



COMPLAINTS, GRIEVANCE AND DISPUTE RESOLUTION PROCEDURE

Custodian: Certification Consultant

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1 Objectives and Purpose

GPFL is committed to avoiding grievances and disputes through sound management practices, careful risk assessment and management and mindfully abiding by governing laws in the sound and legal acquisition of land.

GPFL acknowledges that on occasion, public or stakeholders may have a grievance or dispute associated with the company and all grievances and disputes will be treated seriously with measures taken to resolve the grievance in a considerate, fair and equitable way for all involved.

It is understood that complaints and disagreements will arise from time to time and this procedure is intended to provide a process to ensure that complaints and disagreements are resolved quickly, fairly and respectfully.

The objective of this Procedure is to outline the process that GPFL will follow to seek to resolve disputes and grievances in accordance with Forest Stewardship Council® (FSC) requirements.

2 Commitment

GPFL will ensure that:

- Investigations into complaints, grievances and disputes shall be conducted in a timely manner and be fair, honest and without bias using culturally appropriate engagement processes.
- Legal requirements are met.
- All records will be retained relating to all complaints, grievances and disputes including complaint investigations, steps taken to resolve grievances, outcomes of all dispute resolution processes including fair compensation and for any unresolved disputes, the reasons they are not resolved and how they will be resolved.
- Fair compensation is provided for work-related losses or damage of property and occupational disease or injuries caused by GPFL.
- Each grievance will be responded to promptly, investigated and discussed with the complainant to determine and resolve the grievance.
- This complaint, grievance and dispute resolution procedure will be made available to the public.

3 Procedure

GPFL requests that all complaints and grievances are put in writing. GPFL records the complaint or grievance on a **Corrective Action Report** and will undertake an investigation which will be recorded on the **Incident Report**. This is undertaken to establish the facts and follow the system through to determine the root cause and implement preventative measures. GPFL will:

- Acknowledge the grievance promptly and in writing by a GPFL representative responsible for investigating the grievance;
- Gather information and investigate, whilst keeping the stakeholder informed of the progress and timeframes;
- Discuss and agree on a resolution process between parties; and
- If no process agreed, alternative formal resolution processes will be initiated.

4 Resolution

The stakeholder or the organisation may choose to seek investigation and mediation from an independent third party. Involvement from independent third parties will seek to identify a resolution that is acceptable to all parties involved. Resolution can involve (but is not limited to) any of the following:

- Altered working/operations conditions that address the issues concerned;
- Mediated sessions with parties involved to solve issues so that all parties can continue to work together;
- Legally agreed resolution;
- Remediation;
- Operational buffers;
- Compensation.

Note: Operations will cease in areas while disputes exist of a Substantial magnitude; Substantial duration; or Involving a significant number of interests.

NB: All printed copies of this document are uncontrolled. Refer to the electronic copy on the Management System for the latest version.

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