



**Accompanying confirmation to certificate No. 94-OSL-AQ-6236**

This is to confirm that  
The Management System  
of

**Mapei AS**

at

**Sagstua, Norway**

*has been found to conform to the Standard:*

**NS-EN 10002:2004**  
**Guidelines for complaints handling in organizations**

*This Confirmation is valid for the following product or service ranges:*

**Development, production and sales of adhesives,  
grouts and chemicals for building and industrial applications.**

*Valid from:*  
1994.12.09

*Valid until:*  
2015.11.21

*Place and date:*

Høvik, 2012.11.13

*for:*

DET NORSKE VERITAS  
CERTIFICATION AS, NORWAY

Dag-Atle Tellefsen

*Lead Auditor*

*Siri Bakke*

Siri Bakke

*Management Representative*

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.