Complaints and Appeals

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<th>IMS DOCUMENT NO.:</th>
<th>L6-TUR-OGN-001</th>
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<td>REVISION NO.:</td>
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<td>REVISION DATE:</td>
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Energy & Industry Division of Applus+ operates an Integrated Management System (IMS) certified to ISO 9001, ISO 14001, OHSAS 18001 & TS ISO 29001 by certifying body accredited to ISO 17021 by an IAF signatory.
1.0 Definition

Definition of Complaint & Appeal as per ISO17020:2012:

3.9 request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item. NOTE Adapted from ISO/IEC 17000:2004, definition 6.4.

3.10 expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected. NOTE Adapted from ISO/IEC 17000:2004, definition 6.5.

2.0 Flow chart procedure
Need for raising Complaints / Appeals

1) On the Applus+ website (where available this procedure also)

2) To share handling process to all concern parties by email/mail/fax if requested by concern parties

Enter the Company Information and Personal Information. In the “subject” select the appropriate reason for contact

Provide complete information about Complaint / Appeal in the field “Your Message”

Click the “Submit” Button

Applus+ in Turkey sends confirmation of the communication received

Verification and Validation of Complaint / Appeal and further Classification will be done by Applus+ in Turkey Impartiality committee

Complaint

Investigation by Applus+ independent of the personnel involved

Correction and corrective action for the validated complaints

Appeals

Investigation by Applus in Turkey Impartiality Committee with External Independent Expert (if any)

Reversal of the Decision or Continuation with the Decision by the above team

Applus+ in Turkey communicates the Complainant / Appellant of the actions taken / decision taken / status of complaint or appeal

END