

Fields marked () must be filled in*

PERSONAL INFORMATION OF THE INTERESTED PARTY

Name and last name/s (*): _____

ID card (*): _____ Tel.no. (*): _____

Address: _____

City: _____

E-mail (*): _____

Company (if applicable): _____

What is your connection with APM? (*): _____

Truck number plate (if applicable): _____

Please tick the box that applies ()*

COMPLAINT:

SUGGESTION:

CLAIM:

DESCRIPTION OF THE COMPLAINT / SUGGESTION / CLAIM

(Please describe motive and cause)

Date (*): _____ The interested party's signature (*): _____

Please see the back of this page for various ways of presenting us with this complaint, suggestion or claim.

To be filled in by the Quality Management Department::

Date received: _____

How was the complaint, suggestion or claim presented: _____

Type: _____ *Code:* _____

APM Terminals Castellón, S.A.U. (APM) has a system in place for the management of complaints, suggestions and claims received so they can be evaluated, and improvement of services provided as a result.

Clients of APM as well as users of its installations can make their complaints through this system and also manage their claims and/or suggest improvements of the services that APM provides. In this way they contribute to the improvement of the entire organization as well as the quality of services that this Company offers.

1. CATEGORIES:

Complaint: expression of dissatisfaction when a client or user makes the Company aware of certain incidents or situations caused by a disagreement related to APM's infrastructure, equipment or staff.

Claim: an application presented by a client to the Company related to a possible breach of contract or agreement linked to the provision of a service and that is aimed at repairing the breach in question.

Suggestion: a suggestion presented by one of APM's users or clients where they inform the Company of certain actions that could be taken to possibly improve on the services we provide.

2. DIFFERENT WAYS OF PRESENTING A COMPLAINT, CLAIM OR SUGGESTION:

The complaint, suggestion or claim can be presented in any of the following ways:

- Through the APM web page (www.apmterminals.com), by sending us the form provided.
- E-mail, by sending us the form provided with all the necessary information filled in, to the e-mail address available for such correspondence (claimscastellon@apmterminals.com).
- Handing in a written document or the form – provided in situ – to the APM offices or access points (Muelle del Centenario s/n, Terminal B, 12100 – Grao de Castellón, Spain)
- Post: using post to send the form provided to the following address: APM Terminals Castellón, S.A.U., Muelle del Centenario s/n, Terminal B, 12100 – Grao de Castellón (Spain). Please mark the envelope: 'Att. Quality Management Department'.

3. TIME LIMIT

Time limits to hand in a complaint, claim or suggestion: - APM clients have a time limit of maximum one month to present a complaint or claim, counting from the date when the incident that caused the complaint or claim took place.

There is no time limit for suggestions.

The time limit within which a complaint, claim or suggestion must be resolved: - within a maximum period of 10 days, you will receive a reply to your complaint, claim and/or suggestion. If not, or the answer is insufficient for you, please contact with Quality Management Department APM.

4. PERSONAL DATA PROTECTION

In compliance with the regulations on the protection of Personal data (General regulations on data protection, UE 2016/679, hereinafter RGPD), the user is informed of the following:

4.1. Use of the data: address suggestions, complaints and claims of users.

4.2. Conservation deadlines: The data will be retained while the user does not express the right of cancellation.

4.3.-Legitimation for the use of the data: the legal basis for the processing of its data is its authorization or consent for the sending of information by electronic means.

4.4.-Recipient of the data: In general, your data will not be communicated to third parties, except for legal obligations.

4.5.-Exercise of rights: You can exercise your rights of access, rectification, opposition, suppression, automated decisions, limitation, portability, through the following means: in writing to Muelle del Centenario S/n – Terminal B, 12100, Castellón, providing documentation proving the identity of the applicant (copy of the obverse of the national identity document, or equivalent). The response period will be one month. In any case, you can request the guardianship of the Spanish agency of data protection through its website.