

### 1. OBJECTIVE:

Establish the activities that must be conducted for the reception, registration, management, monitoring and closure of PQRS and complaints from third parties for services provided by ICONTEC.

### 2. SCOPE

This procedure applies to all ICONTEC processes at the regional and subsidiary level.

This procedure applies to all requests, complaints, claims, suggestions and from third parties that are submitted to ICONTEC. It begins with the reception by the means defined in this procedure, until the actions required by the person in charge of each service are taken.

### 3. DEFINITIONS

#### 3.1 Request

It is when an interested party requests ICONTEC any information related to the provision of the service. With immediate processing, commercial opportunity, sale of standards and publications by the online store or ecollection subscription service.

#### 3.2 Complaint

Expression of dissatisfaction made by a person and organization, regarding their products, care provided by a collaborator, service provision or the complaint handling process itself, where an explicit or implicit response or resolution is expected.

Examples: Technical complaints for service provision, deliverables, service scheduling, others.

### **3.3 Suggestion**

Any kind of recommendation delivered by an interested party, which aims to improve the products and/or services provided by ICONTEC.

### **3.4 Congratulation**

Acknowledgment of behaviors or actions of officers.

### **3.5 Customer**

Natural or legal person that receives a service and/or product.

### **3.6 Third party**

Person or organization that uses the products or receives the services of a customer of ICONTEC and that files a complaint to ICONTEC.

### **3.7 Complaint of third party**

Dissatisfaction communicated to ICONTEC and submitted by a person or organization regarding a customer of an ICONTEC conformity assessment service.

### **3.8 Intermediate assessment**

It is the review of the PQRS by the Customer Service process in order to confirm that it is related to a service provided by ICONTEC; it describes the elements required to carry out the treatment according to procedure P-SC-002 (activity 4 of this procedure) and can be assigned to the Customer Service Operator

### **3.9 Planner:**

It is an application that allows the management of work plans, in such a way that it facilitates assigning different activities that will have to be carried out to fulfill a plan, the delivery date, as well as the person or persons responsible for carrying it out in an organized manner. It is possible to share files, add notes, and chat to talk about work and stay up to date on progress.

#### 4. GENERAL TERMS

**4.1** In order to increase customer satisfaction, all employees must ensure compliance with all defined guidelines, acting rigorously and seriously in accordance with the obligations acquired, the promises made, time agreed with customers, following the institutional principles and values.

**4.2** The email [cliente@ICONTEC.org](mailto:cliente@ICONTEC.org) is available, as well as the form is available on the website of the business portal, users may access it in order to fill out their request or comment; in the same way all ICONTEC collaborators can receive a PQR of a customer by any channel, and the Customer Service Coordination must be notified about who will carry out the corresponding procedure.

**4.3** In the event that the PQR reaches an area, regional office or headquarters and it is not reported to the Customer Service Coordination, the responsibility for processing the complaint will be the area, regional section or headquarters that did not report it and a non-conformity will be created due to breach of procedure P-SC-002

NOTE: The minimum essential data required to file a verbal complaint are: name, telephone, email, company (if applicable), subject and/or product.

**4.4** Within ICONTEC's commitment to address PQRS, customers must be informed about the communication channels they can use to contact us for this purpose. Therefore, all advertising media and materials: folding, videos, as well as institutional stationery: business cards, letterhead stationery, envelopes; electronic signatures of all internal and external collaborators, institutional billboards, among others, must include a clear and prominent reference to the ICONTEC website and/or email [cliente@ICONTEC.org](mailto:cliente@ICONTEC.org), as a point of institutional contact and customer service.

**4.5** The channels through which any customer can contact ICONTEC to file PQRS are:

**Written:**

File a document

Email: [cliente@ICONTEC.org](mailto:cliente@ICONTEC.org)

Contact us - [www.ICONTEC.org](http://www.ICONTEC.org)

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ICONTEC email of any collaborator.

Post-sale survey Social

Networks

Online store chat

Chat website

### **Verbal:**

In a direct in person or telephone meeting with any ICONTEC internal or external collaborator.

Customer Service Line, Call Center 018000949000 and in Bogotá (571) 6078888 or the direct line to the customer service office (6078888 Ext. 1220

### NOTE:

All third-party complaints must be submitted in writing.

Complaints submitted in a language other than Spanish will only be received in writing.

Repossessions and appeals must be analyzed to identify whether or not they include a complaint.

