

# **REQUIREMENT 1.4**

## **Grievance Mechanism**

- Overview: Grievance mechanisms 101
- What are our minimum requirements?
- When does this go into effect?
- When do updates on the grievance mechanism need to be provided?

# OVERVIEW | Grievance mechanisms 101

## What is a grievance mechanism?

A formal, legal or non-legal complaint and remediation process that can be used by fishers who are being negatively affected by certain business activities and operations

- ✓ Timebound
- ✓ Non-retaliatory
- ✓ Confidential
- ✓ Non-discriminatory
- ✓ Unbiased



# REQUIREMENT 1.4 | Minimum requirements

## Component 1

1.1 Code of Conduct

1.2 Vessel or Fisher Info

1.3 Awareness of Rights

**1.4 Grievance Mechanism**

1.5 Self-Evaluation

## 1.4 Grievance Mechanism

- Provide evidence of at least one grievance mechanism available to all fishers in the FIP
- Fishers must have a way to report abuses at least once every 24 hours

**FIPs can use governmental, non-governmental, and/or company grievance mechanisms.**

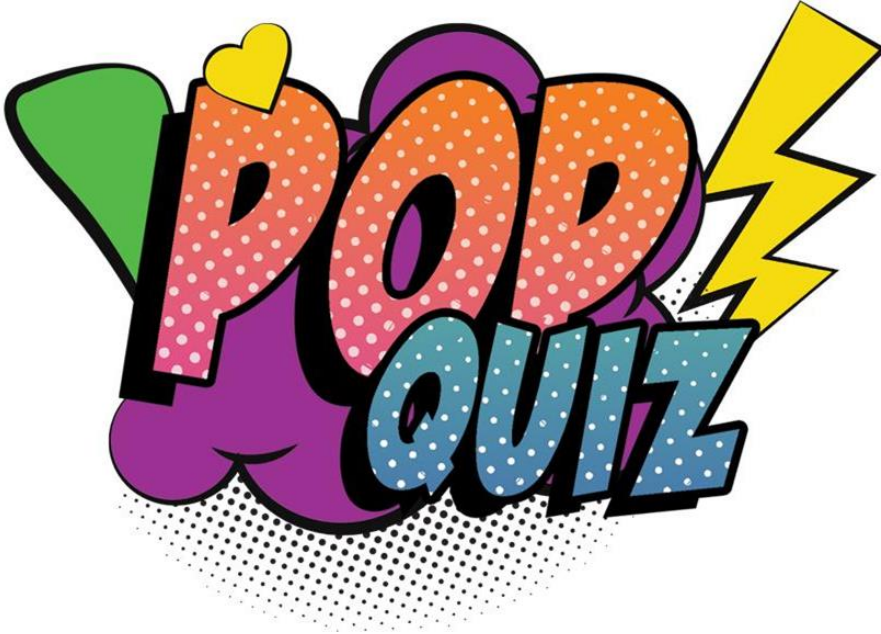
# REQUIREMENT 1.4 | Minimum criteria

## Our requirements

- The uploaded document details the full complaint and remedy process
- A grievance mechanism is available to **all fishers** in the FIP
- The grievance mechanism is available **at least once every 24 hours**, including:
  - At sea during trips longer than 24 hours
  - When docked in ports outside of their home communities



