



Rainforest Alliance has released Grievance Mechanisms and Case Study Report on Balsu

Our complaint mechanism, which we have developed since 2016, is of great importance to ensure customer and employee satisfaction. The Balsu case study published by Rainforest Alliance examines the functioning of our complaint mechanism in detail. The report also explains how Rainforest Alliance policies and interventions can be improved. You can review the Balsu case study from page 108 onwards. [You can examine the Balsu case study starting from page 108 and access the complete report through the link.](#)

Update Meeting on Sustainable Hazelnut Villages Project

Balsu participated in the annual regular meeting of the [Sustainable Hazelnut Villages project \(FBK21S08B\)](#). The meeting included discussions on potential collaborations with ongoing projects in the field and international and civil society organizations. In light of the recent earthquake and the expected rise in child labor rates, the meeting focused on the benefits that the project can offer through such partnerships. The progress of the project was also presented and discussed during the meeting.



The Effect of Frost on the Hazelnuts

Between March 29 and March 31, the hazelnut production areas experienced a sudden cold wave and snowfall due to the expected frost risk in the region. Our teams conducted field visits to examine leaves and buds in 9 provinces and 42 townships. Based on these visits and calculations, it was found that this year's hazelnut harvest is expected to be impacted by around 15-20%. Farmers in the affected areas were educated on corrective practices, such as plant nutrition and pruning of damaged shoots, and we also contacted "[TARSIM - Insurance of Agriculture](#)" to initiate the necessary procedures for compensation of the financial damage.



FLA Informed Balsu with Child Labor Improvements and Child Protection Trainings

Balsu received training on worker rights, internal audit systems, child labor, improvement and action plans, feedback mechanisms, and occupational health and safety in agriculture through a series of sessions organized by the [FLA](#). The online training sessions began on 06/04/2023 and concluded on 27/04/2023.

Rainforest Alliance Organized Sustainable Agriculture Standard Trainings

The Rainforest Alliance Turkey team organized trainings that cover the land requirements of "[Rainforest Alliance Sustainable Agriculture Standard](#)" version 1.3 and modules including Management, Income and Shared Responsibility, Traceability, Agriculture, Social and Environment. During the trainings, besides the [updates](#), mutual exchange of views was made about the applicability of the standard requirements in the field.

