	BioMar Pty Ltd.		Ver:001
	Procedure		Issue Date: 22/07/2025
	Title	Community Grievance Procedure	Ref.: COM-PR-001

## 1. Purpose

Our aim is to provide a clear, fair, and accessible way for community members to raise concerns. This procedure helps us effectively listen, respond to, and resolve grievances, ensuring we maintain positive community relationships and address feedback openly and efficiently.

## 2. Scope

This procedure applies to all community grievances that arise, covering the entire process from start to finish.

## 3. What is a Grievance?

A grievance is a formal concern or complaint raised by a community member. This procedure:

- Consists of appropriate processes to raise, respond to, and resolve grievances.
- Will take into account applicable and relevant circumstances to treat grievances on their individual merits.
- Does not limit our right to take reasonable action in a reasonable manner.

## 4. When Can We Use This Procedure?


We may utilise this procedure when a grievance is raised from a community member via our website, email, or at community forum meetings.

## 5. What is the Process?

This procedure sets out a number of different processes that may be utilised to make, respond to, or resolve grievances.

## 6. Who Conducts a Grievance Resolution Process?

Each grievance raised by a community member will be reviewed by our community liaison person.

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Despite this, our organisation or the community liaison person may decide, taking into consideration the relevant circumstances, to use instead of, or in addition to, relevant managers and directors that can help in creating resolutions.

## 7. What is the Grievance Resolution Outcome?

The community liaison person will communicate with relevant stakeholders to determine appropriate and reasonable potential outcomes when implementing a process under this procedure.


All grievances resulting from activities created by the UoC (Unit of Certification) shall be addressed within a 90-day timeframe from the date of submission by community members.

The outcome is approved by our Managing Director.

### 7.1 Natural Justice Considerations

We are committed to the principles of natural justice throughout the grievance resolution process:

- a) **Treat fairly and seriously:** We assess all matters on their merits and facts. Any grievance resolution process will be thorough enough to obtain relevant and credible evidence as is reasonably necessary to ensure substantive fairness by:
  - (i) Providing particulars of grievances (including a copy of any complaints, if available, and not otherwise inappropriate to provide on legitimate privacy, confidentiality grounds) so participants understand the context of the process.
  - (ii) Providing participants with a reasonable opportunity to respond to grievances, findings, proposed resolutions, subsequent or additional information (whether in writing and/or in person as appropriate), and other processes.
  - (iii) Ensuring that any resolution is appropriate in the circumstances.
  - (iv) Notifying people where relevant of the resolution (if any) which will be imposed and when.

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- b) **Be neutral:** We maintain impartiality towards everyone involved (i.e., persons seeking to impose a resolution to a grievance, witnesses, affected parties, and responding persons). Participants should also avoid any personal or professional bias (perceived, potential, or actual).
- c) **Communicate process and outcomes:** All parties will be reasonably informed of the process, and what they can expect during a grievance resolution process and be informed of the potential outcomes. We will provide all parties with reasons for any actions taken or not taken (which may be appropriately summarised or redacted). Details of grievance resolution matters should only be disclosed to those parties that genuinely and legitimately need to know, provided that such disclosure does not create an unreasonable risk to their health and safety or otherwise unreasonably cause or escalate risks of further or similar occurrence.
- d) **Maintain confidentiality:** The process will ensure appropriate confidentiality for all parties involved and consider individual requests for confidentiality subject to our duty to provide a safe workplace.
- e) **Keep records as appropriate:** Some form of record (with as little or as much formality as is required for the circumstances) will be made of the process and matters dealt with under this procedure, including details of grievances, responses, or submissions from those involved, the process adopted, and any outcomes.


## 7.2 Seeking Advice and Support

Participants are entitled to obtain advice of their choice and have a support person present during any meetings they are required to attend, at their own cost.

## 8. Processes

### 8.1 General

People may seek to use any of the grievance resolution processes in this procedure.

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- f) **Through Website:** People will have the opportunity to raise grievances through the website, which will be sent directly to our community liaison person.
- g) **Through Email:** People may raise grievances by emailing us directly through the generic email: [info\\_australia@biomar.com](mailto:info_australia@biomar.com)
- The email will be sent to our community liaison person.
- h) **Through Community Forum:** People may raise grievances directly at community forum meetings, or through community forum communications.

## 8.2 Determination Process

We may conduct a preliminary enquiry which may consist of obtaining detailed statements and interviewing people directly relevant to the grievance, and a report, without making findings where there is disputed evidence.

We may choose not to conduct a preliminary enquiry or workplace investigation if it is reasonably satisfied that the grievance can be reasonably determined.

## 9. Resolutions

Our community liaison person will communicate directly with the party who raised the grievance and relevant stakeholders to create a reasonable resolution for all parties.

All resolutions must be approved by our Managing Director.

In the case a resolution that both parties agree upon can be met, we will implement changes based on recommendations from relevant stakeholders and communicate the logic to the party who raised the grievance.