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1. **Background**

The *trustea* program’s mandate is to promote and facilitate the sustainable transformation of the Indian tea industry, based on globally accepted sustainability principles by managing and implementing the *trustea* code. The program focuses on soil conservation and management, water management, fertilizer management, crop protection, food safety, health, safety and welfare of the workers, working conditions and labor rights, biodiversity and environmental management, waste, and pollution management. The Code has clear social and environmental objectives including protection and preservation of the environment, developing and imparting training and education programs, which will have a beneficial impact on the social, environmental and sustainability issues of the Indian tea industry, and social welfare and improvement of livelihood of workers and small growers. For further information on *trustea* program, please visit [www.trustea.org](http://www.trustea.org).

2. **Objective**

This document will serve as a guide for all communication materials concerning *trustea*, and will ensure:

- Consistency in all external communications
- Standard format/ template used across all communication materials

This document is designed to protect the value and integrity of the *trustea* logo/ brand by ensuring accuracy and consistency in its usage.

3. **Scope**

The document applies to all communication materials developed by *trustea* or its partners on behalf of *trustea*:

- Reports
- Newsletters
- Brochures
- Pamphlets
- Banners, standees, event backdrops, mailers, etc.
- Press releases
- Contracts and annexures
- Program statements
- *trustea* Website
- Social media posts
- Advertisements in print/ TV/ Social Media

Further, this document also applies to any business or organisation wishing to use *trustea* logo. In most cases, use of the logo is bound by a signed written agreement with *trustea*, since only authorised licensees can use the logo on marketing/ communication materials.

4. **Abbreviation for ‘trustea Sustainable Tea Foundation’**

While mentioning for the first time in a document, *trustea* should be written (in full) as ‘*trustea* Sustainable Tea Foundation’

*trustea* is always written with small ‘t’ and in italics.
5. **trustea’s boilerplate**

The following boilerplate (standard text for trustea) for trustea should be used to introduce trustea in all the communication materials including websites, reports etc.

“trustea is an Indian sustainability code and verification system for the tea sector that endeavours bringing sustainability to environment, welfare to communities, quality and health safety to consumers”

6. **Font of the text pertaining to trustea**

Gotham font should be used in all the documents pertaining to trustea. Incase Gotham font is unavailable, Arial font may be used.

7. **Who are authorised to use the trustea logo?**

- The trustea logo may be used by Commercial Partners (CPs), Implementation Partners (IPs), trustea verification certificate (VC) holders, provided they have the proper written arrangements and permissions. Any unauthorised use of the logo is strictly prohibited. trustea reserves the right to take legal action against any party that uses the trustea logo without prior permission.

- The Verification Certificate (VC) holders can use trustea logo for the below noted purposes only:
  - Depiction on wholesale tea packs/bags of verified tea in addition to the trustea tagline on the side panels of the wholesale packet.
  - Official stationery items used to promote marketing relationships
  - At the entrance to verified tea garden/factory

- The logo is not authorised for usage on packaging for retail sale.

- The trustea logo, may however be used by media professionals and publishers for illustrative purposes. Organizations and individuals, who wish to promote their association with trustea, may use the logo provided they have the proper written arrangements and permissions.

- Publications and websites which use the logo, must place it in the vicinity of the article or mention the trustea program alongside the trustea logo.

- In cases, where the logo is used to promote relationship/ collaboration with trustea, the logo must be accompanied by an approved statement mentioning the nature of relationship with trustea. The qualifying statement must not, in any way be used to misconstrue an endorsement or a verification by trustea. Following is an example of the qualifying statement on the nature of relationship with trustea:

  ‘xx% of the tea used by <partner brand> is sustainably sourced from trustea’.

8. **Requirements for using trustea brand/ logo**

The trustea Logo may be used for internal or external communications pertaining to trustea. Use of this logo is restricted to communications issued by trustea itself, and in cases where the logo is used to promote a relationship or collaboration with trustea, the logo must be accompanied by an approved statement mentioning the nature of relationship with trustea.
The following coloured logo (in its original form) should be used where ever possible.

In case it is difficult to use the colored logo, either of the following logos (black and white) might be used.

### 8.1 Placement of the logo

- The trustea logo should be placed in such a way that it does not compete with existing text, graphics or images, or any other certification marks. The trustea logo should be positioned to maximize visibility and recognition.

- Towards ensuring high visual impact of the trustea logo, a space around the logo corresponding to the height of 't' must be maintained across all four sides of the logo. No other elements should appear in this space.

### 8.2 Background of the logo

Background colours and patterns should not appear through the trustea logo. The trustea logo must be set on a white interior background, with a white outline around the edge to ensure it stands out from the background. The trustea logo should be set within a white or neutral box with an approved qualifying statement. The text should be at least 50 percent of the size of the logo and appear within the box.
8.3 Colour of the logo

The specified colour for the trustea logo needs to be maintained. The pantone shade for the trustea original logo (i.e. coloured) is 7496 EC and 383 EC or the equivalent RGB or CMYK values, as specified below. For details on colour of other logo (black and white), trustea communication team may be contacted.

