

DNV - FSC ACCREDITATION, COMPLAINTS AND APPEALS

Det Norske Veritas (DNV) is an independent foundation with the objective of safeguarding life, property, and the environment. Our history goes back to 1864, when the foundation was established in Norway to inspect and evaluate the technical condition of Norwegian merchant vessels.

The headquarter is located in Oslo, Norway and DNV has established approximately 300 offices in 100 different countries

DNV Certification AB is a wholly-owned subsidiary of Det Norske Veritas Sweden AB, which in turn is a wholly-owned subsidiary of Det Norske Veritas AS, with the parent organisation being the Foundation Det Norske Veritas. DNV Certification AB is an operational part of DNV Region North and West Europe which in turn is a part of Business Area Industry under Det Norske Veritas AS.

DNV Certification AB's operations are financed via own-generated earnings. The outcome will be reported in the profit / loss account and the balance sheet that the company as per the Companies Act is obliged to produce annually.

DNV Certification AB became accredited by FSC for Chain of Custody certification in August 2007 and for Forest Management in May 2008. Moreover DNV Certification AB is accredited by the Swedish accreditation body, SWEDAC, for certification of quality management systems, environmental management systems and personnel and products. The accreditation bodies have full insight into the accredited certification operations.

The organizational chart of DNV Certification AB is available to stakeholders on request.

DNV Certification AB is fully responsible for decisions related to granting, maintaining, extending, suspending and withdrawing of certification.

The cost of FSC certification varies according to the estimated time input required for carrying out the evaluations. If you would like an estimate, please contact us. In addition to costs for certification, there will be an annual fee to FSC and a license fee for use of the FSC Logo.

Complaints

Opinions showing displeasure from Certificate holders and Certification process stakeholders are defined as complaints.

Upon receipt of complaint, the DNV Manager will investigate the complaint. He/she will verbally contact the complainant to obtain any additional information. This contact is made as soon as possible and by the latest within one month. If necessary, we ask the complainant to send the complaint in writing.

After an investigation and when proposals for measures exist, the complainant will be contacted and informed. This will be done within 6 months after the receipt of the complaint.

The complainant will also be informed about his/her right to appeal, if the action/decision is not satisfying.

The dispute and complaint protocols will be available on our homepage (in english or, for Swedish companies, in swedish).

Appeals

Appeals shall be made to DNV Certification AB in writing. When an appeal is received, the DNV Manager will register the case and contact verbally the party who has appealed, as soon as possible, and by the latest within 4 weeks, to ensure that DNV Certification has understood the case correctly and inform of the progress of the continued action.

After this he/she will write to the party who has appealed, stating the following information:

- date when the case was received by DNV Certification AB,
- information that the case is being treated with priority,
- information that the appeal will be responded to in writing and
- information that the case is being settled by the Certification Committee.

The DNV Manager will submit relevant documentation to the Certification Committee.

The Certification Committee will consider the information, make a decision and formulate a response to the appealing party. The decision shall be submitted within 6 months after the receipt of the appeal.

If the issue has not been resolved through the full implementation of the own procedures, the party making a complaint, appeal or dispute will be offered the opportunity to refer their complaint to FSC's dispute resolution procedures.