

INTEGRATED MANAGEMENT SYSTEM
PRIVATE SECURITY SERVICES COMPANY PORTILLA Y PORTILLA LTDA

coservipp
CUSTOMER SERVICE PROCEDURE

PT-PSC-001
SEGURIDAD PRIVADA
VERSION 12

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 coservipp SEGURIDAD PRIVADA	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 2 of 16

1. OBJECTIVE

Establish guidelines to **guarantee customer satisfaction of the service**, strengthen the relationship with service users, timely attention to treatment, control and follow-up of their requests, complaints, claims (PQR), during the development of the service, thus promoting loyalty, and **ensure quality in the provision of the service**, with the permanent monitoring of compliance with the expectations and contractual, legal, and/or regulatory requirements of the different processes, and the bilateral agreements of a security service from the integrity. All this in an environment of respect for privacy, confidentiality of information, human rights and compliance with the company's integrated management system.

2. SCOPE

It applies to workers and their families, to the external client and other interested parties (suppliers, contractors, control entities, community, others).

3. DEFINITIONS

REQUEST:

Request or suggestion made by a client or interested party, aimed at proposing improvements in the provision of the service. It does not constitute a legal or contractual requirement nor does it imply non-compliance with established requirements

COMPLAINT:

Manifestation of disagreement presented by a customer or interested party about the way in which a service is provided, related to the actual or perceived non-compliance with contractual, legal, regulatory or performance requirements in quality, safety, health, environment or corporate social responsibility, without requiring economic or material compensation.

CLAIM:

Formal report of a non-conformity made by a customer or interested party, which implies the request for economic compensation, restoration of the service or material corrective measure, derived from failures in the provision of the service.

REQUEST:

Formal expression made by a client, interested party or any person related to the organization, through which information, services, clarifications or the performance of some specific action is requested.

CONGRATULATIONS:

Recognition, gratitude or positive manifestation by a client or interested party, as a result of satisfaction with the service received and the experience with the organization.

RECORD:

Document (physical or digital) that provides objective evidence of activities carried out, decisions made or results obtained, in accordance with the requirements of the Integrated Management System.

EXTERNAL CLIENT:

Natural or legal person with whom COSERVIPP Ltda. establishes a contractual relationship for the provision of services, both in the public and private sectors.

INTERNAL CUSTOMER:

All workers (active, retired, family) and processes or areas to fulfill their functions are defined.

STAKEHOLDERS:

An individual or organization that may affect, be affected or perceived to be affected by the activities, decisions, products or services of COSERVIPP Ltda. Includes customers, collaborators, authorities, suppliers, community, strategic allies, among others.

 coservipp SEGURIDAD PRIVADA	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 3 of 16

WORKSTATION:

Physical location where COSERVIPP Ltda. provides its operational services, identified and coded in accordance with the company's internal control and monitoring systems.

CUSTOMER SATISFACTION:

The customer's perception of the degree to which their expectations, needs, and requirements have been met by the products and services offered by the organization.

PERCEPTION OF THE SERVICE:

Opinion generated by stakeholders based on their direct or indirect experience with the organization, which covers the quality of service, interaction with personnel, the effectiveness of operational strategies, and the comprehensive management of the company.

SARLAFT 2.0:

System for the Management of the Risk of Money Laundering, Financing of Terrorism and Financing of the Proliferation of Weapons of Mass Destruction, updated in accordance with the provisions in force of the Superintendence of Surveillance and Private Security and other control entities. Its purpose is to prevent, detect and mitigate risks associated with illicit activities in the operation.

GIS (Integrated Management System):

A structured set of policies, processes, and practices adopted by COSERVIPP Ltda. to comply with the requirements of national and international standards.

NON-COMPLIANT SERVICE: Refers to any security and surveillance service provided that does not comply with contractual, regulatory, or legal requirements.

NPS METHODOLOGY is a system for measuring customer satisfaction and loyalty. It is based on a simple question.

THE NET PROMOTER SCORE (NPS): Net Promoter Index. It is a metric that measures customer loyalty to a company or brand, through a single question in a survey.

PROMOTERS: Highly satisfied customers, with a high probability of recommendation.