8.4 File formats of the logo

The following file formats should be used for trustea logo.

- EPS – Optimum format for printing purposes
- JPG – Most favourable for websites and low-resolution applications although does not retain transparency
- GIF – Best used in word documents and retains transparency

8.5 Placements of trustea logo in Word file format

The horizontal space will be divided into 5 segments. The trustea logo will occupy a 1:5 area, and may be placed at the top right or bottom right corners of the layout.

If the logo is placed on the top right/ bottom corner, the area above/ below and to the right of the logo must maintain a space corresponding to the height of the ‘t’ as appearing in the trustea logo, as illustrated below:
8.6 Approval process for the use of trustea logo

For usage of trustea’s logo, the approval process depicted below should be followed by IPs/ CPs:

(a) IPs/ CPs may develop branding concept requiring usage of trustea’s logo in their communications such as website, printed collaterals, events, press release etc.

(b) Subsequently, the IPs/ CPs are expected to email the draft plan having the proposed usage of trustea logo for approval to comms@trustea.org. Any usage of the trustea logo requires written pre-approval over email.

(c) trustea reviews the branding concept and gets a written agreement developed. In case some elements/ information are missing or incorrect, the IPs/ CPs is notified by trustea through e-mail.

(d) Draft communication containing trustea logo is shared by IPs/ CPs with trustea for reviewing.

(e) trustea makes every effort to review and respond to submission latest by three working days.

(f) Once the promotional piece is in compliance with all of the elements required by the rules and guidelines, trustea sends formal approval to the IPs/ CPs with a copy of the approved usage of the logo.

(g) The IPs/ CPs must retain a copy of the documented approval as it may be requested by trustea in the future.

Note: An entity interested in using trustea’s logo must fill and email the form provided at ‘Annexure A’ to comms@trustea.org and akumari@trustea.org. The entity must adhere to trustea’s Communication and Branding Guidelines. Approvals are for one-time use only; subsequent use of the logo will need to be
9. Process for developing communication materials

While developing external communication materials pertaining to trustea, IPs/CPs should work in collaboration with trustea. The process depicted below should be followed for developing a communication material.

(a) IPs/CPs may develop and initiate design concept.
(b) Subsequently, the IPs/CPs are expected to email the concept design with the timelines to comms@trustea.org.
(c) trustea reviews the branding concept and gets the written agreement developed. If any required elements are missing or incorrect, the IPs/CPs is notified by trustea via e-mail.
(d) Draft communication is shared by IPs/CPs with trustea for reviewing.
(e) trustea makes every effort to review and respond to submission latest by three working days.
(f) The IPs/CPs edit as necessary and send the revised material for another review.
(g) Once the promotional piece is in compliance with all of the elements required by the rules and guidelines, trustea sends formal approval to the IPs/CPs with a copy of the approved usage of the logo. The IPs/CPs must retain a copy of the documented approval as it may be requested by trustea in the future.

10. Social media guidelines

While posting content related to trustea program over social media platforms such as LinkedIn and Twitter, the following handles of trustea may be referred:
LinkedIn: @trustea Sustainable Tea Foundation
Twitter: @TrusteaF

The following guidelines may be referred to, while tagging trustea on social media platforms:

- Nature of relationship with trustea should be declared.
- Confidential content should never be posted.
- Laws and regulations should be complied with particularly those governing intellectual property rights, including copyrights and trademarks.
- Any defamatory, offensive or derogatory content should be avoided.
- Any misleading content should be corrected/removed as quickly as possible.

11. Mention of trustea over stakeholder’s website

While posting content related to trustea program over stakeholder’s website, The following guidelines may be referred to:

- Nature of relationship with trustea should be declared.
- Confidential content should never be shared.
- Laws and regulations should be complied with particularly those governing intellectual property rights, including copyrights and trademarks.
- The page should be hyperlinked to trustea’s webpage.

12. Queries on communications

Any communications pertaining to trustea may be directed to comms@trustea.org
‘Annexure A’

Form for requesting trustea’s logo usage

An entity interested in using trustea’s logo must fill and email this form to comms@trustea.org and akumari@trustea.org. The entity must adhere to trustea’s Communication and Branding Guidelines. Approvals are for one-time use only; subsequent use of the logo will need to be requested on a new form.

Organisation’s Name: _________________________________________________________

Organisation’s address: _______________________________________________________________________________________

___________________________________________________________________________

Email Id: _____________________________________________________________________

Contact number: _____________________________________________________________

Format of the logo required: __________________________________________________

Mention the nature of relationship with trustea:

___________________________________________________________________________

Explain in detail why a logo is being requested (how it will be used):

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

Date of request: ______________________________


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