


C.04.02_P-ALL_CO	Procedure for handling complaints and appeals of KIWA COLOMBIA SAS	
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1. Objective

The handling of complaints and appeals of KIWA COLOMBIA SAS guarantees that all complaints and appeals that may arise from clients are dealt with in a timely and fair manner.

2. Scope of application

This procedure applies to complaints and appeals that may arise from the certification service carried out by KIWA COLOMBIA SAS.

3. Implementation:

The Management and the Quality, Operations and Commercial Areas of KIWA COLOMBIA SAS, are responsible for receiving, evaluating the causes of the complaint or appeal and proposing the implementation of corrective actions within a period not exceeding fifteen (15) calendar days from from the presentation of the complaint or appeal and inform the interested party about the result of the treatment.

4. Responsibilities: 4.1

In the cases in which it corresponds, the Management is responsible for receiving, and delegating the treatment of the complaints and appeals that are presented. The designated employees will be in charge of studying the complaint or appeal and, if it is the case, formally responding to the clients in the established times. In matters that require it, the Coordinator of the Quality Area will communicate to the Committee of Interested Parties the need to convene it so that it can evaluate and recommend on the treatment of the respective complaint or appeal.

4.2 Content and update of the document: Quality Management and Coordination of KIWA COLOMBIA SAS

5. Implementation:

5.1 Definitions


5.1.1. Complaint(s): Written expression of disagreement by KIWA customers regarding the following aspects:

1. Manner of work and behavior of KIWA staff or contractors
2. Non-conformities of the inspector fixed in the inspection report

5.1.2. Appeal(s): Written expression of disagreement by KIWA clients regarding certification decisions (denial, reduction, suspension, or withdrawal of certification, which are related to nonconformities imposed by the evaluator or certifier in the evaluation and certification report).

5.2 Policy to resolve Complaints and Appeals

Any KIWA client may make complaints and appeals against the KIWA certification system. The procedure for receiving, evaluating and making decisions regarding the

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complaints and appeals, as well as the follow-up and actions implemented to resolve them are described in section 5.3 of this document.

5.3 Procedure for dealing with complaints and appeals:

The person(s) receiving, treating and/or resolving the complaint or appeal must not have any relationship with it. This means that they did not participate in the process of providing the service (sale, inspection, evaluation, certification and maintenance) and additionally they do not have a conflict of interest with the claimant or appellant (they have not provided consultancy or been employee(s) of the client, for at least two years prior to the resolution of the complaint or appeal).

The following is a step-by-step description of the process for handling complaints and appeals of KIWA:

1. At the time of receiving a complaint or an appeal from the client, the person in charge of dealing with it, whether it is the Manager or the KIWA Coordinators, must send the C.04.01_F-65_CO Complaints-appeals form. Describe the complaint or appeal you want to formalize. The client must immediately send the completed and signed form to KIWA.
2. Subsequently, the person in charge of handling the complaint or appeal must notify the client that they have received the C.04.01_F-65_CO Complaint-appeal form. where the complaint or appeal is described, within a maximum period of 8 business days, counted from the receipt of the complaint/appeal.
3. KIWA must be in charge of gathering and verifying the necessary information of the complaint or appeal (information given by the complainant or appellant, people involved in the certification process, among other sources.)
4. With the information gathered and verified, KIWA must determine if the complaint or appeal it is related to the certification activities see numeral 5.1 of this document.
5. In the event that the complaint or appeal is not related to certification activities, KIWA must notify the complainant or appellant of this decision and the reasons supporting it.
6. If the complaints or appeals are related to certification activities, the person responsible for handling them must fill out C.04.01_F-65_CO Complaints and appeals form and mark that the complaint or appeal has been accepted, and therefore KIWA must handle it.
7. KIWA must evaluate the causes of the complaint or appeal and take corrective actions to solve them, so that they do not happen again. Additionally, it must verify the effectiveness of the actions taken. The maximum term determined to deal with complaints or appeals is 15 business days. If more time is required due to the complexity of the case, KIWA will notify the appellant or claimant.

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8. KIWA must make a formal notification to the claimant or appellant about the result and completion of the process, which must include the corrective actions taken to resolve the appeal or claim.
9. Specifically for RSPO, when the client is not satisfied with the corrective actions taken by KIWA for the treatment of his complaint or appeal, he can direct his complaint or appeal directly to RSPO following the provisions of the SCC certification systems.

5.4 Complaints and suggestions regarding the products/services of certified operators.

All active clients in the different KIWA certification programs must have a system for handling complaints, claims and suggestions that are presented about certified products or services.

Inspectors/auditors should verify their application at the time of inspection/audit.

5.5 Specific to RSPO.

KIWA shall notify ASI within seven (7) days of a complaint received from any RSPO stakeholder regarding the competence of its auditor or regarding the outcome or implementation of a certification assessment it conducted. KIWA will seek resolution of complaints within 60 days. If KIWA does not resolve a complaint within this time, you must inform ASI immediately. In addition, KIWA will inform the complainant about the ASI Complaints Procedure, which is available on the ASI website.

If the complaint concerns RSPO membership conditions, KIWA will inform the RSPO Secretariat if a resolution has not been reached within 60 days.

KIWA will not make public any statement of verification or clarification regarding the result of the investigation on the complaint of its certified client.