


FRIGOL	FRIGOL S/A	Code		
	STANDARD OPERATING PROCEDURE	Ref.		
	CLAIMS SUBMISSION PROCEDURE FOR CUSTOMERS IN THE FOREIGN MARKET	Area		
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1 PURPOSE

Establish procedures for receiving (submitting) complaints from customers in the foreign market, so that sufficient data are provided for the analysis of deviations pointed out by customers, and thus assertively determine the potential root causes of the reported problems, applying actions that will eliminate the possibility of recurrence.

2 APPLICATION

To customers in Foreign Market.

3 REFERENCES

- Internal technical procedures
- Product traceability controls
- External market research
- Sampling standards

4 DEFINITIONS AND ACRONYMS

Not applicable

5 RESPONSIBILITIES


- Corporate Quality Department
- Commercial Export Department

6 DESCRIPTION OF THE PROCEDURE

ASSESSMENT OF THE TYPES OF COMPLAINTS:

Situation 1 - For a request of financial compensation:

- The customer must perform the sampling requested by Frigol (ACCORDING TO THIS DOCUMENT) and send all the evidences.

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Situation 2 - To request the return of the product by the customer or disposal by the inspection agency/ authorities:


- The customer must carry out the sampling requested by Frigol (ACCORDING TO THIS DOCUMENT) and send all the evidences, and:
- A technical visit by Frigol will be carried out with the customer to verify the products, evidencing the reasons claimed by the customer, with a new sampling.

Claims will only be accepted up to 10 days after the release of the cargo at the port of destination; except for claims for deviation from the product standard , there is no time limit.

SAMPLING CONDITION FOR COMPLAINT CASES:

Follow the sampling of the products with deviations, as indicated in the table below:

Type of Conservation	Product Class**	Sampled Boxes* (%)	Photos and videos?	Evidences
Chilled	Small packages	2%	Yes	Highlight 02 pieces per product box, showing the opening of the package and label information.
Chilled	Medium Packages	2%	Yes	Highlight all product packages on the box and label information.
Frozen	Small packages	2%	Yes	Highlight 02 pieces per box of thawed products, showing the opening of the product packaging after thawing and label information.
Frozen	Medium Packages	2%	Yes	Highlight all product packages on the box and label information.

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Frozen	Large, dense packages	2%	Yes	Products should be thawed and/or sawed off showing the opening of the product package after defrosted and label information.
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*Calculate the quantity of samples based on the total volume of boxes of the product claimed.

**Product Class:

Small packages	Rib Finger, Brisket Fat, etc.
Medium Packages	Flat, Eyeround, Striploin, etc
Large Packages	Trimming, Flanks, Blocks, etc

SAMPLING CONDITION FOR CASES OF REQUEST FOR RETURN/DESTRUCTION OF THE PRODUCT:


Type of Conservation	Product Class	Sampled Boxes (%)	Photos and videos?	Evidences
Chilled	All	8%	Yes	All cartons product packages and label information.
Frozen	All	8%	Yes	Photos and videos of all carton product packages and label information.

For these cases, it will be necessary to carry out an on-site visit by Frigol to the customer to evaluate the products.

SAMPLING CONDITION FOR CLAIMS FOR OTHER REASONS:

DIVERGENCE IN THE NUMBER OF BOXES RECEIVED

Complaints will only be received from up to 03 boxes and with systemic proof (list of barcodes).

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DIVERGENCE IN THE PRODUCT WEIGHT

Complains only will be received from 62 kg as minimum and with photographic proof of the customer's weighing.

We will evaluate Frigol's internal cargo controls, such as cargo checks at shipment, difference in weights of road scales, etc.

BREAKDOWN AGREED

In sales above 01 container, the possible disproportion of the items, after arrival at the customer, of the entire volume of the contract will be validated, so that the total volume can be added and be able to verify if there was a deviation.

The calculation to arrive at the discount amount should be based on the price of each cut in the local market.

6.1 NECESSARY CONDITIONS

6.1.1 Materials and Equipment


"Not applicable";

6.1.2 Special Precautions

ESSENTIAL INFORMATION ABOUT THE CUSTOMER AND PRODUCT CLAIMED


It is essential that the complaint report has clear information that allows traceability for a proper analysis and thus determination of the potential cause of the deviation. The minimum information is:

1. Customer (buyer) Details;
2. Sales Order and Invoice;
3. Description of the product claimed (since a cargo may contain more than one type of product);
4. Description of the SIF (Federal Inspection Service) number of the production plant of the claimed product (cargo may contain products from more than one production plant).

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RECORDING EVIDENCE - DOCUMENTATION It is essential that during the sample analysis **some precautions** are taken, such as:

1. Photograph/record the sample boxes and their respective external labels, as they have information that allows the traceability of the evaluated lot;
2. Photograph/record the evaluated products and the non-conformity identified, capturing a clear image of the problem found, showing the product label in the image, to allow the verification of traceability;
3. If any instrument is used to obtain data (thermometer, pH meter, equipment for determining fat), take the photograph in a clear way to identify the result obtained, and it is important to show the product on carton label or internal label in the image;
4. There is no mixing of samples with products from batches other than the evaluated batch or even from other suppliers (losing the effective traceability of the sample);
5. Keep the products in an appropriate place of conservation (temperature, hygiene and others), so that there is no undue compromise of the sampled products;
6. In case of using measuring instruments (thermometers, pH meters, fat determiners), ensure that they are properly calibrated, so that the result is the most truthful and portrays the real scenario of the product;
7. Do not fail to record images (photos/videos) of the products and especially of non-conformities, so that the evaluation is possible by the supplier.
8. If the deviation is related to the product's temperature, color and odor, it is important to **retain the thermographic equipment of the cargo** and send the temperature report of the same, to compose the analysis of Frigol's technical area;
9. Deviations related to weight or lack of boxes, evidence with a photo of the weighing of the box and/or the weighing of the container carried out by the customer;
10. Deviations related to products not consistent with the carton label (exchanged products), evidence with photos of the carton label and internal label and photos of the product on the box.

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7. EXPECTED RESULTS

Correct compliance with the submission of information and evidence for customer complaints.

8. IMMEDIATE ACTION FOR CORRECTION

Return to the customer with the non-acceptance of the complaint, without sending the correct information by the customer.

9. PROCEDURE COMPLIANCE CHECK

"Not applicable".

10. ANNEXES

- Procedure for submitting complaints from external market customers – CUSTOMER VERSION

11. DEVELOPERS

Kind	Name	Area	Description of the Activity	Date
Elaboration	Fabrcia Miranda	Corporate Quality	Elaboration of the procedure	26/08/2024
Revision	Marina Cançado	Commercial Export	Procedure Review	26/08/2024