If grievance / controversy is raised by an external stakeholder relating to LDC supply chain:

- LDC to assess validity of Grievance; if there is clearance, issue a stop-work order, which should be in place until the grievance is resolved.

Assess:
- Is it a direct contravention of the LDC policy?
- Is the grievance raised from a reputable source?
- Has the allegation been corroborated by other sources?
- What evidence has been produced?**
- Are other market players implicated?

If identified as a valid grievance & where appropriate:

- Engage with Target of Grievance (ToG) to understand context & current response
- Engage external stakeholders relevant to the case as needed
- Develop set of action plan recommendations including:
  - time-bound objectives
  - criteria and evidence for considering that the issue is “resolved”
- Communicate approach to relevant internal / external parties

Implementation & monitoring of action plan

- If action plan has been agreed, review evidence of results***
- Assess the outcomes as per the agreed time line
- Assess commercial relationship and approved supplier purchase list
- Review internal/external procedures as part of continuous improvement
- Provide update on published grievance list

*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.