



**Enabling Our People  
to deliver excellence**

## **Human Rights and Grievance/Complaints Mechanisms** Investigating and remedying breaches of our standards

We both recognise the challenges to meet our aims of providing effective grievance mechanisms and commit to addressing them to provide effective remedy.

Our commitment to our key value of integrity in, and the development of trust across, our business and network is demonstrated in our history of no retaliatory action against any complainant and our commitment to supporting the reporting of wrongdoing, including breach of human rights, without fear of retribution. We recognise the appropriateness of managing issues locally wherever possible and aim to manage issues in this way, leaving external investigations, as a back-up, particularly where it is not possible for Scotbeef Ltd to resolve the matter alone.

Our general process comprises

- Initial assessment of the complaint
- Investigation which may involve an independent third party
- Consultation and mediation with all parties
- If no agreement is forthcoming within a reasonable timeframe we reserve the right to decide on the outcome

Scotbeef colleagues who have a grievance (i.e. a complaint relating to their employment) can raise it in line with our Grievance Policy which meets the requirements of the ACAS Statutory Code of Practice on disciplinary and grievance procedures. In addition, anyone concerned about any form of malpractice, improper action or wrongdoing by Scotbeef Ltd, our colleagues or suppliers is strongly encouraged to report the matter and we have a Whistleblowing Procedure to facilitate the reporting of those concerns.

Internally, we expect colleagues to initially raise concerns with their line manager. However, if they believe that this is not possible, they can anonymously notify their concern via the 'What to do if you have a problem at work' process and external people or communities can similarly raise concerns through contact details provided on our website.

We take all concerns seriously, fully investigate them and take appropriate action. We track issues raised and the Scotbeef Ltd Board has appointed: a specific Ethical lead to support internal controls and a Head of Compliance responsible for managing risk. We also use external independent audits to track and ensure our ongoing compliance and improvements.

We will always aim to assess, investigate and encourage resolution of legitimate complaints as quickly as possible and we will consider the matter resolved when both parties have come to agreement on the remedial plan. In any case where a person or organisation complains about retaliation, we will manage the matter a further complaint.

At Scotbeef Ltd, we recognise the need to continue to develop effective mechanisms for complaints and commit to continuing to find ways to improve the means and opportunities for people and communities to raise concerns.

### **Non-Scotbeef Ltd Mechanisms**

We wish to ensure human rights are respected through our supply chain as well as our own business but acknowledge that people or communities may not believe they can raise their concerns with us directly. In such cases, we would not

- inhibit access to state-based judicial or non-judicial processes,
- compel individuals to waive their legal rights to bring a claim  
or
- intentionally hamper the investigation of any competent authorities.

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