

Declarations 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 proofs 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 objections 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:

- in the case of certification procedures in the TÜV CERT system, a decision of the arbitration body of TÜV CERT is instigated in accordance with § 13 of the articles of association of TÜV CERT (see rules of arbitration in the TÜV CERT Framework Manual (Rahmenhandbuch)).
- the customer is entitled to pursue legal recourse in accordance with the General Terms and Conditions of Business.

Essen, 10.03.08

A handwritten signature in black ink, appearing to be "Klosowski".

Klosowski

A handwritten signature in black ink, appearing to be "Seewald".

Seewald

A handwritten signature in black ink, appearing to be "Stürwold".

Stürwold

A handwritten signature in black ink, appearing to be "Wielpütz".

Wielpütz

Executive Management