

Public Summary of Reliance Forest Fibre (RFF) Due Diligence System – 2025

RFF is required to provide to their certification body a written summary of their due diligence system (DDS) with the following information:

Description of Supply Area: RFF has sourced and will continue to source hardwood plantation logs directly from various forest managers in Tasmania including from RFFs own estate and managed properties. This will include timber sourced from third parties.

Risk Designation: LOW risk for Tasmania-controlled wood categories 1, 2, 5 and SPECIFIED risk for category 3 where high conservation values are threatened by management activities and category 4 where native forests are being converted to plantations or non-forest use.

Applicable Risk Assessment: Australia has one risk assessment referred to as National Risk Assessment FSC-NRA-AU V2-0. This is available through the FSC® Australia website.

RFF Risk Assessment: – RFF are required to assess the risk of non-eligible inputs entering the supply chain during transport, processing or storage. Table 1 illustrates the risk assessment process in the supply chains, the level of risk, and the risk control measures in place.

Table 1- Mixing risk assessment

Process	Risk	Risk Mitigation Measures	Evidence
Transport of logs directly from the forest (all suppliers)	LOW	<ul style="list-style-type: none"> Plantation loads delivered to Bell Bay are transported directly from the forest and hauled to the facility. Every harvest operation is authorised by RFF through the notification or issuance of an Operation Number. This identifies the contractors, the coupe, and the certification status (if any). Each harvest operation must have an approved Forest Practices Plan (FPP). This will identify if any conversion is taking place and confirmed HCV 4 and HCV 6. Certified suppliers to AS/NZS 4708 or a field audit for confirmed HCV 4 or HCV 6 minimum once per supplier. 	<p>Delivery documentation with the required information.</p> <p>FPPs and supporting documentation.</p> <p>Compliance reports completed by a Forest Practices Officer.</p> <p>Valid AS/NZS 4708 certificates.</p> <p>Field audits on properties with HCV 4/HCV 6 and supplier not certified.</p>
Transport and storage of Logs via rail by TasRail	LOW	<ul style="list-style-type: none"> Some logs are transported by rail for a portion of the transport from the forest to Bell Bay. RFF has a services/outsourcing agreement with Tasrail for the unloading, loading and delivery of logs to the BBCT facility - Bell Bay. At all times logs destined for RFF will be kept separate from all other logs being handled in the Tasrail log yard by Tasrail. RFF will supply Tasrail with updated coupe and operation numbers details as they are authorised. 	<p>Delivery documentation, dockets, loaderman sheets and rail manifest.</p> <p>Tasrail log yard management system.</p> <p>RFF's <i>Procedure for Receiving Deliveries by RAIL</i></p>

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		<ul style="list-style-type: none"> The Loader Operator who unloads trucks once they enter the rail facility, checks that the delivery documentation contains an active Operations Number. RFF's <i>Procedure for Receiving Deliveries by RAIL</i> details the material receipt and storage process, including the process to follow if the material cannot be verified. Loader operator will maintain a Loaders record of all loads unloaded at the Tasrail yard. Tasrail will supply a copy the loaderman's record to RFF upon request. RFF reconciles the LOGr report and Tasrail weigh report to ensure loads details are correct. A manifest of logs loaded onto the train will be drawn by Tasrail and supplied prior or at the time of the rail deliveries into RFF Bell Bay. Additional control – annual outsourcing inspection audit 	<i>FSC Field Verification Audit Outsourcing Premises</i> audit form
Entry to the Bell Bay facility	LOW	<ul style="list-style-type: none"> The Loader Operator who unloads trucks once they enter the facility, checks that the delivery documentation contains an active Operations Number. Dallas Tag – QR code from LOGR Docket Truck driver goes to Truck Observation box – QR code scanned at drop off point Driver then takes off with Dallas Tag RFF's <i>Procedure for Receiving Deliveries by ROAD</i> details the material receipt and storage process, including the process to follow if the material cannot be verified. 	<p>Delivery documentation with the required information.</p> <p>Cross-checking weighbridge data with Logr and hard copies.</p>
Processing and storage at the Bell Bay facility	LOW	<ul style="list-style-type: none"> secure facility – unauthorised entry restricted. material that cannot be verified is unloaded in a segregated area until the identification of the origin can be established. 	RFF's <i>Procedure for Receiving Deliveries by RAIL and TRUCK</i>

Procedure for Filing Complaints: complaints regarding RFF's due diligence system can be made to Heath Blair – RFF's Forest Operations Manager at notifications@relianceff.com.au or phone (03) 6331 2659.

