Skipper Otto
COMMUNITY SUPPORTED FISHERY

Stakeholder Grievance Procedure

Last updated: Nov, 2026

Owner: Chris Kantowicz

1 Purpose

Skipper Otto interacts with many people, from the members we serve to the fishing families we source from. If anyone affected by our business feels we have fallen short of our values, we want to hear about it and have the opportunity to make it right.

This procedure explains how to raise a grievance, what happens next, and how we protect people who come forward. It is separate from, and additional to, our Stakeholder Governance Policy, which addresses feedback and complaints.

A complaint is an expression of dissatisfaction about an issue and can often be resolved through our regular feedback or customer service process. A grievance is a formal concern about our actual or potential social, environmental, or governance impacts, including an allegation that a policy, right, commitment, or contract has been violated. Grievances receive a structured review and documented response under this procedure.

2 Scope

This procedure is open to anyone affected by Skipper Otto's business, including team members, fishing families, suppliers, members and other customers, contractors, distribution partners, communities, and rightsholders. Concerns may also be raised on behalf of the environment.

3 What counts as a grievance

We accept grievances related to our business conduct, including:

- Unfair, unsafe, or disrespectful treatment of a customer, team member, supplier, contractor, or other stakeholder.
- Environmental impacts, human rights violations, or other concerns related to our operations or supply chain.
- Unethical business conduct or other governance issues.
- Discrimination or a breach of our commitments to justice, equity, diversity, and inclusion.
- Retaliation against someone who previously raised a grievance.

- Any other concern about our social, environmental, or governance impacts, including a possible violation of a policy, right, commitment, or contract.

4 How to raise a grievance

A grievance can be raised through any of the following channels:

- The grievance form on our website.
- Email or a phone call directly to a Skipper Otto representative.
- The contact form on our website.
- A formal feedback or communication channel administered by Skipper Otto, such as a survey.
- In person with a Skipper Otto representative.

However a grievance is first raised, we will direct the person to submit a formal, written grievance through the grievance form on our website so the details can be properly recorded and addressed. Every grievance will be logged, regardless of how it is first received.

When submitting the form, please describe the concern, when it occurred, who or what was involved, and the outcome you are seeking. Include any relevant supporting information and contact details so we can follow up with you.

5 How we manage grievances

We follow the steps below for every grievance we receive. All timelines refer to business days.

Step	What happens	Target timing
1. Acknowledge	We confirm receipt and let you know who is reviewing the grievance.	Within 5 business days of receipt
2. Review	We look into what happened. This may include speaking with you and anyone else involved.	Within 15 business days of acknowledgment
3. Decide	We decide whether the grievance is accepted and what action we will take. If it is not accepted, we explain why.	Within 10 business days of completing the review
4. Resolve and follow up	We carry out the agreed resolution and let you know when it is complete.	Within 30 business days of the decision, unless we explain a delay
5. Log	We record the grievance, progress, communications, and outcome in our Grievance Log.	At every step

If a grievance is complex and we need more time, we will explain the reason for the delay and provide a new expected date.

We will communicate with you at each stage and explain the outcome, including whether the grievance was accepted, when and how it was resolved, or why it was not accepted.

6 Protecting people who come forward

Nobody will face negative consequences for raising a grievance in good faith. For example, a supplier will not lose our business, a contractor will not lose future work, and a customer or community member will not be treated differently because they raised a concern.

We will keep the identity of the person raising a grievance confidential wherever possible. We will share details only with people who need them to review or resolve the issue.

If you believe you have experienced retaliation for raising a grievance, you can raise it as a new grievance through this same procedure.

7 Responsibilities and record keeping

The owner of the Stakeholder Grievance Procedure is responsible for overseeing this process and ensuring grievances are recorded and followed through to an outcome.

Every grievance, however it is received, is recorded in our Grievance Log. Records include the concern raised, progress through the review, relevant communications, decisions, actions taken, and the outcome.

The log is reviewed at least once a year to identify patterns, including repeated concerns, and determine whether a policy or practice needs to change.

At the annual leadership meeting to review Skipper Otto's purpose, social and environmental performance, and stakeholder governance practices, the procedure owner will share a summary of the year's grievance engagement activities and outcomes, supported by high-level data and summary information.