



Stewardship Ontario

## **Resolving Disputes with Stakeholders – Our Approach and Commitment.**

Stewardship Ontario is dedicated to working closely with its stakeholders, putting fairness, transparency and ethics at the heart of all our activities. To this end, we have published our [Principles for Stakeholder Engagement](#) that guides our organization and staff in our dealings with stakeholders, and which sits at the core of how we seek to resolve disputes.

While we work with our business partners (stewards, municipalities and service providers) to avoid disputes, disagreements do arise from time to time. During these times, it is important to have a solid, fair and best-practice process in place to address any concerns and disputes in a timely manner, minimizing the impact to organizational operations for both sides.

We seek to resolve any disputes in a cordial way, focusing first on working through issues directly with our business partners, while recognizing that some disputes will need to be escalated and sometimes facilitators and third parties will need to be involved.

Our process for dealing with disagreements and disputes is as follows:

1. If an issue arises, our business partner should raise the matter with the Stewardship Ontario staff member they work most closely with on the related matter, or with a staff member they feel most comfortable with. The quicker an issue is raised, the sooner we can work together to resolve it.
2. If the issue is not resolved at this stage, it can be escalated by the Stewardship Ontario staff member or business partner to a Vice President or Executive Vice President at Stewardship Ontario, who will attempt to resolve the issue working with the business partner.
3. If discussions still don't result in a resolution, Stewardship Ontario and its business partner may involve a third-party facilitator, jointly selected by both parties, or agree to resolve the matter through mediation by an individual accredited to provide such services by the [Alternative Dispute Resolution \(ADR\) Institute of Ontario Inc.](#)
4. Should the dispute remain unresolved, the business partner may choose to refer the matter to binding arbitration, according to the rules and processes set out by the ADR Institute of Ontario Inc.

Stewardship Ontario and its business partners share a common goal – to divert more waste from landfill and make Ontario a sustainable, green and progressive province. With these goals in mind, our focus is on working together in an open, transparent and honest manner. Disagreements and disputes do happen, and we are dedicated to resolving them in the best and most timely way we can, so we can continue to work together to realize our goals.