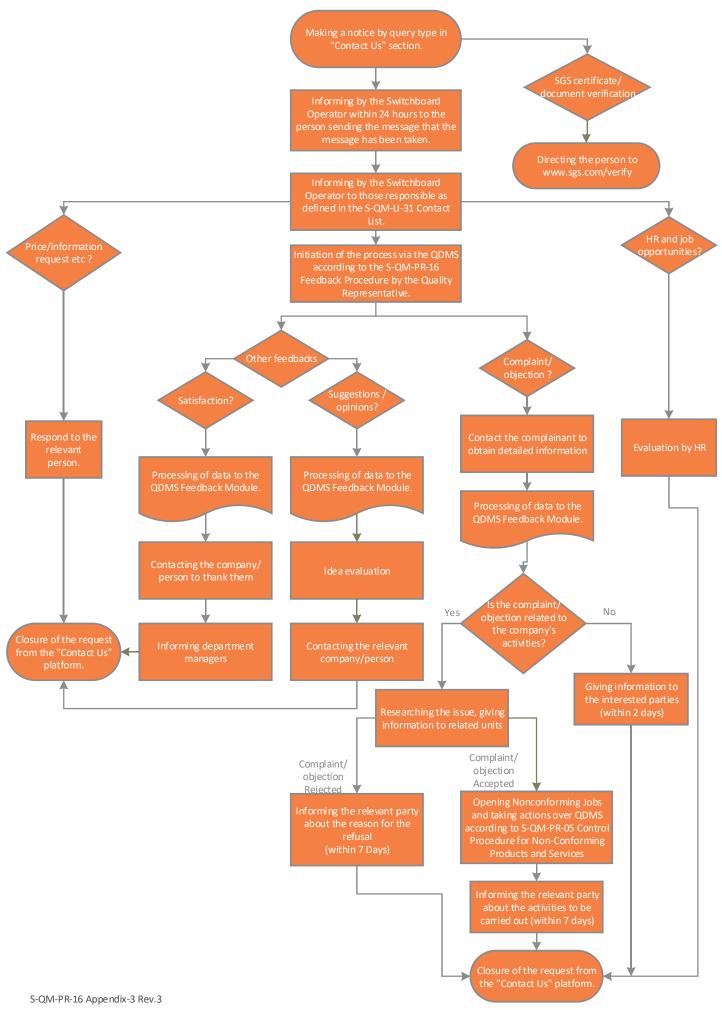
## "CONTACT US" FEEDBACK FLOW DIAGRAM



<sup>\*</sup>If the feedback is related to the Quality Representatives, the message is assigned by the Switchboard Operator to the manager of the relevant person

\*\* Feedbacks are used as inputs in the process of evaluating / updating risks and opportunities.