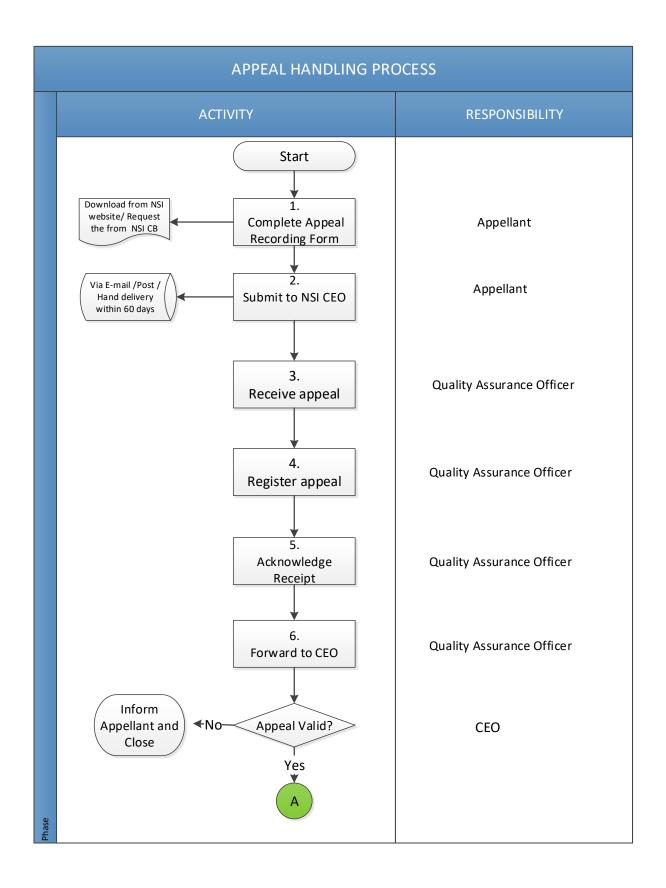


MANAGEMENT SYSTEM	Document No: MSC-20-AA
CERTIFICATION DOCUMENT	Page 1 of 2
APPEAL HANDLING PROCESS	Version: 04 Effective: Sept 2024
Compiled by: CERTIFICATION	Approved by: GM- Certification





MANAGEMENT SYSTEM CERTIFICATION DOCUMENT	Document No: MSC-20-AA Page 2 of 2
APPEAL HANDLING PROCESS	Version: 04 Effective: Sept 2024
Compiled by: CERTIFICATION	Approved by : GM- Certification

APPEAL HANDLING PROCESS			
АСТ	TIVITY	RESPONSIBILITY	
	7. Appoint Appeal Committee	CEO	
	8. Investigate appeal	Appeal Committee	
	8. Conclude and submit Investigation report to CEO	Appeal Committee	
	9. Review report and take corrective action	CEO	
	10. Inform Appellant of the Outcome	CEO	
Re-appeal ◀─No─	Appellant satisfied?		
Phase	Close		