

## **Ocolul Silvic Ingka Investments SRL**

### **Company Complaints Procedure**

Ocolul Silvic Ingka Investments SRL has an obligation under the European Union Timber Regulation (EUTR) to ensure that all the timber products we place on the market have negligible risk of originating from sources where there is evidence of contravention of forest legislation. In order to have independent verification of this we have engaged with Soil Association Woodmark, as a Monitoring Organisation registered with the EU, to use their approved and regularly evaluated Due Diligence System (DDS).

Notwithstanding our best efforts, we recognise that no system can offer a hundred per cent guarantee of legality and the requirement of the EUTR is an absolute prohibition on trade in illegal timber.

In the event of any complaints by customers or other interested parties which relate to our DDS or of any allegation that any product may not comply with the EUTR, Ocolul Silvic Ingka Investments SRL will maintain and make publicly available this Complaints Procedure.

1. All complaints will be acknowledged within seven working days and responded to within 28 days.
2. If information to resolve a complaint (such as missing documentation) cannot be obtained within 28 days, we will keep the complainant informed and give an explanation of the delay.
3. If the complaint is found to be unsubstantiated it will be recorded and marked as such.
4. Records of all complaints, correspondence (including letters, emails and phone calls) and actions taken will be recorded by us and made available to the Monitoring Organisation and Competent Authority. Records will be kept for a minimum of five years. See TP-DDS-003.
5. Where a complaint cannot be resolved, OS Ingka Investments will notify Soil Association Woodmark.
6. Where a complaint results in evidence that a product sold or offered for sale by Ocolul Silvic Ingka Investments SRL is in contravention of the EUTR, we will inform Soil Association Woodmark of the facts and the information will be passed by them to the Competent Authority. We will cooperate fully in the process.
7. In the event that any complaint results in proof that a product has been placed on the market by Ocolul Silvic Ingka Investments SRL in contravention of the EUTR, we undertake to accept return of the product and reimburse the customer.

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### **Procedura privind reclamatii**

Ocolul Silvic Ingka Investments SRL are obligatia in conformitate cu Regulamentul European privind Materialul Lemnos (EUTR) de a se asigura ca toate produsele din material lemnos pe care le plaseaza pe piata sa aiba risc neglijabil de a proveni din surse unde exista o incalcare evidenta a legislatiei forestiere. Pentru a verifica acest lucru in mod independent, am contactat Soil Association Woodmark, ca Organizatie de Monitorizare inregistrata la UE, pentru a le utiliza Sistemul Due Diligence (DDS) aprobat si evaluat in mod regulat.

In ciuda celor mai bune eforturi ale noastre, recunoastem ca nici un sistem nu poate oferi garantia legalitatii suta la suta si intelegem ca cerinta EUTR este o interzicere absoluta a comertului cu material lemnos ilegal.

In cazul oricaror plangeri de la client sau de la alte parti interesate care au legatura cu DDS-ul nostru sau in cazul oricaror declaratii conform carora oricare produs ar putea sa nu se conformeze cu EUTR, Ocolul Silvic Ingka Investments SRL va mentine si va face publica aceasta Procedura privind Plangerile.

1. Toate plangerile vor fi notate in termen de 7 zile lucratoare si vor primi un raspuns in termen de 28 de zile.
2. Daca informatia necesara rezolvarii unei plangeri (precum documente lipsa) nu se poate obtine in termen de 28 de zile, vom informa reclamantul si vom da o explicatie privind intarzierea.
3. Daca plangerea se dovedeste a fi nefondata, aceasta se va marca si inregistra ca atare.
4. Inregistrarile tuturor plangerilor, corespondentei (inclusiv scrisori, emailuri si telefoane) si actiunilor intreprinse vor fi inregistrate de catre noi si facute disponibile pentru Organizatia de Monitorizare si Autoritatea Competenta. Inregistrarile vor fi pastrate minimum cinci ani. Vezi TP-DDS-003.
5. Cand o plangere nu poate fi rezolvata, OS Ingka Investments va notifica Soil Association Woodmark.
6. Cand o plangere rezulta in dovezi ca un produs vandut sau pus la vanzare de catre Ocolul Silvic Ingka Investments SRL este in contraventie cu EUTR, vom informa Soil Association Woodmark de acest fapt, iar informatia va trece de la ei la Autoritatea Competenta. Vom coopera in intregime in acest proces.
7. Daca orice plangere rezulta in dovezi ca un produs a fost plasat pe piata de catre Ocolul Silvic Ingka Investments SRL in contraventie cu EUTR, vom initia returnarea produsului si rambursarea clientului.