PASSIVE: Customers who are satisfied, but not committed enough to actively promote.

DETRACTORS: Dissatisfied customers, with the risk of generating a negative perception of the service.

4. OVERVIEW OF THE CUSTOMER SERVICE PROCEDURE

After the company has acquired a contract for the provision of surveillance and security services with a client, a series of after-sales actions are carried out, which are the follow-ups that are made in the development of the same, which contribute to loyalty, improve the reputation and good name of the company (referrals), and increase customer satisfaction (perception).

The following activities will be carried out for the customer service procedure as follows;

4.1. INDUCTION/RE-INDUCTION WITH THE CLIENT

4.1.1. INITIAL INDUCTION TO THE CONTRACT

As soon as the company formalizes the relationship with the customer within the first few weeks, an Induction is carried out at the company's facilities, where information will be addressed on behalf of both the customer and the company as follows: exceptions and needs regarding the service, if it has any management systems, security protocols that it has and expects to be executed, equipment and tools delivered to the service, bilateral agreements acquired, standards, regulations of the client, which are expected to be complied with, among other aspects defined in the format established by the company, in the same way the company presents its integrated management system, strategic direction (mission, vision, policies, codes of conduct, procedures, integral security protocols, and human team available for the contract, SARLAFT 2.0 system, anti-corruption program and will leave bilateral commitments that arise from it.

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 4 of 16

4.1.2. RE-INDUCTION IN THE CONTRACT

When the contract is in execution, Re-inductions will be made to the client to strengthen ties and ensure new changes that may have occurred bilaterally, in the company's GIS and SARLAFT 2.0 systems, ensure bilateral agreements in their compliance, among others. These may be done in person or virtually, or messages by e-mail at least once a year or before when changes are left on both sides that are of importance for the development of the service. The proceedings are recorded in the format established by the GIS.

4.2. EXTERNAL CUSTOMER SATISFACTION MONITORING PROCEDURE

For the follow-up to customer satisfaction External, the company has established that the customer service department executes the following actions as follows;

Permanent communications with the client via telephone, Virtual:

Through periodic monthly calls, the perception of service satisfaction in general will be monitored; problems that have been perceived by the client, development of the operation, technological means, administrative aspects such as timeliness in billing, contractual breaches, timeliness in the attention to their PQRs.

This follow-up will be done together with the General Management for its intervention and primary teams, in the management meetings.

4.2.1. Evaluation of the service after Installation:

The customer service management will follow up with the coordinator and/or administrator of the contract, to verify the installation of the service the following month, and to know the status of the same, the pending with the responsible areas and the customer.

4. SERVICE CUSTOMER SATISFACTION ASSESSMENT PROCEDURE:

COSERVIPP Ltda. It has established that all private sector clients will be followed up by an evaluation of customer satisfaction with the services provided, both in the administrative and operational components, at least two (2) times a year, on a semi-annual basis or more frequently if required, in the event that the levels required by the client are not met.

This monitoring is reinforced through continuous actions, such as monthly telephone monitoring, reception of petitions, complaints and claims (PQR), as well as face-to-face visits, verification and control of compliance with contractual requirements.

For public contracts, satisfaction evaluation is not carried out in the established format, but through reports made by the client in the auditing offices, leaving the commitments for corrective actions as well as improvement.

5.1. MEASUREMENT CRITERIA FOR THE EVALUATION OF CUSTOMER SATISFACTION:

The methodology for evaluating customer satisfaction is based on; Average on a semi-annual basis of three aspects:

- a. The rating obtained in the **customer satisfacton survey**.
- b. The analysis of **the petitions, complaints, claims and congratulations (PQRs)** received in the same period,

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 5 of 16

C. Consideration of possible formal congratulations.

These elements are integrated to generate a consolidated rating per semester, and at the end of the year the results of both semesters are averaged, thus obtaining the annual customer satisfaction rating, in accordance with the ranges established in the valuation table with a goal of greater than 80%.

Completion of the customer satisfaction survey			
Qualification	Between 4 and 5	3	Between 2 and 1
Average	>90%	>70%	<70%

To determine the overall level of customer satisfaction, the following criteria will be taken into account, with their respective percentage values:

- Net Promoter Score (NPS): 50%
- Contractual Compliance: 25%
- Personal skills (relation, attitude, communication, etc.): 25%

The sum of these components allows us to obtain an overall result of 100% satisfaction with the service.

