F&W Forestry®

F&W FORESTRY GROUP CERTIFICATION

Grievance Resolution Procedure — Summary

F&W Forestry Services maintains a formal grievance procedure to ensure that concerns raised by workers, landowners, contractors, community members, Indigenous Peoples, and other stakeholders are received and addressed in a fair, transparent, and timely manner. This procedure supports professional, structured resolution of concerns before they escalate to formal or legal action. This procedure applies to all F&W forest certification groups.

HOW IT WORKS

Anyone may submit a grievance in any format (in writing, by phone, by email, or in person). The process then follows three steps:

1. ### Receipt and referral

   The grievance is forwarded to the appropriate Regional Manager, who acknowledges it within 10 business days and routes it to the Certification Manager or HR Manager, depending on the type of grievance.

2. ### Recording and initial review

   The grievance is logged, assessed for relevance and urgency, and either accepted for review or rejected with written explanation.

3. ### Review and resolution

   If accepted, the appropriate Managers gather information, decide on a course of action, and notify the submitting party in writing. All outcomes are recorded.

If unresolved, submitters may bring the issue to F&W's certification body or the applicable certification program.

> *A full copy of the grievance procedure is available upon request from F&W Forestry Services.*