

INTEGRATED MANAGEMENT SYSTEM

PRIVATE SURVEILLANCE SERVICES COMPANY PORTILLA Y PORTILLA LTDA





CUSTOMER SERVICE PROCEDURE

PT-PSC-001


VERSION 09

COSERVIPP

SEGURIDAD PRIVADA

REVIEWED BY:	APPROVED BY:
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DATE: JULY 2023	NUMBER OF SHEETS: 10

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1. AIM

Determine the mechanisms to carry out the post-sale of the contracted services, with the perception of clients and other interested parties, through the evaluation of client satisfaction and timely attention to requests, complaints, claims, congratulations (PQRF) that arise in the development of the company's operation, and verification of compliance with contractual requirements, within the framework of respect for privacy, confidentiality and human rights.

2. SCOPE

To the Customer Service Department, as well as processes of the integrated management system (Quality Management, Risk Management, Health Safety and Environment Management, Corporate Social Responsibility.), workers, private and public customers and other interested parties. Valid from the date of issue

3. DEFINITIONS

REQUEST: Request or suggestion, made by the client and/or interested party for the improvement of the service, but that is not legally or contractually raised and does not breach a requirement.

COMPLAINT: Report of a non-conformity manifested by the client and/or interested parties regarding compliance with contractual, legal or regulatory requirements in the provision of the service regarding its performance in quality, safety, health, environment or corporate social responsibility.

CLAIM: Report of a non-conformity by the client and/or interested party in the provision of the service where an economic or material replacement is required.

CONGRATULATION: manifestation or gratitude for the satisfaction of a service received.

RECORD: Document that allows evidence of the reports or activities developed in the management of the company.

EXTERNAL CLIENT: Natural or legal person with whom COSERVIPP Ltda., signs a contract.

INTERNAL CUSTOMER: They are the company's workers and their families.


INTERESTED PARTIES: All organizations or people that in one way or another are interested or interact in the operation of the company.

POSITION: Place where COSERVIPP Ltda. provides the service and is identified with codes.

CUSTOMER SATISFACTION: Customer perception of the degree to which their requirements have been met.

SERVICE PERCEPTION: They are the opinions that interested parties have about the service provided by the company, which is generated when they evaluate the experience they

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have or have had with the organization, including the service, security strategies and business management in general.

SIPLAFT: Comprehensive system for the prevention and control of money laundering and terrorist financing.

SIGS:(Comprehensive security management system) Collaborative platform that supports the management processes of all functional areas of the company.

4. GENERAL INFORMATION ON THE EXTERNAL CUSTOMER SERVICE PROCEDURE

For the post-sale and loyalty of contracted services, it is contemplated; the two-way communication of the company with the client on a permanent basis, training, induction and reinduction, timely attention to PQR, semi-annual visits to evaluate customer satisfaction with the provision of the service as well: compliance with the contractual requirements of the client, billing, communication, PQR attention, service provision, human talent skills, risk management and logistics, with the following criteria as follows:

4.1. INDUCTION AND RE-INDUCTION TO THE CLIENT

An induction of the company to the client is scheduled before formally starting the contract (FT-PSC-007), which will serve to get to know the client, its strategic direction, management systems, contractual requirements, communication channels, as well as the company It will present its integrated management system, functions, responsibilities, and authorities in the execution of the contract, bilateral agreements, responsibilities, work methodology between the parties, PQR reporting and attention, communication channels, administrative procedures.


The purpose of this induction is to be able to establish a broader knowledge of our new clients, as well as bilateral requirements in unifying management systems, where they can complement each other and thus guarantee a better service. In turn, the client will have precise knowledge of the mission, vision and objectives outlined by COSERVIPP LTDA., always thinking about the continuous improvement of the service.