5.1.1. NPS methodology

The Net Promoter Score (NPS) has a single question applied like this:

How likely are you to recommend our services to a well-known colleague or company?
(Scale: 0 = Not at all likely / 10 = Very likely)

Sorting Responses

- **Promoters (9-10):** Highly satisfied customers, with a high probability of recommendation.
- **Passive (7-8):** Customers who are satisfied, but not committed enough to actively promote.
- **Detractors (0-6):** Dissatisfied customers, with the risk of generating a negative perception of the service.

If the individual score in the NPS is 1 to 2, 1 point is awarded, if it is from 3 to 4, it will be 2 points, from 5 to 6, 3 points, from 7 to 8, 4 points and from 9 to 10, 5 points; for contractual compliance, the qualification criteria will be added and divided into six and for Personal Competencies, the qualification criteria will be added and divided into three.

EXAMPLE:

NPS CLIENT	CONTRACTUAL COMPLIANCE	PERSONAL COMPETENCIES	TOTAL CUSTOMER SATISFACTION RATING
Customer rating: 8	Sum: 5+4+5+4+5+4	Sum: 5+5+5	<u>4+4.5+5</u>
<u>4 points</u>	<u>4.5 points</u>	<u>5 points</u>	4.5

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 6 of 16

NPS Calculation Formula for the Final Consolidation Report

NPS = % of Promoters – % of Detractors

(Liabilities are not considered in the calculation)

Example:

No. of customers	Promoters	Liabilities	Detractors
34	19	0	15
Percentage	56%	0%	44%

$NPS = 56\% - 44\% = 12 \text{ Points}$

Interpretation of NPS Results

SCORE RANGE	LEVEL	INTERPRETATION
71 -100	Elite	World-class customer experience. Highly satisfied customers and active promoters.
31 - 70	That's great	Strong and loyal customer base. Good reputation and competitive advantage.
1 – 30	Improvable	More promoters than detractors, but with significant room for improvement. Risk of falling if no action is taken.

Which means 12 points that you are in positive territory, you have more promoters than detractors, this is a sign that you have a base that works, but also significant problems to address.

Where the detractors must be continuously monitored, so that they become **promoters**.

5.1.2. Interpretation of Open-Ended Responses:

Open-ended questions provide qualitative feedback that offers a more detailed view of the customer experience.

How to interpret open-ended responses:

- **Common trends:** Read the answers and look for common patterns. For example, if multiple customers mention the same thing about miscommunication or billing issues, that points to a critical area for improvement.
- **Specific praise:** If customers mention an employee or an action they liked, it's important to acknowledge and reinforce it.

In order to establish the overall satisfaction of customers, the calculation will be made as follows:

b. PQRs completed:

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 7 of 16

PQRs filled out by each client			
Qualification	5	3	1
PQR	He does not have a PQR	He has 1 PQR	Has more than 1 PQR

c. Congratulations requested:

Congratulations requested by customer		
Qualification	5	3
Congratulation	Congratulations	It has NO congratulations

Qualification Categories:

Overall assessment of perception by each customer			
Levels	High	Middle	Low
Qualification	3,7 – 5,0	3,0 - 3,7	1,7 – 3,0
Percentage	80 – 100%	60 – 80%	10 – 60%

The evaluation and rating criteria of customer satisfaction are a key tool for the continuous improvement of organizational processes, since they allow identifying opportunities for optimization, strengthening the quality of service and aligning the operation with the real expectations of users. Measuring the level of satisfaction allows not only to know the customer's perception, but also to verify the standardization in the service, ensure compliance with protocols by the staff and objectively analyze the strengths and areas of improvement of the service.