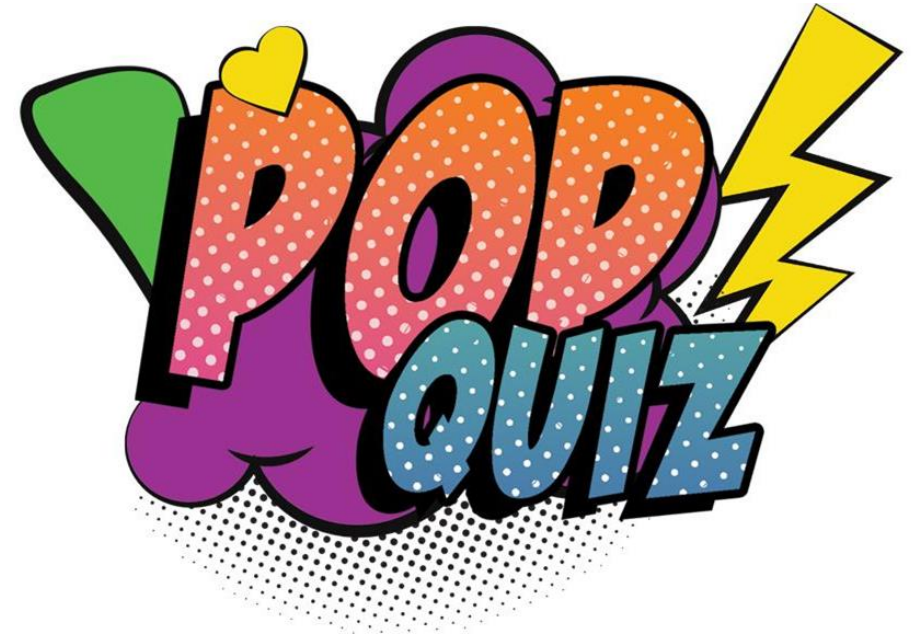
**FisheryProgress must be able to verify these criteria by reviewing the grievance mechanism itself or through information provided in the "details" field.**



# REQUIREMENT 1.4 | Available to all fishers in the FIP

*Which of the following would meet this criterion?*

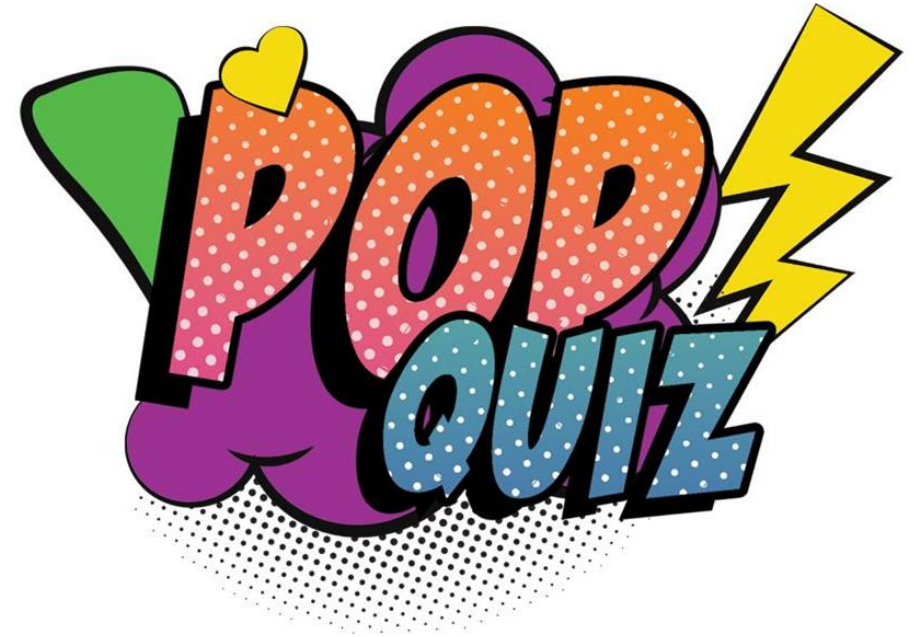
- a) A grievance mechanism (GM) run by a union of which all fishers in the FIP are members
- b) A GM run by Costco and all fishers are in Costco's supply chain
- c) One GM per fishing company supplying FIP product
- d) A GM run by the ministry of labor
- e) All of the above



