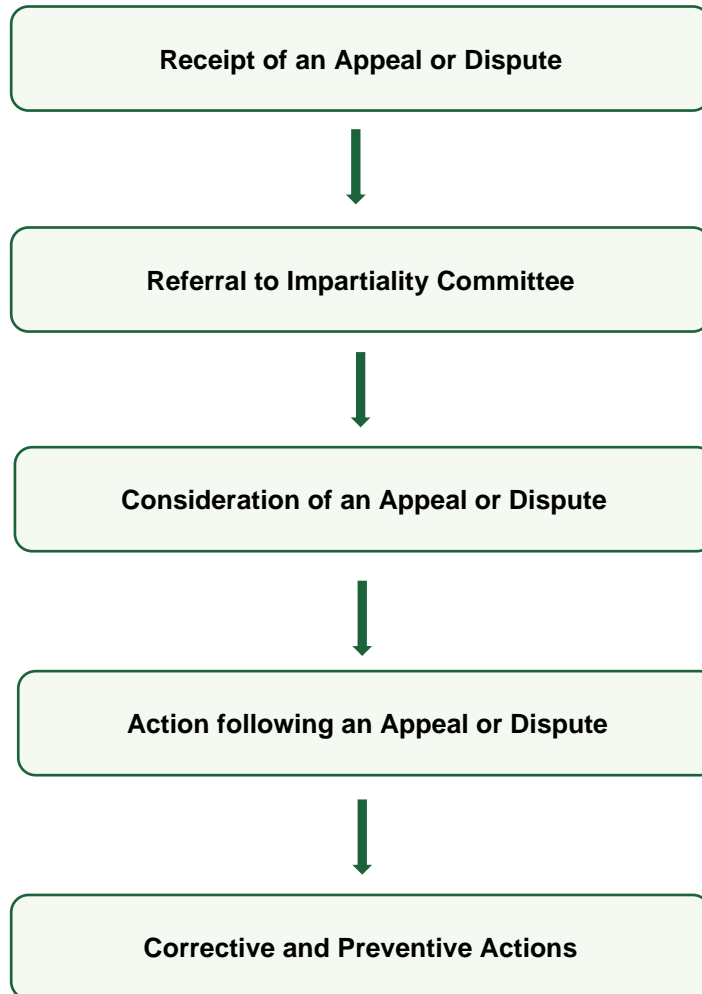


APPEAL PROCEDURE



1.0 Receipt of an Appeal or Dispute

- 1.1 A notification of appeal or dispute must be made in writing to the Sustainability Division, who will acknowledge the appeal or dispute within three working days of its receipt.
- 1.2 The appeal or dispute should be accompanied by a suitable statement giving the grounds for the appeal or dispute with a summary of the supporting evidence.
- 1.3 All the appeals shall be recorded and acknowledge by customer officer and shall be forwarded to Sustainability Division Manager.
- 1.4 The Sustainability Division Manager shall ensure proper tracking of appeals.
- 1.5 The Sustainability Division Manager shall validate and investigate the appeal. Keep appellant updated and communicate the decision and actions to the appellant.
- 1.6 The Sustainability Division Manager will give an initial judgement on the case, within 3 working days of receipt of full supporting documentation.

2.0 Referral to Impartiality Committee

- 2.1 The Sustainability Division Manager will inform Chairman of Industrial Committee (IC) to form the appeal/dispute panel.
- 2.2 Chairman of Industrial Committee (IC) will form the appeal panel.
- 2.3 Appellant should present his/her appeal.
- 2.4 Decision on appeal is final.

3.0 Consideration of an Appeal or Dispute

- 3.1 The Sustainability Division Manager will notify the appellant of the three independent members of the appeals panel, stating that the appellant has a right to object to the constitution of the panel and that if no objections are received within fourteen days the appeals panel shall convene. If the appellant does object to the constitution of the appeals

panel, then the Sustainability Division Manager shall propose an alternative to the appellant.

3.2 Appeal and dispute hearings will take place within 6 weeks of the appeal's receipt. Once internal arrangements for an appeal panel have been made, the appellant will be notified of the arrangements by the Sustainability Division Manager and requested to confirm attendance at the appeal.

3.3 All appropriate information and papers will be made available to the panel and the appellant for the purpose of the hearing. If necessary, specialist advisors may be called on from within or outside NIOSH Certification.

3.4 The outcome of the appeal/dispute will be on the basis of a majority decision by the panel.

4.0 Action following an Appeal or Dispute

4.1 Once a decision has been made, the Sustainability Division Manager will inform the appellant in writing of the decision including the reasons for the decision reached.

4.2 For organisations already certified, if the appeal/dispute is refused, information relating to the withdrawal/suspension of the certification or corrective actions required and any appropriate penalties for misuse may, as required, be forwarded to the appellant by the Corporate Manager. In this case the organisation will be monitored to ensure that it complies with the requirements laid down in a registered file.

4.3 For organisations which appeal against or dispute a recommendation not to issue certification following an initial assessment, the lead assessor from the assessment will discuss, with the appellant, corrective action to be taken in order to continue with the certification process or, under the instruction of the client, to close the file for the organisation.

5.0 Corrective and Preventive Actions

5.1 Following the completion of the appeal process, the Sustainability Division Manager will review the root cause and take appropriate corrective action to rectify any errors within the NIOSH Certification system of operation to prevent similar appeals or disputes being received. The form of corrective and preventive action will depend upon each individual complaint received.

5.2 At the next NIOSH Certification Management meeting any corrective and / or preventive action undertaken is to be reviewed to assess its effectiveness and suitability to eliminate future appeals or disputes. If action is found to be ineffective, further investigations and review are to take place and, if required, further steps taken to ensure that effective corrective/preventive action is implemented.

5.3 Documentary evidence of actions taken is to be included with the records of the original appeal or dispute.