

| | | |
|---------------------|---|---|
| C.04.02_P-ALL_CO_EN | Procedure for handling complaints and appeals of KIWA |  |
|---------------------|---|---|

1. Aim

KIWA complaints and appeals management guarantees that all complaints and appeals that may arise from customers are addressed in a timely and fair manner.

2. Scope of application

This procedure applies to complaints and appeals that may arise from the certification service provided by KIWA.

3. Implementation:

The Management and the Quality, Operations and Commercial Areas of KIWA, are responsible for receiving, evaluating the causes of the complaint or appeal and proposing the implementation of corrective actions within a period of no more than fifteen (15) calendar days. from the presentation of the complaint or appeal and inform the interested party about the result of the treatment.

4. Responsibilities:

- 4.1 In cases where appropriate, Management is responsible for receiving and delegating the treatment of complaints and appeals that are presented. The designated employees will be in charge of studying the complaint or appeal and, if applicable, formally responding to customers within the established times. In matters that require it, the quality manager will inform the Committee of Interested Parties of the need to convene it so that it can evaluate and recommend the treatment of the respective complaint or appeal.
- 4.2 Content and update of the document: Management and quality area of KIWA

5. Implementation:

5.1 Definitions

5.1.1. Complaint(s): Written expression of disagreement by KIWA clients regarding the following aspects:

1. Way of working and behavior of KIWA staff or contractors
2. response times in the certification process.

5.1.2. Appeal(s): Written expression of dissatisfaction by KIWA clients regarding certification decisions (denial, reduction, suspension, or withdrawal of certification, imposed non-conformities, which are related to the non-conformities imposed by the reviewer or the certifier in the evaluation and certification report).

5.2 Policy for resolving Complaints and Appeals

Any KIWA client may make complaints and appeals against the KIWA certification system. The procedure for receiving, evaluating and making decisions regarding complaints and appeals, as well as the follow-up and actions implemented to resolve them, are described in section 5.3 of this document.

| | | |
|---------------------|---|---|
| C.04.02_P-ALL_CO_EN | Procedure for handling complaints and appeals of KIWA |  |
|---------------------|---|---|

5.3 Procedure for dealing with complaints and appeals:

The person(s) who receives, treats and/or resolves the complaint or appeal must not have any relationship with it. This means that they did not participate in the service provision process (sale, inspection, review, certification and maintenance) and additionally they do not have a conflict of interest with the claimant or appellant (they have not provided consulting or have been employee(s) of the client, for at least two years prior to the resolution of the complaint or appeal).

Below is a step-by-step description of KIWA's complaints and appeals handling process:

1. Requests from interested parties can be submitted through the following communication channels:
 - Formally using the format C.04.01_F-65_CO_EN Complaints-appeals form and sending it to the email transparencia.cqr@kiwa.com, the format is uploaded in the following link on the website: <https://www.kiwa.com/co/es-co/acerca-de-kiwa/acreditaciones-y-notificaciones/acreditaciones-y-notificaciones-bcs/>
 - Through telephone calls and/or emails to any person with functions within the KIWA certification process, in these cases the format C.04.02_F-65_CO Internal complaints and appeals record will be used, this with the objective of documenting the registration of this type of requests, those responsible must register the client's request and proceed to send it to the quality area.
2. The quality area will determine who will be the person responsible for processing the complaint and/or appeal and this person will be responsible for notifying the client of the acknowledgment of receipt of the complaint and/or appeal, within a maximum period of 8 days. business days, counted from the receipt of the complaint/appeal (this acknowledgment is given by email).
3. The person responsible for processing the request must carry out the respective analysis and determine the classification of the request, into complaint and/or appeal.
4. The responsible person must determine if the complaint and/or appeal is part of KIWA's certification activities and must consider whether the complaint and/or appeal is accepted for the respective treatment. In the event that the complaint/appeal is accepted or declined, the person responsible must give the formal response, with the respective justification to the applicant.
5. If accepted, KIWA must be responsible for gathering and verifying the necessary information for the complaint or appeal (information given by the claimant or appellant, people involved in the certification process, among other sources.)
6. KIWA must evaluate the causes of the complaint or appeal and take action to resolve it(s), so that it(s) is(are) not repeated. The maximum period determined to process complaints or appeals is 15 business days. If more time is required due to the complexity of the case, KIWA will inform the applicant.
7. KIWA must make a formal notification to the applicant about the result and completion of the process, which will take subsequent actions to resolve the complaint and/or appeal (this will be sent

through format C.04.01_F-65_CO Complaint Form -appeals or the conclusions of the activities carried out and/or proposals for the resolution of the complaint and appeal by email).

8. Specifically for RSPO, when the customer is not satisfied with the corrective actions taken by KIWA to deal with his complaint or appeal, he may direct his complaint or appeal directly to RSPO following the provisions of the SCC certification systems.

5.4 Complaints and suggestions regarding the products/services of certified operators.

All active clients in the different KIWA certification programs must have a system for handling complaints, claims and suggestions that are presented regarding certified products or services.

Inspectors/auditors must verify their application at the time of the inspection/audit.

5.5 Specific to RSPO.

KIWA shall notify ASI within seven (7) days of a complaint received from any RSPO interested party regarding the competence of its auditor or regarding the outcome or implementation of a certification assessment it conducted. KIWA will seek resolution of complaints within 60 days. If KIWA does not resolve a complaint within that period, it must inform ASI immediately. In addition, KIWA will inform the complainant about the ASI Complaints Procedure, which is available on the ASI website.

If the complaint concerns RSPO membership conditions, KIWA will inform the RSPO Secretariat if a resolution has not been achieved within 60 days.

KIWA will not make public any verification or clarification statement regarding the outcome of the investigation into its certified customer's complaint.