

TÜV NORD CERT Policy regarding Impartiality as well as Complaints and Appeals



The management board of TÜV NORD CERT GmbH (TN CERT) publishes the following policy with regard to the Impartiality of TN CERT in compliance with internal accreditation requirements based on the Quality Management Manual of TN CERT:

The TÜV NORD GROUP (hereinafter referred to as TN GROUP) has concentrated its range of services for the certification and validation of management systems, the certification of persons, the certification and testing of products as well as related inspections at TÜV NORD CERT GmbH (hereinafter referred to as TN CERT).

This legally autonomous and by statute independent and impartial company performs certifications tests and inspections in accordance with national, European and international standards and directives. In order to ensure strict neutrality and independence, it does not provide any consultancy services. The integrity and independence of the product certification bodies and test laboratories as well as the inspection body are also ensured by the fact that they are in no way involved in the development, production, installation, sale or maintenance of products. TN CERT will also not develop, implement, operate/provide or maintain certified processes/service and, also, not offer or provide consultancy to its customers. TN CERT does not and will not purchase, own or use inspection items (exceptions according to ISO/IEC 17020 Annex A apply).

Decisions of the certification bodies of TN CERT including inspection bodies are based on objective proofs of conformity (or non-conformity) which are established by the certification bodies; they are not influenced by other interests or other parties (declaration of impartiality). They are independent of any kind of pressure of a commercial, financial or other nature. Decisions by TN CERT are made independently and impartially even with respect to consultancy providers employed by the customer.

The basis for the appraisal, auditing, certification, testing, inspection and monitoring as laid down in the company statutes are the relevant directives, laws and ordinances as well as national and international standards and internal company standards.

The testing, inspection and certification services are available to all customers and are applied without discrimination

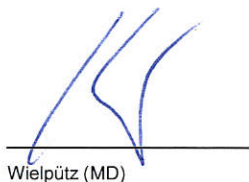
Complaints and Appeals

Each employee has the obligation to record complaints and appeals which are reported to him, regardless of the medium used, in the central data processing system. The complaints and appeals are then forwarded to the manager responsible for the field of activity affected. It is the duty of the manager to process the complaint complying with the internal rules and procedures of TÜV NORD CERT GmbH. Processing of the complaints and appeals is recorded and archived in the central electronic data processing system.

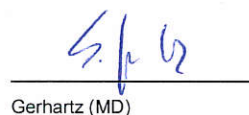
If no agreement can be reached between the Complainant/Appealant and TÜV NORD CERT GmbH, the procedure is as follows:

- The complainant can address his issue in writing to the impartiality committee of TÜV NORD CERT (Beirat). 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 deal with the issue latest at the next meeting. The complainant will be informed in writing about the committee's decision.
- The customer is entitled to pursue legal actions in line with the General Terms and Conditions of Business.

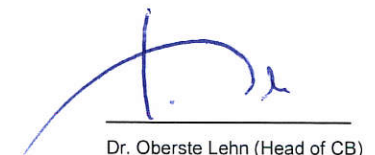
Essen, 01.06.2017



Wielpütz (MD)



Gerhartz (MD)



Dr. Oberste Lehn (Head of CB)