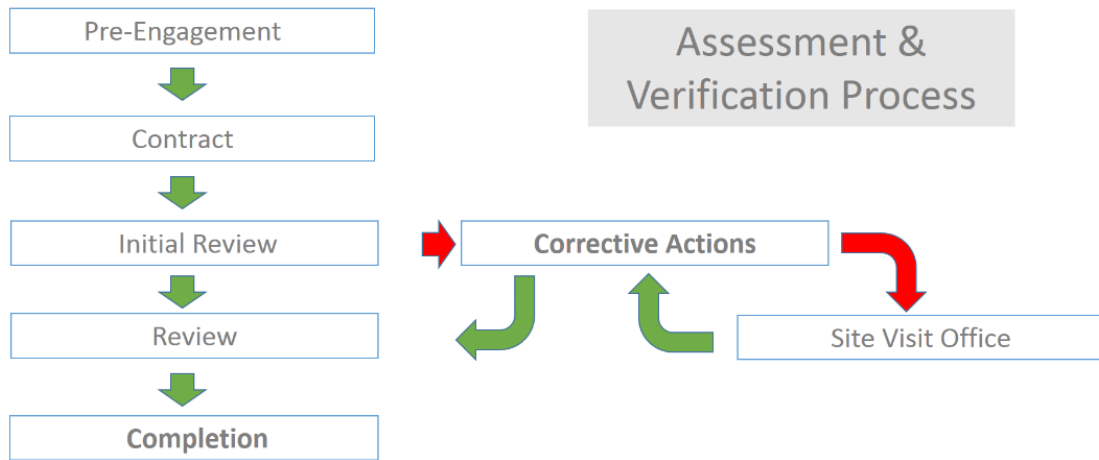


Assessment & Verification Process



Impartiality & Independence

MRVControl identifies, documents, analyses and mitigates risks of impartiality on an ongoing basis. External oversight of MRVControl's impartiality is provided periodically by multiple, independent, third party accreditation bodies. Furthermore, oversight of MRVControl's impartiality is through the MRVControl Impartiality Committee

Complaints

In order to help resolve any complaint as quickly as possible, you may wish to send the following info to: contact@mrvcontrol.eu

- The name of the person submitting the complaint
- Company name
- Email
- Reference to service
- Cause of the complaint

Appeals

If you have an appeal relating to an assessment or verification decision made by us this should be addressed in writing to the Quality Manager outlining the grounds for reconsideration. The appeal will be investigated by the Appeals Committee led by the Quality Manager.

An adverse appeals decision may be appealed on the grounds that MRVControl did not properly apply specified assessment, verification or DoC eligibility criteria or the decision was based on a factual error that affected the outcome. An entity wishing to appeal an adverse decision of MRVControl Appeals Committee will submit a Notice of Appeal to the Managing Director of MRVControl, within twenty (20) calendar days of receipt of the adverse decision.