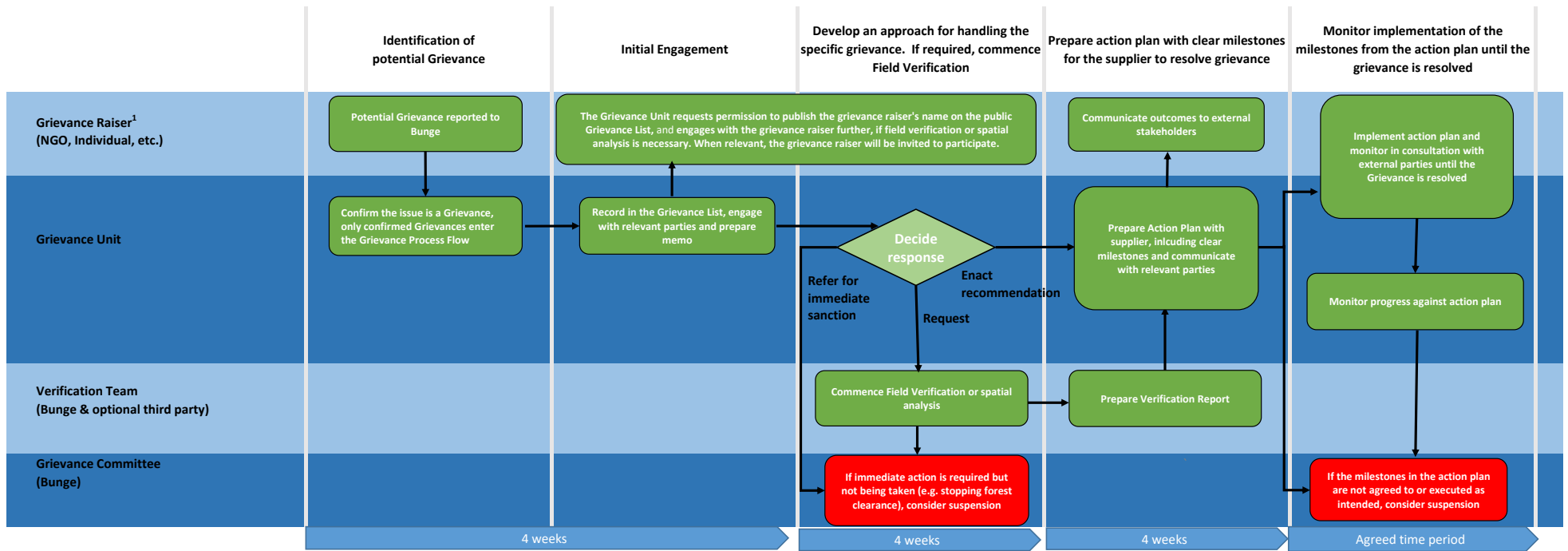


Grievance Process Flow



1. The Grievance Raiser may nominate a third party to act on their behalf.

2. Action plans will include clear milestones that supplier should meet in order to lift suspension or continue to track progress when monitoring. Action plans will work to agreed timelines of no more than twelve months to reach resolution. However, where circumstances prevent resolution within that time - for example, where legal proceedings are involved - progress at three months will be reviewed to assess whether there is clear evidence of a resolution process being actively implemented.