

1. PURPOSE AND SCOPE

1.1. REKSOIL PETROKİMYA SAN. ve TİC. A.Ş. fully explains the methods followed in collaborating with customers to receive and examine positive or negative feedback, initiate corrective actions when necessary, improve service quality, and use this feedback as data for improvement and development efforts.

2. DEFINITIONS AND ABBREVIATIONS

2.1. Complaint: A complaint is any dissatisfaction reported to the laboratory by any party regarding Reksoil product service or laboratory activities or results, for which a response is expected.

2.2. Objection: This is a request from the supplier of the test element to Reksoil Laboratory for a reassessment of the decision made regarding this element. Objections will also be evaluated within the scope of complaints.

2.3. Customer Satisfaction: Meeting customer requirements, The degree to which it is perceived by the customer.

2.4. Customer: The organization or individual receiving the testing service.

2.5. Contract: A written agreement describing the scope of services provided in our laboratory.

3. RESPONSIBILITY AND AUTHORITY

3.1. General Manager

3.2. Management Representative

3.3. Laboratory Manager

4. APPLICATION

4.1. Customer Complaints

- Upon receiving a complaint, Reksoil and Reksoil Laboratory verify whether the complaint relates to Reksoil product services or laboratory activities under their responsibility. If so, they address the complaint. Otherwise, the complainant is informed.
- When Reksoil receives a complaint, it is responsible for gathering and verifying all the information necessary to validate the complaint.
- Wherever possible, Reksoil informs the complainant that it acknowledges the complaint and provides the complainant with information on the progress and outcome of the complaint.
- The results to be communicated to the complainant are prepared, reviewed, and approved by the person(s) who are not involved in the laboratory activities that are the subject of the complaint. For this purpose, decisions regarding complaints related to the management system and complaints related to the laboratory are prepared, reviewed, and approved by the General Manager, while decisions regarding complaints related to laboratory management are prepared, reviewed, and approved by the Management Representative.
- The process for handling complaints is explained on the Customer Service section of the website and is accessible to all interested parties who may request it.
- Products accepted for return as a result of customer complaints must be returned using the Product Return Form (AK-F18-5).

4.1.1. Customer Complaints Regarding Service Quality

4.1.1.1. Customer In case of any customer complaint, the person receiving the complaint forwards it to the Complaint

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Management Representative. The Management Representative has the customer fill out the Complaint/Suggestion Form (AK-F18-4) or fills it out themselves and records it. The recorded complaint is evaluated and processed immediately, and feedback is provided to the customer as soon as possible. The Management Representative discusses the complaint with the relevant department manager to determine the course of action.

4.1.2. Customer Complaints Regarding Test Quality

4.1.2.1. To process objections and/or complaints regarding the Test Reports showing the test results of the REKSOIL PETROKİMYA SAN. ve TİC. A.Ş. Laboratory, the Laboratory Manager will have the customer fill out the Complaint-Suggestion Form (AK-F18-4) or fill it out themselves and record it.

4.1.2.2. Objections and complaints are evaluated by the Management Representative. A meeting is held with the Laboratory Manager regarding the complaint, and during this meeting, personnel are assigned to determine whether the objection/complaint is related to the laboratory and to ensure an impartial assessment of the matter. Every aspect of the complaint is recorded using the Complaint-Suggestion Form (AK-F18-4). If non-conformity is detected, action is taken according to the Laboratory Non-Conforming Testing Control Procedure (AK-P-15). Following the evaluation, the customer is notified in writing, along with the reasons, of any issues that do not require repetition of the test.

4.1.2.3. When the experiment needs to be repeated After the necessary arrangements are made, on the announced date, the Management Representative will meet with the customer. The customer will be informed about the standard to be applied in the experiment, the experimental method, and the equipment used in the experiments.

