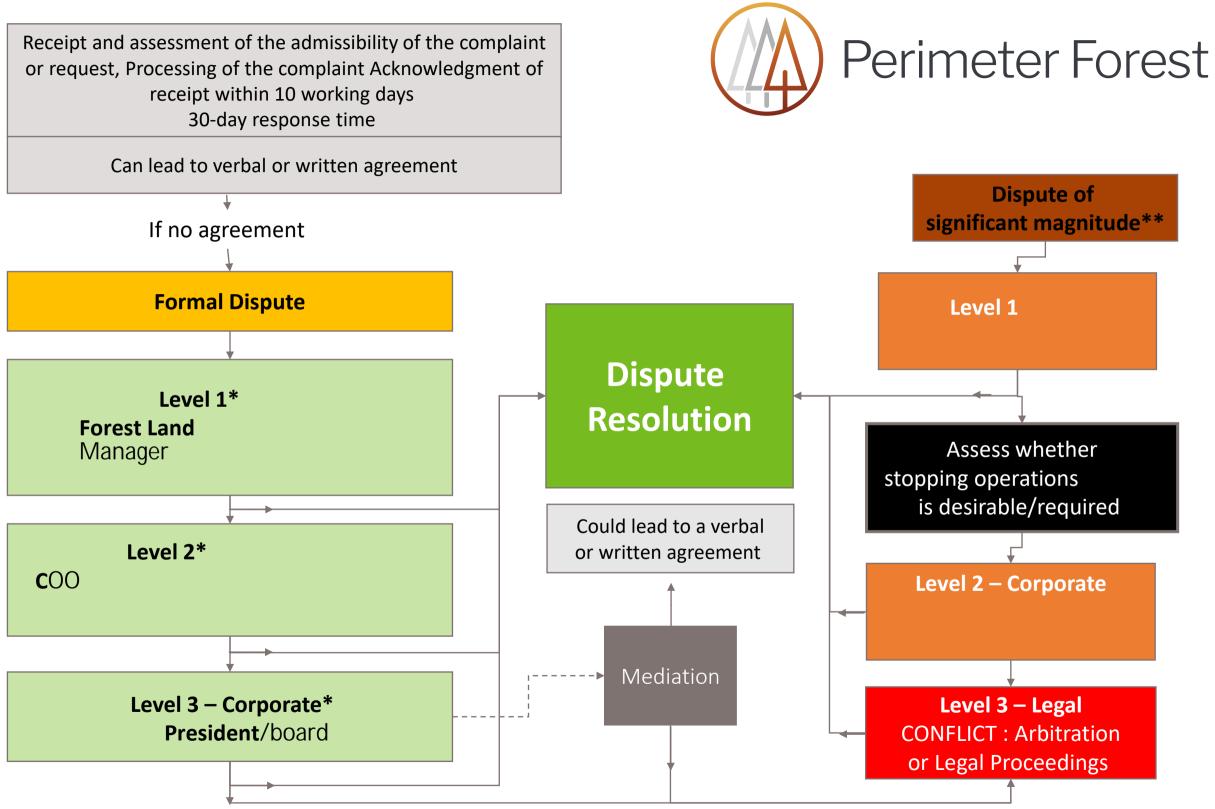
## Requests, Complaints and Dispute Resolution Procedure



<sup>\*</sup> Deadlines agreed between the parties

<sup>\*\*</sup> 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.