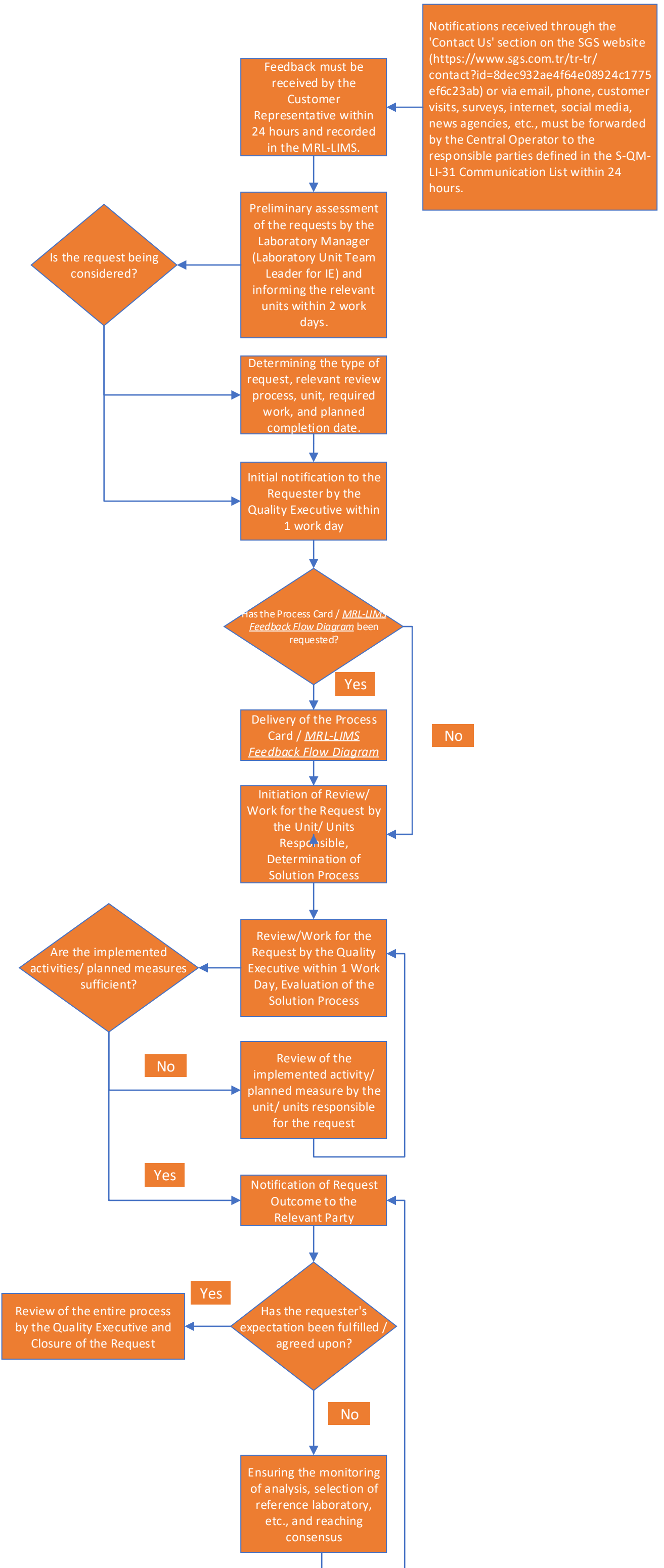


MRL-LIMS SYSTEM FEEDBACK FLOW DIAGRAM



Notifications received through the 'Contact Us' section on the SGS website (<https://www.sgs.com.tr/tr-tr/contact?id=8dec932ae4f64e08924c1775ef6c23ab>) or via email, phone, customer visits, surveys, internet, social media, news agencies, etc., must be forwarded by the Central Operator to the responsible parties defined in the S-QM-LI-31 Communication List within 24 hours.