4.1.2.4. If any disagreement arises during the repetition of the experiment conducted by the Customer together with the Laboratory Manager and Laboratory Personnel, the matter shall be reported to the General Manager. If a decision is made to proceed with the process, the decision shall be recorded by the Management Representative on the Complaint/Suggestion Form (AK-F18-4). If the reported result is contested again, the experiment may be repeated in another laboratory agreed upon with the Customer, and a decision will be made based on the result. The experiment fee shall be borne by the party at fault.

4.1.2.5. In the repeated experiments conducted If the experimental results differ, the procedures outlined in the Laboratory Non-Conforming Experiment Control Procedure (AK-P-15) and Laboratory Quality Control Procedure (AK-P-26) will be applied, taking into account the impact on other services where the same experiment was conducted.

4.1.2.6. The laboratory is responsible for all decisions made throughout the complaint handling process. The maximum time for providing feedback to the customer from the completion of decisions and activities is 15 days. Records related to complaint feedback are kept as an attachment to the form.

4.1.3. Customer Complaints Received Through the Accreditation Agency and Other Relevant Parties

4.1.3.1. Complaints received from the Accreditation Body are handled by the Management Representative, the Laboratory Manager, and the General Manager.

4.1.3.2. The process is initiated by the Management Representative using the Complaint/Suggestion Form (AK-F18-4).

4.1.3.3. The relevant organization is informed in writing about the solution.

4.1.4. Complaint Resolution and Customer Information

4.1.4.1. In resolving all complaints received by REKSOIL PETROKİMYA SAN. VE TİC. A.Ş., if necessary, a Nonconformity and Corrective Action Form (AK-F16-1) is opened, and the root cause of the complaint is addressed

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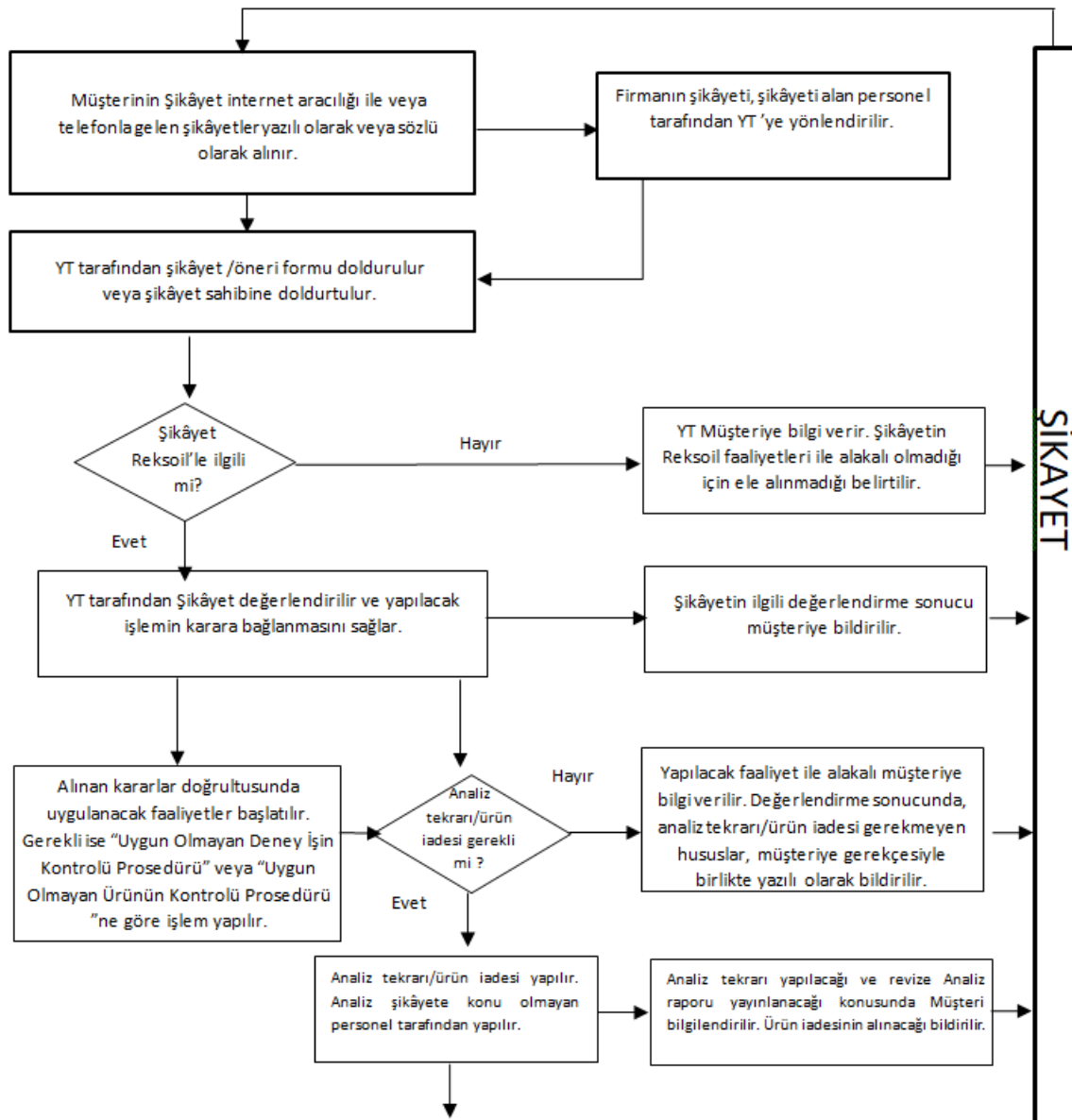
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according to the Corrective Action Procedure (AK-P-16), the Nonconforming Product Control Procedure (AK-P-7), and the Laboratory Nonconforming Testing Control Procedure (AK-P-15). The customer is informed in writing and verbally by the Management Representative about the status of the complaint and the results of the actions taken, taking into account the issue of impartiality in Article 4.1 .

