

Annexure 2 – Statement of Impartiality, Complaints & Appeals – Certification Body

Declaration of the Top Management of TÜV Middle East:

Impartiality of the certification body of TÜV Middle East:

The decision of the certification body is based on objective proofs of conformity (or non conformity) that are established by the certification body, they are not influenced by other interested 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 / her, regardless of by what medium, in the central office. The complaints and objection are then passed on to the responsible staff and processed as per the requirements. Relevant records are maintained.

Mr. Shibu Davies
General Manager – Certification

Mr. Markus Lechtermann
Vice President

Mr. Jamal S. Al-Baejan
Executive President