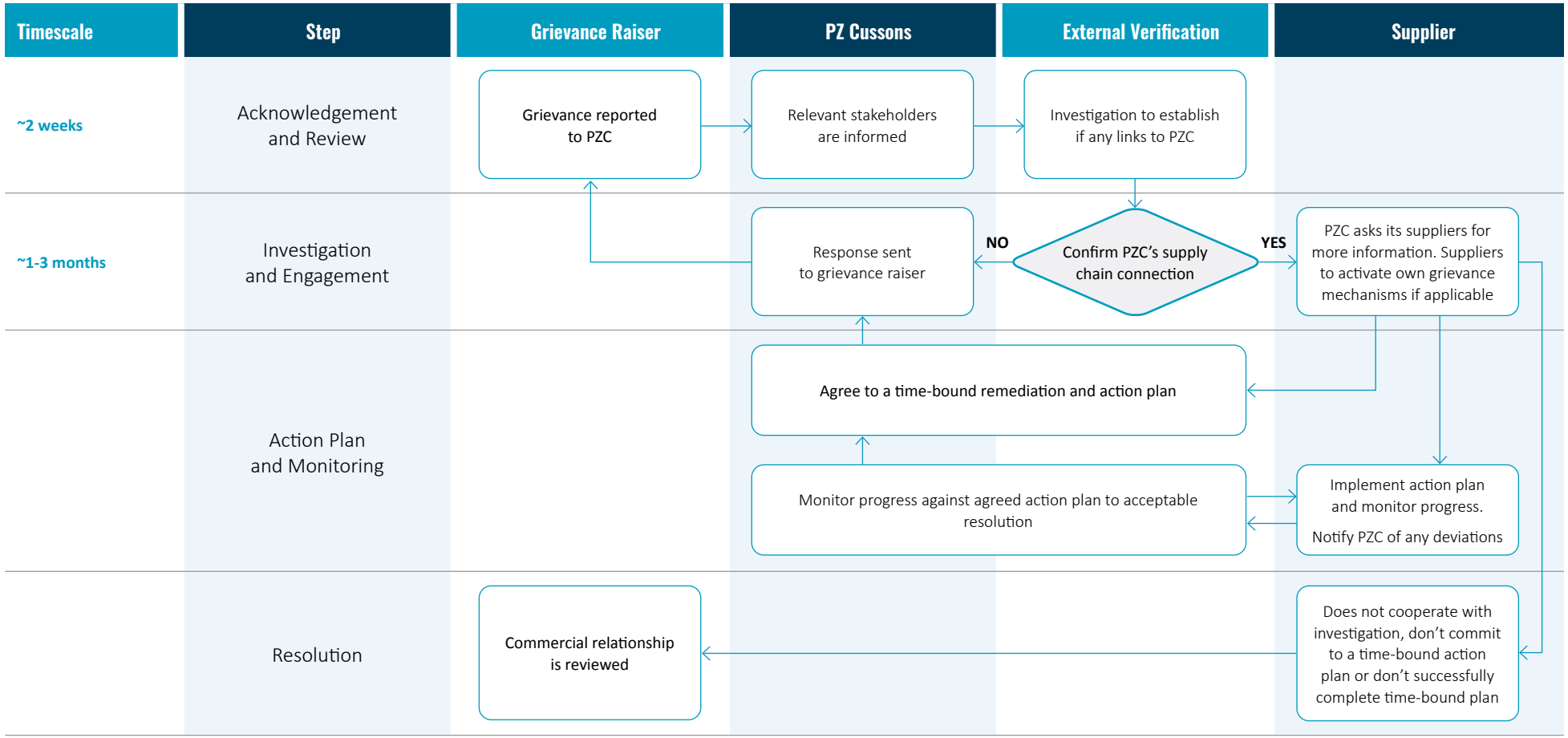PZ CUSSONS (PZC) PALM OIL GRIEVANCE PROCESS