RFF take all complaints seriously and they will all be managed through the RFF five step dispute process.

1. Receipt and acknowledgement
2. Assessment and investigation
3. Response and discussion
4. Negotiation and Mediation (if required)
5. Review

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Complaints will be treated confidentially and managed within RFF by somebody who is not directly involved in the issue. The aim will always be to develop an outcome that is fair and equitable.

Anyone who is unhappy with RFF managed operations is welcome to lodge a complaint. Including as much information as available regarding the issue will assist RFF to assess and respond. All complaints are handled under RFFs' *Complaint and Comment Procedure*, which is available on our website and upon request, the main steps are summarised above. It is also attached to this document as Appendix A.

Control Measures: As Tasmania has specified risk for the origin of material in relation to controlled wood categories 3.4, 3.6 and 4, RFF must implement risk mitigation measures. Table 2 is a summary of the control measures by risk assessment indicator.

Table 2 Risk Mitigation Measures and Desired Outcome

Risk Assessment indicator	Control Measure in Place	Desired Outcome
3.4 HCV 4	<ol style="list-style-type: none"> 1. Examine the FPP for confirmed HCV4. 2. Certified suppliers to AS4807. 3. Field audits for non-certified suppliers and confirmed HCV 4. 4. Stakeholder consultation 	<ol style="list-style-type: none"> 1. HCV 4 is identified and mapped on the FPP. 2. Certified suppliers are already implanting systems to ensure HCV 4 is protected. 3. Field audits confirm that prescriptions to manage HCV 4 are implemented.
3.6 HCV 6	<ol style="list-style-type: none"> 1. Certified FFPs identify registered cultural heritage. 2. Certified suppliers to AS4807. 3. Field audits for non-certified suppliers and confirmed HCV 6. 4. Stakeholder consultation 	<ol style="list-style-type: none"> 1. HCV 6 is identified and mapped/identified on the FPP and in the field. 2. Certified suppliers are already implanting systems to ensure HCV 6 is protected. 3. Field audits confirm that prescriptions to manage HCV 6 are implemented.
4.1	<ol style="list-style-type: none"> 1. Certified FPP. 2. Note included in Suppliers Letter that remnant vegetation is not to be harvested. 	<ol style="list-style-type: none"> 1. The certified FPP confirms material is from a plantation and defined harvest standards are monitored.

Third Party Timber

Where RFF are purchasing wood from a third party, extra care is taken in reviewing the FPP and assessing the existing management processes of the forest manager and the harvesting team. If HCV 4 or HCV 6 are identified in the FPP, extra field audits will be conducted to ensure the appropriate prescriptions are followed.

Expert Engagement:

The Controlled Wood National Risk Assessment (NRA) specified in FSC-NRA-AU V2.0 is used to develop appropriate and mandatory control measures as shown in Section 4.4 to maintain identified values threatened by forestry operations. The risk assessment was developed by experts who meet the definition and requirement of experts in FSC-STD-40-005 Annex C.

RFF are implementing the mandatory control measures as required in the HCV Evaluation Framework. The Forest Practices Code identifies appropriate management control measures for HVC 4 and HVC 6.

Should RFF use new control measures, these must be assessed by an expert who meets the requirements of Annex C.

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RFF also use experts in the assessment of HCVs in the preparation of the FPP.

RFF engages and seeks the advice of relevant experts, which are as follows:

- Specialist from Forest Practice Authority (FPA) provides recommendations for managing values threatened by forestry operations.
- Forest Practices Officer (Planning) to assess the adequacy of the RFF Operation Request Form and check certified FPP for adequate control measures for threatened values of HCV 4 & HCV 6.
- Trained RFF staff to identify and appropriately manage High Conservation Values.

Verification Audits:

RFF is not required to do field verification audits as per the new NRA unless indicators 3.4 HCV 4 and 3.6 HCV 6 are assessed at the Operation Number Request process of reviewing the FPP indicates that control measure/s as specified in table 2 is/are required.

No verification audits were required during the current audit period (July 2023 to June 2024).

Stakeholder Consultation

RFF has engaged with stakeholders on the assessment process and the control measures in place to mitigate the risk of material entering the chain of custody that come from the five Unacceptable Material Controlled Wood Elements entering the FSC system. The consultation is being carried out following Annex B of FSC-STD-40-005 V3-1. Feedback will be provided to participating stakeholders within 60 days of the end of the consultation period. A process of stakeholder mapping was undertaken as part of the 2023 engagement process with the stakeholder register being updated from this process. The Stakeholder register has been used to contact and identify stakeholders for consultation in 2025.

