

SUGGESTIONS, COMPLAINTS AND APPEALS PROTOCOL



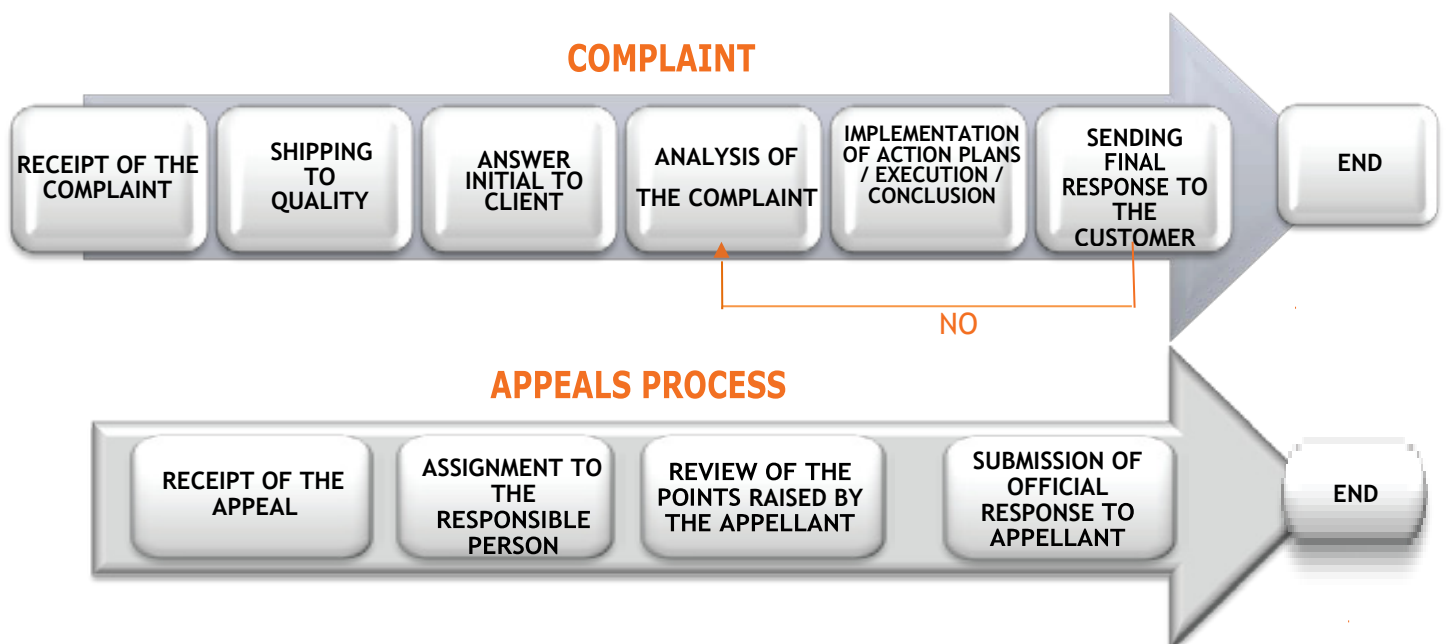
Our customers are the most important thing to our organization and drive us to improve day by day.

Your opinion is very important to SGS, so we have arranged the following communication channels to listen to you:

- By entering our website www.sgs.com.co on the link contact us / preferred method of contact / option "email".
- Sending an email to co.servicioalcliente@sgs.com
- Through telephone calls at (+57) 310 316 24 33.
- By writing to the following addresses:
 - Provincia de Panamá, Distrito de San Miguelito, Corregimiento de Belisario Porras, Urbanización Ojo de Agua, calle principal, Edificio Zona Procesadora de Panexport, local No. 54B.
 - Provincia de Panamá, Distrito de Panamá, Corregimiento de Ancón, Urbanización Ciudad del Saber, Clayton, Calle Ovidio Saldaña, Edificio No. 235, Oficina 1ª.
 - Provincia de Colón, Distrito de Colón, Corregimiento de Cristóbal, Urbanización Isla Telfers, Vía Muelle 16, Puerto de Cristóbal, Edificio SPECHUB, Departamento 1.
 - 2da calle 2-46, Zona 10, Ciudad de Guatemala, Guatemala SGS/INLASA.
- Through our social networks

SUGGESTIONS, COMPLAINTS, AND APPEALS PROCESS

Once your suggestion, complaint and/or appeal is received, we will give you the respective procedure within the organization, and when the review process is completed, an email will be sent informing you of the results of the process and the solution. The following diagrams describe our internal process:



The estimated maximum time to close a complaint is fifteen (15) business days, and that of appeals is twenty-one (21) business days. In the case of appeals, they must be delivered to SGS within ten (10) calendar days following the date of delivery of the results to the client.