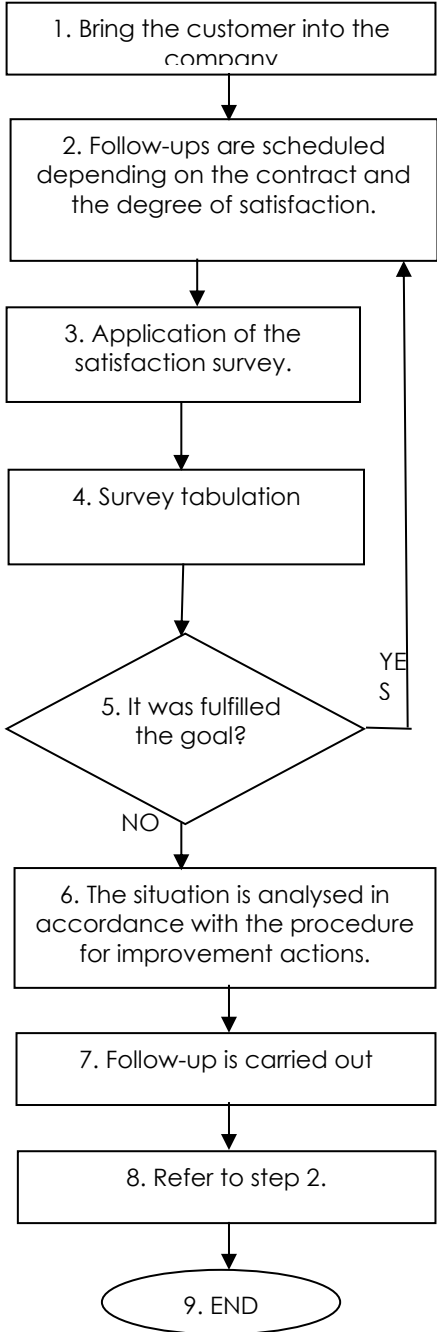
To this end, a six-month rating is consolidated based on three components with equal weighting: result of the satisfaction survey (80%), analysis of PQRS (15%) and existence of formal congratulations (5%). The average of both semesters determines the annual satisfaction rating, which is categorized according to the levels defined by the organization.

EXAMPLE:

CUSTOMER	SEMESTER	SURVEY (80%)	DAMN IT (15%)	CONGRATULATION (5%)	SATISFACTION LEVEL	RATING CATEGORY	YEAR 2025 (AVERAGE)
CLIENT XXXXX	1	5	5	3	4.3 %	HIGH	3.75
	2	3	5	3	3.6%	MIDDLE	

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 8 of 16

5.13. FLOWCHART CUSTOMER SERVICE PROCEDURE AND CUSTOMER SATISFACTION EVALUATION

ACTIVITY	DESCRIPTION	RESPONSIBLE	REGISTRATIO N
 <pre> graph TD A[1. Bring the customer into the company] --> B[2. Follow-ups are scheduled depending on the contract and the degree of satisfaction.] B --> C[3. Application of the satisfaction survey.] C --> D[4. Survey tabulation] D --> E{5. It was fulfilled the goal?} E -- YES --> B E -- NO --> F[6. The situation is analysed in accordance with the procedure for improvement actions.] F --> G[7. Follow-up is carried out] G --> H[8. Refer to step 2.] H --> I([9. END]) </pre>	1. When a client hires the services, the <u>Customer Induction is carried out to meet the customer and present the company, the GIS, communication channels, strategic direction and SARLAFT 2.0 requirements.</u> 2. <u>The annual schedule of visits is carried out, twice a year and follow-ups through telephone call once a month.</u> 3. All customers must be surveyed once per semester. (customer satisfaction survey). 4. Once the survey is received, the results are tabulated for analysis. 5. When the result of the survey is below the levels of acceptance, an analysis of the causes for which the customer is not satisfied is carried out, through a specific treatment of corrective and preventive actions, as applicable. 6. In accordance with the corrective actions procedure, the analysis of causes is carried out, corrective measures or improvements are proposed. 7. Follow-up is carried out to verify that the actions proposed by each head of area have been implemented and have been effective. 8. Follow-up is carried out and a quarterly survey is scheduled in special cases.	Responsible Commercial Director Risk management Customer Service Customer Service Address Customer service address or delegate Management and areas involved General Manager and/or Customer Service Manager Customer Service Address	Induction Certificate FT-PSC-007 FT-PSC-002 Survey FT-PSC-006 Customer Visit Schedule FT-PCR 011Customer Control Panel SIGS Tabulation Table SIGS FT-MJR-001 Request for corrective action FT-MJR-001 FT-PSC-002 Survey FT-PSC-004 Evaluation Follow- up FT-PSC-002 Survey FT-PSC-004 Evaluation Follow- up