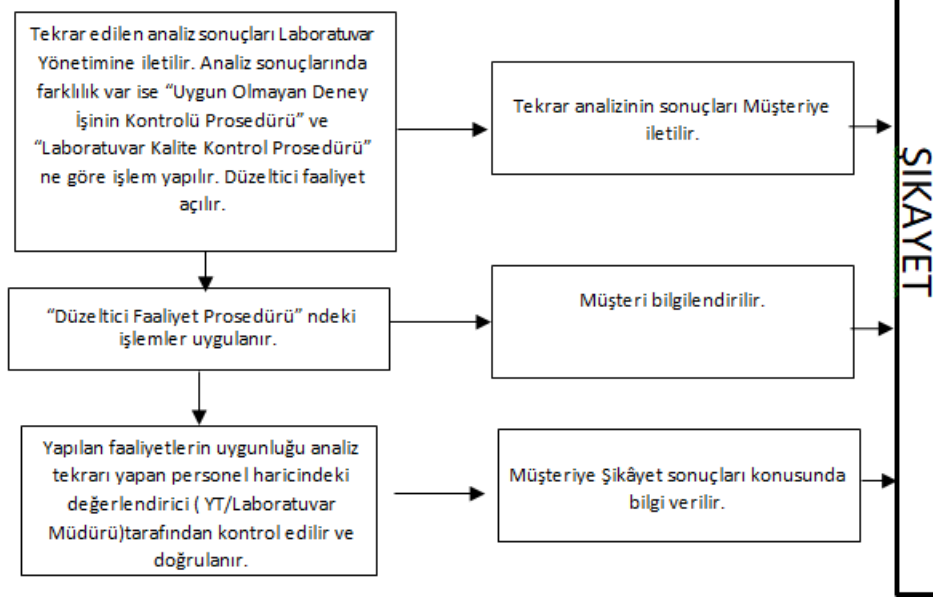
4.1.5. All records relating to customer complaints are kept by the Management Representative in accordance with the Records Control Procedure (AK-P-13).

4.1.6. Records regarding customer complaints are analyzed by the Management Representative, the current situation is determined in order to set targets regarding customer complaints, and the Management Representative evaluates this within the framework of the Management Review Procedure (AK-P-14).

