



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.