## **Stakeholder Grievance Mechanism – Process summary**

Send Request	Eligibility Check	Request analysis	Mediation (optional)	Communication	Online publication	Monitoring
Present the request to CDP in accordance with conditions and requirements of the Policy (Eligibility checklist)	<ul> <li>Check if request falls within the scope of applicability (v. Section 2.1 of the Policy – Scope of Application)</li> <li>Check eligibility of the request</li> <li>Communication of the outcome of the analysis and of the possible managing by the Mechanism</li> </ul>	<ul> <li>Verify that CDP's work was compliant with the relevant applicable policies and standards</li> <li>Drafting and approval of the Final Report illustrating the result of the analysis</li> </ul>	<ul> <li>Resort to mediation in order to reach a mutually acceptable solution as regards the impacts indicated in the request</li> <li>Drafting and approval of the Final Report illustrating the result of the analysis</li> </ul>	Communication of the result of the analysis to the party who presented the request	Publication on CDP's corporate website of: • Summary of the Final Report • Periodic Information on the requests received and those considered inadmissible	<ul> <li>Monitoring of the implementation of agreed corrective actions and report to the Board of Directors</li> <li>Report on (i) implementation of corrective actions according to the timing defined; (ii) activities carried out by the Mechanism</li> </ul>
TIME*						
-	Communication sent to the party who presented the request within 25 days of receiving the request	The analysis is completed within a reasonable period of time. The number of days estimated is to be communicated to all involved parties	The mediation process lasts the time necessary to reach a solution (must not exceed one year from the start of the process)	Communication within 5 days from approval of the Final Report	Publication of the Summary of the Final Report within 20 days following the relative approval	



<sup>\*</sup> If deadlines cannot be met, the party who presented the request shall be informed of the causes of the delay and the estimated deadline for replying