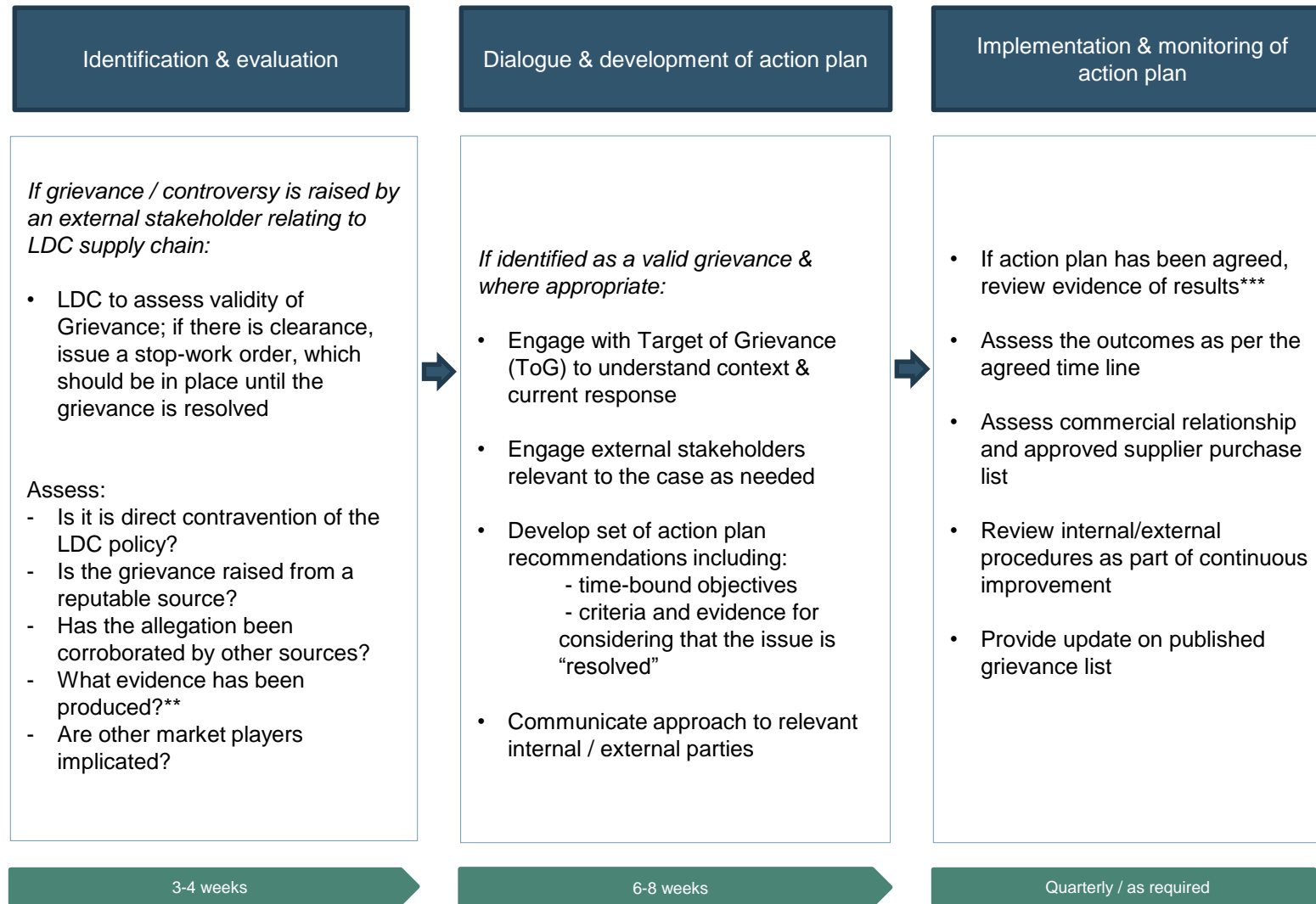


Palm Grievance Protocol – managing a direct supplier*



*Where the grievance is relating to an indirect supplier, LDC would request the direct supplier to follow this or a similar process in their handling of the grievance

** For example: a good quality time-stamped map with GPS coordinates could be considered evidence

*** Examples of evidence may include: a published concession map against which forest cover loss can be assessed, proof of HCV/HCS assessments etc.