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	Prepared by	Reviewed by	Approved by
Name			
Signature			
Position	Social Worker	Human Resources Manager	General Manager

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1. PURPOSE


Allow all personnel working at the port facilities of YILPORTECU S.A. to express their opinions and ideas in relation to the environment, their needs, and coexistence at work, in such a way that their suggestions are taken into account to improve the flow of established processes and address the issues that could occasionally be disregarded by the Human Resources Management team, respecting the basic principles of transparency, impartiality, and accessibility, as well as the policy and corporate values of Yilport, and above all, the judicial laws of Ecuador.

2. SCOPE

This claims and suggestions procedure applies to all port workers, that is, the employees legally hired by YILPORT TERMINAL OPERATIONS YILPORTECU S.A., and the employees of the different cargo operators that operate within the port terminal. By means of this instrument, they are free to inform their claims and suggestions to the company.

3. DEFINITIONS

Term	Definition
Complaint	Resentment, claim, distress, or displeasure due to any personal situation, related to the company, that affects the person directly or indirectly and that requires remediation. This must be expressed in writing.
Claim	Oppose something either verbally or in writing, expressing disagreement, or a claim that demands an action due to some kind of event in the work environment.
Restlessness	Concern, ignorance of a topic or situation pertaining to the work environment.
Suggestion	This is a proposal or insinuation, which can also be perceived as a recommendation, in order to provoke a contrast, change, or improvement.

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4. PROCESS

4.1 RECEPTION

The claims and suggestions presented by the workers will be collected by the Yilport Human Resources Department through Social Work.

Yilport staff and the operators' staff can access the service via telephone, mailboxes located in highly transited areas, by email, or using the claims and suggestions form that will be distributed to all staff working in the port terminal.

In the event of claims about sensitive issues, the established mechanism is a direct interview with the company's social worker, in order to maintain confidentiality in cases such as workplace harassment, sexual harassment, discrimination, bribery, or others.

To start the process, Yilport Human Resources, through the company's Social Worker, collects the claims, claims, concerns, or suggestions presented by the internal or external staff via the mechanisms indicated below.

- a) Using the link on the claims and suggestions form.
- b) Mailbox for concerns, complaints, claims, and suggestions.
- c) By email: ana.angulo@yilport.com
- d) Direct meeting with the company's Social Worker.
- e) Over the phone with the company's Social Worker.

4.2. MANAGEMENT


Once the Social Worker has received the suggestion or claim, he/she must confirm receipt and follow the corresponding steps. (Review paragraphs 7 and 8) The relevant parties will be notified based on the findings, with the corresponding follow-up to reach a timely solution to the claim, complaint, concern, or the implementation of the suggestion.

The procedure should not exceed thirty working days.

4.3. REQUIREMENTS FOR SUBMITTING CLAIMS OR SUGGESTIONS

The following requirements must be completed when filing a concern, complaint, claim, or suggestion:

- a) **Reason:** Specify the precedent leading to the claim or provide a suggestion.
- b) **Place:** Mention the details of the place where the event occurred, and specify the exact location thereof.
- c) **Time:** When the event happened, that is, indicate the day, date, and time.
- d) **Parties Involved:** Specify the name of the people involved in the event or situation.

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e) **Summary:** Write the facts as they happened in the event of a claim; and if it is a suggestion, explain the reasons for your request.

5. OVERVIEW

- The Human Resources Department is responsible for preparing and executing the internal claims and suggestions procedure.
- Claims, complaints, concerns, and suggestions must be notified only via established communication channels.
- When reporting a claim, complaint, or suggestion, employees may indicate whether they wish to reveal their name or keep their identity confidential.
- Reported claims and suggestions must be dealt with within thirty working days.
- Reported complaints and concerns must be addressed within one week.
- The process is free for all workers who perform their duties at the YILPORT ECU S.A. port terminal.
- The parties involved have the right to know the status of their process, from the reception, follow-up, and resolution of the reported claim, complaint, concern, or suggestion.
- All issues related to social benefits, salary increases, compensations, indemnities, and other benefits related to their employment contract must be discussed directly with the Human Resources Headquarters or Management of the company where the employee works in, and they are therefore not considered in this procedure.
- The lessons learnt or improvements implemented as a result of suggestions, complaints, claims, and concerns will be disseminated over meetings, informative posters, and emails addressed to all company personnel, and the improvements will also be shared with the contracted companies.

