

This document is a summarised version of the Complaints and Claims procedure (P-821), which Solera makes available to any person, company, entity, organisation, etc., through our website.

1.- PURPOSE.

The purpose of this procedure is to describe how product complaints and claims from our customers are handled, as well as the management of their material returns.

2.- SCOPE.

This procedure applies to all processes related to the management of claims and complaints about our customers' products or services.

This procedure does not apply to complaints about environmental, economic sustainability and/or fundamental human rights issues, as this type of complaint is dealt with through the Ethics Channel procedure, which can be accessed directly from our website (<https://www.psolera.com/es/canal-etico>).

3.- DESCRIPTION.

3.1.- CLAIMS.

At Solera, a claim is an action by a customer as a consequence of a specific non-conformity (i.e. non-compliance with a characteristic defined in the contract) of a product or service. Examples: "I ordered 40 pieces of Ref. XX and I have received 25", "The boxes Ref. XX of order XXXX have arrived without one of the closing screws", "On the label of the box reference XX, it says another reference that is not the one ordered", etc.

Customer claims can occur for different reasons. In Solera, these reasons are grouped into: Wrong agency, crossed packages, duplicate orders, defective material, etc. The complete list of reasons for claims can be found in the computerised claims register in the CRM application.

3.2.- COMPLAINTS.

At Solera, a complaint is a customer's expression when, despite meeting the requirements, the product or service does not meet the quality, price, or time expectations anticipated by them. Examples: "This plug is difficult to screw in", "it is more expensive than the competitor's", "I was not well attended to when I made my enquiry", "the boxes arrived damaged", etc.

Customer complaints can occur for different reasons. In Solera, these reasons are grouped into: time, price, product and representative complaints. These complaint reasons can be found in the computerised complaints register in the CRM application.

3.3.- COMMUNICATIONS.

Both Claims and Complaints can reach Solera through telephone calls or e-mails from our customers, from our own sales representatives, from our customers' visits to the factory or from the visits of our different managers (sales, marketing, technical) to our customers. These communications are channelled to the Sales, Export or Technical (SAT) departments, which are responsible for handling complaints and claims.

In addition, Solera has established a communication channel for complaints and claims through our website (<https://www.psolera.com/es/contacto/quejas-reclamaciones>). This channel offers any person the possibility of communicating a claim or complaint about any of our products or services directly to Solera. We also indicate the usual recommendations for communication to be as effective as possible, making it easier for you to send us photographs or other files with the necessary evidence to accompany the claim or complaint, which will help us to make the management and resolution of the complaint more effective.

Once the claim has been generated, at Solera we issue an acknowledgement of receipt, thus informing the client that we have received their claim, that we are starting to work on an appropriate solution as quickly as possible and that we establish a response timeframe. Subsequently, if necessary, this response timeframe may be extended to resolve the issue, and the customer will be informed accordingly.

In all communications with our customers or any other Stakeholders and, even more so, when they make a claim or complaint, Solera always tries to:

- .- show an attitude of active listening in order to address the concerns of our customers.
- .- ensure that complaints and claims are dealt with in a fair and equitable (non-discriminatory) manner.
- .- strive for a quick and efficient resolution and, if deemed appropriate, provide an explanation of the measures being taken to avoid future problems.
- .- ensure that the solutions we provide are ethical and do not compromise the company's values.

3.4.- REGISTRATION.

There are two methods of registration in the CRM software application depending on the complexity of the resolution of complaints and claims:

- . - The claims are registered through TICKETS when their resolution is a quick and concrete management, such as, for example, to send free of charge a material that has not been sent correctly, or that has been sent in a different quantity than requested, or, for example, to make a credit note for a material that has not been sent, or that has been sent defective, etc.
- . - The complaints and claims are registered through the CASES when their resolution implies a more extensive analysis, or the intervention of other departments, or that the responsibility for the resolution falls on other individuals outside the Sales Department etc., such as, for example, the review of some materials in the warehouse after a customer claims that a product is non-compliant, or an analysis of prices or discounts incorrectly applied to a customer etc.

The CRM software application is simple and intuitive to use and, both in the registration of tickets and cases, you only have to fill in the appropriate fields, paying special attention to customer data, the reason for the claim and the most appropriate resolution. This application also allows the insertion of e-mail messages that can be exchanged between Solera and the clients, so that all related transactions will be reflected in each record.

3.5.- REVIEW OF COMPLAINTS AND CLAIMS.

Solera's staff, who manage complaints or claims, review on a weekly basis those that are active, so that the registration of their resolution is as fast and efficient as possible.

There is a monthly review of complaints and claims by the Technical Department to bring the review data to the ISC (Integrated System Committee) meetings. On the basis of these reviews, the different persons in charge are consulted if there is any relevant information on which to make a decision, and this is recorded in the minutes of the same meeting.

Solera has a strong commitment to continuous improvement and these reviews of complaints and claims can be used as opportunities to improve our products, services and internal processes.