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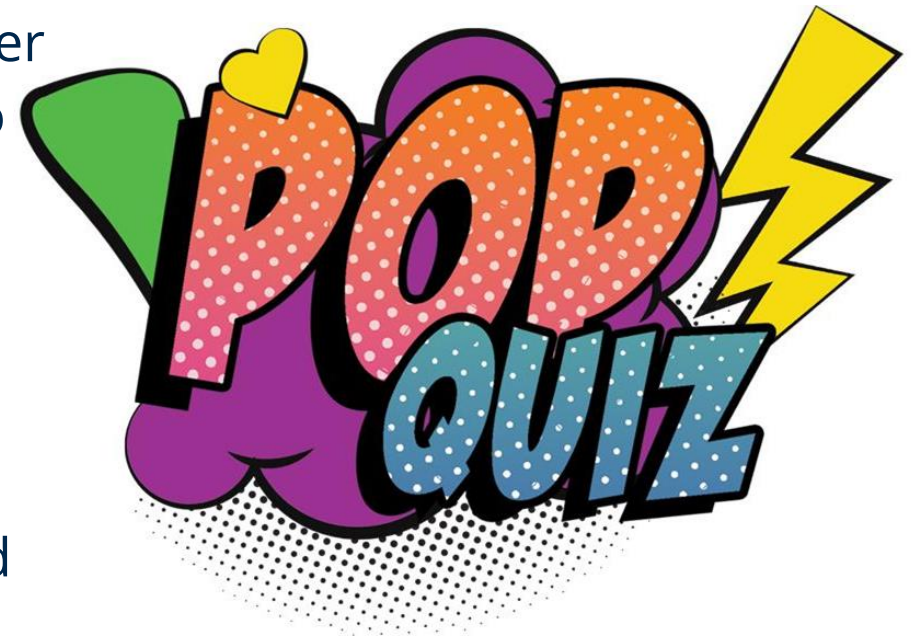
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# REQUIREMENT 1.4 | Available every 24 hours

*For a fishing trip that lasts longer than 24 hours, which of the following would meet this criterion? (can be more than one answer!)*

- a) A GM where the fisher reports issues to the skipper or responsible onboard party who can respond to and process complaints
- b) A GM where a fisher submits complaints to a suggestion box located in the employer's office
- c) A GM where a fisher can text complaints to a third party and cell service or internet is available
- d) A GM where a fisher goes to a local ombudsmen's office