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 9 of 16

5.14 Treatment CUSTOMER SATISFACTION ASSESSMENT below the required level

Once the results of the survey have been obtained, those who are with a rating below 80% in their perception of satisfaction are recognized, for these cases the company through the customer service department initiates the following actions:

- Immediate communication with the customer.
- Coordinate with the client immediate face-to-face, virtual or telephone visit.
- Meeting with the client to review the lower rated aspects.
- Draw up a minute of the meeting with the commitments of both parties.
- An improvement action plan is initiated with the areas involved (corrective action).
- The customer is informed of the actions taken in accordance with the commitments made.

As controls:

The Director of Customer Service, with the support of the Operations Department (or Commercial Management in the case of the private sector), will schedule evaluation visits in order to know the customer's perception of the operation of the service and verify the aspects that are still pending to be managed.

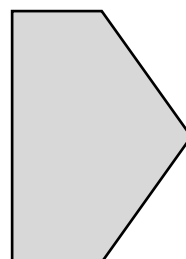
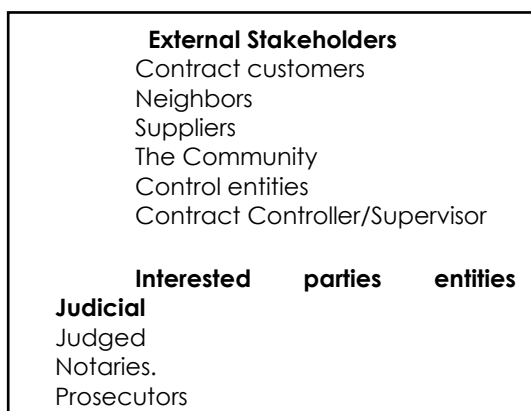
5. PQR CARE, TREATMENT AND FOLLOW-UP PROCEDURE

The strengthening of relationships, making a permanent follow-up if problems have arisen, and/or non-compliant services, or if the development of the service has been meeting their expectations, in the opportunity of attention, treatment, control and follow-up to requests, complaints, claims (PQR) and even congratulations made for the good service.

5.1. CARE, TREATMENT AND FOLLOW-UP OF PQR TO THE EXTERNAL CLIENT

The control of requests, complaints and claims made by external customers, which are received by the company's different communication channels: reception, emails, WhatsApp, suggestion box, corporate cell phones, intranet page, telephone calls, visits from managers, directors and coordinators, will be recorded in a control matrix and will be immediately attended to by the areas responsible for their treatment.

Sources of Information



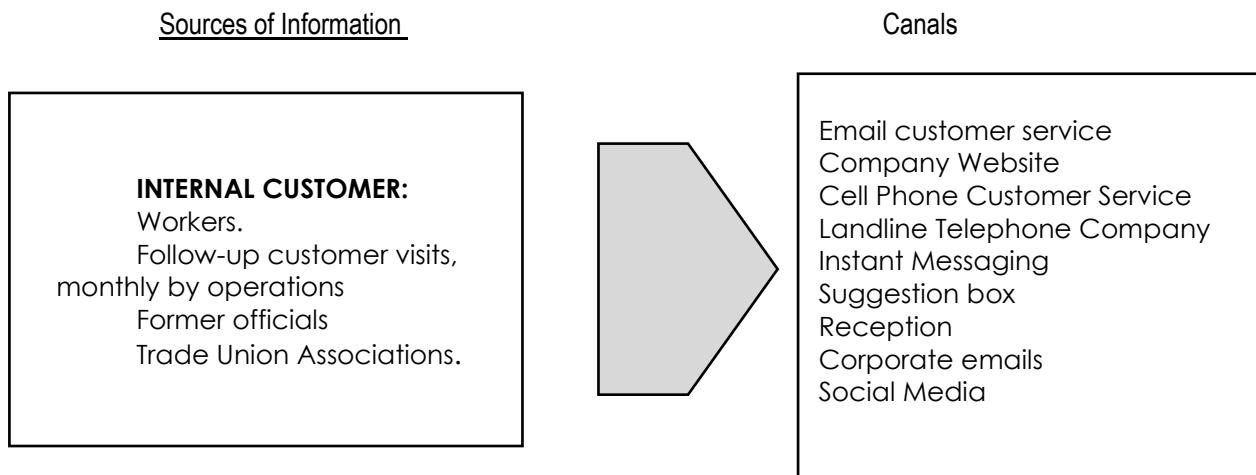
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	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 10 of 16

