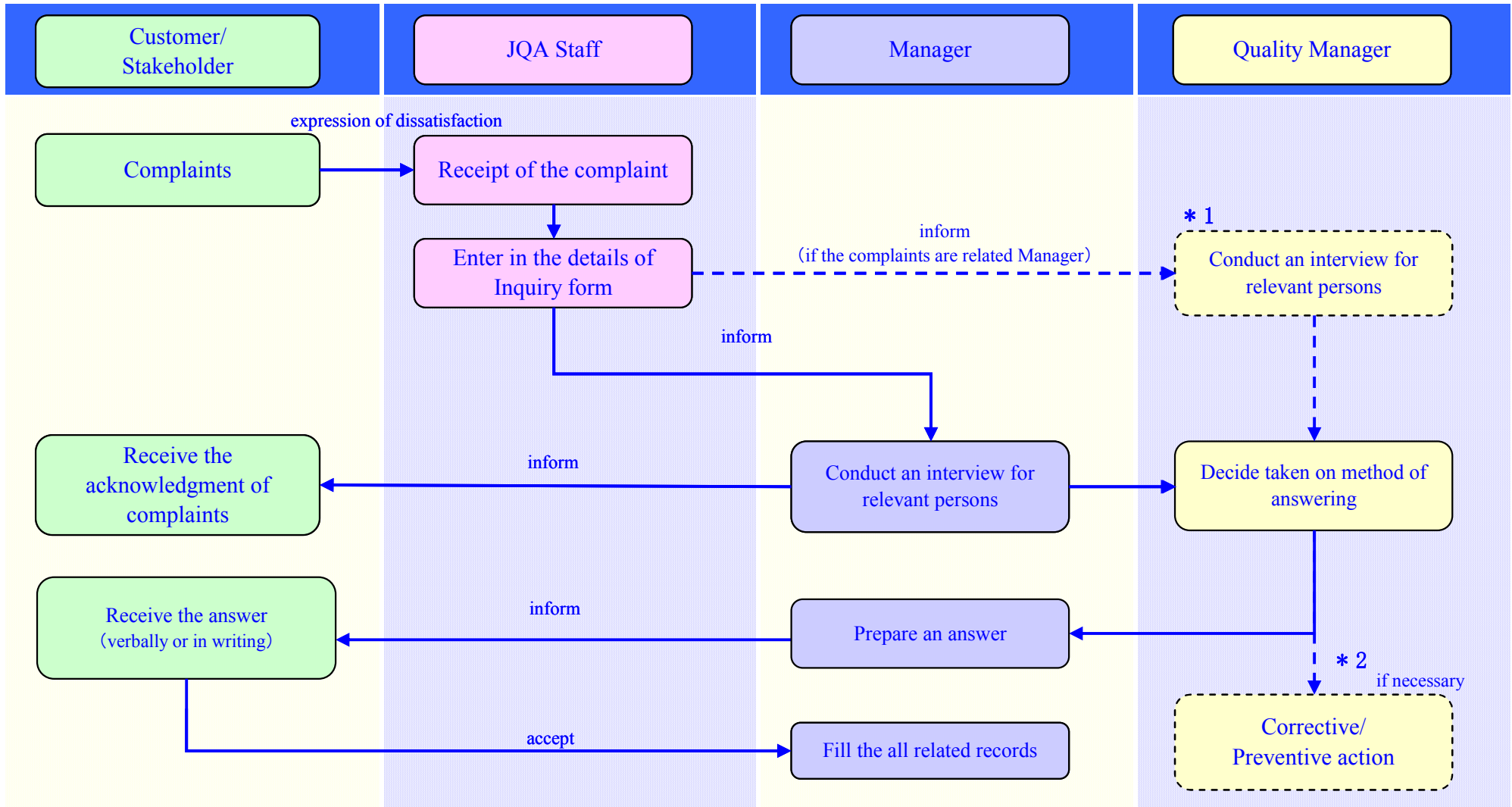


The Handling Procedure of Complaints for CDM Assessment Service



*1: In case a complaint is related to the assessment services conducted by the Division Manager Responsible, Quality Manager directly engages in the complaints handling process.

*2: If Quality Manager deemed necessary, corrective actions/ preventive actions to be implemented.

The information regarding the complaints including the source and details shall be treated as confidential matter.