

# INDUSTRIAS TAPLA S.L.



## ESCALATION POLICY

IATF 16949

ISO 9001

ISO 14001

EDITION N° 1 JULY 2017

	ELABORATED	REVIEWED	APPROVED
<b>Position</b>	Responsible SIG	Steering Committee	Steering committee
<b>Date</b>	04/07/2017	04/07/2017	04/07/2017

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## CHANGE CONTROL

Nº Ed.	Date	Summary of Changes

### 1. INTRODUCTION

Industrias Tapla is a company dedicated, from its origins to the research, development, production and commercialization of flocked solutions.

It was founded in 1968, this company has evolved adapting to the needs of the market, currently its largest market is focused on the automotive sector.

Industrias Tapla works with the values of Proximity, social responsibility, commitment to quality, excellence, innovation and integrity.

### 2.OBJECTIVES

The objectives of the policy are:

- Identify the hierarchical scale of communication for possible incidents.
- Identify serious incidents that may have a significant impact on the activities, clients or concerned parties and all these can be escalated as soon as possible
- Reinforce responsibility management in the escalation of serious incidents.

### 3.TIPOLOGY OF INCIDENTS

Any event that is not part of the normal development of the service and causes or may cause an interruption of the service must be managed effectively as it can have a negative impact on:

- The health and safety of team members.
- Relations with customers, suppliers or collaborators.
- The activities of Industrias Tapla
- The image and prestige of Industrias Tapla

#### 3.1-Health and safety of the team members:

- An Incident that implies an injury of any character or nature, and even the death of a person.
- An Incident that takes into account an attempt of extortion or blackmail to an employee of Industrias Tapla.

### 3.2-Interruption of business, damages to customers and third parties:

- An Incident leading to the interruption of the production.
- An Incident that enterferes to the service of products to customers.
- Incident that mightly impede to perform the necessary activities for the proper functioning of the organization.

### 3.3-Natural Disasters-Environmental Accidents:

- Natural disasters, which affect our employees, our products or our facilities.
- Environmental Accidents, eg: spills, leaks, etc.

### 3.4-Integridad del Negocio – Incumplimiento del Código de Conducta – Violación a la seguridad de la información:

- An Incident involving financial fraud, misappropriation or appropriation of the company funds or resources.
- An Incident involving the violation of the security of information, including loss or misuse of confidential information.

## 4. COMMUNICATION PROCESS

- The incident reporting process must contain the incident data in order to analyze the appropriate actions. The communication of the incident is confidential.
- Initial communications can be done by email or by telephone, independently of the information provided in the complaint, the investigation will be conducted in any case, although it should be noted that the more information and detail the complaint contains, the more agile and efficient the research Will be. Therefore it is suggested that the complaint contains at least the following details :
  - People involved
  - Types of behaviors
  - Dates and places where it happened
  - Possible witnesses
  - Identification of the potential victim or affectation.
- The report of the incident must be disclosed within 24 hours after being detected.
- Tapla Industries will study all exposed cases to discard serious incidents, however, it must be taken into account that this contact way is only used for incidents. The company has different means of communication for suggestions and other activities, it is necessary to be well informed about all of them and to make a difference when using them, with the only purpose that the resources are effective.

**5. PLAN OF RESPONSE**