6. RESPONSIBILITY:

Position	Responsibility:
	<ul style="list-style-type: none"> • Prepare the procedure according to the needs of the organization and in compliance with current legislation in Ecuador. • Receive the complaints, concerns, claims, and suggestions submitted by Yilport's internal and external workers

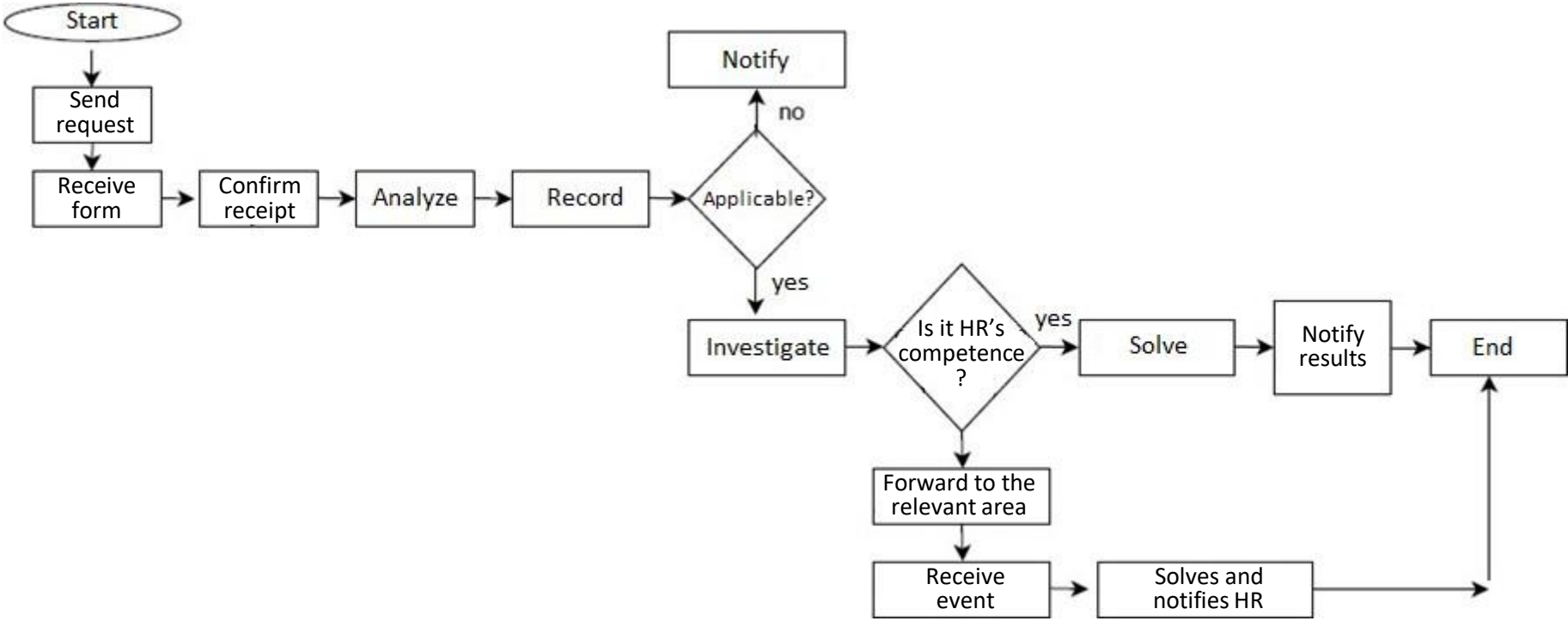
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Social Worker	<p>to refer them to the pertinent departments, which must in turn manage and coordinate with the contracted companies, as appropriate, in the event that an external employee is involved.</p> <ul style="list-style-type: none"> • Run the procedure. • Disseminate the results obtained from the implementation and execution of the procedure to address complaints, concerns, claims, and suggestions to allstaff members.
Human Resources Manager	<ul style="list-style-type: none"> • Review, monitor, and coordinate the approval, dissemination, and compliance with the procedure.
Head of Human Resources	<ul style="list-style-type: none"> • Monitor compliance with the procedure.
General Manager	<ul style="list-style-type: none"> • Approve the procedure.



