

## Handling of Appeals, Complaints and Disputes

In order to maintain the impartiality and objectivity of the certification, GAIA consciously accepts the supervision from all walks of life, various stakeholders and certified organizations, and accepts and handles every complaint, complaint and dispute with a serious attitude. For details, please refer to the GAIA Grievance and Complaint Handling Procedure.

### 1 Appeals

1.1 In any of the following circumstances, the applicant or the certified party has the right to file a complaint with the company: -

The company does not accept the certification application without justifiable reasons;

- Objection to the company's suspension or revocation of certification qualifications;

—Dissatisfied with the conclusion of the company's certification audit;

- Other reasons.

1.2 The complainant shall submit a written complaint to the Company within 30 days after the occurrence of the above-mentioned circumstances, together with relevant evidence.

1.3 The Company shall organize the investigation and collection of evidence on the complaint, and notify the complainant in writing of

the progress of the investigation and the final result, and the reply to the final result shall be completed within 60 days after the complaint is accepted.

1.4 If the complainant is not satisfied with the result, he/she may file another complaint with the Company's Impartiality Committee or the competent authority within 10 working days after receiving the result.

1.5 The costs of the investigation of the complaint shall be borne by the losing party.

## 2 Complaints

In any of the following circumstances, any unit or individual has the right to complain to the company:

- The management system of the certified party does not meet the certification requirements;

- Misuse of certification certificates and marks by the certified party;

- Major problems in the quality/environment/occupational health and safety of the certified party's products (services);

- The relevant departments or staff of the company violate the relevant regulations of the certification work;

- Other reasons.

The complainant shall generally take written form and attach

relevant evidence and the name and contact information of the complainant. When making a complaint by telephone, the complainant should also provide details and proof of the complained incident, and the representative of the company's management should record it in detail. (Complaint Tel: 0510-85218007) The company investigates the complaint and the complaint shall be dealt with within 60 days of acceptance.

When complaining to the certified party, if the content of the complaint is true, the company will inform the certified party of the complaint at an appropriate time, and the certified party will sign to confirm the non-conformity report. If necessary, the company will increase the frequency of supervision and audit of the certified party or suspend or revoke the certification and registration qualifications, and the certified party shall bear the investigation costs. If the complaint is the responsibility of the company or the content of the complaint is not real-time, the investigation costs will be borne by the company. If the complainant is not satisfied with the complaint decision, he or she has the right to file another complaint with the Committee for the Protection of Impartiality or the competent department at a higher level within 10 working days of receiving the decision.

### 3 Binding Rules

3.1 The person responsible for the investigation and handling of the complaint/complaint shall not have any direct or indirect relationship with the complaint/complaint in order to ensure impartiality.

3.2 The investigators and handlers of complaints/complaints shall be responsible for the confidentiality of any confidential information involved.

3.3 The Company is responsible for all decisions made in relation to the Claim/Complaint.