

MANAGEMENT OF THE OBJECTIONS

1 PURPOSE

This procedure regulates the competence and responsibilities related to the comprehensive treatment of objections - by analysis of the reasons to take corrective measures on treating the objections.

2 DESCRIPTION

The objection is a customer's request for a conformity assessment for a review of an adverse decision taken by NO associated with the requested assessment.

The objections may concern:

- an expert conclusion from the examination of the submitted documents;
- the result off the assessment and findings;
- the decision to issue a certificate;
- the decision of the evaluators having performed the supervision;
- an expert conclusion from an examination of the quality system documentation;
- an audit report on the quality system;
- a decision to refuse an approval of the quality system.

To ensure independence and impartiality in the settlement of objections, Commission on the objections was established by order of the Executive Director. The Commission has a permanent staff and includes employees who are not engaged in activities and making decision with respect to the conformity assessment and have not consulted the client.

The Commission on the objections consists of a lawyer and three technical experts.

The lawyer must have a proven legal competence and experience.

The technical experts:

- must know the basic regulations - rules, ordinances, methods, instructions, BDS and BDS EN, related to the product concerned;
- to know the procedures for assessing the conformity;
- to have qualifications within the meaning of Article 4 of the Regulations on labor safety in blasting when the objection relates to the assessment of explosives for civil use;
- to be able to make the necessary technical evaluations and to apply the associated rules;
- to have education - a higher degree of "Master" or "bachelor";
- to have a professional experience - over 10 years of experience in this area.

The objections must be submitted in writing.

The objections may be submitted in stages:

- examination of documents;
- testing of the product concerned;
- assessment on spot;
- assessment of the product;
- refusal to issue a certificate;
- examination of documentation of the management system;
- report from the assessment of the management system;
- refusal for an approval of a quality system.

3 COMPOSITION OF THE COMMITTEE ON OBJECTIONS /OC/

For consideration of the objections two committees have been created, which are convened depending on which of the ordinances the conformity assessment has been committed.

The composition of OC is even and consists of 4 /four/ members.

Persons involved in the design, production, assessment, testing or supervision of the product subject to objection or persons representing the organization filed the objection cannot take part in the OC.

4 FILING OBJECTIONS

The objections shall be addressed to the Head of NO.

Any objection shall be registered in the "Journal of registration of complaints and objections" by the Head of the NO.

The Head of the NO shall inform, in a report, the Executive Director.

The Executive Director shall issue an order that determines the time and the date when the OC has to start its work.

The OC take decisions at meetings convened by its Chairman.

The meeting dates are determined by the Chairman after consultations with the other members of the OC and possibly not less than 5 /five/ days in advance. The members of the OC receive a copy of the order for convening the OC 3 /three/ days prior to the meeting. A postponement of the meeting is allowed in the event that it be disclosed to the committee members not less than 3 /three/ days before the specified date.

The necessary documents for consideration of the objection have to be handed to the Chairman of the Commission by the Head of the NO or the Leading Assessor. The Chairman provides an opportunity for the other members of the Commission to inspect the documents before the meeting.

The sessions are led by the chairman of the OC. He must establish the necessary quorum for a decision before each meeting.

The meetings of the OC are valid if all members are present.

If a member cannot attend the committee meeting, they submit their written position with a decision on the matter to the Chairman of the Commission. Their written positions determine their votes.

5 ACTIVITIES

After signing the declaration of professional secrecy, the Committee on objections shall gets acquainted with the information provided. If necessary the OC require, from the Head of NO (the Leading Assessor), additional information.

Based on this review, the OC analyze the reasons for the objection and verify the observation of all stages of the procedure for obtaining the result.

If some stages are not met, the OC requires the assessment team to repeat the entire procedure in its presence.

If all stages are met, the OC analyze the result of the assessment for reasonableness of the conclusion.

If the conclusion of the evaluators is not founded, i.e. the objection is justified, the OC shall report to the Executive Director who shall notify the objector about preceding the procedure.

If the conclusion of the evaluators is founded, ie the objection is unfounded, the OC shall report to the Executive. Director who shall notify the objector about ending the procedure.

6 DECISION MAKING

The OC shall endeavor to take decisions by consensus. In case of failure to reach a consensual solution of 2 /two/ at consecutive sessions, the OC shall decide by a simple majority.

Each participant in the meeting shall be recorded in an attendance register kept by the reporter of the meeting. When there is a written statement with a decision of the member of the committee, it applies to the list.

The meetings are minuted by the lawyer of the Company and the reports are kept in the OC. The report of each meeting reflects the opinions of all members and signed by the reporter and by the person in charge of the meeting.

A report containing the decision of the OC and the reasons for it shall be made. This report covers the results of the inspection and all committee members sign it.

A copy of the report shall be sent to the Executive Director.

The OC meet behind closed doors. All the inside information relating to the operation of the OC is handled in compliance with confidentiality. For this purpose, all persons at the meeting of the OC shall sign a declaration for professional secrecy for each case.

In cases where the objector is not satisfied with the decision of the OC, they can refer the matter to the court.

7 DOCUMENTATION

All activities in the procedure for settlement of the objections shall be documented. The documents shall be classified as technical records and shall be included to dossier of the application. Evidence should be documented for the legitimate objections.

"Minproekt" EAD keeps records relating to the relevant objection for a period of 5 /five/ years as an integral part of the documentation of the OC.