

POLICY AND PROCEDURES
MANUAL FOR HANDLING REQUESTS,
COMPLAINTS AND CLAIMS

BIOCARBON CERT™

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www.biocarbonstandard.com

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1 Introduction

Within the scope of the organization's corporative government, and in compliance with both applicable regulations and the principles governing the certification and registration processes for projects, BIOCARBON CERT (BIOCARBON) has policies and procedures related to the management of requests, complaints and claims.

It is expected that the management of requests, complaints, and claims help identify areas for improvement as part of a continuous learning process, enhance skills to identify trends, eliminate the causes of complaints, and improve the organization or organization's operations.

This manual comprises the set of policies and procedures for the management of requests, complaints and claims. In this way, the organization is committed to providing the necessary tools for stakeholders and intended users to submit their complaints and suggestions.

The document explains the objective, principles, applicable terms, and processes and procedures related to the management of requests, complaints and claims.

2 Objective and area of application

The purpose of this manual is to establish the procedures related to the management of requests, complaints and claims in the area of certification and registration of projects by BIOCARBON.

This policy shall apply to the organization in all its operation links and all relations with the intended users. The management of requests, complaints and claims procedures start from its receipt, until its closure.

3 Principles

The policies of BIOCARBON, for the management of requests, complaints and claims are based on the principles of quality management described in the ISO 9000 Standard, which support the concepts and procedures described in this manual. The principles of quality management, applied to the organisation's objectives and the management of requests, complaints and claims, are referred to below.

Client focus

For BIOCARBON, client needs, and expectations are a priority. Therefore, the organization's actions and long-term projections are based on trust and compliance concerning the services it offers.

Leadership

The higher management of the organization conceives the company's purposes by guiding all stakeholders and interested parties to achieve objectives and goals that meet customers' needs and expectations.

Commitment from people

All people involved in the organization's processes are committed, fully involved and united to its goals and objectives.

Focus on processes

The focus on results in the organization is based on processes that describe customer relationships, the improvements generated by this relationship, and the follow-up on the users of the system of record.

Improvement

It is essential for the organization to maintain its performance and seek new opportunities to improve its processes and ensure customer satisfaction.

Evidence-based decision making

By monitoring the management system for requests, complaints and claims, decision making is based on the use of evidence and analysis, which provides the basis for improving the management system and its processes and procedures.

Relationship management

People working with BIOCARBON pay special attention to how the organization relates to clients, stakeholders, and intended users.

4 Terms and definitions

Administrator

The registry system administrator is GLOBAL CARBONTRACE, and the responsible for the management and reliability of the data in the registry system. The registry system administrator safeguards the information so that the system is transparent and reliable, ensuring that it is safely stored and secure and easily accessible when needed.

Claim

Any verbal, written or electronic expression of dissatisfaction referred to the provision of a service or the insufficient attention of a public authority, i.e., it is a formal statement for the breach of a right that has been harmed or threatened, caused by the inadequate provision or unjustified suspension of the service. (Complaints must be resolved, attended or answered within fifteen (15) days from their presentation).

Complaint

Claim that employing a verbal or written communication is received by any official BIOCARBON means of communication, regarding the services provided by the organization.

"Expression of dissatisfaction made to an organization, related to its product or service, or to the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected." (Taken from ISO 10002:2018)

Customer (Client)

A person or organization that could receive or receive a product or service intended for or required by that person or organization.

Customer satisfaction

Customer perception of the degree to which customer expectations have been met.

Customer Service

Interaction of the organization with the customer throughout the life cycle of a product or service.

Follow-up

Determination of the state of a system, process, product, service or activity.

Project holder

The natural or legal person, public or private, responsible for the formulation, implementation, monitoring and registration of a project. They are referred to as the holder in this document.

Intended user

Individual or organization identified by those who report project-related information, as the one who uses such information for decision making.

Interested Party

A person or organization that may affect be affected or perceived to be affected by a decision or activity.

Management

Coordinated activities to direct and control an organization.

Organization

A person or group of persons having their own functions with responsibilities, authorities and relationships to achieve their objectives. The concept of the organization includes, among others, a self-employed person, company, corporation, firm, firm, firm, authority, partnership, association, charity or institution, or a part or combination of these, whether incorporated or unincorporated, public or private.

Procedure

A specified way of carrying out an activity or process. Procedures may or may not be documented.

Policy

Intentions and direction of an organization, as formally expressed by its top management.

Quality management

Management concerning quality.

Request

It is the right of any person to request or complain to the competent authorities for reasons of general interest or particular interest to submit respectful requests for information or consultation and to obtain a prompt resolution of the same.

