

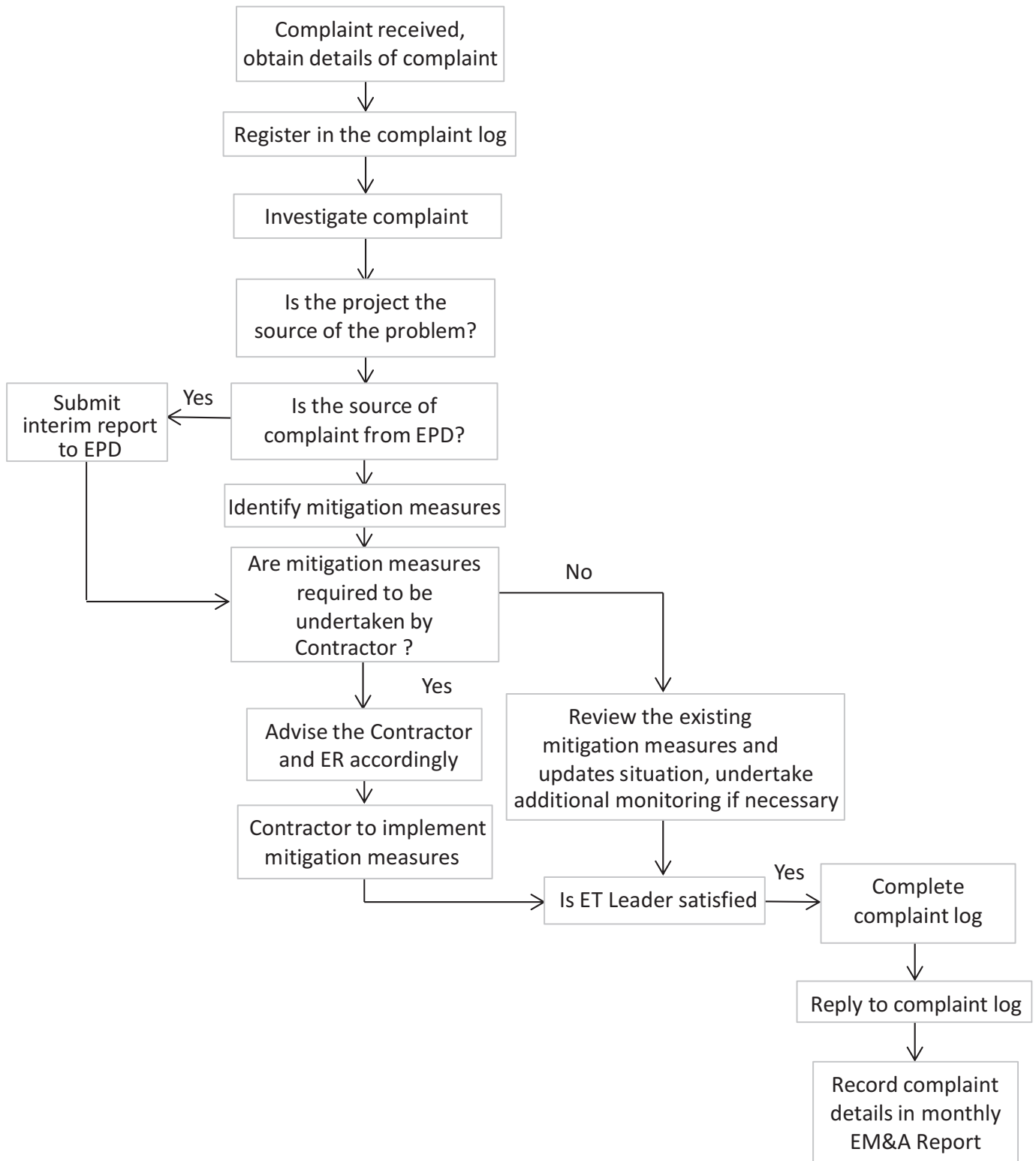


Figure 2.4

Environmental Complaint Handling Procedure