Stakeholder Groups in Tasmania invited to participate in the consultation process included:

Economic Interests

- Forest Owners / Managers;
- Representatives of forest workers and forest industries; and
- FSC Certificate Holders.

Social Interests

- NGOs involved or with interest in social aspects of forest management and other related operations;
- International, national and local trade / labour unions;
- Representatives of local communities involved or with an interest in forest management, including those relevant for HCVs 5 and 6;
- Representatives of Indigenous Peoples and/or traditional peoples (if present and/or holding rights), including those relevant for HCVs 5 and 6; and

Environmental Interests

- NGOs involved or with an interest in the environmental aspects of forest management;
- FSC-accredited Certification Bodies Active in the Country
- National and State Forest Agencies
- Representatives of Forest Workers and Forest Industries
- FSC Regional Offices

Input received from stakeholders in 2025 consisted of one response stating the stakeholder regularly purchase timber from RFF and all the documentation required for these transactions was of a high standard.

As a result of the feedback from this consultation, RFF is confident that the material sourced from these areas can continue to be used as controlled material or sold with the FSC Controlled Wood claim.

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Appendix A – RFF complaints and comments procedure

Introduction

Reliance Forest Fibre (RFF) is committed to providing an environment without risk to the health, safety, and wellbeing of all workers, contractors, visitors, and persons conducting business with or on behalf of RFF. This procedure demonstrates how RFF is committed to the ongoing excellence in the safety, environmental and financial management of its people and plantation estate, from seedlings to the marketplace and is in line with RFF's corporate values

- *Safety* - Safety as a priority in everything we do **Think Safe> Work Safe> Home Safe.**
- *Respect* - Be respected, be trusted, and maintain our integrity.
- *People* - Supporting our employees and contractors in every aspect of our business.
- *Reliability* - Reliable supply of products and services to our customers.
- *Sustainability* - Provide social, environmental, and economic value to all of our stakeholders.

RFF is committed to maintaining positive relationships with stakeholders, but we understand the occasional misunderstanding or disagreements may happen. If a complaint is raised relating to groups, individuals, processes, practices and principles, arise during the course of operations, RFF will acknowledge the complaint and aim to resolve it quickly and fairly.

This procedure is made available to ensure the process for making a complaint is clear and stakeholders will know what steps to take, what action will be taken and the timeframe. The process seeks to find a fair resolution between RFF and a complainant. This can include, but is not restricted to complaints, disputes or grievances related to:

- Statutory or customary law
- Impacts of management activities
- Legal and agreed rights of local communities related to management activities
- Legal rights and cultural responsibilities of indigenous peoples connected to the management unit related to management activities

All complaints and grievances will be dealt with according to this Procedure. The **RFF** Stakeholder Management Report will be used to fully record each stage of the process.

Document Control

This procedure will be periodically reviewed to ensure its effectiveness and compliance with applicable laws and regulations. The custodian will be responsible for managing the document review process, ensuring all relevant parties have had an opportunity be consulted and to provide feedback. Any necessary updates or modifications will be communicated to all employees in a timely manner. This controlled document forms part of RFF's Integrated Management System, (IMS).

Scope

This procedure will be followed for external stakeholder complaints with RFF, our operations, staff or contractors including, but not limited to, neighbours, local businesses, community groups, environmental and heritage groups, Traditional Owners, local government, recreational users, road users, others impacted by our operations, corporate holdings and haulage routes.

This standard does not apply to complaints or disputes arising from:

- Unlawful and/or unauthorised activity committed by a complainant.
- Employees, contractors, suppliers and customers who have specific channels for dispute resolution outlined in their contracts.

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Procedure

Complaint handling principles

Feedback, both positive and negative, is important to us as it helps us understand and improve our relationships with stakeholders. When complaints are made, we use the following principles to develop a good outcome.

- **Confidential** – all complaints dealt with under this procedure will be treated as confidential and managed in accordance with relevant privacy legislation.
- **Accessible** – complaints can be made on RFF website, emailed, posted, or verbally by phone or in person.
- **Fair** – each complaint is treated seriously and all interactions are based on respect. This allows both parties to understand issues of the other and create a basis for resolving the complaint.
- **Responsive** – complaints are acknowledged when they are received and investigated in a timely manner with a view to resolution. Where complaints cannot be resolved immediately, complainants will be kept informed of progress.
- **Integrated** – issues raised through this process may be integrated into opportunities for stakeholder engagement and included in future planning and review of processes.