5.2. ATTENTION, TREATMENT AND FOLLOW-UP OF PQR TO THE INTERNAL CUSTOMER

The internal customer is the company's employees, so it will be controlled of the requests, complaints and claims that are received by the different communication channels of the company: reception, emails, WhatsApp, suggestion box, corporate cell phones, intranet page, which will be registered in a control matrix and will be attended immediately by the areas responsible for their treatment.



5.3. PQR RESPONSE TIMES

For the attention of any PQR according to circular 020/2012 of supervision, 10 business days are given to respond.

The rights of petition in accordance with Law 1755/2015 have 15 days following their receipt to be resolved.

The Tutelas in accordance with the provisions of the judgment.

5.4. PQR REPORTING SOURCES AND CHANNELS

For the reception of complaints, claims and congratulations (**PQRs**), the following sources and channels will be used for the development of the customer service process:

For the PQRF report, the FT-PSC-008 format is available where the calls made to customers on a monthly basis will be recorded.

There is a PQR control panel to track and close them in the FT-PSC-001 format

5.4.1. PQR reports, process managers:

 coservipp SEGURIDAD PRIVADA	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 11 of 16

All PQRs, which are received by the different areas or process managers, must be immediately sent to the Customer Service area, for treatment, control, follow-up and closure.

5.4.2. Monthly operational monitoring report to the client:

The coordination and/or the operational administrator will make monthly visits to the client in order to follow up on the perception of the provision of the service in each contract. During these visits, which are recorded in a monthly follow-up record of the provision of the service, where possible Requests, Complaints or Claims (PQR) that arise will be identified, which will be immediately sent to the Customer Service Department, for treatment, control, follow-up and closure with the customer.

Additionally, a telephone and face-to-face follow-up will be carried out on a monthly basis to evaluate customer satisfaction, if it meets the established criteria, a follow-up will be carried out quarterly and/or semi-annually, in order to identify opportunities for improvement and strengthen the quality of the service provided.

5.4.3. Customer Communications

Communication channels are the means and resources used to establish an exchange of messages between stakeholders and the company. Investing in communication with customers is one of the most effective measures to which the company is committed and made available.

In order to keep the customer informed about corporate management, the customer service department has different channels where interested parties can communicate and changes in corporate guidelines, organizational guidelines, legal regulations that apply in a bidirectional manner, as well as the necessary action and improvement plans are announced; These channels are:

5.4.4. Email

The company has assigned an email address especially for customer service and it will be operated by the customer service director in order to have direct and permanent contact with the customer by this means.

5.4.5. COSERVIPP Ltda.

The company's website was designed to have permanent contact with all interested parties and that they can navigate easily and efficiently through it, special attention deserves that telephones, emails, as well as buttons are indicated, so that customers especially communicate easily verbally or in writing, for example:

The PQRF procedure has been published on the website at the link in Spanish and English to control barriers with customers.

- Online Chat
- PQRF Button
- Social Media

5.4.6. Telephone Line

The company has a cell phone number for the customer service address, which is permanently available to all interested parties, and there is also a telephone hotline with voice functionality.

 coservipp SEGURIDAD PRIVADA	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 12 of 16

5.4.7. Instant Messaging

The cell phone line of the customer service directorate has the ability to have WhatsApp business, such as text management applications for immediate attention to any requirement.

5.4.8. Suggestion Box

It is a communication channel that the company has available with the aim of collecting requests, complaints, claims, suggestions, congratulations from interested parties who assist the corporate offices on the care received by employees in order to improve or correct the dysfunctions that may occur or also the satisfaction in the care received to exalt the good performance of the worker.

