

Neema Crafts Centre Fair Trade Audit 2010:

Audit carried out to look at areas where we fulfil fair trade criteria and those where we fall short. Also to look at ways in which we can improve all areas.

Wages: Wages have been set at 97,000* shillings per worker per month or above, depending on qualifications and experience. *This is 17000 shillings above the set minimum wage (which is rarely adhered to by other local employers). They also receive benefits equal in value to over 40,000 per month; i.e. hot meals every day, 5 days a week and medical costs (see below). We aim to increase wages as profitability allows. With allowances the money received each month is greater than the highest level of minimum wage set by the Tanzanian Government for skilled office workers which is 135,000 shillings per month.

Worker benefits: All deaf staff have access to digital hearing aids and batteries and regular twice yearly consultations with trained audiologists from UK to help them learn to use the hearing aids more effectively. These are all provided free to the staff including replacement batteries. One deaf member of staff has been trained in basic maintenance of the hearing aids.

All workers have now been provided with mobility aids. All physically disabled workers have been provided with a hand driven bicycle wheelchair and all deaf workers with a bicycle. All workers provided with a bicycle have received cycling proficiency tuition from a volunteer before being given the bikes. We aim to provide reflective stickers for all bikes and bicycle wheelchairs to improve road safety.

All physically disabled staff have had access to the physiotherapist at no cost through the year. Where appropriate a treatment scheme has been drawn up for the staff member and the physiotherapist has supervised them through the treatment process and regularly reassessed them. If surgical intervention is necessary on the advice of an orthopaedic surgeon sponsorship is sought for each individual case to help cover the cost of the treatment.

Prosthesis, callipers etc. have been provided where possible for all staff members as appropriate.

All medical costs of staff members have been paid for by the centre. This equates to an average of 30,000 per staff member this last financial year.

All staff have been given access to and encouraged to participate in a literacy and numeracy programme, if appropriate, provided for them at Neema Crafts Centre. Other teaching programmes made available have included English classes, health education seminars, marketing training, Cultural dancing workshops, football coaching and new this year seated volleyball. Later this year we hope to be able to start computer skills training. We have planned for the coming year repeats of some of these courses plus photography training for those who earn extra income as photographers in their spare time. These have been provided to workers at no cost.

We have been coordinating a child sponsorship scheme on behalf of Robin Hood ministries (a UK based charity). Currently 10 disabled members of staff have a child

in this programme and 12 disabled children from non-Neema Crafts families also have children in the scheme.

We are working with a local Micro-finance organisation to make micro-finance available through the partner organisation to all out-workers connected to Neema Crafts Centre. If successful this may be extended to all staff.

Worker conditions: We have ensured that every working day all staff members have a mid morning tea break with tea provided for a period of 30 minutes and a 45 minute lunch break with lunch provided.

All physically disabled members of staff have been assessed by the Neema Physiotherapist and visiting Occupational therapists and given advice on posture, seating etc. during work. Neema Crafts Centre has where appropriate provided the relevant equipment for the workers to fully act on the advice of the physiotherapist (extra cushioning on seats, height of work tables etc.)

Lighting of the workplace has been significantly improved in the new premises as has ventilation to improve the workers environment.

We have created a courtyard garden in the centre for use by workers during breaks.

The new Neema Crafts Building, which we moved into in February of 2009, has allowed us to provide hot showers designed for disabled access and disabled toilet facilities. The upper floor of the building is also fully accessible to disabled people.

All workers have been given access at any time to both a male and a female individual from outside the centre for confidential pastoral care.

Monthly meetings are being held between senior staff and workshop area leaders, at which all major decisions have been taken in a participatory and inclusive manner. The minutes of these meetings have been posted in the workshop areas for all the staff and trainees to read. Each workshop area leader is having regular meetings with the staff and trainees in their area.

A suggestions box for anonymous communication is still available to all workers at all times.

We are instituting on-site testing for malaria carried out by our Physiotherapist using recognised test kits (after appropriate training) to allow workers to access reliable testing for free on site.

Our Deaf Dance and Cultural Dancing group undertook a 3 week tour to the U.K. to perform at a major festival and other venues to share the work of the centre and the capabilities of deaf people more widely and have performed at major events in Dar-es-Salaam and Stone Town, Zanzibar.

