

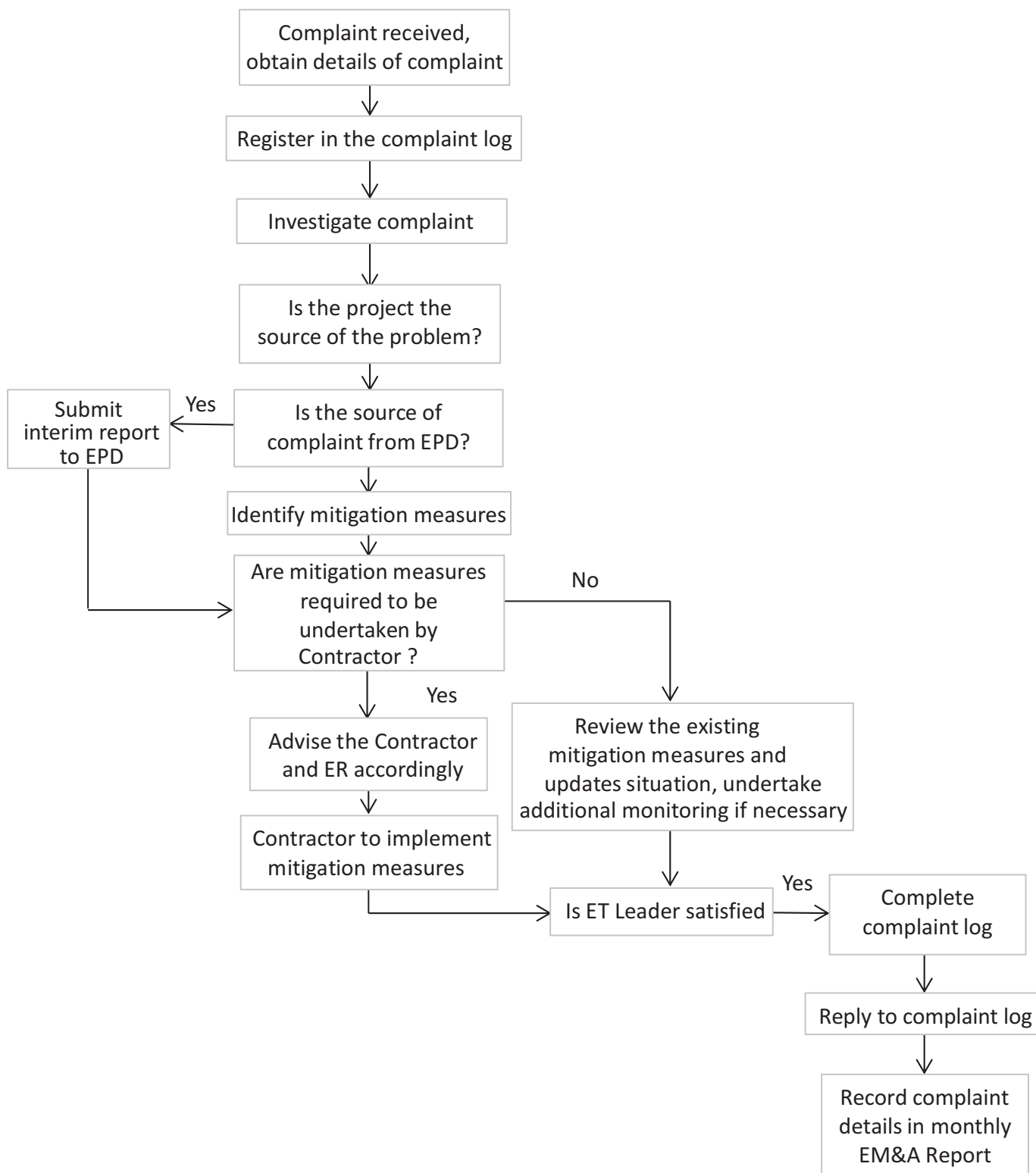


Figure 5.1

Environmental Complaint Handling Procedure