5.4.9. Reception

The front desk welcomes customers or other types of interested parties, its function is to greet people when they arrive and all the concerns of visitors. The main function of the reception is to receive the public upon arrival and guide them in the need they request, including the admission of documents that constitute a PQRF.

5.5. PQR CAREND TREATMENT FLOWCHART

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 13 of 16

FLOWCHART	DESCRIPTION	RESPONSIBLE	REGISTRATION
1. Normal process of service provision <pre> graph TD A[1. Normal process of service provision] --> B{2. It is Presents a PQRF} B -- YES --> C[4. Receiving PQRF] B -- NO --> D[3. Continuity in service delivery] C --> E[5. File the PQRF] E --> F[6. Classify and address the PQRFs filed] F --> G[7. The pertinent inquiry/investigation is carried out] G --> H[8. Establish corrective measures and implement corrective and/or preventive actions] H --> I[9. Respond to the PQRSF, in writing within the established time.] I --> J[10. The management of the PQRSF is monitored] J --> K{11. Effective?} K -- YES --> L[13. The complaint or non-conformity is closed when applicable.] K -- NO --> M[12. Evaluate and Fix] M --> L L --> N([14. END]) </pre>	2. The PQRF is presented on the provision of the service or any of our processes and/or systems implemented 3. In accordance with service delivery processes 4. Any worker can place a PQRF, if it is verbal it must be filled out in the PQR format (written-digital) or in the minutes with the client (email –SIGS). A written request must be made to the interested parties. 5. All PQRF, written or verbal, is filed with the customer service manager, who assigns it a consecutive filing number. 6. Inform the area involved of the PQRF by sending a copy of the record of the same. 7. The Director of the area involved must contact the person claiming or complaining immediately to initiate the investigation, if required 8. Once the situation has been determined, an action plan must be established for the attention of the PQRF and, if necessary, a corrective or preventive action must be taken. 9. The client must be informed, in writing, within TEN working days following receipt of the PQRF, of the action taken with V°B° of any of the managements 10. The PQRs and the advance management are reviewed weekly, in a quarterly committee the relevance of the process is reported. 11. It is verified with the interested party, by call, visit as the case warrants, if the actions were effective and the PQR can be closed. 12. The treatment given to the PQR by the management is reviewed until it is resolved. 13. Closing actions and results are recorded in the PQRF matrix.	Stakeholders All staff Administrative Worker / Customer Service Communications All / Customer Service Customer Service / Director of the Involved Area and customer service Director of the Involved Area Customer Service Manager. Customer Service Manager Managers and customer service. Customer Service Customer Service	PQRF-SIGS matrix communication Trading Books Letter or format FT-PSC-003 PQRF - Web - RRSS PQRS Format and PQRF Control Chart - SIGS FT-MJR-001 Corrective Action Report PQRS Format and PQRF Control Chart - SIGS Control PQR Customer Service Letter, PQRF table, corrective action or customer action plan. Letter response to the client. Minutes - PQRF Control SIGS Control PQRF PQRF-SIGS Control Control PQRF SIGS

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 14 of 16

5.6. **CONTROL OF THE CLIENT'S CONTRACTUAL REQUIREMENTS IN THE PROVISION OF THE SERVICE**

Contractual requirements: compliance with the contractual obligations described in the control matrix is verified with each process, which is carried out on a semi-annual basis, presenting a report to the management in the management committees of the corrective and improvement actions that may be necessary in case of non-compliance.

Compliance is monitored with the clauses signed by the company COSERVIPP Ltda. and its interested parties, becoming a control point; In this order of ideas, the company differentiates these documents into two types:

Administrative Agreements

- External client contracts
- Supplier contracts

Security Agreement

- Bilateral Comprehensive Management Agreement

A six-monthly control matrix is kept that is based on the contractual obligations established at the time of the negotiation of the services and the bilateral agreements of integral management with the client.

With the client, compliance with the bilateral security agreements established with the client is monitored through the process managers.