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7. FLOWCHART



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8. DESCRIPTION OF ACTIVITIES / THE PROCESS

8.1. CLAIMS, COMPLAINTS, CONCERNS, SUGGESTIONS

No.	Task	Description	Supervisor	Related Documentation
1	Receive the reported event	Receive the form with the claim, complaint, concern, suggestion. Fill out the established form if the event has been reported verbally. Go to activity No. 2	Social Work	Claims and suggestions form
2	Confirm receipt of the reported event	Confirm receipt of the event by email within one hour maximum. Go to Activity No. 3	Social Work	N/A
3	Analyze and record the event	Classify the type of event and record it in the matrix for tracking and monitoring purposes within one hour maximum. Go to activity No. 4	Social Work	Claim registration matrix/form
4	Identify if the event presented is applicable	The Human Resources team assesses whether the event presented is applicable, in accordance with the guidelines of this procedure. The event will be addressed and forwarded to the departments involved, if necessary, within one hour after receiving the event. Go to activity No. 5	Social Work	N/A
5	Communicate	If the event presented is not applicable, the complainant will be notified the reasons why their request was not addressed and this situation will be closed. This activity should not take more than seven days. Go to activity No. 6	Social Work	N/A



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6	Investigation	Human Resources must investigate the received event, provided that it is within its competence; but if the received event is within the competence of another department, it will be forwarded to the relevant area for investigation. The Human Resources Department will continue to monitor the event until it is resolved. This activity must be completed in a period of thirty days, in the case of claims and suggestions, and up to seven days, in the case of complaints and concerns. Go to activity No. 7	Area Involved /Social Work	N/A
7	Solve the event	The area involved resolves the event and notifies Human Resources of the corresponding solution within a period of thirty days, in the case of claims and suggestions, and up to seven days, in the case of complaints and concerns. Go to activity No. 8	Area Involved /Social Work	N/A
8	Analysis of reported sensitive events	When necessary, hold a meeting with the area or areas involved to analyze the event and identify alternative solutions in more delicate cases or force majeure, within a period of two days, and reach a resolution within thirty days. Go to activity No. 9	Social Work, Area involved, Manager and Head of Human Resources	Incident Report Form
9	Notify the resolution	Notify the complainant via email of the agreements to be followed and the corresponding results. End of the process	Social Worker	N/A

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ANNEXES

COMPLAINTS, CLAIMS, CONCERNS, AND SUGGESTIONS FORM

Claims and suggestions

Form defined by YILPORTECU S.A.'s HR Department to receive suggestions, complaints, concerns, and claims from the personnel, both internal and external, working at the port terminal.

If you belong to a company other than YILPORTECU S.A., you must provide all identification information at the top of the form, otherwise it will not be valid. Carefully read every item and specify the details of the suggestion, claim, concern, or complaint that you are going to report.

The events reported have a period of thirty business days to be solved.


We will notify you the resolution to your suggestion, claim, concern, or complaint via the e-mail address that you provide in this form.

Hi, Ana: By sending this form, the proprietor will be able to see your name and e-mail address

* Mandatory

1. Names and surnames

Write your answer

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2. Identification

ID Card

Passport

3. Number:

Write your answer

4. Company:


Write your answer

5. Telephone number:

Write your answer


6. E-mail address

Write your answer

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7. Petitioner's Department *

- Operations
- Maintenance
- Legal
- Human Resources
- Sales & Marketing
- IT
- Security
- Environment, Health, and Safety
- Finance
- Projects
- Administrative
- General Management

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8. Select according to what you wish to report *

Suggestions

Complaints

Concern


Claim

9. Description:

Clearly and concisely explain the event

(Where did it happen? When did it happen? Date, time, name of the persons involved) *

Write your answer

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10. Petition:

Clearly and concisely indicate the solution you wish to obtain *

Write your answer

11. Explain on what basis you are reporting what happened.*

Write your answer