TOPICS SOCIALIZED IN THE INDUCTION:

CUSTOMER KNOWLEDGE

- ✓ Knowledge of the client (company name, mission, vision, policies, others)
- ✓ Technological means of the client - cameras, platforms that the client has

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- ✓ Specific instructions that the client expects to be met in the service
- ✓ Current client security protocols (access for residents, visitors, suppliers, contractors, public services, others, parking payments, others)
- ✓ Coexistence manual - compliance of security personnel
- ✓ OSH management system -Certificate of compliance
- ✓ Emergency care plan -Role of security personnel
- ✓ Billing procedures - date and supports
- ✓ Documents for delivery after the start of the service
- ✓ Emergency management (first aid kits, stretcher, signage, meeting point, fire extinguishers at client facilities)
- ✓ Status of belongings, elements, customer equipment delivered for the operation

KNOWLEDGE OF THE COMPANY COSERVIPP LTDA

- ✓ Mission
- ✓ Vision
- ✓ Policies (GIS, human rights, road safety, public health, addiction prevention, whistleblower, recruitment and selection, workplace harassment, siplaft)
- ✓ General and specific instructions proposed to the client
- ✓ Functions, responsibilities and Authorities of the operational personnel
- ✓ Security protocols: access control visitors, residents, homes, employees, suppliers, others
- ✓ Vehicle access control security protocol
- ✓ correspondence protocol
- ✓ Bicycle control protocol
- ✓ Non-conforming service care protocol and treatment
- ✓ PQR care protocol and treatment

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- ✓ Protocol communication channels
- ✓ Protocol for handling emergency situations -POAE
- ✓ Security protocol early warning report
- ✓ Safety culture campaign according to the service modality: accident rate statistics for the previous and current year, objectives and goals to be achieved
- ✓ Risk analysis - Use of Drones - authorization
- ✓ Prevention of crimes in international trade and of corruption and bribery for clients
- ✓ Knowledge of the technological platforms that will be used in the development of the operation. (Data sheet)
- ✓ WEB page (PQR report, suspicious activity report, corruption, bribery, arms trafficking, human rights violation)
- ✓ Integrated Management System GIS Coservipp Ltda
- ✓ Tasks restricted to Security personnel

In the event that our integrated management system has any change established by corporate governance, new regulations are presented for bilateral socialization, the client will be reintroduced to notify said changes.

4.2. CUSTOMER SATISFACTION ASSESSMENT PROCEDURE.


COSERVIPP LTDA., has established that all customers will be visited every six months in order to apply a customer satisfaction survey (FT-PSC-002 version 5), in order to find out their perception and thereby manage the improvement and opportunity in the service.

4.2.1. Customer satisfaction in service provision

The satisfaction evaluation measures the service at an administrative and operational level, it is carried out every six months, where a survey of 8 evaluation parameters is applied as follows:

1. Compliance: to the agreed commitments

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2. Billing: developing opportunity
3. Communication: disposition and effectiveness of the different channels and people
4. PQR care: opportunity and effectiveness in care
5. Quality: form and efficiency in the provision of each service
6. Competition: skills and suitability of staff
7. Risk management: support in this area
8. Logistics: condition and operation of the elements for the operation of the service

RATING SCALE:

1	2	3	4	5
Deficient	must improve	normal can improve	Well	Excellent

RATING CATEGORIES:

General evaluation of satisfaction for each client			
levels	High	Half	Low
Qualification	3.7 – 5.0	3.0 - 3.7	1.7 – 3.0
Percentage	80 – 100%	79 – 60%	59 – 10%


The assessment is essential information to make processes more efficient and obtain the necessary knowledge so that the experience of our clients is increasingly satisfactory. Measuring our service allows us to: Know what our customers' expectations are. Confirm the homogeneity of the service, ensure that all staff follow the care process and protocol and thus determine the strengths and weaknesses of the service provided.

4.2.2. MEASUREMENT CRITERIA FOR THE ASSESSMENT OF CUSTOMER SATISFACTION:

Customer satisfaction in the provision of the service through a survey:

Customer satisfaction survey qualification criteria		
Average	>80%	>79%
Actions	Semi-annual visits	<ul style="list-style-type: none"> • corrective action plan • Reassessment of customer satisfaction

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4.2.3 Treatment of customer satisfaction evaluation below the Required level

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

- a. Immediate communication with the client
- b. Coordinate with the client an immediate face-to-face, virtual or telephone visit
- c. Meeting with the client to review the lowest rated aspects
- d. Draw up a minute of the meeting with the commitments of both parties
- e. An improvement action plan is initiated with the areas involved (corrective action)
- f. The client is informed of the actions carried out on the commitments acquired

