



Policy

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Title: Internal DMS - 138789 External Grievance Procedure		Revision: 3
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Organization: Nutreco Feed : Aquaculture : Salmon : Australia : Skretting Australia EN_4810	Process: 06. Sustainability	

Purpose

Skretting Australia is committed to being a responsible and respectful neighbour, business partner and member of the communities in which we operate. This Procedure provides a clear, fair and accessible way for external stakeholders to raise concerns, complaints, feedback or suggestions relating to Skretting Australia's operations, activities, services or impacts.

This Procedure is intended to:

- provide a simple and transparent process for raising and resolving external grievances;
- support open communication and constructive engagement;
- ensure concerns are reviewed fairly, respectfully and in a timely manner;
- protect people who raise concerns in good faith from retaliation or adverse treatment; and
- align Skretting Australia's local process with Nutreco's broader commitment to integrity, human rights and Speak Up.

Scope

This Procedure applies to external concerns raised by:

- community members and neighbours;
- local residents;
- suppliers;
- contractors;
- service providers;
- customers;
- business partners; and
- other external stakeholders affected by, or interacting with, Skretting Australia's operations.

This Procedure applies to concerns relating to:

- operational impacts such as odour, noise, dust, traffic, safety or environmental nuisance;
- community impacts;
- stakeholder engagement concerns;
- concerns about conduct by external parties or Skretting representatives in the context of Skretting Australia operations; and

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- external concerns relating to labour practices, human rights, fair treatment or other business conduct matters.

This Procedure does not apply to internal employee grievances, which are managed through Skretting Australia's internal people processes and employee guidance.

Where a concern involves suspected serious misconduct, corruption, fraud, human rights abuse, modern slavery, harassment, retaliation or other significant ethical or legal issues, the concern may also be raised through Nutreco's Speak Up Service, including anonymously where preferred. Nutreco states that Speak Up is available to employees, contractors, business partners and customers.

Ownership & Responsibilities

Position	Responsibilities
General Manager	Accountable for ensuring that issues are handled in accordance with this procedure. Escalation point for serious, high-risk or sensitive grievances requiring senior leadership oversight and decision-making.
HSE Manager	Responsible for: <ul style="list-style-type: none"> maintaining an accessible external grievance mechanism; reviewing complaints fairly and in a timely manner; assigning suitable personnel to assess and respond; keeping appropriate records; and communicating outcomes where appropriate.
Relevant functions, e.g. HSE, Operations, Supply Chain, Procurement, Maintenance, Commercial., Communications and Sustainability	Supports the handling of complaints in relation to this procedure as subject matter experts.
Communications & Sustainability Specialist	Ensures requirements related to third-party certifications, e.g. ASC, BAP and modern slavery statement declarations are supported by this procedure.
Administration officer	To follow this process as a frontline receiver for stakeholders concerns.

Definitions

Terminology	Definition
Grievance / complaint	Any concern, complaint, issue, suggestion or report raised by an external stakeholder in relation to Skretting Australia's operations, conduct, impacts, services or activities.
Complainant	The person or party raising the grievance.

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Speak Up service	Nutreco’s confidential reporting mechanism for serious concerns relating to integrity, misconduct, human rights or other serious matters.
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Description

1. Principles

Skretting Australia will manage external grievances in accordance with the following principles:

Accessibility

External stakeholders can raise concerns through multiple channels, including the Skretting Australia community page, email, phone, in person, or through other available engagement channels. Current public channels include the **Community Submission Form** and **community.au@skretting.com**.

Fairness

All concerns will be considered on their individual merits and facts. Relevant parties will be given a reasonable opportunity to provide information where needed.

Timeliness

Skretting Australia will aim to acknowledge concerns promptly, provide updates as appropriate, and resolve matters within a reasonable timeframe. Initial feedback is to be provided within **3 working days** and final close-out within **90 days**.

Confidentiality

Information will be handled respectfully and confidentially and shared only with people who need to know in order to assess, investigate or resolve the matter.

No retaliation

Skretting Australia will not tolerate retaliation, victimisation or adverse treatment against any person who raises a concern in good faith.

Appropriate escalation

Serious matters may be escalated internally and/or referred to Nutreco’s Speak Up process where appropriate.