This is a document of mutual commitment where the parties agree on the shared responsibility of establishing policies and controls to the guiding principles, tending to respect, protect and defend human rights, the use of force, among others

5.7 **HANDLING OF WHISTLEBLOWER COMPLAINTS**

COSERVIPP Ltda. Through this Policy, it promotes the reporting of non-conformities or violations of human rights, for which it undertakes to:

- Respect the right to report anonymously
- Do not take action against the whistleblower
- Respect the whistleblower's report
- Conduct the investigation of the complaint and take the respective corrective actions
- Inform the client and/or competent authorities about possible violations of
- human rights

COSERVIPP undertakes to:

- Act in accordance with the conduct implementation guidance for surveillance and private security services
- Act in accordance with the rules and regulations in force, in accordance with the relevant business standards of conduct of business.

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 15 of 16

- Operate with respect for dignity and support for the rule of law, respect for human rights and protection of the interests of its clients and stakeholders.
- Take measures to establish and maintain an effective internal management framework to prevent, monitor, report and correct any negative impact on human rights, including:
 - Respect confidentiality
 - Have fair and accessible procedures
 - Provide care in the stipulated times
 - Offer effective solutions to prevent recidivism
 - To maintain a record of the complaints, conclusions and administrative measures adopted.
- Create the necessary instruments to respond to complaints filed against human rights violations.
- Cooperate in good faith with the control bodies with respect to investigations into violations of national and international criminal laws, violations of IHL and/or violations of human rights.

COSERVIPP LTDA is committed to sensitizing, training and demanding that its staff treat all people humanely, with respect for their dignity, their private life and will always be ready to denounce any breach of the norm.

5.7. TREATMENT OF COMPLAINTS OF HUMAN RIGHTS VIOLATIONS.

To attend, register and investigate in a transparent, effective and timely manner the petitions, complaints, claims related to the impacts of our operation and to seek a solution to them through conciliatory dialogue. All employees of COSERVIPP Ltda. have the obligation to know and contribute to putting this policy into practice within the scope of their daily activities.

Any possible violation of Human Rights or this policy must be reported immediately to the direct supervisor or to the Customer Service Directorate.

6. PROCEDURE FORMATS

PQRF Control Panel	FT-PSC-001
Customer satisfaction survey	FT-PSC-002
Reporting of petitions, complaints and claims	FT-PSC-003
Customer satisfaction assessment monitoring chart	FT-PSC-004
Proof of induction to the client	FT-PSC-007
Customer Call Control Chart	FT-PSC-008

7. REFERENCE DOCUMENTS

Procedure for the comprehensive management of human rights	PT-DIR-002
Bilateral Comprehensive Management Agreement	Without

	CUSTOMER SERVICE PROCEDURE		Date of Production: 01 Jan 2025
	Code: PT-PSC-001	Version:12	Page 16 of 16

Customer control panel	FT-PRC-011
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8. CHANGE CONTROL

VERSION	CHANGE
1	DOCUMENT HOME
2	The periodicity of the survey is changed, the document with circular 20 of the Superintendence of Surveillance and Private Security is revised.
3	The scope to stakeholders is expanded and the scheduling of surveys is specified according to the result and performance of each client.
4	Adjustments to the Procedure Terms
5	Adjustments to the procedure by legal regulations complementary circular 465 of 2/11/2017 of the Comprehensive System for the Prevention and Control of Money Laundering and Financing of Terrorism (SIPLAFT).
6	Adjustments to the procedure by general review, numerals 4.1 are clarified. Origin and channels, 4.2. Response times, 4.4. customer perception and 4.5. Customer communication.
7	Adjustments to the procedure by general review, numerals 1. Objective 2. Scope 3. Definitions 4. General aspects of the procedure 4.2 Procedure for evaluating customer satisfaction 4.3 Procedure for attending, processing and monitoring PQR 4.4 Control of the client's contractual requirements in the provision of the service 6. Reference documents.
8	Adjustments to the customer service procedure including the customer induction before starting the contract
9	Adjustments for SARLAFT 2.0 legal regulations
10	PQR terminology settings
11	Adjustments to the procedure by general review, the numerals are clarified, Objective, Scope, adjustment of definitions, General of the procedure, Procedure evaluation of customer satisfaction, methodology, procedure of care, treatment and follow-up to the PQRS. Control of the client's contractual requirements in the provision of the service and reference documents, including the treatment of whistleblower complaints and complaints of human rights violations.
12	The company logo was updated