**4.6** To keep track of information on the PQRS and third-party complaints, there is the PQRS Base and thirdparty complaints F-SC-001, additionally there is a planner tool which allows monitoring the defined time frames by means of automatic alarms and attach evidence of commitments and progress.

**4.7** Complaints must be answered within a maximum of 15 business days from the date of receipt at ICONTEC. Communication of the decision made in response to the request of the customer and/or third party must be reviewed by one or more persons who have not previously been involved in the PQR and must be approved only by the directors and/or managers of the technical units, cross sectional directors; regional directors, branch managers, process leaders or customer service coordination.

**4.8** All complaints and claims must have an objective, coherent and timely response, for their fulfillment regardless of the final response, for example, if the customer indicates that s/he has not received the invoice, sending said invoice

as a communication to the customer shall not be sufficient, this must be accompanied by a response apologizing in accordance with the basic apologies letter format addressed to the ICONTEC customer.

**4.9** When the PQR process extends beyond the time frame established in point 4.7 to provide final response, a partial information statement on the status of the complaint must be sent.

**4.10** ICONTEC will only analyze an anonymous or without identification of the sender PQRS if it is a respectful statement, with reasons of fact, supported, that provides evidence and that is within the scope of ICONTEC for each particular service. In any case, it will be registered in the PQRS and third-party complaints database and the Customer Service process will determine the need to take further action. In the case of messages received by electronic means, doubtful identifications, must be verified before initiating the process, in order to classify them as anonymous or not.

**4.11** The PQRS submitted by a customer with several locations must be notified to the regional/subsidiary responsible for the customer and processed from the regional / subsidiary involved.

**4.12** For the sale of standards and publications service, through the online store or the subscription service e-collection, the cases where the customer followed the steps indicated with the technical requirements for using the tool, but it was impossible to make use of it, shall be considered a complaint.

**4.13** For the RSPO service, the following guidelines will be considered:

**4.13.1** For RSPO an interested party is: Certifying body (ICONTEC), Accreditation Body, Certified Organizations, other third parties.

**4.13.2** Only complaints submitted in writing will be received.

**4.13.3** ICONTEC shall notify the Accreditation Body, within a period of seven (7) days of any claim received from any interested party of RSPO regarding the competence of its auditors or about the result or application of a certification evaluation that has been done

**4.13.4** ICONTEC will seek to solve the claim within 60 days. If ICONTEC does not solve a claim within said period, it will immediately inform the Accrediting Body. In addition, ICONTEC shall inform the complainant about the Accreditation Body's Complaints Procedure, which will be available on its website.

**4.13.5** If the complaint refers to RSPO membership conditions, ICONTEC will inform the RSPO Secretariat if a solution was not found within 60 days.



**4.14** A report will be generated every six months that analyzes complaints considering the following: -Severity of the breach. - Recurrence by the same customer or by more users towards the same product or service. According to the analysis conducted, the process leader together with the Organizational Management process must evaluate the need to establish improvement actions. In case of generating improvement actions, the guidelines of the Improvement of the Integrated Management System P-GO-004 procedure must be followed.

**4.15** For complaints processing, they are divided into types, each with its corresponding responsible officer as shown in the following table:

Typology	Service	Responsible
Technician	Accreditation Health Education Product Certification Inspection Management Systems Certification Validation and Verification Standardization Laboratories	Customer service operator appointed by the corresponding UT.
Deliverables	Education	Customer service operator appointed by the corresponding Regional office
	Health Accreditation Laboratories Inspection Validation and Verification Management Systems Certification Product Certification	Customer service operator appointed by the corresponding TU.

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	Standards and Publications	Customer service operator appointed in charge appointed by the Normalization TU.
Programming	Accreditation Health Inspection	Customer service operator appointed by the
<b>Typology</b>	<b>Service</b>	<b>Responsible</b>
	Normalization	corresponding UT
	Education Product Certification Management Systems Certification Validation and Verification Standardization	Customer service operator appointed by Resource Planning.
Commercial	All services	Customer service operator appointed by the corresponding Regional office
Other	All services	Per intermediate assessment

**4.16** Suggestions and congratulations will be sent to the corresponding Technical Unit or Directorate. They are responsible for considering actions based on the information provided by Customer Service.

