

<p><b>CTN 162 – Sustainable Forest Management</b></p> <p>CONFLICT RESOLUTION PROCEDURE</p>	<p><b>Approval Date:</b></p> <p>October 13, 2020</p>
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### **1. General Information – Scope**

1.1 This procedure defines the formation and operation of the Conflict Resolution Body (CRB) related to the Standardization of National Sustainable Forest Management carried out in the Technical Standardization Committee 162. This CRB must resolve matters on which consensus has not been reached within the Committee, as well as complaints and grievances received from stakeholders.

### **2. Conflict Resolution Body - CRB**

2.1 The CRB is constituted as a Subcommittee, with the Secretariat being the same as that of the CTN, and will consist of:

- Chairperson
- Representative from each of the following member groups of CTN 162:
  - Public administration
  - Forest land owners
  - Forest industry
  - University, research centers, or professional associations
  - Other interest groups, such as consumers, unions, or environmentalist groups
- Secretariat
- Representative of the National Standardization Organization, UNE, only as an observer.

2.2 In a plenary session of the CTN, the Committee must decide on the chairmanship and nominal composition of the CRB and can only be modified by a new agreement of the CTN.

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### 3. Conflict Resolution Procedure - CRP

3.1 When consensus has not been reached within the CTN, the chairman of the Committee will be responsible for referring the disputed matter to the CRB. The CRB will resolve the case at hand, trying to find common ground between the positions of the conflicting parties.

3.2 Grounded complaints or grievances must be sent to the Committee's Secretariat ([secretariaCTN162@pefc.es](mailto:secretariaCTN162@pefc.es)) and must include all informative documentation about the specific case.

3.3 Upon receipt of a grounded complaint or grievance, the CRB must:

1. Provide a receipt acknowledgment to the individual or legal entity making the complaint (Secretariat).
2. Gather and verify all necessary information to validate the complaint.
3. Impartially and objectively assess the subject matter of the complaint, and make a decision on it.
4. Formally communicate to the claimant the decision on the complaint and the process of its handling.

3.4 The conduct of meetings and other operational aspects will be governed according to the Regulations of the Technical Standardization Committees. The decision of the CRB, which will be communicated to the CTN, to the conflicting parties and/or to the claimant, will be binding and concludes the conflict resolution process.