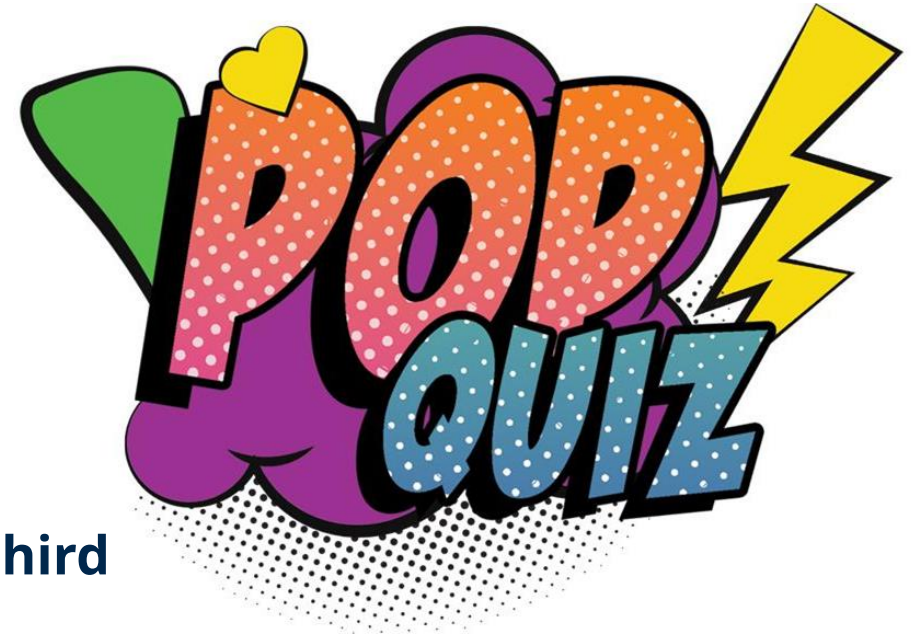




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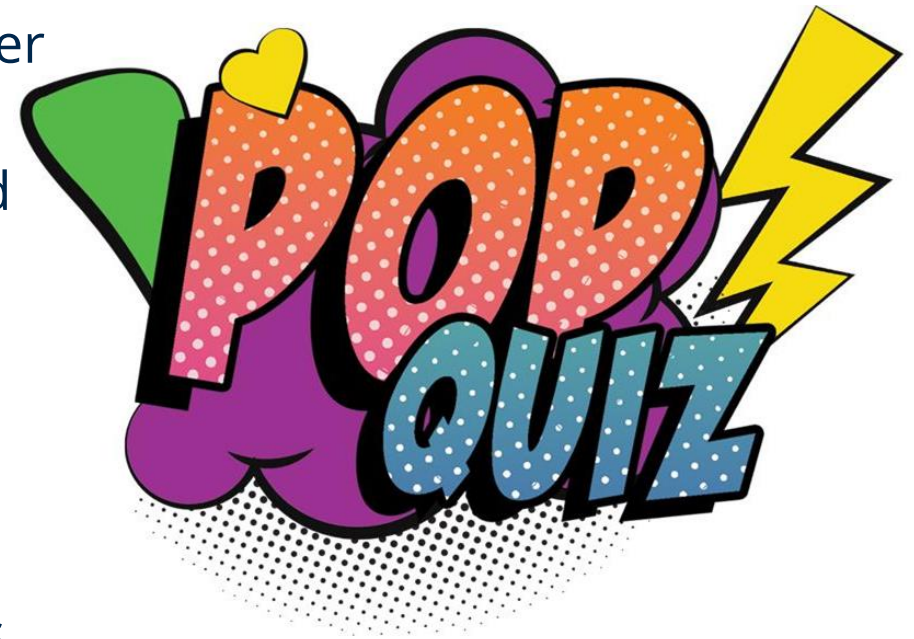
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# REQUIREMENT 1.4 | Available every 24 hours

*For a fishing trip that lasts shorter than 24 hours, which of the following would meet this criterion?*

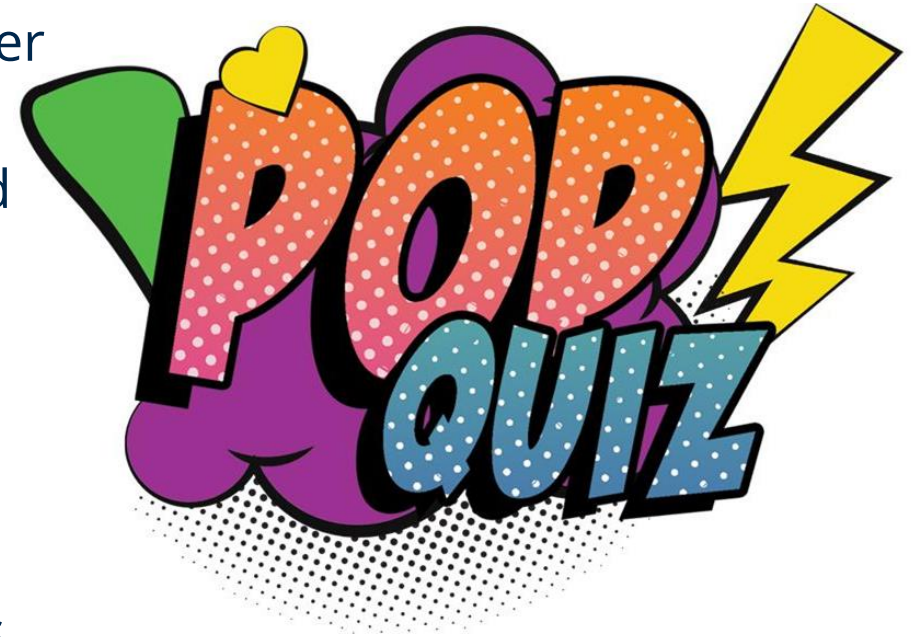
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- e) All of the above



