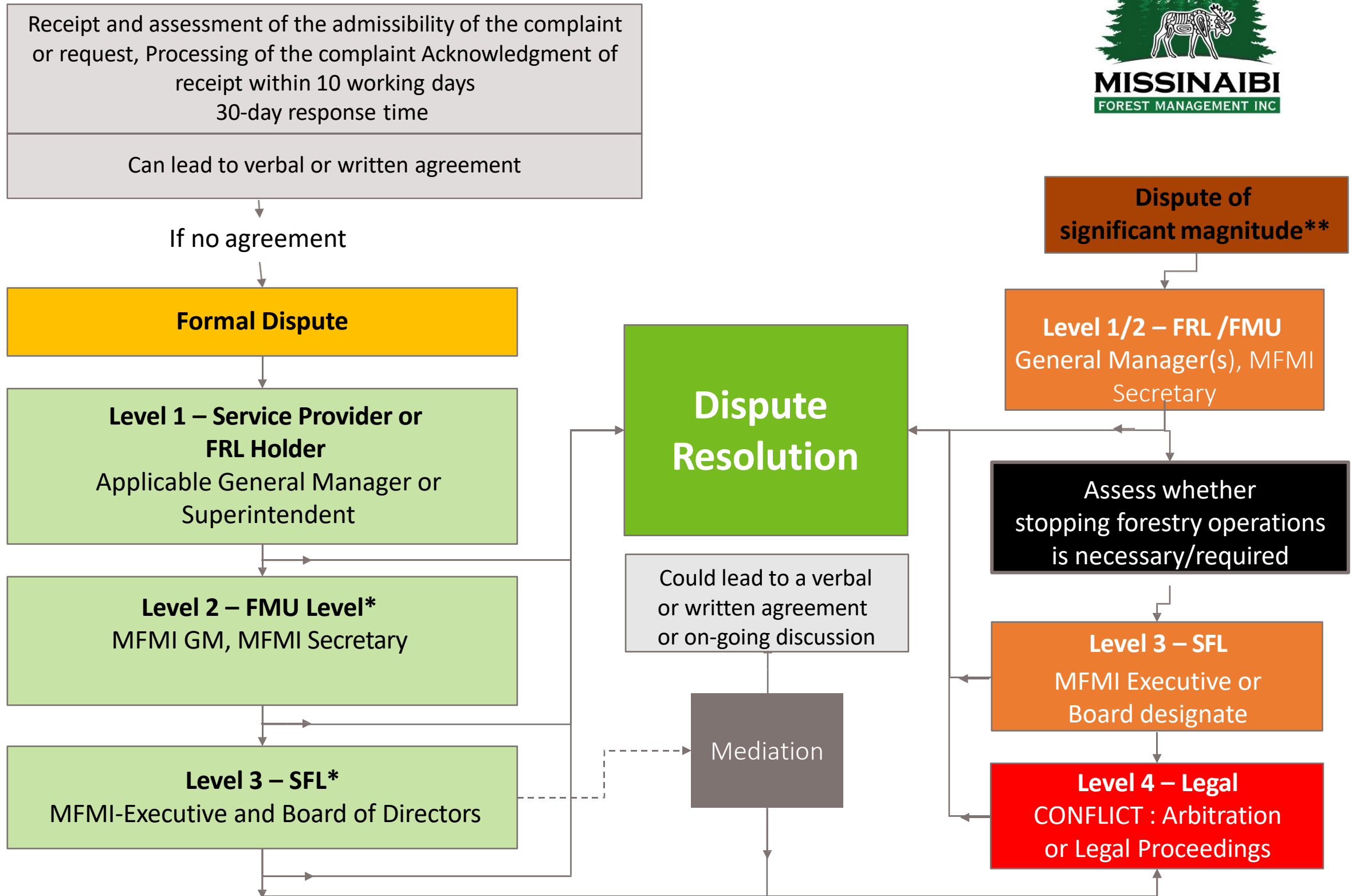


# Requests, Complaints and Dispute Resolution Procedure

V1 2023-10-25



\* Deadlines agreed between the parties

\*\* According to the definition of the National FSC® standard; A large-scale dispute is a dispute involving one or more of the following situations: Irreversible negative impacts; Physical violence; Significant destruction of the property; Presence of law enforcement or army; Intimidation of workers.