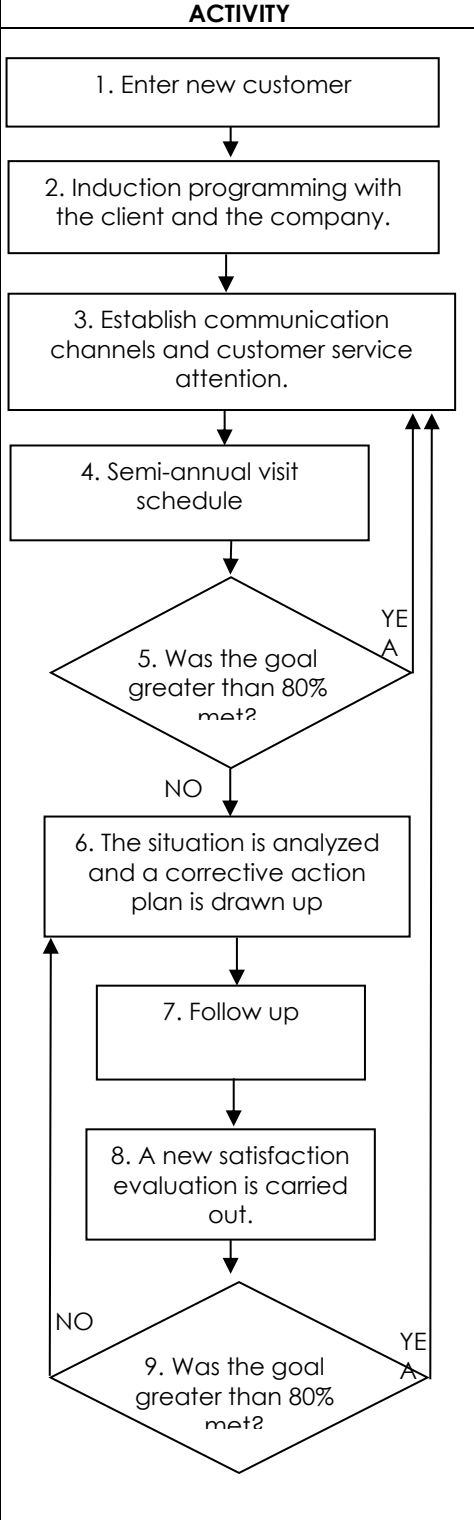
As controls:


Evaluation visits will be scheduled by the customer service director, supported by the operations management (commercial in the private sector), to learn about the appreciation of the service's operation and verify which aspects require corrective action and/or improvement.

4.3. Trainings

In coordination with the training area, talks, videoconferences, flayer`s will be scheduled, aimed at our external clients, on topics of interest to both parties, which facilitate the development of the operation. These will be scheduled in concert with the client (first aid, emergency care plan, modus operandi according to modality, support networks, etc.).

CUSTOMER SERVICE FLOW CHART AND CUSTOMER SATISFACTION EVALUATION

ACTIVITY	DESCRIPTION	RESPONSIBLE	RECORD
 <pre> graph TD A[1. Enter new customer] --> B[2. Induction programming with the client and the company.] B --> C[3. Establish communication channels and customer service attention.] C --> D[4. Semi-annual visit schedule] D --> E{5. Was the goal greater than 80% met?} E -- YES --> D E -- NO --> F[6. The situation is analyzed and a corrective action plan is drawn up] F --> G[7. Follow up] G --> H[8. A new satisfaction evaluation is carried out.] H --> I{9. Was the goal greater than 80% met?} I -- YES --> D I -- NO --> F </pre>	<p>1. Notarization of the contract</p> <p>2. The client is preferably summoned to the company's facilities to carry out the bidirectional induction, leaving the respective support.</p> <p>3. Presentation of the Customer Service department.</p> <p>4.visits and application of the customer satisfaction survey.</p> <p>5.When the result of the survey is below the acceptance levels, an analysis of the causes for which the client is not satisfied is carried out, through a specific treatment of corrective and preventive actions. When the goals are being met above 80%, a semi-annual visit is scheduled, always seeking continuous improvement.</p> <p>6.In accordance with the corrective action procedure, the analysis of causes is carried out, corrective measures or improvements are proposed when appropriate.</p> <p>7.Follow-up is carried out to verify that the actions proposed by each area manager have been implemented and have been effective</p> <p>8.Follow-up is carried out and a semi-annual survey is scheduled in special cases.</p> <p>9. Item 5.</p>	<p>Commercial Director</p> <p>commercial address risk management Customer service</p> <p>Customer service address</p> <p>customer service address</p> <p>Management and areas involved</p> <p>General Manager and/or Head of Customer Service</p> <p>customer service address</p> <p>Customer service manager / contract coordinator</p> <p>customer service address</p>	<p>N/A</p> <p>Certificate of induction FT-PSC-007</p> <p>Business card and Power Point aids</p> <p>Customer satisfaction survey FT-PSC-002</p> <p>FT-PCR 011Customer control table GIS</p> <p>Corrective Action Request FT-MJR-001</p> <p>Customer satisfaction survey FT-PSC-002</p> <p>FT-PSC-004 Evaluation follow-up</p>

