

Corporate Guide to Addressing Complaints and Suggestions Filed by Neighboring Communities

INTRODUCTION

Responding in a timely manner to claims or complaints will allow Mexichem to properly manage its relations with its social environment, and thus produce a positive impact on its reputation.

PURPOSE

This document is intended to provide guidance on the definition of the methodology utilized to address and follow up on complaints and/or suggestions filed by people or organizations residing close to the Mexichem operation sites, as well as the parties responsible for these activities.

SCOPE

This Guide applies to all Mexichem operation sites.

DEFINITIONS

- **Community:** Means a group of people and institutions that live and/or work in the geographical areas in which the company has its operations.
- **Complaint:** Means a tool that allows us to learn about the concerns expressed by our stakeholders about a situation related to the company's behavior that they believe affects their rights.
- **Suggestions:** Mean recommendations made to improve behavior, as a useful tool that the company can utilize as an early warning system.

RESPONSIBLE PARTIES AND COMMUNICATION CHANNELS UTILIZED TO FILE COMPLAINTS AND SUGGESTIONS

Each operations site must appoint a local community relations manager and establish the communication channels that the neighboring people and organizations can utilize to file their complaints and suggestions. Although this person does not necessarily execute the specific actions, she or he is responsible for their follow up. Exhibit 1 of this document offers some examples of the channels that can be used to this end.

Exhibit 2 proposes a **Complaints and Suggestions Customer Service Form** that contains five sections utilized to provide the relevant documentation. It is important to appoint a person responsible for documenting and processing each section of this form.

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ACTIVITIES AND RESPONSIBLE PARTIES

Local Community Relations Manager (LCRM)	Ensures the identification and establishment of the channels utilized to address the community's complaints and suggestions approved by the Site Manager or Director. The LCRM also ensures that the internal leaders and communities are familiar with these channels and how they work.
	Identifies the origin of the complaint or suggestion within no more than three business days after its reception.
	Documents the complaints and/or suggestions with the Form provided in Exhibit 2, filling out the information requested in sections 2, 3, and 4. If it is determined that the complaint and/or suggestion is inadmissible, the LCRM is responsible for drafting the letter and informing the stakeholder of said reasons. If it is determined that the complaint and/or suggestion does apply, the reasons should also be written out (see Exhibit 2, section 2).
	Notifies the Site Manager or Director of the receipt of the complaint and/or suggestion.
	Follows up on the work plan of the person responsible for addressing and responding to the complaint. In the case of a suggestion, make sure that the person who made the suggestion is thanked.
	Presents the response to the stakeholder, after obtaining the approval of the answer from the Site Director or Manager, and from the regional Social Responsibility Manager.
	Reports the progress of the plan to the LCRM or the Site Manager or Director.
	Reports the complaints and suggestions response indicators once a year.
Site Manager or Director	Appoints the Local Community Relations Manager and informs the internal leaders and communities of the appointment.
	Analyzes and decides, together with the LCRM, if the complaint and/or suggestion is admissible or not.
	Selects and assigns the person who will investigate the causes and follow up on the request.

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	Determined the response times and reviews the suggested work plan to investigate and address the root causes of the complaints.
Party responsible for following up on the complaint and/or suggestion (when it is someone other than the LCRM).	Accompanies, scales, and verifies compliance with the terms established in the answer sent in response to the complaint and/or suggestion.

MAIN INDICATORS UTILIZED TO FOLLOW UP ON COMPLAINTS AND SUGGESTIONS

The LCRM must report the following indicators each semester to the Site Manager or Director and the Regional Social Responsibility Manager:

Indicator	Description and Method of Obtention
The number of complaints received, disaggregated by media, and level of origin	The number of complaints received in the six-month period that applies is presented. They are itemized according to the medium by which they were received and the level of origin of each of them.
Response time	Addition of the days required to answer them. Each day of deviation of the complaints procedure in each semester are added in one single number including only the admissible complaints. The final number does not include inadmissible complaints.
Status of complaints filed and admissible	The status of the work plans of all admissible complaints presented during the period.

EXHIBITS

EXHIBIT 1.

EXAMPLES OF THE COMPLAINTS AND SUGGESTIONS RECEPTION CHANNELS

All Mexichem operations must establish the appropriate communication channels to gather the necessary and sufficient information to process a complaint and/or suggestion.

Following are examples of the communication channels that can be used to this end.

- **Face-to-face channels especially for rural areas, through the Receptionist or the person appointed to this end, and by placing a mailbox in the main entrance or reception.**
- **Email address for receiving complaints and/or suggestions: in non-rural areas**
 - An email address is provided per region. This must always be conveyed and visible.

