

EMERGENCY PREPAREDNESS & CUSTOMER SAFETY PROCEDURE (VIETCIS)

1. Purpose

To establish procedures for emergency preparedness, product recall, and customer safety management to protect customer health and safety.

2. Scope

This procedure applies to all products, services, and customer-related activities of VIETCIS.

3. Emergency Preparedness

VIETCIS maintains readiness for potential safety incidents through:

- Identification of potential risks related to products
- Defined emergency response plans
- Internal communication and escalation procedures

4. Response Procedure

In case of an incident:

- Immediate risk assessment
- Notification to management and relevant stakeholders
- Implementation of corrective actions
- Communication with affected customers

5. Product Recall Process

If a product poses safety risks:

- Identify affected products and customers
- Issue recall notice
- Retrieve or replace affected products
- Document and review incident

6. External Feedback Mechanism

VIETCIS collects customer feedback through:

- Email and hotline support

- Service and maintenance reports
- Direct customer communication

All feedback is recorded, reviewed, and addressed promptly

7. Facilities and Channels

Dedicated channels are established for receiving safety-related feedback, ensuring timely response and resolution.

8. Additional Safety Actions

- Regular product quality checks
- Supplier control and compliance
- Continuous improvement initiatives
- Alignment with ISO and safety standards

9. Monitoring and Improvement

All incidents and feedback are analyzed to prevent recurrence and improve processes.

10. Responsibilities

- Management: oversight and decision-making
- Technical team: incident handling
- Customer service: communication and support

11. Commitment

VIETCIS is committed to ensuring customer safety through proactive risk management and continuous improvement.

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Approved by: Director – Duong Hoai Nam



GIÁM ĐỐC

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