

PALM ALERT PROCEDURE

L'OREAL PALM DERIVATIVES SUPPLY CHAIN

VERSION JULY 2018

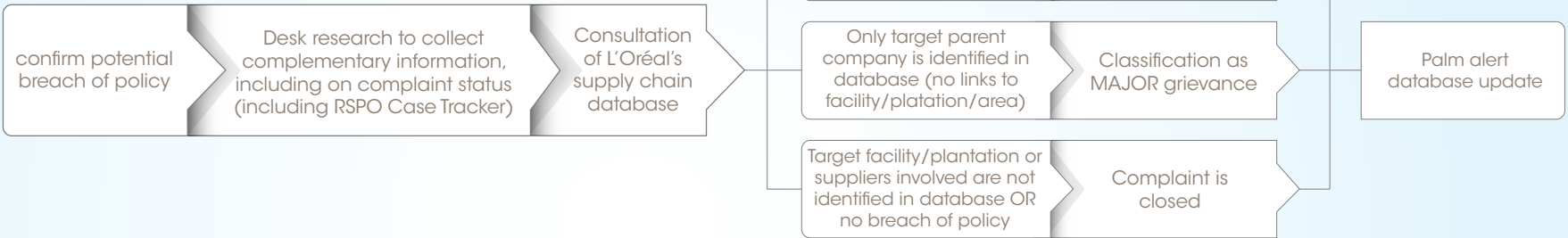
1 COMPLAINT RECEPTION OR IDENTIFICATION

2 days

Complaint registered in palm alert database

2 COMPLAINT ANALYSIS

1 week



3 IMPLEMENTATION OF AN ACTION PLAN FOR REMEDIATION

2 week



4 PALM ALERT MONITORING AND RESOLUTION

3-6 months