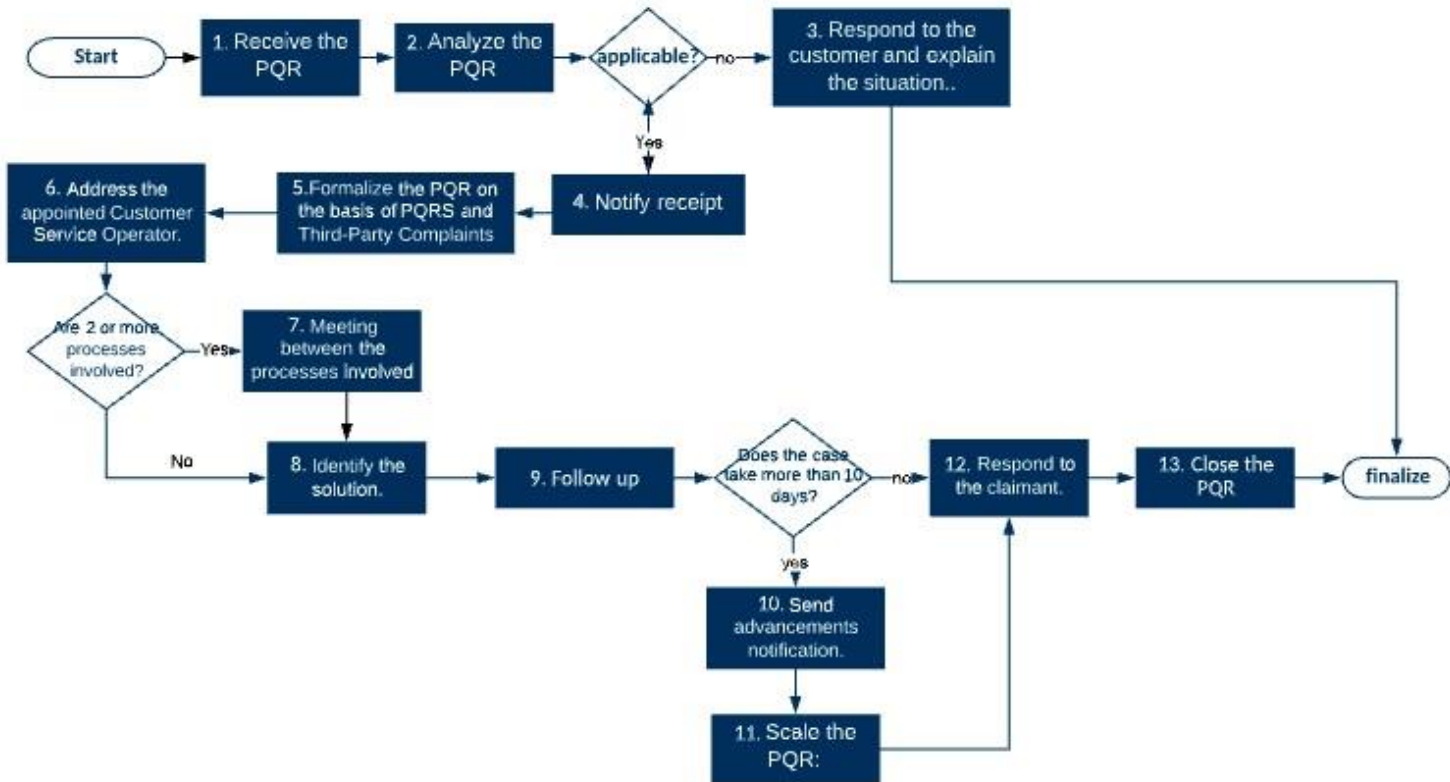
**4.17** All complaints and claims are managed considering the guidelines of the PO-GE-001 Code of Ethics.

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**4.18** If the same complaint arrives by more than 2 different means, the first complaint that has reached Customer Service will be recorded on the F-SC-001 PQRS and Third-Party Complaints Base Format.

### 5. DESCRIPTION / ACTIVITIES FOR THE TREATMENT OF COMPLAINTS AND CLAIMS



Activity	Development	Responsible	Document and/or record
1. Receive the PQR.	Through the channels described in point 4.5 a complaint or claim may be filed; this information must be made known to the Customer Service Management process in writing.	All positions	Email Letter Social networks:



