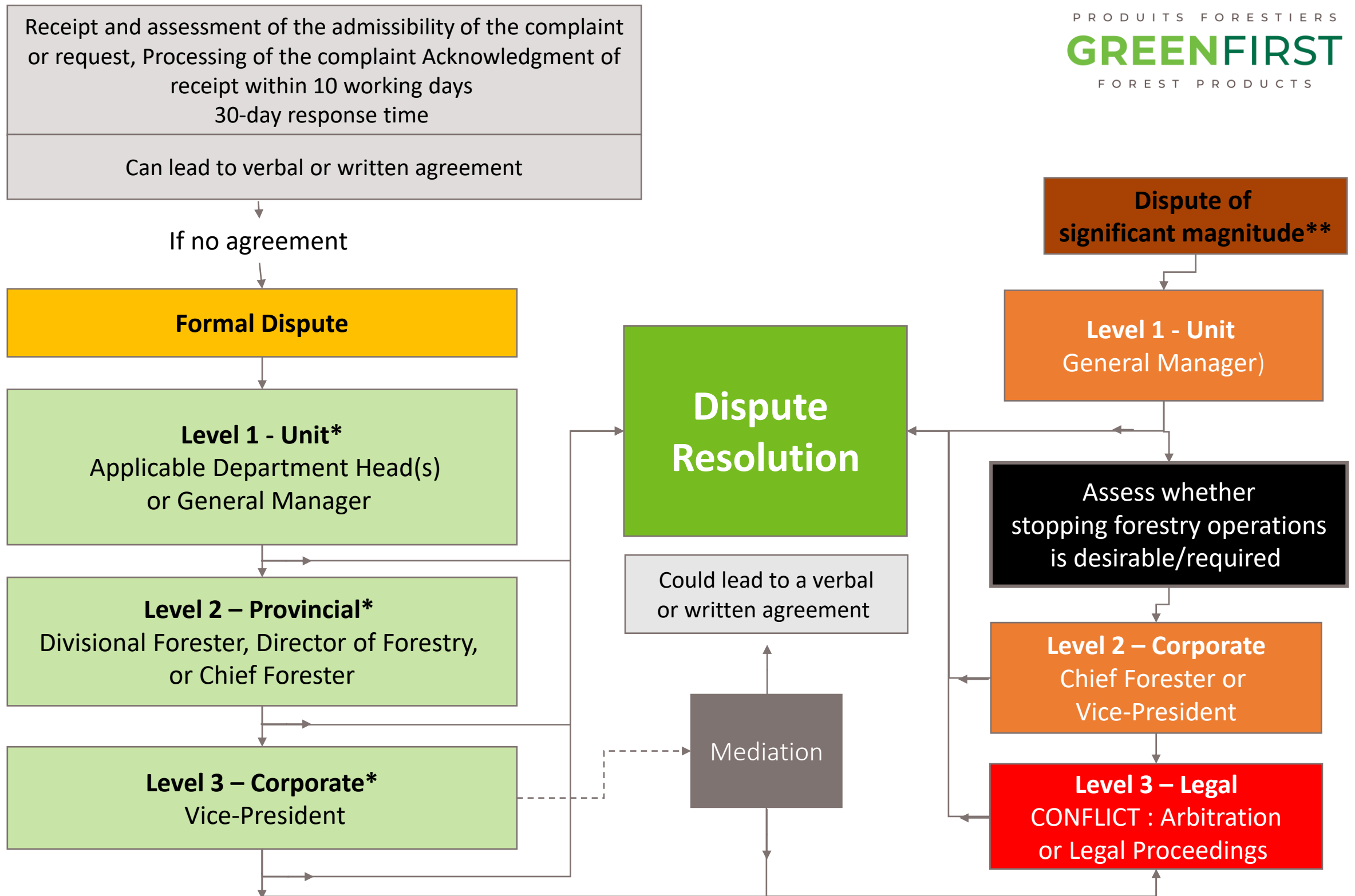


# Requests, Complaints and Dispute Resolution Procedure

COR-ESS-740.01 V2. 2022-06-03



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\* 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.