Service

Output of an organization with at least one activity necessarily carried out between the organization and the customer.

Suggestion

Any expression of recommendation, verbal, written, or electronic, given by the client, which aims to improve the service provided by BIOCARBON, to be taken into consideration.

User

The user is the natural or legal person who, under the terms and circumstances provided by law, can access personal information of one or more holders of the information provided by the administrator or by the source, or directly by the data holder. Insofar as he/she has access to personal information of third parties, the user is subject to compliance with the duties and responsibilities provided to ensure the protection of the rights of the data owner.

5 General aspects

5.1 Customer service and user rights

At BIOCARBON, customer service is conditioned to the primary attributes of quality, related to users' expectations about the assistance they need. Consequently, based on quality, customer service must comply with the following characteristics: respectful, friendly, reliable, empathetic, inclusive, timely and effective.

In this context, users of the project certification and registration services offered by BIOCARBON are entitled to:

- (a) Present petitions in any of its modalities, verbally, in writing, or by any other suitable means. The above actions may be advanced or promoted by any technological or electronic means available in the organization.
- (b) Know, unless expressly reserved by law, the status of any action or proceeding and obtain copies, at its expense, of the respective documents. AK 7 # 67 - 09 Postal Code 110231 Bogotá, D.C., Colombia PBX 320 4594 www.biocarbonstandard.com.
- (c) Except in case of legal reserve, obtain information in records and files containing public information, under the terms provided by law.
- (d) Obtain a timely and effective response to their requests within the deadlines established for this purpose.
- (e) Be treated with respect and consideration due to the dignity of the human person.
- (f) Demand compliance with the organization's officers' responsibilities and those in charge of the procedures referred to in this manual.

5.2 Communication channels

The channels through which any customer may submit requests, complaints, claims or suggestions are as follows:

- (a) In writing
 - Filed printed document
 - E-mail: pcc@biocarbonstandard.com
 - Directly on the Web site - Requests, Complaints and Claims (www.biocarbonstandard.com)¹
- (b) Verbally
 - Personally, in an interview with the person in charge inside the organization
 - By phone: (57+1) 323 3059939

¹ In the annex is contained the information and the format available on the BIOCARBON website.

Note: Complaints submitted in a language other than Spanish will only be received in writing.

BIOCARBON will analyze anonymous complaints or suggestions, or those without identification of the sender, only if they are respectful, factual, substantiated, provide evidence, and fall within BIOCARBON 's area of action. In any case, it will be recorded, and the need for further action will be determined. In general terms, the related users will be notified, and the sender will be answered. In the case of messages received by electronic means, those identifications that generate doubt as to the veracity of the source will be verified before initiating the process, to classify them as anonymous or not.

6 Processes and procedures

6.1 Requests for rectification, update or suppression

By the provisions of article 15 of Law 1581 of 2012, when the holder considers that information contained in the BIOCARBON registration system should be corrected, updated or deleted, or when it should be revoked due to an alleged breach of any of the duties contained in the law, they may submit a request to BIOCARBON, which will be processed under the rules described below.

The rights of rectification, updating or suppression or revocation of consent may only be exercised by:

- (a) the titleholder or his account holders, upon proof of their identity;
- (b) its representative, subject to evidence of representation;
- (c) by stipulation in favor of or for another.

If the request is not by the holder, and it is not accredited that such person is acting on holder's behalf, it shall be deemed not to have been filed.

The request for rectification, updating, deletion or revocation must be submitted through the means enabled by BIOCARBON and contain, at least, the following information:

- 1) the name and address of the holder or any other means to receive the response;
- 2) documents proving the identity of the applicant and, if applicable, that of his representative, with the respective authorization;

- 3) a clear and precise description of the information regarding which the holder seeks to exercise any of the rights and the specific request.

The maximum term to respond to the request shall be fifteen (15) working days from the day following the date of its receipt. When it is not possible to attend within such term, the interested party shall be informed of the reasons for the delay and the date on which the request will be observed, which in no case may exceed eight (8) working days following the expiration of the first term.

6.2 Processing of consultation requests

The holders of the information or their account holders may consult the holder data, which is in the registry database and public. The registry system administrator will provide them, duly identified, with the information contained in the registry of projects.

Requests related to information queries shall be submitted in writing or through the communication channels provided by BIOCARBON, provided that evidence of the query is maintained by the appropriate technical means.

The inquiry will be answered by fully providing all the information requested.