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2. Analyze the PQR.	<p>An analysis should be made based on the following criteria:</p> <ul style="list-style-type: none"> <li>-The product or service in which it was breached has been offered by ICONTEC. -There is a breach on our part of the commercial proposal.</li> <li>-Define if it is a request, complaint or claim.</li> </ul>	Customer Service Coordinator	N/A
3. Respond to the customer and explain the situation.	When the analysis of the communication the complaint deems it non applicable, a response is given to the complainant as a request for information and the reasons why the complaint is deemed non applicable are explained.	Customer Service Operator	Email
4. Notify receipt	When the analysis of the communication identifies that it is a complaint, the complainant should be notified by e-mail that the complaint is being processed.	Customer Service Coordinator	Email
5. Formalize the PQR on the basis of PQRS and Third-Party Complaints	<p>If it is a complaint or claim that fulfills the analysis criteria, the information must be entered by the Customer Service Coordination to the PQRS base of the corresponding year.</p> <p>The file number, customer data, service, processes involved, date of receipt and date of acknowledgement of receipt must be included</p>	Customer Service Coordinator	PQRS Base and Third-Party Complaints
6. Address the appointed Customer Service Operator.	Complaints and claims are addressed to the corresponding Customer Service Operator by means of an email and are assigned in the planner tool establishing a start date and an end date of the activity.	Customer Service Coordinator	Email  Planner tool

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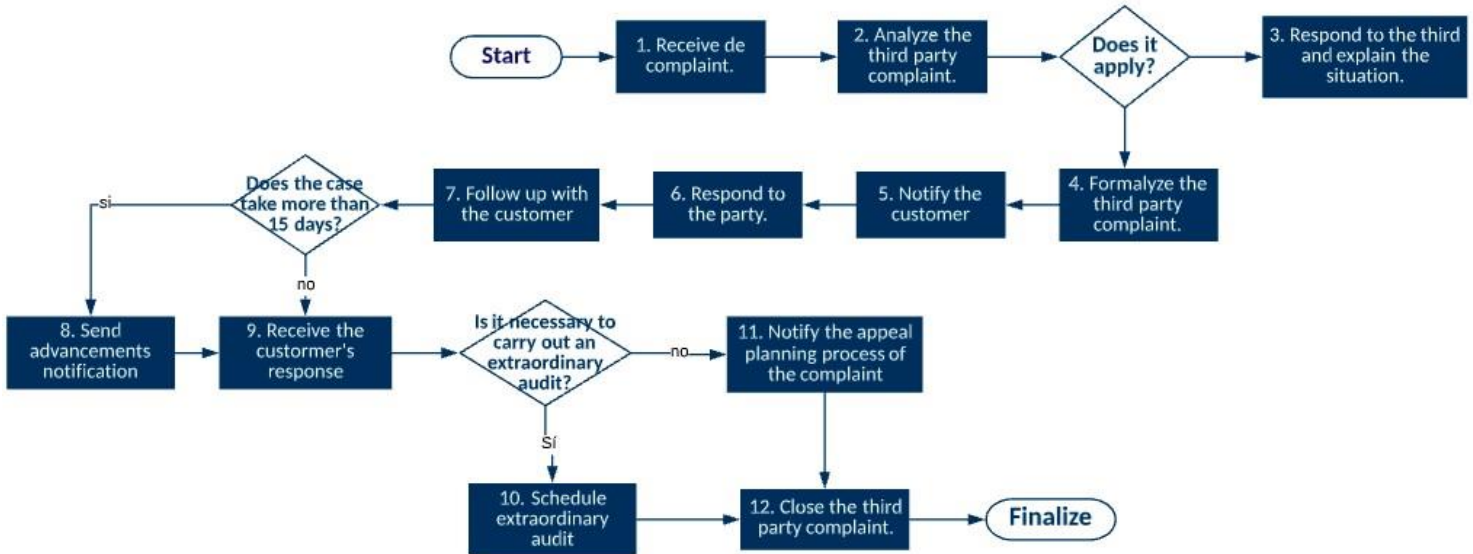
	<p>Customer Service Operators should investigate all circumstances and pertinent information that the complaint or claim involves. The treatment provided to the PQR must be included within the task assigned in the planner.</p> <p>The requests, if they are easy to solve, are processed directly with the person in charge of the process where the problem arose.</p>		
7. Meeting between the processes involved	When the complaint or claim involves 2 or more processes, a follow-up meeting will be held for the adequate centralization of the response to the complaint or claim.		
8. Identify the solution.	The solution is identified to the customer, it must be approved by the regional director, subsidiary manager, TU director or leader of the corresponding process.	Customer Service Operator	Email
9. Follow up	Customer Service Operators will be subjected to follow up at the times programmed within the planner tool.	Customer Service Coordinator	Planner tool
10. Send advancements notification.	If after 10 days of complaint or claim processing there has been no response, Customer Service must send the partial information communication on the status of the complaint. If during the 10 days there have been communications with the claimant, it will not be necessary to send this communication	Customer Service Coordinator	Email
11. Scale the PQR:	If after 10 days of complaint or claim processing there has been no response, the case will be escalated to the corresponding management or address.	Customer Service Coordinator	Email