2. How to raise a grievance

External stakeholders may raise a grievance through any of the following channels:

1. **Skretting Australia Community Submission Form** on the Skretting website; [\[skretting.com.au\]](https://skretting.com.au)
2. **Email** to community.au@skretting.com;
3. **Phone or in person** to a Skretting Australia representative;
4. **Community forum or community engagement meetings** where applicable;

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5. **Nutreco Speak Up Service** for serious ethical, legal or human rights concerns, including where anonymity is preferred.

Where possible, complainants should provide:

- their name and preferred contact details;
- date and time of the issue;
- location;
- description of the concern;
- any observed impacts; and
- any relevant supporting information.

Anonymous complaints may still be considered, although this may limit Skretting Australia’s ability to investigate fully or provide direct feedback.

3. Process

3.1 Receipt and acknowledgement

All grievances received under this Procedure will be recorded and reviewed by Skretting Australia. Skretting Australia will aim to:

- acknowledge receipt of the grievance as soon as practicable; and
- where contact details are provided, make initial contact within **3 working days** to confirm the details of the concern and explain the next steps

3.2 Assessment

Skretting Australia will assess the nature of the grievance to determine:

- whether additional information is required;
- whether immediate action is needed;
- who is best placed to manage the matter; and
- whether the matter should be handled under this Procedure, another internal process, or escalated through Speak Up.

3.3 Investigation or review

Depending on the nature of the grievance, Skretting Australia may:

- review relevant operational information;
- speak with relevant personnel;
- inspect the relevant area or activity;
- consider records, evidence or other available information;
- identify possible root causes; and
- determine appropriate corrective or preventive actions.

For operational complaints (for example odour, dust, traffic, noise or similar impacts), the assessment may involve relevant operational, maintenance, supply chain, HSE or site personnel.

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3.4 Interim action

Where appropriate, Skretting Australia may implement interim controls or immediate corrective actions while the grievance is being assessed.

3.5 Response

Skretting Australia will communicate with the complainant, where possible, regarding:

- acknowledgement of the issue;
- progress updates where appropriate;
- actions taken or proposed; and
- the outcome or close-out position.

3.6 Resolution timeframe

Skretting Australia will aim to resolve grievances within **90 days** of receipt where reasonably practicable. Some matters may require a longer timeframe depending on complexity, availability of information, or the nature of any corrective action required. Where this occurs, Skretting Australia will provide an update where appropriate.

4. Possible outcomes

Outcomes may include one or more of the following, depending on the circumstances:

- clarification or explanation to the complainant;
- immediate corrective action;
- investigation and root cause analysis;
- operational changes or control measures;
- further monitoring;
- communication with affected stakeholders;
- review of a process, practice or document;
- referral to another internal process;
- escalation to leadership; or
- referral to Nutreco Speak Up or other appropriate channels for serious matters.

5. Serious concerns and Speak Up

This Procedure is intended to provide a local mechanism for external grievance handling. However, some concerns may be more appropriately reported through Nutreco's **Speak Up Service**, particularly where they involve:

- suspected corruption, bribery or fraud;
- serious misconduct;
- human rights concerns;
- modern slavery or forced labour concerns;
- serious harassment or retaliation;
- serious safety or legal breaches; or
- concerns requiring independent or anonymous reporting.

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Nutreco's Speak Up process is available 24/7 and accepts reports from employees, contractors, business partners and customers. Nutreco also states that reports may be made anonymously and that retaliation against good-faith reporters is not tolerated.

6. Confidentiality, privacy and records

Skretting Australia will maintain appropriate records of grievances raised under this Procedure, including:

- the issue raised;
- key communications;
- actions taken;
- any findings or outcomes; and
- close-out details.

Records will be handled in accordance with applicable privacy, confidentiality and document control requirements.

Additional Information

Attention: The following fields are automatically filled.

Topics

Standards & Schemes

ASC Feed Standard v.1.01 2023

Supporting Documents

Related DMS Documents

Standard Operating Procedure, Grievance, Conflict and Complaint Resolution Form, INTERNAL_DOCUMENT, DMS-133848 [rev.2]

Other 1QM Links

External links

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