



Haliburton Forest

& WILD LIFE RESERVE LTD

DISPUTE RESOLUTION PROCESS FOR HALIBURTON FOREST AND AFFILIATED COMPANIES

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Introduction

Staff at Haliburton Forest take pride in the knowledge that their business practices provide great opportunities to surrounding communities, and they recognize the fact that their actions and intentions may not always be to the satisfaction of all stakeholders.

This document is a guide for resolving concerns or disputes related to forest management practices or forest products facilities operations affiliated with Haliburton Forest. It is to be followed and updated from time to time on an as-needed basis.

Communications

Stakeholders with concerns or disputes will be encouraged to communicate by email with info@haliburtonforest.com so that a permanent record is available in the general inbox of Haliburton Forest, and so that the communications may be directed to the appropriate staff.

However, recognizing that some stakeholders may not be comfortable communicating in this manner, any written correspondence from any stakeholder that explicitly states a concern or dispute of significance may initiate the dispute resolution process described in this document.

Process

1. INITIATION

- a. The dispute resolution process will be considered initiated upon receipt of a written or digital communication from a stakeholder that states there is a concern or dispute or significance to be resolved.

2. RESPONSE

- a. Haliburton Forest staff will respond to the communication providing context about the concern or dispute, offer to have a follow up phone or email discussion, and notify the Chief Forester as well as other relevant colleagues that the dispute resolution process has been initiated.

3. MEETING

- a. If the dispute remains unresolved after the initial response, Haliburton Forest staff will offer to have an in-person meeting at a mutually convenient location to discuss the concern or dispute and explain potential remedial actions to the stakeholder.

4. CONSULTATION

- a. If the dispute remains unresolved, Haliburton Forest staff will provide the stakeholder with an opportunity to consult with internal colleagues or affiliated professionals to improve their understanding of the situation and provide for a cooling off period for the benefit of both parties.

5. MEDIATION

- a. If the dispute remains unresolved, Haliburton Forest staff will provide an opportunity for a mediated discussion with a mutually respected, arms-length individual, such as the Complaints Panel of the Ontario Professional Foresters Association, Conservation Officer, Peace Officer, Environmental Consultant, or a local Elected Official.

6. CONCLUSION

- a. If the dispute is elevated beyond the fourth stage of this process and is resolved to the satisfaction of both parties, Haliburton Forest staff shall provide a formal letter to the stakeholder outlining the response and any decisions made.
- b. If the dispute remains unresolved after the fifth stage of this process, Haliburton Forest staff will pass relevant records to the Managing Director. At his or her discretion, the Managing Director may then pass the dispute or concern on to the Board of Directors of Haliburton Forest for further consideration.

Staff Conduct

Haliburton Forest staff are expected to conduct themselves professionally and honourably whenever they are representing Haliburton Forest or communicating with stakeholders, and especially when they are engaged in the dispute resolution process described in this document.

When undergoing the dispute resolution process, it may be the case that a resolution is not easily attainable. In all cases, Haliburton Forest staff must maintain accurate written records of the process throughout and be prepared to escalate the dispute to colleagues or consultants to provide insight or to assist in professionally and efficiently managing the situation.

Improvement

Haliburton Forest staff recognize that there are always opportunities for improvements with stakeholder engagement, and especially with an initiative such as this dispute resolution process. Internal comments or suggestions for improving this dispute resolution process may be shared with the Chief Forester and the Managing Director at any time.

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