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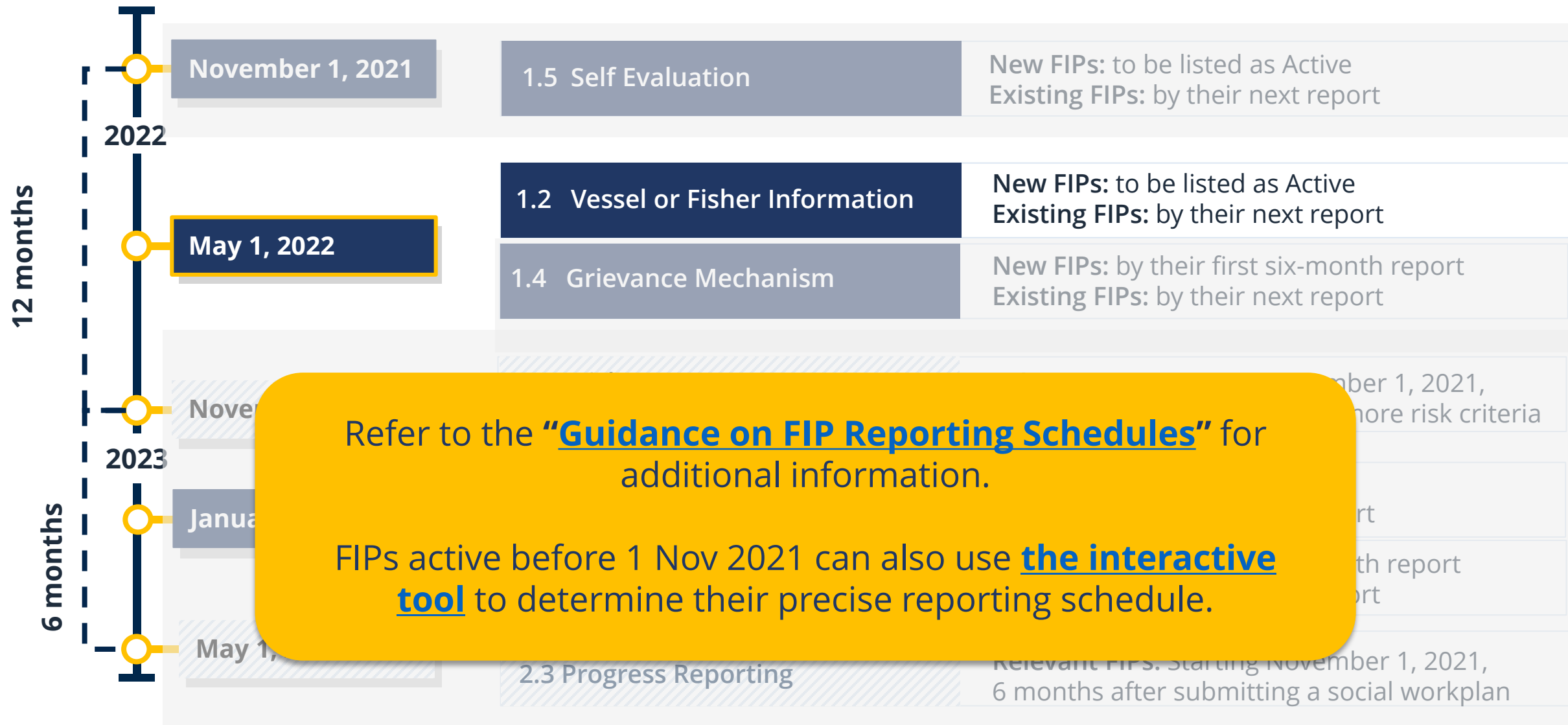
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**e) All of the above**

# WHEN DOES THIS GO INTO EFFECT?



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# What are we really asking for?