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5. INTERNAL CUSTOMER SERVICE PROCEDURE

The main asset of the company is its human talent, its collaborators, which is why it strives for the satisfaction of its internal client and other interested parties, guaranteeing personalized, timely and effective care and attention to the different requirements, carrying out follow-ups and timely closings, as a resource to strengthen loyalty ties with the company, thus:

- ✓ Knowledge management programs (training, formation, development)
- ✓ Labor well-being and loyalty program
- ✓ Human Rights Program
- ✓ Policies and strategic objectives of the company (policy for the prevention of workplace harassment, human rights policy, among others)
- ✓ Occupational health and safety programs to create healthy environments
- ✓ Web page
- ✓ intranet page
- ✓ Bimonthly informative magazine
- ✓ managerial inspections
- ✓ OH&S inspections
- ✓ Corporate social networks
- ✓ Compliance with labor rights
- ✓ Attention to PQR


6. PQR PROCEDURE

The procedure begins with the receipt of the PQR sent by the users (internal client or external client), these must be respectful requests, provide complete information and where they indicate the essential data necessary to process the required information. Subsequently, the requirement must be transferred to the competent area and/or address, the response process is monitored in time and quality, and closed due to customer satisfaction.

PQR completed by each client			
Qualification	5	3	1
PQR	does not have PQR	Has 1 PQR	Has more than 1 PQR

Compliments requested by client		
Qualification	5	3
Congratulation	you have congratulations	has no congratulations

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6.1. ATTENTION PQRF

6.1.1. Origin and channels of the PQRF

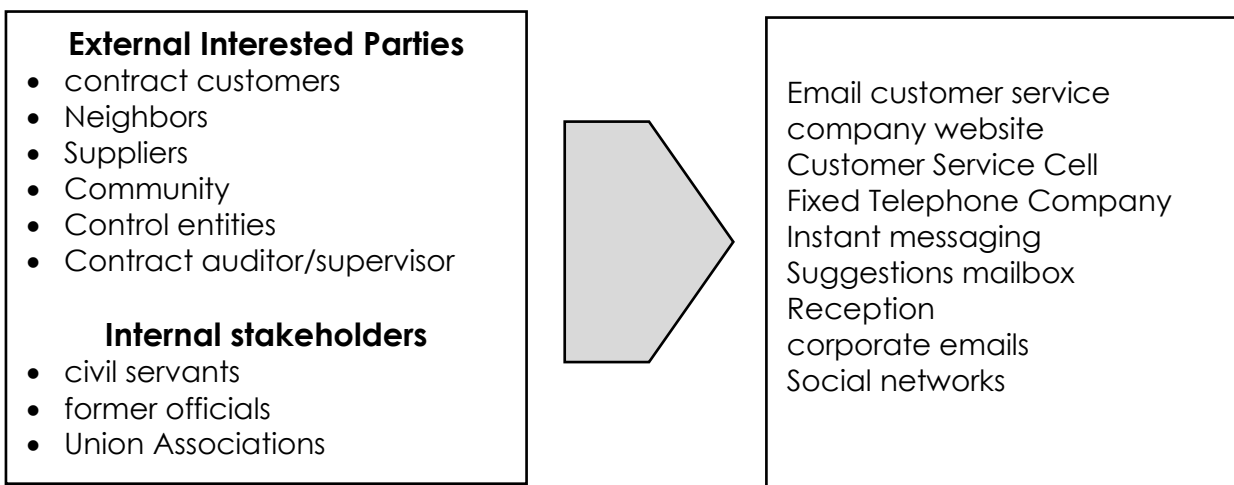
For the reception of complaints, claims and congratulations (**PQRF**), the following sources and channels will be used to develop the customer service process:

For the PQRF report, the FT-PSC-003 (physical-digital) format is available internally and externally for registration.

