

Declaration of the Executive Management of TÜV NORD CERT GmbH

Impartiality of the certification bodies of TÜV NORD CERT GmbH

The decisions of the certification bodies of TÜV NORD CERT GmbH are based on objective evidences of conformity (or nonconformity) that are established by the certification bodies; they are not influenced by other interests or third parties. They are independent of any pressure of commercial, financial or any other kind.

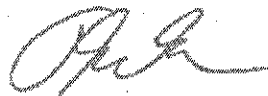
Complaints and appeals

Each employee has the obligation to record complaints and appeals which are reported to him, regardless of by what medium, in the central data processing system. The complaints and appeals are then passed on to the manager responsible for the particular area of work and processed according to our internal rules and procedures. The processing of the complaint / the appeals is documented and archived in the electronic system.

If no agreement can be reached between the party raising the complaint/appeals and TÜV NORD CERT GmbH, the procedure is as follows:

- The complainant (including appeals) can address his issue in writing to the impartiality committee (Beirat) of TÜV NORD CERT GmbH. Contact person is the QMR, Langemarckstraße 20, 45141 Essen. The QMR will forward the letter accompanied with a statement by TÜV NORD CERT GmbH to each member of the committee. The committee will discuss the issue at the next meeting. The complainant will be informed in writing about the committee's decision.
- The customer is entitled to pursue legal recourse with the General Terms and Conditions of Business.

Essen, den 01. September 2011



Ulf Theike



Wolfgang Wielpütz