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<p>12. Respond to the claimant.</p>	<p>Complaints and claims must be answered by the directors and / or managers of the technical units, cross-sectional directors, regional directors, managers of the subsidiaries, process leaders or the Customer Service Coordination, must inform the customer of the decision regarding their complaint.</p> <p>A formal written response must be given either by physical or electronic mail, based on the apologies letter format addressed to ICONTEC customer, for notification of the closure of the complaint.</p> <p>For requests: Only the immediate correction is made, and the solution will be communicated to the customer.</p>	<p>Directors Managers Process leaders Customer Service Coordinator</p>	<p>Apologies letter addressed to the ICONTEC customer</p>
<p>13. Close the PQR:</p>	<p>For complaints and claims: If after 5 business days, the customer does not express any additional concern, the case will be closed in the PQRS Base and complaints from third parties.</p> <p>When the TU provides the response, a copy must be sent to the regional director to which the company belongs. Receipt of the letter by the customer and / or evidence of shipment (email, shipping guide). If after 5 days the same customer files another request to ICONTEC for the same reason, a new case will be opened, but it will be described as the continuation of the previous one.</p>	<p>Customer Service Operator</p>	<p>PQRS Basis and Third-Party Complaints</p>

6. DESCRIPTION/ACTIVITIES FOR THE TREATMENT OF THIRD-PARTY COMPLAINTS



ACTIVITY	DEVELOPMENT	RESPONSIBLE	DOCUMENT AND/OR RECORD
1. Receive the complaint.	Through the channels described in point 4.4 a complaint may be filed; this information must be made known to the Customer Service Office in writing (email or letter) All third-party complaints must be submitted in writing.	All positions	Email Letter
2. Analyze the thirdparty complaint.	Any of the following situations may occur: The claimant sends ICONTEC a copy of a complaint made to his supplier (ICONTEC customer) The claimant addresses a letter to ICONTEC informing of a particular situation. The validity of the certificate must be confirmed in the database of the corresponding Technical Unit to determine if the company is currently a customer and if it	Customer Service Coordinator	Email

	<p>was valid at the time the facts of the third-party complaint occurred.</p> <p>In the event that the sender is identified, but requests to remain anonymous before the company that is the subject of the complaint, it will be confirmed that the sender has provided ICONTEC with the data related to his identification and that these are correct and that the complaint will be processed. solidarity with the request for anonymity.</p> <p>If the company about which the complaint has been made requests to know the identity of the complainant, ICONTEC will refrain from revealing it.</p>		
3. Respond to the third and explain the situation.	<p>When the complaint is out of scope of the ICONTEC service, the complainant shall be sent the Model Response Letter for the complaint of third parties regarding conformity assessment, outside the scope of the certification.</p> <p>If the third-party complaint that is send to ICONTEC does not belong to a customer, the model letter of response for the thirdparty complaint regarding conformity assessment not evaluated by ICONTEC shall be sent.</p>	Customer Service Coordinator	Email
4. Formalize the third party complaint.	<p>The third-party complaint will be formalized in the Complaints base for the current year.</p>	Customer Service Coordinator	Nuestra Net

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5. Notify the customer.	ICONTEC sends the company mentioned by the claimant a communication informing that it has received the complaint, attaches it and requests a formal response (it can be a copy of the response to the claimant). Model letter for communication with the certification holder	Customer Service Coordinator	Email
6. Respond to the third party.	In the event that the complaint is within the scope of the service provided by ICONTEC (such as the scope of the certificate), the Model Response Letter must be sent when the third-party complaint about the object of conformity assessment is within the scope of the certification	Customer Service Coordinator	Email
7. Follow up with the customer	If 15 days after the communication was sent to the customer, no copy of their response has been received, a follow-up will be conducted, and 5 more days will be given. If there is still no response, the Director of Corporate Relations will contact the company to confirm the status of the case.	Customer Service Coordinator	Email
8. Send advancements notification	If after 15 days of processing the thirdparty complaint, no response has been received from the customer, from the Customer Service process the Partial Information Communication format on the status of the complaint must be sent to the third party. If there have been communications with the claimant within 10 days, it will not be necessary to send this form	Customer Service Coordinator	Email

