

## Introduction:

FisheryProgress.org is committed to promoting sustainable and socially responsible practices in the fishing industry. As part of our Fishery Improvement Plan (FIP), they recognize the importance of addressing social grievances and ensuring that the rights and well-being of workers and communities are protected. This Social Grievance Policy outlines the Grenada National Export Traceability and Technology, Inc. (GNExTT's) commitment to providing a fair and transparent process for addressing social grievances within the context of FIPs. The Grievance Mechanism outlined below aims to provide a fair and transparent process for individuals or groups to raise concerns or complaints related to human rights violations and social responsibility within GNExTT. This mechanism will ensure that grievances are addressed promptly, confidentially, and in a manner that respects the rights of all parties involved.

## Purpose:

The purpose of this Grievance Mechanism is to:

1. Enable individuals or groups to report violations or concerns related to human rights and social responsibility within the GNExTT organization.
2. Provide a clear and accessible process for lodging and resolving grievances.
3. Ensure confidentiality, protection against retaliation, and respect for the rights of all parties involved.

## Scope:

This Grievance Mechanism applies to all stakeholders of GNExTT, including employees, fishers, contractors, suppliers, partners, and community members affected by the organization's activities.

## Definitions:

1. **Grievance:** A formal complaint or concern raised by an individual or group related to human rights violations or social responsibility within GNExTT.
2. **Grievant:** The individual or group filing the grievance.
3. **Respondent:** The person or entity against whom the grievance is filed.
4. **Grievance Committee:** A designated group responsible for receiving, evaluating, and resolving grievances.

## Principles

1. **Transparency:** All stakeholders have the right to access information related to the grievance process, including its procedures, timelines, and outcomes, while respecting the confidentiality of individuals involved.
2. **Inclusivity:** The grievance process should be inclusive and provide opportunities for all stakeholders to raise concerns without fear of reprisals, discrimination, or exclusion.
3. **Accessibility:** The grievance mechanism should be accessible to all stakeholders, taking into account diverse languages, cultural contexts, and literacy levels.

4. **Independence and Impartiality:** The grievance process should be conducted independently and impartially, ensuring that decisions are made based on objective assessments of the available information.
5. **Timeliness:** Grievances should be addressed promptly, and efforts should be made to resolve them within reasonable timeframes, while considering the complexity of the issue.

## Process Overview:

1. GNExTT will work closely with relevant stakeholders, including fishery managers, FIP participants, NGOs, and affected communities, to ensure a comprehensive and objective assessment of the grievance.
2. Any stakeholder may submit a grievance related to social aspects of the FIP.
3. Filing a Grievance:
  - a. The Grievant should submit a written grievance using the designated grievance reporting paper or online form provided by GNExTT.
  - b. The grievance should include details such as
    - i. The nature of the complaint
    - ii. The parties involved
    - iii. Supporting evidence (photographs or other digital evidence)
    - iv. Any witnesses (names and contact details if possible) or relevant documentation.
  - c. The grievance should be submitted to the designated Grievance Committee within a reasonable timeframe after the incident occurred.
  - d. Grievances can be placed in the comment box located in the restrooms in the Gouyave facility. There are comment boxes inside the men's and the women's restrooms. Grievance forms will be available at the boxes.
  - e. The Grievance can be reported via email at [grievance@oneskipdevelopment.com](mailto:grievance@oneskipdevelopment.com).
  - f. The Grievance can also be reported using the secure online form at or online at <http://www.oneskipdevelopment.com/grievances>.
4. Grievance Evaluation and Investigation:
  - a. The Grievance Committee will review and evaluate the submitted grievance. Within 30 days the grievance will be logged and passed to The Committee.
  - b. OneSkip Fishery Development will develop a Grievance Committee composed of One Skip's board of directors and the Chair and Secretary Gouyave Fishermen Cooperative Association. Brad Gentner, President of One Skip, will lead the committee and oversee appointments to the Committee and support the activities of the Committee.
  - c. The Committee may request additional information from the Grievant, Respondent, or any other relevant parties.
  - d. The Committee will conduct an impartial investigation to gather facts, interview witnesses if necessary, and assess the validity of the grievance. The Committee will take no longer than 30 days to conduct this investigation and gather any additional evidence.
  - e. The investigation process will be conducted confidentially, ensuring the privacy and protection of all involved parties.
5. Grievance Resolution:

- a. Resolutions may include mediation, dialogue facilitation, development of action plans, implementation of corrective measures, or any other necessary steps to rectify the situation and prevent future grievances.
  - b. Based on the findings of the investigation, the Grievance Committee will make a determination regarding the grievance within 30 days of the conclusion of The Committee's review.
  - c. At the conclusion of their findings, within that same 30-day window above, The Committee will provide a written response to the Grievant, outlining the findings, conclusions, and any recommended actions to address the grievance.
  - d. The response will be communicated to the Grievant within a reasonable timeframe – no more than 90 days from submitting the grievance
6. Appeals:
- a. If the Grievant is dissatisfied with the resolution provided by the Grievance Committee, they may appeal in writing, providing additional information or evidence, within a specified timeframe.
  - b. An Appeals Committee, separate from the Grievance Committee, will review the appeal and make a final decision within a reasonable timeframe. This committee will be filled with four (4) non-officer members of the Gouyave Fishermen Cooperative Association.
  - c. The decision of the Appeals Committee will be communicated to the Grievant in writing and will be considered final. The appeal process will take no longer than 60 days to be concluded.

### Confidentiality and Protection against Retaliation:

1. The Grievance Mechanism ensures the confidentiality of all parties involved. Information related to the grievance will only be shared with those directly involved in the investigation and resolution process.
2. The grievance reporting will be handled by a third party, One Skip Fishery Development to insure local anonymity.
3. Fishery Progress prohibits retaliation against any individual who files a grievance or participates in the grievance resolution process. Any form of retaliation will be treated as a separate violation and will be subject to appropriate disciplinary action.

### Reporting and Communication:

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5. Timeliness: Grievances should be addressed promptly, and efforts should be made to resolve them within reasonable timeframes, while considering the complexity of the issue.
6. GNExTT will ensure that stakeholders are informed about the Grievance Mechanism and how to access it.
7. The Grievance Mechanism and reporting process will be communicated through various channels, including the organization's website, internal communications, and awareness campaigns.
8. GNExTT will publish regular reports summarizing the grievances received, actions taken, and outcomes achieved. This demonstrates transparency and accountability to all stakeholders and helps build trust in the grievance handling process.

## Capacity Building and Training

1. GNExTT will distribute this policy to all employees and fishers along with their pay checks. Other stakeholders will be notified by posters hung in the processing facility and fish market in conspicuous locations.
2. Once the electronic mechanisms have been developed (email and web portal) training sessions or workshops will be organized to educate stakeholders about the grievance reporting mechanism. The first such workshop will be during a meeting of the Gouyave Fishermen Cooperative Association. This is to ensure that stakeholders, including fishers, community members, and project staff, are aware of their rights and responsibilities in reporting and addressing grievances.

## Review and Improvement:

1. GNExTT will periodically review the effectiveness of the Grievance Mechanism and make necessary improvements to ensure its efficiency and fairness.
2. Feedback from stakeholders and relevant parties will be considered in the ongoing development of the mechanism.