Planned for late 2009 is the internet and computer training room to which all staff will have access at certain times. We hope to be able to give computer training to all members of staff who would like to access this service.

Building/work health and safety: On moving into the new premises we have undertaken a health and safety review. We have also invited the relevant municipal authorities to carry out full inspections (fire safety, health and hygiene, electrical certification) and give advice which we have acted on and now have full safety certification for the building possible under Tanzanian law. We have designed and communicated to all workers a building evacuation plan in case of emergency. New fire procedures have been put in place and the area around the kiln redesigned to minimise fire risk from spilt oil. New equipment has been purchased for the kitchens to protect chefs from heat injury.

Transparency:

Full accounts have been made available to all workers at the annual general meeting. They have also been made available to the board of Neema Crafts Centre and to the Diocesan council and every three years to the Diocesan Synod. They are also available to others with the permission of the Bishop.

All policy changes in 2009-2010 have been discussed with workers before they are introduced and comments and suggestions of workers are taken into account when drawing up final policy.

Workers were fully consulted and given input in the design process for the new Neema Crafts Centre. Areas of the new building which have been added at the suggestion of the staff have been the disabled hot shower and the central courtyard garden.

Workers voice/ability to impact policy:

All staff have had access to all management personnel and have been able to ask for a meeting with any management staff person. This access has been used many times over the previous year by individual staff members. Formalised communication has been carried out this year through workshop meetings with workshop area leaders and also through larger meetings to discuss new policy as it relates to staff.

All staff have had access to a suggestions box although usage has declined this year compared to previous years. On investigation, this has been due to the improved accessibility of senior management for face-to-face meetings, partly due to the improved layout of the new premises and partly due to changes in the management structure and work routine. We have however placed a new suggestions box in the chai/tea room to see if the location of the box is a factor in usage.

Environmental standards:

Neema Crafts centre carried out an environmental impact audit this year. (see separate document)

Business and management procedures and protocols:

Record keeping and filing of documents was found not to be completely suitable. New filing cabinets have been acquired and a new filing and office management system introduced. A volunteer accountant from UK has overhauled the accounting system at Neema this year allowing accounts to be kept up to date on a weekly basis. This has remedied the situation where for the previous two years another volunteer managed the accounts and left us with very poorly kept records compared to the previous years and this year.

All management staff have been briefed re. retention of documents, financial or otherwise.

Accounting and money handling has been streamlined with fewer staff members handling money and financial transactions, allowing improved oversight of the financial management of the centre. This has allowed us to report more frequently to staff our current financial position.

A new marketing strategy has been put in place for overseas orders. Further development of overseas marketing is planned as well as within Tanzania now we are fully established in our new premises

Product design and manufacture:

New product areas within the last year:

Ceramics

‘Bottles to Beads’ - a new kiln has been built for making beads made from recycled glass

A range of tailored clothes, cushions and other items

Dressed Dolls

All product ranges were assessed for sales performance and presented to focus groups made up of local customers. Feedback was received from regular overseas customers about their product preferences and any issues they had with the product e.g. quality. As a result of this, designs were altered where appropriate to help improve both quality and marketability and to keep up to date with current fashion trends in the markets we supply.

This year we have put in place at least one quality control point during the manufacture of each product and have drawn up policy to place two quality control check points in the manufacture process of all products where appropriate.

This year we have increased specialisation within departments, training more low skilled workers as specialists in certain areas. This training is ongoing and will run into the next year to make sure all skills required have been passed on. Areas we have particularly concentrated on this year have been Batik and sewing/tailoring. Last year our focus was on the weaving department. Training is ongoing in each department under the department manager, but special focus areas involve the production manager and director in the training process.

Raw materials:

We have continued to source raw materials from waste products where possible. This year we have added to these recycled materials by utilising old coffee and cement sacks and rubber from inner tubes and old car tyres in bag manufacture and plan to increase this range as it has been received very positively.