9. Receive the customer's response	The response sent by the customer is received. The actions taken by the customer are analyzed and it is evaluated if it is necessary to schedule an extraordinary audit.	Customer Service Coordinator Service operator Coordinator	Email
10. Schedule extraordinary audit	If the Technical Unit deems necessary to schedule an extraordinary audit, a request will be made to Resource Planning and the audit will be conducted according to the guidelines of the Technical Unit.	Programming coordinator	Service notification Email
11. Notify the Appeal Planning process of the complaint	All third-party complaints must be notified to the Resource Planning process, so that the auditor can follow up on the next follow-ups visit to the certificate.	Customer Service Coordinator	Email
12. Close the thirdparty complaint	If after 5 business days, the third party does not express any additional concern, the case and document it on Nuestra Net.	Customer Service Coordinator	Nuestra Net.

## 7. ELEMENTS OF SST

Among the activities conducted in this procedure, SST must consider the following guidelines:

Comply with the guidelines established within PE-DH-001 SPECIFIC PROCEDURE OF SAFETY AND HEALTH AT WORK MANAGEMENT SYSTEM

Be cognizant of the dangers and health risks existing in the activities established within this procedure, whether inside or outside the ICONTEC facilities. Likewise, apply control measures to minimize the probability of occurrence.



Within the activities conducted, you must always seek comprehensive health care to minimize the occurrence of occupational accidents.

Incorporate into the activities established in this procedure compliance with the standards established in the Occupational Health and Safety Management System.

Identify if the relationship with contractors and suppliers is necessary to comply with the activities established in this procedure, in this case the guidelines and instructions mentioned in P-DH-008 PROCEDURE FOR CONTRACTORS SAFETY AND HEALTH AT WORK must be complied with.

Within the activities detailed in this procedure, it must include Occupational Health and Safety activities that minimize the risks existing at work.

You must report all unsafe conditions that arise in the execution of activities established within this procedure, in order to generate controls and minimize risks.

If, due to the execution of activities established in this procedure, you must travel to a customer's facilities, you must fill out the F-DH-021 FORMAT ATS SAFE WORK ANALYSIS prior to initiating the activities (applies for field visits) If you suffer a work accident or incident, you must report it immediately to the Occupational Health and Safety area.

If you identify that the use of personal protection elements is required to carry out the activities carried out in this procedure, you must request them from the Occupational Health and Safety area, and you must also review document F-DH-040 PROTECTION ELEMENTS MATRIX PERSONAL AND WORK CLOTHING, to identify which ones apply to the activity. After being delivered, the personal protection elements will be sport and mandatory use.

If, for the execution of the activities described in this procedure, the customer asks you to carry out occupational medical examinations in addition to those that are carried out on admission and periodically, you must notify occupational health and safety so that they are authorized and can be executed. You must abide by the safety instructions when an emergency arises within the ICONTEC facilities. Also, if you are within the customer's facilities, be attentive and abide by the guidelines of the personnel in charge. participate in the occupational health and safety training activities defined in the training plan.



## 8. REFERENCED DOCUMENTS

-Apologies letter addressed to ICONTEC customer-

-Model response letter for third-party complaints about conformity assessment objects, outside the scope of certification.-

-Model response letter for the third-party complaint about conformity assessment objects, not evaluated by ICONTEC.

- Model letter for communication with the certification holder

-Model letter of response when the third-party complaint about the object of conformity assessment is within the scope of the certification.

-Communication of partial information on the status of the complaint to the third party-

F-SC-001 BASE FORMAT FOR PQRS AND THIRD-PARTY COMPLAINTS

P-GO-004 IMPROVEMENT OF THE INTEGRATED MANAGEMENT SYSTEM

PE-DH-001 SPECIFIC PROCEDURE OF THE SAFETY AND HEALTH AT WORK MANAGEMENT SYSTEM

P-DH-008 PROCEDURE FOR OCCUPATIONAL SAFETY AND HEALTH CONTRACTORS

F-DH-021 ATS FORMAT SAFE WORK ANALYSIS

F-DH-040 MATRIX OF ELEMENTS OF PERSONAL PROTECTION AND WORK CLOTHING

## 9. REFERENCED POSITIONS

Director of Corporate Affairs

Regional Directors

Managers

Technical Units Managers

Customer Service Coordinator

Programming Coordinator

Customer Service Operator

P-SC-002

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