There is a PQR control chart to monitor and close them in the FT-PSC-001 format.

Origin

channels



6.1.2. response times

Any PQR

In accordance with circular 020/2012 of supervision, 10 business days are given to respond.

Right of petition

In accordance with Law 1755/2015, you have 15 days after receipt to be resolved.

Guardianship

According to what was stated in the sentence.



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FLOW CHART	DESCRIPTION	RESPONSIBLE	RECORD
<p>1.Normal service provision process</p>	<p>2. The PQRF, is presented on the provision of the service or any of our processes and / or implemented systems</p>	<p>Concerned parties</p>	<p>Matrix communication PQRF -SIGS</p>
<p>2.HE Submit a PQRF</p> <p>NO</p> <p>YEA ..</p> <p>3.Continuity in the provision of the service</p>	<p>3. In accordance with the service provision processes</p> <p>4. Any worker can receive a PQRF, if it is verbal it must be completed in the PQR format (written-digital) or in the minutes with the client (email -SIGS). Interested parties must be requested in writing.</p>	<p>All the staff</p> <p>Administrative Worker / Customer service communications</p>	<p>operations books</p> <p>letter or format FT-PSC-003 PQRF - Web - RRSS</p>
<p>4.PQRF reception</p>	<p>5. All PQRF, written or verbal, is filed with the customer service manager, who assigns a consecutive filing number.</p>	<p>All / customer service</p>	<p>PQRS format and PQRF control box - SIGS</p>
<p>5.File the PQRF</p>	<p>6. Inform the area involved of the PQRF by passing a copy of its record.</p>	<p>Customer service /</p>	<p>FT-MJR-001 Report corrective actions</p>
<p>6.Classify and address the PQRF filed</p>	<p>7. The Director of the area involved must contact the person claiming or complaining immediately to start the investigation, if required.</p>	<p>Director Area Involved and customer service</p>	<p>PQRS format and PQRF control box - SIGS</p>
<p>7.The investigation/investigation is advanced, pertinent</p>	<p>8. Once the situation is determined, an action plan must be established for the care of the PQRF and, if necessary, take a corrective or preventive action.</p>	<p>Director Area Involved</p>	<p>PQR control Client service</p>
<p>8.Establish corrective measures and implement corrective and/or preventive actions</p>	<p>9. The client must be informed, in writing, within TEN business days following receipt of the PQRF, of the action taken with V°B° from any of the managements</p>	<p>Customer service manager.</p>	<p>Letter, PQRF table, corrective action or customer action plan.</p>
<p>9.Respond to the PQRSF, in writing, within the established time.</p>	<p>10. The PQR and the advanced management are reviewed weekly, the relevant aspects of the process are reported in the quarterly committee.</p>	<p>Customer Service Manager</p>	<p>Response letter to client.</p>
<p>10.The management of PQRSF is monitored</p>	<p>11. It is verified with the interested party, by calling, visiting as the case warrants, if the actions were effective and the PQR can be closed.</p>	<p>Managers and customer service.</p>	<p>Minutes - Control PQRF GIS</p>
<p>eleven.effective ?</p> <p>NO</p> <p>YE AH</p> <p>12.Assess and Fix</p>	<p>12. The treatment given to PQR by management is reviewed until it is resolved.</p>	<p>Customer service</p>	<p>PQRF control</p>
<p>13.The complaint or non-compliance is closed when applicable.</p>	<p>13. Closeout actions and results are recorded in the PQRF matrix.</p>	<p>Customer service</p>	<p>PQRF-SIGS control</p>
<p>14.END</p>			<p>PQRF control GIS</p>

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7. Customer Communications

Communication channels are the means and resources used to establish an exchange of messages between the interested parties and the company. Investment in communication with internal customers and/or external customers is one of the most effective measures with which the company is committed and made available.