We have added a ceramics workshop to Neema Crafts Centre and are now sourcing stoneware clay from Rugemba village 20 minutes outside Iringa. This clay is of high quality and is sourced through a local potter. Neema Crafts skill shared with this potter, helping him improve his kiln design, passing on the knowledge and expertise we have acquired through skilled volunteers in the past. The skill sharing has helped us secure a good source of clay at a fair price and our partnership with the supplier has benefited him as he is now able to fire at a temperature that will allow him to develop glazes. We hope to continue to skill share in this area whenever we have skilled external volunteers.

Advocacy & Education:

We have continued to highlight Disability issues at the local government level. In 2008 we were privileged to host the Freedom torch of Tanzania, the national symbol of the country, being selected by the government out of recognition of our work with disabled people. Our deaf cultural dance and drumming group was also asked by the local municipal council to dance for the President of Tanzania on his visit this year to Iringa. They were also asked to perform on the main stage for the 'Sauti Ya Busara' international music festival in Zanzibar. We continue to promote

disabled people as a valuable part of the workforce and our new centre has brought us into closer contact with many more local employers. We have participated in Brain storming sessions with the European embassy in Dar es Salaam on disability issues and the European Unions advocacy programme in Tanzania. We have been promoting free teas and coffees at our café among local employers as a way to bring them into the building and have then been able to show them the centre and the disabled and deaf artisans. As a direct result of this we have placed the first people from our waiting list into work with other employers and have recently received a request for us to provide 14 deaf people to work in a new factory in town producing French fries. We have just received funding to employ a business trainer who will train disabled and deaf people in business skills and liase with local employers to set up work experience placements for them. We have agreed to provide free sign language tuition to the employers and to initially help with HR issues they may have to deal with related to deafness or disability.

We have adapted our shop displays to promote the fair trade aspect of our products in terms of making it more obvious that they are made by a disadvantaged group. We have also promoted workshop tours more strongly this year and given training to particular staff members to carry out the tours and to more effectively communicate our message.

We have hosted visits this year from the National Geographic magazine and the Times Newspaper (U.K.) who will both feature Neema Crafts Centre and it's work in upcoming articles. Neema Crafts founder, Mrs. Susie Hart received a 'Woman of The Year' award in the UK in 2010 in recognition of the work Neema Crafts has done. We have also broadcast about our work on the BBC across the U.K.

Monitoring and evaluation:

Policies have been put in place this year for improved monitoring and evaluation within the workshops and the centre and also with customer groups. This year we have held two customer focus groups to look at the direction and focus of Neema Crafts Centre. Responsibilities for monitoring and evaluation of our work have been assigned amongst the management team:

Destory (Finance & Services Manager): to compile weekly finance updates including all income and expenditure and to break these down in a weekly report for the director and Co-Director. Together with the Co-Director, present sales data on a monthly basis for use in marketing strategies and for general information for management team.

To oversee bi-weekly meetings with Workshop Area Leaders to discuss progress reports and any other issues.

Eni Mwidowe (Production Manager): To evaluate and draw up training programmes for each workshop area in consultation with the Workshop Area Leader and to monitor these. To regularly check that Workshop Area Leaders and staff members are carrying out quality control 'check points' appropriately through consultation and spot checks.

Andy Hart (Co-Director/Office Manager): To collect and compile weekly progress reports filled in by each workshop manager every week. To communicate issues brought up in these to the Director and Production Manager and to file for future reference.

To monitor workers conditions through regular inspections of workers facilities and through deliberate informal contact.

Physiotherapist: To be responsible for workers health matters in collaboration with Assistant Services Manager . To record medical expenses for general use by management and also to enable targeting of any medical matters which may be an issue (e.g. if rise in malaria incidence among workers to look at bed net use, and/or running training on malaria prevention, or giardia, then tuition on safe water and sanitation).

Fair Trade Aims For 2011:

Our Key aim is to increase sales and income to allow us to further increase wage levels for all workers.

Secondly, to reassess Protocols relevant to the new building e.g. Health and safety, Workers conditions etc. We anticipate new issues associated with these will come to light through the year as we add a guest house to our facilities.

Thirdly, to refocus our advocacy work from issues surrounding disability in general to the issues associated with childhood disability within Tanzania.

Fourthly, to maintain monitoring protocols as laid out in our management documents.