



Disputes Resolution Process

Disputes Resolution Policy

Logic Forest Solutions Ltd (Logic FSL) is committed to resolving requests and complaints regarding the Forest Management or practices of Logic Forest Solutions Ltd or its Contractors, or matters arising on land owned by its clients.

When alerted to a dispute or conflict Logic FSL will enact its Disputes Resolution Process of which this is a summary.

Disputes Resolution Process

When the Disputes Resolution Process will be enacted;

If the situation arises within Logic FSL Managed lands that has the potential to be non-compliant under legislation, Logic FSL Code of Conduct, Certification principles and criteria OR,

If a complaint or request is made from a Stakeholder or member of public around Logic FSL managed lands or activities, that has the potential to be non-compliant under country or district legislation, Logic FSL Code of Conduct, Certification principles and criteria and criteria OR,

In all cases if you know, or if you have a reasonable suspicion, of any breach of country or district legislation, Logic FSL Code of Conduct, Certification principles and criteria and criteria, by Staff, Contractors, or Stakeholders, this must be reported for review.

- Talk to the person involved, take records; photo, make notes with dates and times, of the (potential) violation.
- Report within the Company Incident Reporting Procedures.

Disputes Resolution Receipt.

The procedure for receiving requests and complaints regarding Forest Management of Logic Forest Solutions Ltd, its Contractors, or land it manages is as follows.

Requests and Complaints of any nature (including requests from local communities) regarding the Forest Management are made to the attention of the Logic FSL Managing Director.

The ways of submitting requests or complaints are:

- Call the office on (06) 863 2447
- By e-mail to the address: office@logicfsl.co.nz
- By mail to the postal address: P O Box 1057, Gisborne 4010
- By submitting the written request/complaint directly to the office of Logic Forest Solutions Ltd 46 Childers Road, Gisborne CBD (4010)

Regardless of the version used for receipt, all notifications and complaints received will be registered in the Requests, Complaints, and Compliments Register.

The information around the request/complaint should include:

- The name and surname of the person making the request/complaint (anonymous notifications are permitted)
- The Community/Organization it represents (if applicable)
- The location of the practice they are complaining about.
- The contact details (phone number, e-mail and possibly address) to which they want to receive the answer.
- Date of submitting the request/complaint
- The reference from the standard that is objected to (if known)

Communications

Logic FSL will ensure that Complaints are acknowledged in a timely manner, addressed promptly and according to order of urgency, and the complainant is kept informed throughout the process.

Logic Forest Solutions Ltd.

46 Childers Road,

Gisborne CBD (4010)

(06) 863 2447