Making a complaint

When making a complaint we recommend including the following information:

- Your name, address, telephone number and email address
- Nature and details of the complaint, including dates, times, places and people involved
- Other supporting documentation such as relevant photos, videos, statements or documents
- What your ideal resolution of the complaint would be.

Complaints can be sent via:

- **Online Submission:**

Visit our website [relianceforestfibre.com.au/contact-us] and complete the **Email Us form**.

- **Email:**

Send your complaint to our dedicated email address: notification@relianceff.com.au.

- **Phone:**

Call our Office at (03) 63312659 between 9am and 4pm work days.

- **Mail:**

Write to us at:

Reliance Forest Fibre

Attention: Complaints Manager

P.O. Box 339, Launceston TAS 7250

- **In Person:**

You can visit our office (62-66 Paterson St, Launceston TAS 7250) during business hours to speak with a representative.

Process for Resolution

The complaint procedure for RFF has 5 steps.

1. Receipt and acknowledgement
2. Assessment and investigation
3. Response and discussion
4. Negotiation and Mediation (if required)
5. Review

1. Receipt and acknowledgement

Once a complaint is received it will be reviewed and an acknowledgement sent back to the complainant with a summary of the complaint to confirm the scope and nature of the complaint and to advise of the next steps of the process.

This response will occur within 10 working days of the complaint being received.

2. Assessment and investigation

The complaint will be assessed by an RFF employee who is not involved in the issue. Once the complaint is assessed an investigation of the relevant facts will be undertaken.

If a complaint is determined to **not** involve RFF, the complainant will be advised, and the complaint will be considered 'resolved' for the purpose of this process.

If the complaint or grievance relates to a forest operation and is deemed of substantial magnitude, substantial duration, or involving a significant number of interests, the operation will cease until the issue has been resolved.

If a complaint can be easily resolved, RFF will liaise with the party making the complaint and the complaint will be considered resolved once the complainant confirms they are satisfied with the outcome

The Assessment and investigation will be completed within 45 days of the complaint being received.

3. Response and discussion with complainant

For complaints which were not resolved in step 2, the investigation will deliver a report on the issues surrounding the complaint. It will summarise the issues raised by the complainant and examine any supporting evidence. It will also cover available information from RFF staff and operations activities.

The complainant will be advised of the completion of the report and provided with a copy. If the complainant advises they are satisfied with the outcome the complaint will be considered as resolved. A meeting will be organised between the parties if the complainant requests further discussion.

If the complainant remains dissatisfied the issue moves to phase 4 of the process.

4. Negotiation and Mediation

RFF will always use negotiation (discussion between RFF and the other party) as the first option in resolving a dispute. However, if required a neutral party may be brought into the discussion to mediate a resolution to the dispute. All efforts to use culturally appropriate consultation will be taken. The process will allow all parties to be clearly heard and understand the position and desires of the other party. The aim is to resolve any issue amicably and fairly.

There may be occasions when negotiation or mediation does not lead to a mutually agreed outcome.

5. Review

Once a resolution has been reached or it is agreed to leave the dispute 'unresolved', RFF will review the outcome and identify where processes and procedures could be improved to prevent similar disputes in future. This review process will be managed by the Certification Manager.

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Complaints about our Certification

If any complaints are lodged which reflect that there may be serious issues with compliance to the standards of our certifications, immediate action will be taken.

- 1 Any operation where issues are identified impacting certification standards will be immediately shut down until an investigation is complete. All timber from the operation will be quarantined and put aside from the chain of supply.
- 2 The relevant certification body and standards organisations will be notified of the complaint and kept updated on the progress of the investigation. Final outcomes and any corrective actions will be advised to these organisations.

Record Management

All records related to complaints, disputes and grievances will be kept for a minimum of five (5) years. Records include:

- The complaint
- Steps taken
- Outcomes
- If unresolved, why it was unresolved
- How unresolved issues will be managed
- Corrective actions to be taken by stakeholders

Confidentiality

All complaints will be treated confidentially. Personal information provided during the complaint process will be used only for the purposes of addressing the complaint and will not be shared without consent unless required by law.

Review

This Complaint and Comment Procedure will be reviewed every five years and from time to time as and when required.

Conclusion

At RFF, we are committed to sustainable and responsible forest management and ensuring that our operations align with the interests of the communities where we work. We value your feedback and encourage you to use this complaints procedure to voice any concerns you may have.