# Annex 1

## to the Group policy

# KRL-005
# Deviation management

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## 1 General

This annex is provided to familiarise you with the process for complaints and objections of the TÜV AUSTRIA Group and explain the procedure.

At first, we would like to make you familiar with the terminology and the boundaries of a complaint as compared to an objection. Both of them are verbal or written submissions by a customer, which are associated with dissatisfaction because of alleged or actual inconveniences in the scope of the services rendered.
In contrast to a complaint, which can be submitted at any time as part of provision of services, the inconvenience is based on an appeal against a specific decision of TÜV AUSTRIA in case of an objection.

This annex is followed in all the business divisions as well as all the companies of the TÜV AUSTRIA Group and made publicly available via the website www.tuv.at.

# 2 Filing a complaint or an objection

## 2.1 Complaint/objection form

A form is provided via the "Request" button on the Website www.tuv.at to submit a complaint or an objection to TÜV AUSTRIA.

Please fill out at least all the mandatory fields to ensure that the information is complete.

## 2.2 Initial confirmation

The initial feedback is only the information that TÜV AUSTRIA has received your complaint/objection and the same is now being evaluated. It also contains an overview of the process.

# 3 Processing by TÜV AUSTRIA

After receiving the complaint or the objection, the same is assigned to a quality management representative of the respective department.
The complaint / objection is appropriately documented and recorded as a complaint.

The quality representative reviews the issue by involving the concerned and competent people.

In any case (request accepted or rejected) you will receive an email from the concerned person with justification for the decision taken along with the outcome of the initial review.

If the request is accepted, then the procedure is as follows:
Immediate actions may be taken based on experience. All further actions (such as corrective and preventive actions) are internally defined and documented based on time-tested analyses and by incorporating commonly used quality management methods.

These actions will be handed over to the respective concerned person and have to be demonstrably implemented within a period of 8 weeks. If the case requires it, you will also be informed about the taken actions.

Internally the status of your issue is regularly reviewed and documented. Based on this, traceability is ensured at any point of time, which is communicated upon the customer request.

# 4 Final information

After officially closing the complaint or the objection, you will receive the result or outcome document as appropriate from the concerned person (e.g.: Certificate, report, etc.) regarding the submitted issue.

# 5 Revision history

The following list provides a key-word-based overview of the changes made to this QM document over time.

| Revision | Date | Change |
|---|---|---|
| 00 | see KRL-005 | Initial draft |