## BASIC

Paper-based

**Simple** (suggestion box, grievance log)

**Non-anonymous**

**1<sup>st</sup> party** (e.g., grievances made to direct supervisor)

**Complainant to single official**

**VS**

## BEST PRACTICE

Electronic

**Complex** (well-defined organizational procedures)

**Anonymous & confidential**

**3<sup>rd</sup> party** (e.g., grievances made to/handled by neutral party)

**Grievance committee** (complainant to multiple officials)

# Need more time?

Based on [Shiviviazars LLP](#).

Any FIP that determines there is no grievance mechanism available to fishers in the FIP must create a social workplan or include in its social workplan activities to work with FIP participants, civil society organizations, and/or other relevant partners to develop a grievance mechanism within one year. The FIP must provide an update on its progress during each future six-month and annual report until it can provide proof that a grievance mechanism is available to all fishers in the scope of the FIP.



**All FIPs have the option to request a temporary exemption of up to one year by submitting an exemption request form**

# Need more time? | Exemption request



## Exemption request form:

Must use our template, all fields complete



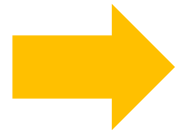
## Rationale or motivation

Clear, logical, justifiable



## Grievance Workplan

Follow regular workplan review process



## Motivation Examples

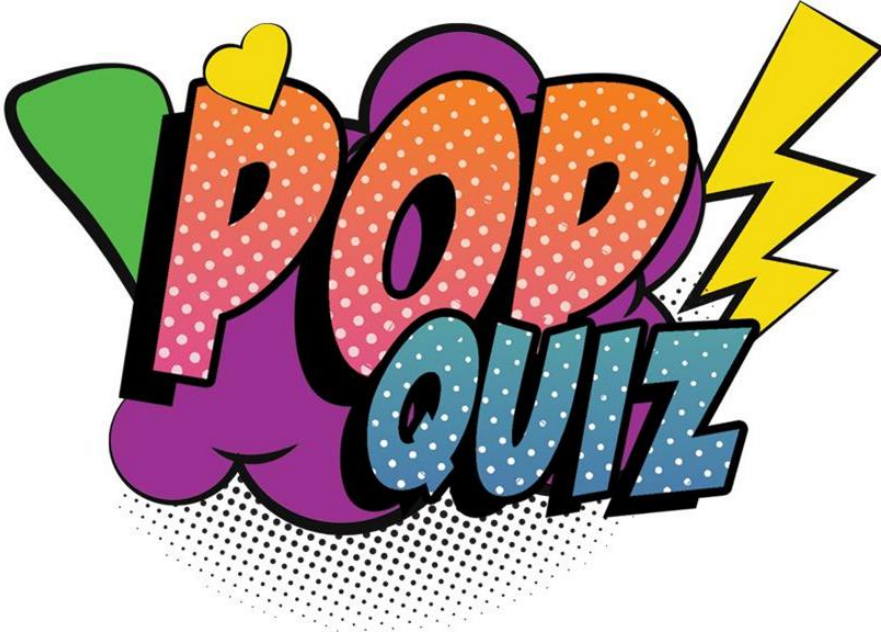
- A mechanism exists but it is not available to all fishers in the FIP
- A mechanism is only available onshore but fishing trips last offshore
- No mechanism exists
- Unsure