4.1.7. The following complaint process is followed for receiving complaints.



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4.2. Customer Service

4.2.1 . Reksoil Testing Laboratory collaborates with customers or their representatives to clarify customer requests and monitor laboratory performance related to the activities performed. Requests from customers or their representatives to be present as observers during tests they specifically request will be evaluated by the Management Representative and the Laboratory Manager, and an appointment will be scheduled.

4.2.2. Upon request from the customer or their representative, the Laboratory Manager will meet with the laboratory personnel who will perform the experiments. Considering the current workload in the relevant department, a suitable date for the service to be provided to the customer or their representative will be determined. The determined date will be communicated to the customer in writing by the Laboratory Manager.

4.2.3. Prior to the visit of the customer or their representative, the Laboratory Manager shall ensure that the necessary arrangements are made in the Laboratory in accordance with the principles of confidentiality and reliability.

4.2.4. After the customer or their representative is admitted in accordance with the Laboratory Confidentiality Procedure (AK-P-27), they are informed by the Laboratory Manager about the confidentiality of the activities carried out in the laboratory and are not permitted to enter any area unrelated to their work. The Laboratory Confidentiality Procedure (AK-P-27) is applied to prevent them from seeing the experiments or results of other customers during their time in the laboratory.

4.2.5. If requested by the customer or their representative during their time in the laboratory, the Laboratory Manager will

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provide all necessary information regarding experimental methods, measuring and testing equipment, etc., related to their experiments.

4.2.6. The customer's proprietary and non-proprietary rights, which they wish to remain confidential, are specifically protected by laboratory personnel. Customer results are kept in printed form and sent to the customer in a sealed envelope. Test results may also be sent to customers electronically in PDF format.

4.2.7. If Reksoil Petrokimya San. Ve Tic. A.Ş. exceeds the delivery time specified in the Customer Agreement for products ordered by the customer, Nonconformity and Corrective Actions will be initiated.

4.2.8. The evaluation of the experience service provided to the internal customer is reviewed through meetings held every 3 months and included in the Meeting Minutes (AK-F14-2) and the Performance Report (AK-14-1), which is prepared every 3 months.

4.2.9. The evaluation of testing services provided to internal customers is carried out with the participation of the Laboratory Manager, Management Representative, and Production Manager.

4.3. Customer Surveys

4.3.1. To obtain positive or negative feedback from customers, Customer Satisfaction Surveys (AK-F18-1) and Laboratory Customer Satisfaction Survey Forms (AK-F18-2), prepared according to the Laboratory Data Analysis Procedure (AK-P-28), are sent to the customer. These surveys are sent to the customer annually by a Management Representative and completed through online surveys or, when appropriate, through interviews.

4.3.2. REKSOIL PETROKİMYA SAN. ve TİC. A.Ş. Laboratory implements the Corrective Action Procedure (AK-P-16) and the Risk and Opportunity Assessment Procedure (AK-P-30) to continuously improve its Quality Management System by utilizing positive and/or negative feedback from customers.

The analysis of customer surveys is recorded by the Management Representative on the Customer Satisfaction Survey Analysis (AK-F18-3) form and presented at the management review meeting. The surveys are evaluated as follows.

- In the first stage, the answers are first scored.**

Very Good = 5 Points

Good = 4 Points

Average = 3 Points

Bad = 2 Points

Very Bad = 1 Point

- Percentage ranges of the answers**

Very Good = 100% - 80%

Good = 80% - 60%

Medium = 60% - 40%

Bad = 40% - 20%

Very Bad = 20% - 0%

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- The customer's total score is calculated based on the scoring system used for their answers.

Score = Number of Answers * Answer Score. For example, in a 10-question survey, if 5 questions are answered "Good," 3 questions "Average," and 2 questions "Very Good," the customer's total score will be...

$$5 * 4 (\text{Good}) = 20$$

$$3 * 3 (\text{Medium}) = 9$$

$$2 * 5 (\text{very good}) = 10$$

$$\text{Total Score} = 39$$

- **Customer Satisfaction Percentage = (Total Score / Number of Questions) / 5 * 100.**

$$\begin{aligned} \text{Customer Satisfaction Percentage} &= (39/10)/5 * 100 \\ &= 78\% \end{aligned}$$

- The calculated customer satisfaction percentage is recorded in the Customer Satisfaction Survey Analysis (AK-F18-3) form as a percentage of Very Good, Good, Medium, Poor, or Very Poor.

