

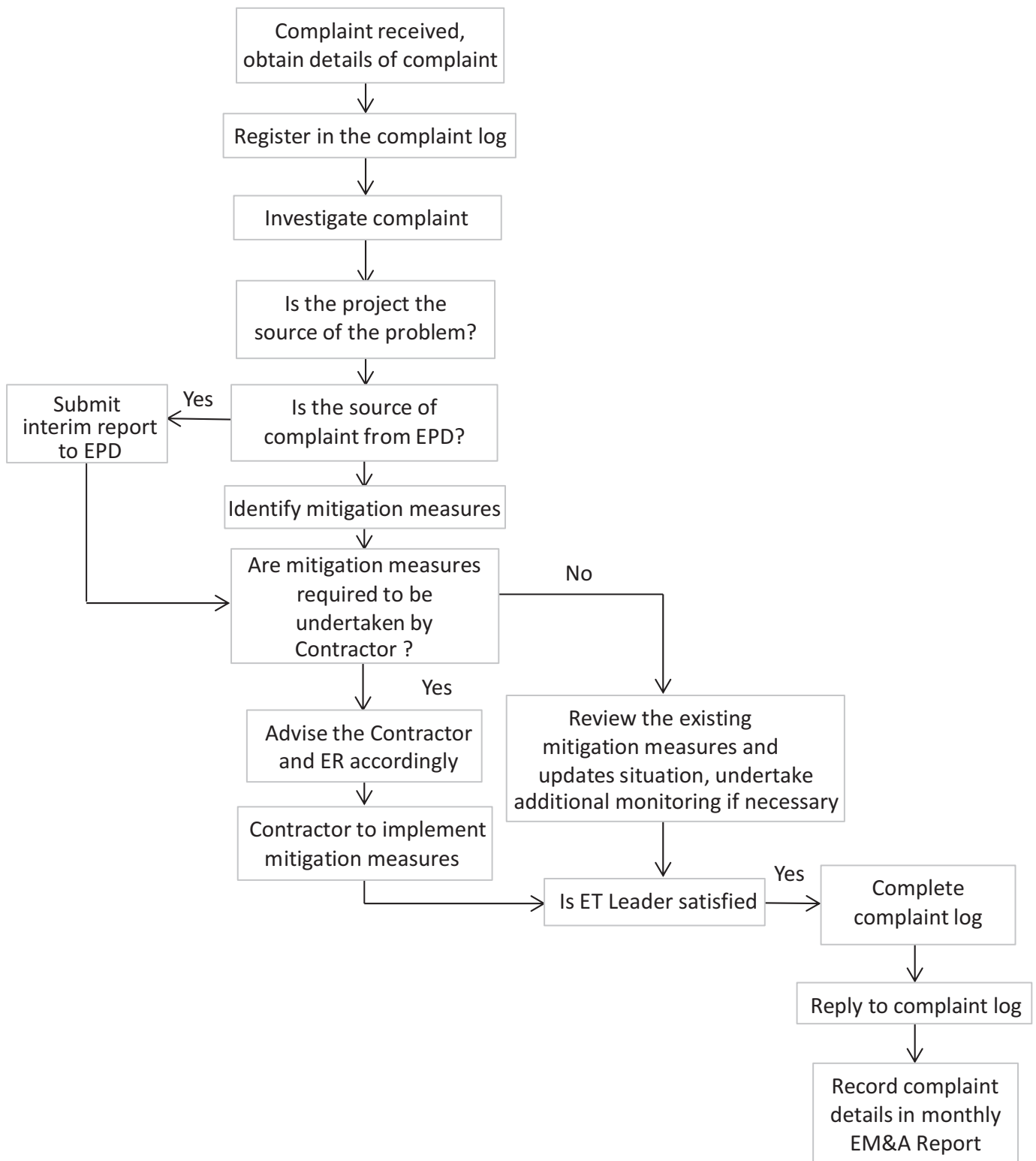


Figure 2.3

## Environmental Complaint Handling Procedure

Environmental  
Resources  
Management

