P.O. Box 496028 ∙ Redding, CA 96049-6028 ∙ (530) 378-8000 ∙ Fax (530) 378-8109

TO: Interested Public

FROM: Cedric Twight

SUBJECT: Complaint Filing Procedures

DATE: March 2023

The Sustainable Forestry Initiative (SFI) and Forest Stewardship Council requires an in-place mechanism to address complaints relating to the company implementation of the SFI and FSC Standards. Sierra Pacific Industries takes all complaints seriously and will investigate each complaint it receives. Sierra Pacific Industries, upon determining a complaint is legitimate it will develop the appropriate procedure and/or processes to address the complaint. Any new procedures and/or processes will be investigated annually during our internal audit to determine their effectiveness and make corrections to those procedures and/or processes as necessary. If you have a complaint please provide the following information:

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nature of the Complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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The information above should be transmitted to the Sierra Pacific Industries Manager of

Regulatory Affairs (ctwight@spi-ind.com) who will respond to the complaint at their

earliest convenience.

Thank you.