**Form to be finalized and shared in the coming days**

## Grievance Workplan Criteria

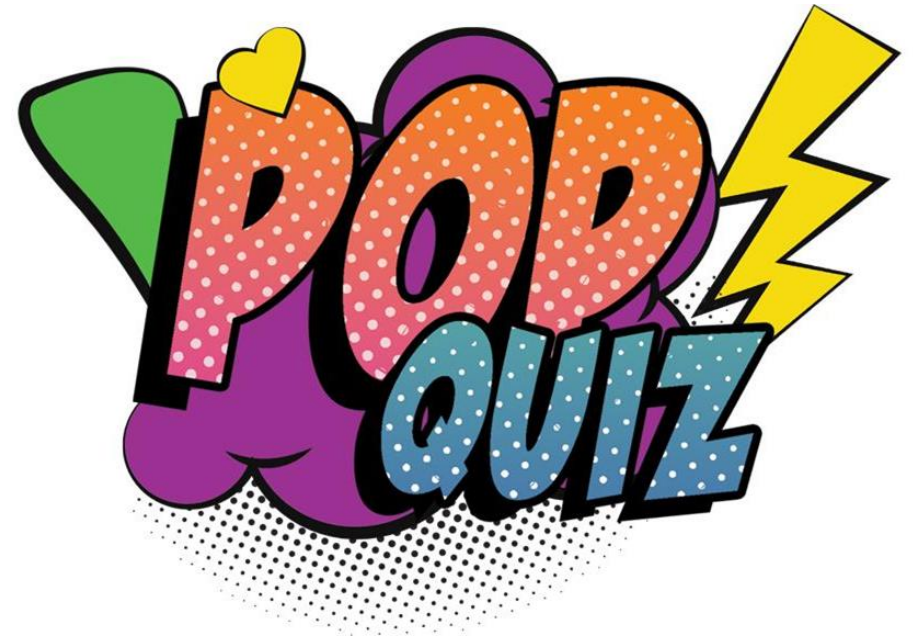
Uses the (required) template OR integrates grievance actions into the FIP's existing social workplan (if applicable) to develop a fully-compliant and operational grievance mechanism within 12 months





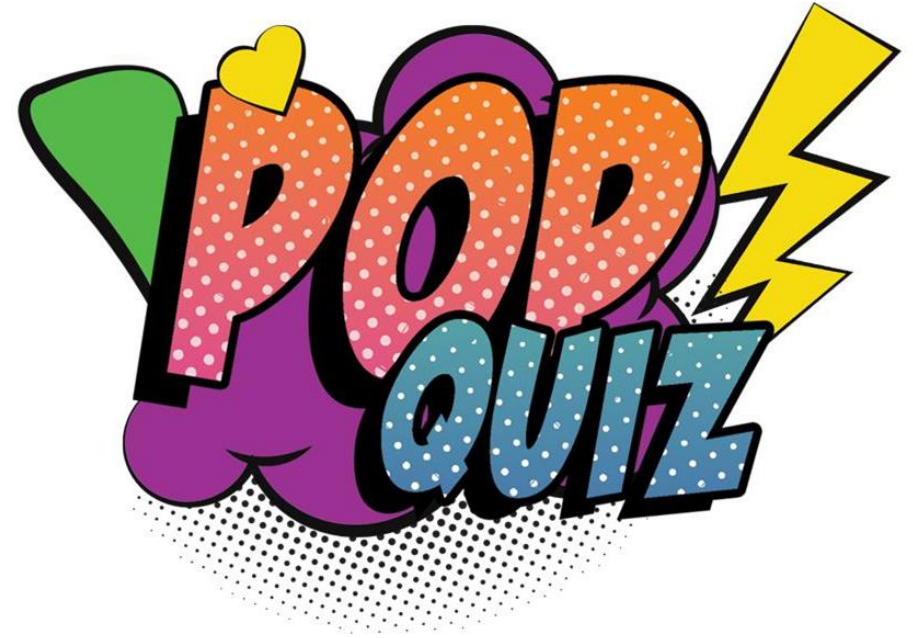
# WHEN DO YOU NEED TO REPORT ON THE GM?