With the purpose of maintain permanent contact with internal customers and/or external customers in front of corporate management, the customer service department has different channels where interested parties can communicate and changes in corporate guidelines, organizational guidelines, are made known. legal regulations that apply in a bidirectional way, as well as the necessary action and improvement plans; the channels are:

7.1. Email

The company has assigned the email address servicioalcliente@coservipp.com.co which will be operated by the director of customer service in order to have direct and permanent contact with both the internal customer and the external customer.

7.2. Website Coservipp Ltda.


The website <https://www.coservipp.com/> It was designed to have permanent contact with all interested parties and that they can navigate easily and efficiently through it. Special attention deserves that telephone numbers, emails, as well as buttons are indicated, so that customers especially communicate with ease. verbally or in writing, for example:

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

- online chat
- PQR button
- Social networks (Facebook, Instagram, LinkedIn)

7.3. Phone calls

The company has provided the cell number 3103334883 for the customer service address, which is permanently available to all interested parties, likewise, it has a PBX telephone line (601) 7433277.

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7.4. Instant messaging

The cell line of the customer service department has the capacity to have whatsapp (+57 3103334883) and telegram (+57 3103334883), as text handling applications for immediate attention to any requirement.

7.5. Suggestions mailbox

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

7.6. Reception

The reception welcomes clients or other types of interested parties, its function is to receive 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 are requesting, including the admission of documents that constitute a PQRF.

8. CONTROL OF THE CONTRACTUAL REQUIREMENTS OF THE CLIENT IN THE PROVISION OF THE SERVICE

Contractual requirements: Compliance monitoring of the clauses signed by the company Coservipp Ltda., and its interested parties, is carried out, becoming a control point; In this order of ideas, the company differentiates these documents into two types:

Administrative agreements


- External customer contracts
- Supplier contracts
- civil servant contracts

security agreement

- Bilateral customer security and confidentiality agreement

A semi-annual control matrix will be completed based on the contractual obligations established at the time of negotiation of the services and the bilateral comprehensive

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management agreements with the client. Compliance with the bilateral security agreements established with the client is monitored with the client, through the process managers.

This is a mutual commitment document where the parties agree to 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.

9. FORMATS

PQRF Control Box	FT-PSC-001
Customer satisfaction survey	FT-PSC-002
Report of requests, complaints and claims	FT-PSC-003
Table follow-up evaluation customer satisfaction	FT-PSC-004
Schedule of customer satisfaction evaluations	FT-PSC-005
Customer induction certificate	FT-PSC-007


10. REFERENCE DOCUMENTS

<u>Comprehensive human rights management procedure</u>	<u>PT-DIR-002</u>
<u>Bilateral comprehensive management agreement</u>	<u>Without</u>
<u>Customer control panel</u>	<u>FT-PRC-011</u>
<u>Contractual obligations of the client</u>	<u>FT-PRC-016</u>

11. CHANGE CONTROL

VERSION	CHANGE
1	START DOCUMENT
2	The periodicity of the survey is changed, the document is reviewed with circular 20 of the Superintendence of Surveillance and private security.
3	The scope is extended to interested parties and the survey programming is specified according to the result and performance of each client.
4	Adjustments to the procedure terms
5	Adjustments to the procedure by complementary legal regulations Circular 465 of 11/2/2017 of the Comprehensive System for the Prevention and Control of Money Laundering and Terrorist Financing (SIPLAFT).
6	Adjustments to the procedure for general review, numerals 4.1 are clarified. Origin and channels, 4.2. Response times, 4.4. customer perception and 4.5. Customer communication.

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7	Adjustments to the procedure by general revision, the numerals are clarified 1. Objective 2. Scope 3. Definitions 4. Generalities of the procedure 4.2 Procedure evaluation of customer satisfaction 4.3 Procedure of attention, treatment and follow-up to the PQRF 4.4 Control of contractual requirements of the client in the provision of the service 6. Reference documents.
8	<u>Adjustments to the customer service procedure inclusion of customer induction before starting the contract</u>
9	<u>Adjustments to the client procedure for document review</u>

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