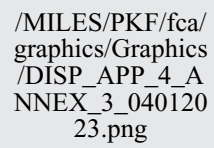

Appendix 4

Redress steps in diagrammatic form

This Annex belongs to ■ DISP App 4.3.2G.

The diagram illustrates the steps to take to calculate redress and to make a redress offer.



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