



CERTIFICATE 2024

Objective

[Forum Ethibel](#) is a Belgian not-for-profit organisation and recognised as an expert in **rating, independent control and certification** of products that meet ethical, societal, ecological and good governance standards. This audit and certification is carried out on behalf of Ressources.

[RESSOURCES](#) is the federation of social economy enterprises active in **waste reduction** through the **recovery, reuse and valorisation** of resources in a **circular economy**.

The Solid'R label is an ethical label for companies within the **social economy sector** active in the recycling, collection and sale of **second hand textiles and goods**. The label was created to differentiate from private players in the reuse and recycling market. RESSOURCES launched the Solid'R label for organisations that voluntarily respect certain ethical and solidarity principles and are audited annually. In 2018, Solid'R has been launched on **European level** in order to promote these solidarity principles and to apply the social economic criteria.

Verification

De Bouche à Oreille asbl (DBAO)

De Bouche à Oreille is a network that regroups different associations, which aims to promote regional development, social and societal change. The associations of DBAO act in a global approach to change mentalities and structures for a fairer distribution of resources, respect for the planet and the creation of a culture of peace and tolerance. DBAO develops various activities - of which 3R covers the second hand activities, Li Cramignon covers continuing education, social promotion and the social economy, and Coop'osons covers education to peace. The organisation aims to close the social gap, to increase citizen participation and to enhance regional development.



Scope

Practical information regarding audit:

- Type:
 - On Site
 - Remote
- Date: 09/09/2024

Criteria(*)	CONTROL
1. Social purpose	✓
2. Autonomous management	✓
3. Sustainable development	✓
4. Organisation's interest versus general interest	✓
5. Non discrimination	✓
6. Democratic control	✓
7. Transparency & communication	✓
8. Integrity & moral	✓

Certificate legend: Green for compliance, Orange for caution, Red for breach.

General remarks:

Activities: DBAO aims to make a societal impact by fostering social justice, promote socio-professional integration and respect the environment. The audit carried out on site points to the fact that DBAO did not currently have a clear strategy and objectives for its social impact. The 3Rs have undertaken work on their long-term strategy at sub-group level with the help of the Impact Together Fund. We suggest that this initiative could serve as an inspiration for DBAO as overarching organisation.

Employees: During the on-site audit, we observed that worker involvement/information (criterion 6.4) was essentially taking place in their own sub-group within the organisation. Inter-group communication and worker acceptance of other groups' missions is limited and at times a cause of frustration. In addition, criterion 6.5 receives little attention withing DBAO during 2023, with the absence of a clear strategy or policy for trainings for employees. We suggest to improve this.

Governance: The employees and volunteers are all invited to be a member of the GA. The 'one person, one vote'-principle is applied and members are not remunerated.

Documentation and additional information was transparently shared with the auditor.

Result

All requested documents were delivered and questions were answered in full. Forum Ethibel declares that, for the year 2023, the **activities of De Bouche à Oreille asbl are partially compliant** with SOLID'R Ethical Charter that is based on the **European criteria of social economy**.

Date: 22/11/2024

Forum ETHIBEL asbl,

Jérôme Voglaire,
Research officer

Kenny Frederickx,
Director



Notification

Societal value

The principles and criteria queried and checked during the audit are set out by RESSOURCES. The importance of this audit is to make the public aware of the ethical, social and ecological principles that the organisation in question strives entirely voluntarily.

Based on the audit and the resulting certificate, RESSOURCES determines whether the Solid'R label could be assigned to the concerning organisation (or not).

Procedure

Organisations that want to receive the Solid'R label for the **first time** are subject to an on-site audit. In the following years, a **remote audit** is carried out.

For 'old' member organisations, an on-site audit will be organised **every three years**. For the smallest organisations this is replaced by a skype call. This is important to discuss whether new developments or changes have taken place in terms of vision, strategy or long-term objectives.

By alternating on site audits and remote audits, a balance is respected between maintaining **in-depth views** about the organisations and pursuing **cost-efficiency**.

Commitments and underlying indicators (*):

Commitment	Criteria
Commitment 1: Social purpose	<ul style="list-style-type: none"> The social goals are defined and the way of meeting them is evaluated at least once a year (activity or management report) Limitation of the return on Capital to a dividend must not exceed SE national limitation. If such international limit doesn't exist, capital remuneration cant' exceed European inflation rate of consumption prices. In case of commercial companies shares transfer, their revaluation in relation to the nominal value may not exceed the rate of inflation of the European consumption prices. In the event of cessation of activity, the net assets may not be distributed among the associates, partners or cooperators in any case, but must be transferred to a social economy company.
Commitment 2: Managerial Autonomy	<ul style="list-style-type: none"> The majority of the shares or votes, at the general meeting, can not be held by one or more public or capital / private sector partners. Otherwise, workers have a blocking minority at the general assembly.
Commitment 3: Sustainable development	<ul style="list-style-type: none"> Surplus Assignment in priority to the reserve or equity funds, investments for the maintenance of the production tool and the improvement of working conditions, and support of social goals No gross remuneration (statutory and extra-legal benefits included) nor billing for freelance (in case of freelance management) greater than 5 times the structure lowest salary.
Commitment 4: Own interest versus general interest	<ul style="list-style-type: none"> Compliance with the social, tax and environmental legislation
Commitment 5: Voluntary -based and open-based membership	<ul style="list-style-type: none"> No restrictions may be applied to the admission of a partner, worker or staff member for political, philosophical or religious reasons
Commitment 6: Democratic control	<ul style="list-style-type: none"> No physical person can hold more than 50% of the capital The general meeting decisions are taken according to the rule "one person, one vote" or, in case of '1 share/1 vote", by limiting the votive power to 49,5%. The workers are represented at the GA : <ul style="list-style-type: none"> - either they are invited to be a member, - either shares, at a price defined by national legislation relating to the ES, are accessible to them, - or by any other ways. Workers are regularly informed and consulted on the results of the organization and its strategic choices. Workers have the opportunity to attend training courses in their interest and in the interest of their organization
Commitment 7: Transparency and communication	<ul style="list-style-type: none"> Keep regular accounts / financial statements and prepare the statutory annual accounts: Presentation of annual accounts including balance sheets as well as profit and loss Transparency concerning the means used (provenance and allocation): The quantity of resources used as well as their origin (s) and their assignment (s) according to specific objectives, must be able to be determined in financial reports, completed if necessary with comments, and within activities report, This annual activity report is made available on the enterprise website.
Commitment 8: honest and with moral integrity	<ul style="list-style-type: none"> To guard against fraud and malfeasance, and to make sure that the structure is honest