We recommend hanging a poster on the outside of the facilities to ensure its visibility for passers-by; the poster should be written in the official language of the region. Example of text that can be utilized for the different options:

If you wish to express a complaint or suggestion related to the operations of the company, you can do so through the following means:

- Directly in these facilities where we can guide you by providing a form that you can fill out and drop in the mailbox to obtain the required response.
- By calling the Customer Response line at (telephone number).
- By writing to [Email address].

Sincerely yours,

Note: It is important to sign this information as Mexichem unless local regulations establish the need to use the entity or company's legal name as text and without the logo.

EXHIBIT 2. COMPLAINTS AND SUGGESTIONS

COMPLAINTS AND SUGGESTIONS RESPONSE FORM

SECTION 1.

This section may be filled out by the Local Community Relations Manager or directly by the person filing the complaint and/or offering a suggestion.

Receipt of the complaint or suggestion

Reception date: _____

The complaint or suggestion is received:

On-site By phone Other _____

IMPORTANT: Ask the person if they want to be contacted as a follow-up to their request and to remind them that they can read our privacy policy at www.mexichem.com about the protection of the privacy of their data.

Name and surname: _____

Place of residence: _____

Method by which the person prefers to be contacted

By phone By email In a closed letter (which can be collected at the Security office)

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Telephone number (with address) and/or by email: _____

Name of the person allegedly impacted (person, group or organization), if they agree to be identified:

Description of the fact

A detailed description of the facts that led the person to express the complaint or suggestion.

Approximate date of when the event occurred: _____

Had the event occurred before? _____

Place where the events occurred: _____

Detailed description of the events, including those involved:

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Exhibits: Physical or testimonial evidence of the situation.

Receipt of the complaint. To be processed by the Mexichem employee who receives the form:

Are all the required fields duly filled out in a legible manner on the form?

Yes

No

Name of the person receiving the form:

SECTION 2

The Local Community Relations Manager must enter the information required by this form, which must be verified by the Site Manager or Director.

The complaint or suggestion is:

Accepted

Rejected

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Justification of the acceptance or rejection of the complaint or suggestion:

The complaint or suggestion is of the following nature:

Nonexistent

Minor

Serious

Severe

The person responsible for investigating and following up on the complaint or suggestion is:

Name:

Position:

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The period of time to report the progress made on this complaint or suggestion is:

- Weekly Monthly Quarterly Semiannual

Does the complaint or suggestion involve any of the following aspects? Select all that apply.

- Discrimination or the violation of a Human Right
- Child labor
- Corruption or bribery
- Environmental issues
- Problems with the community
- Other

SECTION 3

This section must be processed by the person appointed as responsible for the investigation and follow-up of the complaint or suggestion.

Each time a complaint or suggestion is received, we will have **up to three business days** to determine the degree of origin of the same, involving the Site Manager or Director and the Local Head of Community Relations. There are three levels that can be utilized to determine the acceptance or rejection of the application:

1. The complaint or suggestion is inadmissible. When it is determined that the cause of the complaint or suggestion is outside of the Mexichem operations or control.
2. The complaint or suggestion is admissible. When it is determined that the complaint or suggestion is caused directly or indirectly by the Mexichem operations or by one of its vendors.
3. It is not clear if the complaint or suggestion is admissible or not. When it is impossible to determine if the cause of the complaint or suggestion falls outside of the Mexichem operations or control. In all cases, the level of origin must be noted with the reason justifying the decision with a brief summary. In the third case, the recommendation consists of including a third objective to help resolve the situation.

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Date and time the form is received

Name of the person receiving the form

Investigation

Describe the root causes of the complaint or suggestion and attach the support documentation:

Parties involved in the event. Select all that apply.

- Caused by Mexichem operations
- Caused by a Mexichem contractor
- Caused by a Mexichem vendor
- Caused by an unrelated third party

Mexichem Departments involved in the event:

The probability that the event will reoccur if corrective actions are not taken.

- In less than a year
- Within five years
- Within 10 years
- Within 50 years
- After 50 years

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The investigation confirms that the complaint or suggestion is:

Admissible

Inadmissible

SECTION 4

This section must be processed by the person appointed as responsible for the investigation and follow-up of the complaint or suggestion.

Corrective actions

Describe the proposed corrective actions to address the root cause of the complaint or suggestion. More rows can be added if necessary.

	Proposed corrective actions	Deadline
1)		
2)		
3)		
4)		

Record the resources required to execute the corrective actions. The list of actions must match the number in the table above.

Corrective action	Necessary economic resources	Staff involved from other departments
1)		
2)		

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3)		
4)		

Date on which the follow-up to the complaint or suggestion is successfully closed:

SECTION 5 The company documents the response, which must be approved by the Site Director regardless of who fills out this section.

Use the following box to write the formal answer given to the person who filed the complaint or suggestion or attach the corresponding document. The Local Community Relations Manager must enter the information in this form, which must be verified by the Site Manager or Director.