6.2.1 Terms for resolving different types of petitions

Unless otherwise provided by law, any request or inquiry shall be answered within a maximum term of fifteen (15) working days from the date it is entered into the system. When it is not possible to attend the consultation request within such term, the interested party shall be informed, stating the reasons for the delay and indicating the date on which the request will be attended, which in no case may exceed five (5) working days following the expiration of the first term.

The resolution of the following petitions shall be subject to a particular term:

1. Requests for documents and information shall be resolved within ten (10) days of receipt. If no response has been given to the petitioner within this period, it shall be understood, for all legal purposes, that the respective request has been accepted and, consequently, the administration may no longer deny the delivery of said documents to the petitioner. As a consequence, the copies shall be delivered within the following three (3) days.
2. Requests for consultation regarding matters under the responsibility of BIOCARBON and certified and registered projects shall be resolved within thirty (30) days of receipt.

Exceptionally, when it is not possible to answer the request within this period, BIOCARBON shall inform this circumstance to the interested party before the expiration indicated term, stating the reasons for the delay and indicating a reasonable period within which resolve it. It may not exceed twice the period initially foreseen.

6.3 Claims processing

6.3.1 Means of communication

The claim must be formulated through written communication addressed to the registry system administrator, with the holder's identification, the description of the facts giving rise to the claim, the address, and if applicable, accompanied by the supporting documents to be asserted.

If the document is incomplete, the interested party will be notified to correct the deficiencies. If one month has elapsed from the request's date without the applicant submitting the required information, it will be understood that the claim has been withdrawn.

6.3.2 Claim registration

Once the claim has been received, the administrator shall include in the individual record, within a term not to exceed two (2) working days, a legend stating, "claim in process", and the nature of the claim.

Such information shall be maintained until the complaint is resolved and shall be included in users' information.

6.3.3 Times

The maximum term to attend to the claim shall be fifteen (15) working days from the day following the date of receipt thereof. When it is not possible to participate in the request within such term, the interested party shall be informed, stating the reasons for the delay and indicating the date on which the request will be attended, which in no case may exceed eight (8) working days following the expiration of the first term.

6.3.4 Other sources of information

In those cases, in which there is a source of information independent from the administrator, the latter shall transfer the claim to the source within a maximum term of two (2) working days, which shall resolve and inform the response to the administrator within ten (10) working days.

In any case, the response must be given to the holder by the administrator within a maximum term of fifteen (15) working days from the day following the date of presentation of the claim, extendable for eight (8) more working days, as indicated in the last numeral.

If the request is presented to the source, the latter will proceed to resolve the claim directly. However, the source shall inform the administrator of claim receipts within two (2) working days following its receipt, so that the obligation to include the legend "claim in process" and the nature of the claim in the individual record can be complied with, which the administrator must do within two (2) working days following receipt of the information from the source.

6.3.5 Review and evaluation

To respond to the request or complaint, the administrator or the source, as the case may be, shall carry out a complete verification of the holder's observations or approaches, making sure to review all pertinent information to provide a complete response to the holder.

7 Follow-up to the management of requests, complaints, claims and suggestions

A database PC-P-BdPQR-001 is permanently managed by the organization's administrative assistant to control the timely response to complaints filed by the BIOCARBON customers.

8 Data analysis to create improvement actions

Complaints will be analyzed to increase the organization's ability to resolve complaints in a consistent, systematic and accountable manner and help BIOCARBON create a customer-centric approach to conflict resolution. They shall be analyzed considering the following:

- (a) probable causes of the request, complaint, claim and suggestion
- (b) level of customer satisfaction concerning the service rendered
- (c) nature and level of severity of the possible noncompliance
- (d) recurrence of events, by the same client or by different users of the same service

Based on the detailed analysis of these and other relevant variables, the person in charge of the process should evaluate the need to establish improvement actions, describing their requirements and the timeframe in which they should be fulfilled.

Requests, complaints, claims and suggestions

Dear user:

Our organisation provide quality services that give scope to our management policies, ensuring compliance with our objectives, transparency and effectiveness.

To improve our services and procedures, we have designed the manual of policies and procedures to manage requests, complaints, and claims publicly available to all our stakeholders and intended users.

Through our Web page, you can register your requests, complaints, claims, and suggestions on our competence issues and consult information about our organizational management.

To provide you with a better service, we offer you the following communication channels:

Website: biocarbonstandard.com

Telephone attention: (57+1) 323 3059939

E-mail: pcc@biocarbonstandard.com

Fill out the following form

Full name (Required)

Company (Required)

Phone or cell phone (Required)

Request, complaint or claim

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Type of document. Manual of policies and procedures

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1.0	May 7, 2020	First version
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2.1	January 11, 2024	Actualized version Copyright BIOCARBON CERT