

# Decimetrix®'s Complaints & Appeals Procedure

*For our detection and inspection processes.*


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**March 2025**

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# PART 1: COMPLAINT MANAGEMENT PROCEDURE.

## 1. OBJECTIVE

To establish a process for the reception, analysis, resolution, and follow-up of complaints submitted by clients, stakeholders, or internal personnel regarding the inspection activities carried out by Decimetrix SAS (**Decimetrix®**), ensuring impartial, transparent, and effective handling.

## 2. SCOPE

This applies to all complaints received concerning the provision of **Decimetrix®**'s natural gas fugitive emissions inspection services, adhering to the highest standards in terms of safety, occupational health, and environment.

## 3. DEFINITIONS

**Complaint:** An expression of dissatisfaction made by a client or stakeholder regarding Decimetrix®'s services, related to the creation of the Baseline and the Leak Detection and Repair Program (PDRF), as well as the safety, occupational health, and environmental management system.

## 4. GENERAL CONSIDERATIONS

- **Decimetrix®** is accountable for decisions made at all levels within the framework of this procedure.
- Every complaint will receive an acknowledgment of receipt within the first business day following its submission through the formal channels established by **Decimetrix®** for this purpose.

## 5. RESPONSIBILITIES

- **Management:** The top management of **Decimetrix®** is responsible for overseeing the complaints and appeals process and ensuring effective and fair resolutions.
- **Complaints and Appeals Coordinator:** The person designated to receive, record, and manage complaints.
- **Technical Team:** Provides relevant information for complaint resolution when necessary.

## 6. PROCEDURE

### 6.1. COMPLAINT RECEPTION

Complaints and appeals can be submitted verbally or in writing by **Decimetrix®** clients or stakeholders via email:

- [claims@decimetrix.com](mailto:claims@decimetrix.com)
- [quejasyapelaciones@decimetrix.com](mailto:quejasyapelaciones@decimetrix.com)

Complaints must be recorded in the Complaints and Appeals Log, including:

- i. Reception date
- ii. Name and contact information of the claimant
- iii. Complaint description
- iv. Follow-up responsible party

It must be determined whether the complaint is related to inspection activities under **Decimetrix®** responsibility:

- If the complaint is related to inspection services, it will be handled in accordance with this procedure.
- If the complaint is not related to the organization's inspection activities, the sender will be notified, explaining why it cannot be managed by Decimetrix SAS.

### 6.2. ANALYSIS AND EVALUATION

- The information provided will be analyzed, and additional evidence may be requested from the claimant or involved personnel if necessary.
- It will be verified whether the complaint is valid and requires corrective or preventive actions.

### 6.3. COMPLAINT RESOLUTION

- Necessary actions will be defined and implemented to correct the reported situation.
- If the complaint involves technical aspects, it will be reviewed by the Technical Director.
- The claimant will be informed of the decision made and actions implemented within no more than 15 business days, formally notifying the completion of the complaint handling process.

#### 6.4. FOLLOW-UP AND CLOSURE

- The effectiveness of corrective actions taken will be verified.
- The Preventive, Corrective, and Improvement Actions Log will be updated with the final resolution, and related documentation will be archived.
- Complaint trends will be analyzed as part of the continuous improvement of the management system.

## PART 2: APPEALS MANAGEMENT PROCEDURE

### 1. OBJECTIVE

To define the process for receiving, evaluating, and resolving appeals related to decisions made during inspection activities, ensuring fair and impartial treatment.

### 2. SCOPE

This applies to all appeals submitted by clients or stakeholders regarding inspection decisions on natural gas fugitive emissions issued by **Decimetrix®**, adhering to the highest standards in terms of safety, occupational health, and environment.

### 3. DEFINITIONS

**Appeal:** A request for reconsideration of a decision made by **Decimetrix®** regarding the results of an inspection.

### 4. GENERAL CONSIDERATIONS

- **Decimetrix®** is responsible for decisions made at all levels within the framework of this procedure.
- The investigation and resolution of appeals will not result in any discriminatory actions, ensuring impartiality and transparency in decisions made by the Appeals Committee and Technical Directors.
- **Decimetrix®** is responsible for collecting and verifying all necessary information to validate the appeal.
- All appeals will receive an acknowledgment of receipt within the first business day following the submission of the document through the formal channels established by **Decimetrix®** for this purpose.
- The decision on the appeal will be made, reviewed, and approved by individuals who were not involved in the activities being appealed.

## 5. RESPONSIBILITIES

- **Management:** The top management of **Decimetrix®** is responsible for supervising the complaints and appeals process and ensuring effective and fair resolutions, guaranteeing impartiality in the review of appeals.
- **Appeals Committee:** A designated group responsible for evaluating and deciding on appeals.
- **Management System Coordinator:** Oversees the process and documents the decisions.

## 6. PROCEDURE

### 6.1. APPEAL RECEPTION

Appeals must be submitted in writing within a maximum of 15 business days after the issuance of the inspection report, via the website or email:

- [quejasyapelaciones@decimetrix.com](mailto:quejasyapelaciones@decimetrix.com)
- [claims@decimetrix.com](mailto:claims@decimetrix.com)

The appeal must be recorded in the Complaints and Appeals Log, indicating:

- i. Reception date
- ii. Name and contact information of the appellant
- iii. Challenged decision and reason for the appeal
- iv. Follow-up responsible party

### 6.2. REVIEW AND EVALUATION

- The validity of the appeal will be verified, and the related documents and evidence will be reviewed.
- The review will be conducted by independent personnel who were not involved in the questioned inspection.

### 6.3. APPEAL RESOLUTION

- The Appeals Committee will analyze the situation and issue a decision within a maximum of 30 business days.
- i. The Appeals Committee will consist of:
  1. President & CEO

2. 1 or 2 employees who did not participate in the inspection activities that gave rise to the complaint or appeal
- The decision will be communicated to the appellant in writing, including the technical and documentary justification.
  - If the appeal is upheld, necessary actions will be taken to correct the inspection result.
  - Once the appeal process is concluded, **Decimetrix®** will formally notify the appellant of the completion of the process.

#### **6.4. FOLLOW-UP AND CLOSURE**

- The DID00000000000000126 - Appeals Follow-Up Log will be updated with the final resolution.
- Appeal trends will be analyzed as part of risk analysis and continuous improvement.

#### **7. CONFIDENTIALITY AND DATA PROTECTION**

**Decimetrix®** must ensure the confidentiality of information related to complaints and appeals and comply with applicable data protection regulations.

**DOCUMENT CONTROL**

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**DOCUMENT – CHANGE MANAGEMENT**

<b>VERSION</b>	<b>APPROVAL DATE</b>	<b>DESCRIPTION OF CHANGES</b>
1	February 27th 2023	Document Origination
2	February 27th 2024	Addition of references to the HSQE and RUC documents.
3	March 25th 2024	The procedure is divided between Complaints and Appeals, and general considerations are added. The Appeals Committee is formed. Appeals log is added.





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