified product have a procedure in place to regularly verify that transactions in the traceability platform match invoices for certified products purchased.

- **Requirement 2.1.13: Validity of Rainforest Alliance Claims**

There is evidence (documentation on incoming and outgoing product, on-site procedures, reports) that any Rainforest Alliance claim made is valid and complies with Rainforest Alliance Certification Program requirements.

- **Requirement 2.2.4: Approval for Trademark Use**

In case of public facing trademark use, an approval is obtained in accordance with the Rainforest Alliance 2020 Labeling and Trademarks Policy for on and off product trademarks prior to use.

Additional requirements

Retailer or foodservice company is also the actors in the supply chain responsible for paying and/or recording the Sustainability Differential and/or Sustainability Investment, are required to additionally comply with the following requirements. This would be (1) the importer of banana & fresh fruit, (2) the brand owner and/or packer of tea (black, green, white) and (3) the first buyer after farm certificate holder of all further crops.

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