Based on the 78% customer satisfaction rate in the example, the "Good" option is selected on the Customer Satisfaction Survey Analysis (AK-F18-3) form.

When any suggestion and/or negative feedback is received from the customer, the Laboratory Manager should use the Complaint/Suggestion Form. (AK-F18-4) is completed and feedback is provided to the customer as soon as possible. In case of negative feedback from the customer, the matter is investigated by the Laboratory Manager, and if necessary, the Laboratory Non-Conforming Experiment Control Procedure (AK-P-15) is implemented, and feedback is provided to the customer regarding the matter.

5. RECORDS

- 5.1. Nonconformity and Corrective Action Form (AK-F16-1)
- 5.2. Complaint/Suggestion Form (AK-F18-4)
- 5.3. Customer Satisfaction Survey (AK-F18-1)
- 5.4. Laboratory Customer Satisfaction Survey (AK-F18-2)
- 5.5. Customer Satisfaction Survey Analysis (AK-F18-3)
- 5.6. Product Return Form (AK-F18-5)

6. REFERENCES

- 6.1. Laboratory Sample Processing Procedure (AK-P-20)
- 6.2. Procedure for Selecting and Validating Laboratory Experiment Methods (AK-P-24)
- 6.1. Laboratory Privacy Procedure (AK-P-27)
- 6.2. Laboratory Data Analysis Procedure (AK-P-28)

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6.3. Laboratory Records Control Procedure (AK-P-13)

6.4. Laboratory Management Review Procedure (AK-P-14)

6.5. Laboratory Procedure for Controlling Non-Compliant Experimental Work (AK-P-15)

6.6. Laboratory Corrective Action Procedure (AK-P-16)

6.7. Laboratory Risk and Opportunity Assessment Procedure (AK-P-30)

6.8. Laboratory Quality Control Procedure (AK-P-26)

7th REVISION HISTORY

Revision No.	Revision Date	Nature of Revision
00	July 1, 2013	First broadcast
01	August 26, 2014	-The grammatical error in the definition under section 4.1 regarding the recording of customer complaints has been corrected. The phrase "the person who became aware of the complaint" has been removed. - The "Deputy Management Representative" section has been corrected. -The reference to the Laboratory Data Analysis Procedure (P-28), which is not present in the system, has been removed.
02	08.09.2014	-4.5. Deviation from Contract Terms Added.
03	29.12.2014	Integration into quality systems
04	16.10.2015	Article 4.2.7 explains how customer satisfaction surveys will be evaluated.
05	June 27, 2016	Name change, amendment to Articles 1.1, 4.1.1, and 4.3.2.
06	June 1, 2017	Section "4.3. Review of Requests, Offers and Contracts" has been removed from the procedure, and analysis requests from Internal and External Customers are explained in the AK-P-03 procedure. 4.3. Customer Surveys section has been added.
07	July 29, 2019	Revisions have been made to the topics that have changed within the scope of the TS EN ISO/IEC 17025:2017 revision.
08	02.11.2020	Article 4.2.7. The procedures to be followed in case of customer deviation from the given timeframe are outlined. Article 4.1. It has been added that the complaint handling process will be explained on our website.
09	January 8, 2024	Article 4.2.8 has been added, defining that the experience service provided to internal customers shall be evaluated every three months and recorded in the Meeting Minutes.

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10	August 25, 2025	<p>The document title has been revised to "Laboratory Customer Service and Complaint Resolution Procedure".</p> <p>Article 6.9 has been removed.</p> <p>The laboratory name has been added to the reference items.</p> <p>The author's name has been changed to Fatih DAŞDEMİR.</p>
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