


CORNER BROOK PULP AND PAPER LIMITED

Woodlands Policy

Policy Title	Complaints and Dispute Management Policy
Policy Statement	The purpose of this policy is to ensure that complaints and disputes raised by employees, stakeholders, local communities and Indigenous Peoples are managed in a fair, transparent and timely manner. This policy outlines the process for tracking, investigating, resolving and recording complaints and disputes.
Scope	This policy is applicable to all individuals and groups who interact with the organization, Corner Brook Pulp & Paper Limited (CBPPL), where it specifically applies to the woodlands planning and operations of CBPPL.
Definitions	<p>Definitions are taken from the FSC® National Forest Stewardship Standard of Canada (V1-0)</p> <p>Complaint: A complaint is the expression of dissatisfaction or concern by any person or organization presented to CBPPL, relating to its management activities or its conformity with the FSC Principles and Criteria, where a response is expected.</p> <p>Dispute: Represent a formal disagreement, after the initial attempts to resolve a complaint have not been achieved.</p> <p>Dispute of Substantial Magnitude: A dispute that involves one or more of the following:</p> <ul style="list-style-type: none"> - Where the negative impact of management activities on local communities or Indigenous Peoples legal or customary rights is of such a scale that it cannot be reversed or mitigated. - Physical violence - Significant destruction of property - Presence of law enforcement or military bodies - Acts of intimidation against workers and stakeholders <p>Timely Manner: As promptly as circumstances reasonably allow; not intentionally postponed by CBPPL; in compliance with applicable laws, contracts, incenses or invoices.</p>
General Principles	<p>Accessibility: Complaint mechanisms will be easy to access and use.</p> <p>Responsiveness: Complaints will be acknowledged and resolved as soon as possible.</p> <p>Confidentiality: Personal and sensitive information will be handled in accordance with privacy laws and policies.</p> <p>Impartiality: Complaints will be assessed objectively and without bias.</p> <p>Accountability: Records will be maintained and regularly reviewed to improve processes and outcomes.</p> <p>Other: All disagreements shall first attempt to be resolved through rational dialog between CBPPL Staff and the person/group raising the complaint. If this cannot be resolved, then the process below will be used to reach a conclusion.</p>

Process	<p>The flowchart below details the resolution process.</p> <p>Tracking mechanisms and other details of the process are found in the Environmental Management filing system.</p>
Policy Improvement	Feedback and data from complaints will be analyzed to identify trends, improve systems, and prevent recurrence.
Effective Date	April 10, 2025 Revised:
Authorization	 John MacLellan Woodlands Manager