- a) Never
- b) Every report
- c) Every annual report
- d) Every 583.9 days



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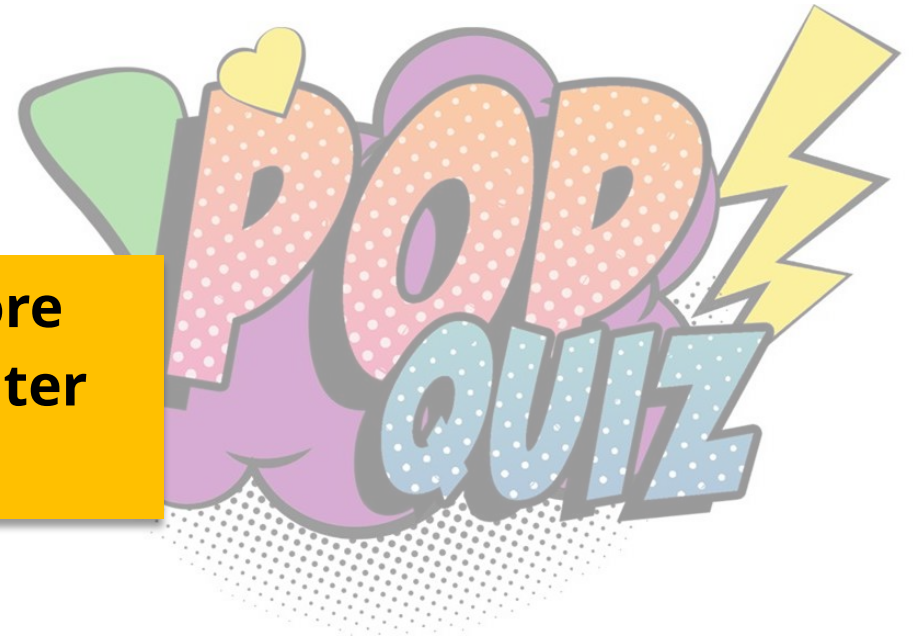


*The FIP must provide a self-evaluation on the effectiveness of the grievance mechanism as part of each annual report*

# WHEN DOES AN UPDATE ON THE GM NEED TO BE PROVIDED?

- a) Never
- b) Every report
- c) Every annual report
- d) Every 583.9 days

**We will provide more detail on this at a later date**



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# WHEN DOES AN UPDATE ON THE GM NEED TO BE PROVIDED?

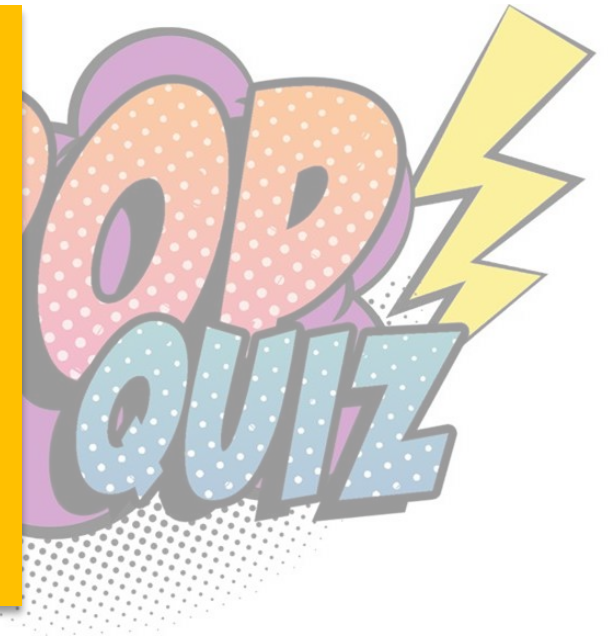
- a) Never
- b) Every report
- c) Every annual report
- d) Every 583.9 days



**Important!**



FIPs that have been granted a temporary exemption must report on the status of the mechanism every 6 months



*The FIP must provide a self-evaluation on the effectiveness of the grievance mechanism as part of each annual report*

# Questions?

You can direct further questions to the FisheryProgress Team at:  
**[contact@fisheryprogress.org](mailto:contact@fisheryprogress.org)**