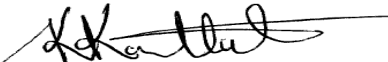




APPEALS

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APPEALS

The Appeals procedure is publicly available on **Reliance Consulting** website and is included with the Verification Agreement

12.01 Where the measured entity disagrees with the BBEE verification, the measured entity is responsible to explain the reasons for this disagreement to the Verification manager, within 7 days from receiving the rating. The measured entity will complete an Appeal form, F01, and submit it to the Administrator who will acknowledge receipt of the appeal by email. The Administrator will allocate a unique number (A01, 02 etc for Appeals) used to track the appeal and record on the Appeals & Complaint Register REG05.

12.02 The notice of appeal will be given to the Verification Manager who will, convene the Appeals & Complaints Committee as per POL02 2.03 (General procedure for the formation of a committee) and will formulate the Terms of Reference as per below. The committee will investigate the measured entity's reasons for appeal, and provide one of the following to the Verification Manager:

- A re-evaluation of all the evidence by the committee as per the Verification Process requirement procedures. A new certificate as per the certificate procedures will be issued as per the Certificate procedures with a new version number.
- Confirmation of the original score and verification conducted by the Verification analyst assigned to conduct the original BBEE verification.

12.03 The committee members investigating are always independent from the original verification. This is ensured by the Verification Manager who will review the original client files for the names of the verification team prior to selection.

12.04 Records of the committee meeting are kept by the chairperson in the committee file.

12.05 The committee recommendation will be submitted to the Verification Manager on completion. The Verification Certificates & Logo's Procedures will be followed. The certificate will be re-issued retaining the original certificate number, the expiry date will change to 1 (one) year from date of re-evaluation and the version number will be updated by the Administrator.

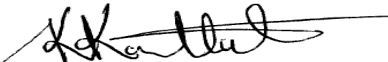
12.06 As per the Terms of Reference, all required corrective actions that are recorded in the Minutes of the Committee meetings are actioned as per the corrective action procedures

12.07 The appeal procedure will be resolved within 30 (thirty) days from the initial lodging of the appeal by the measured entity.



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12.08 The measured entity will be informed by the Verification Manager in writing of the outcome of the appeal and that the appeals process has formally come to an end. Decisions on appeals will not result in any discriminatory actions against the measured entity who lodged the appeal.

12.09 Appeals are reviewed annually at the management review together with root cause analysis and corrective actions taken to ensure operational efficiency and any employee training requirements.

12.10 Terms of reference: Appeals & Complaints Committee

Purpose and Objectives of the committee:

The Appeals & Complaints Committee must investigate all complaints and appeals, using root cause analysis techniques outlined in the Corrective Action procedures, thoroughly, objectively and accurately within 30 (thirty) days from receipt of the complaint or appeal.

Output

- Root cause analysis.
- Solution recommendations.
- Final decision communicated in writing to the Verification Manager.
- Corrective action recommendations.
- Progress reports every two (two) weeks in writing to the Verification Manager.

The schedule and location of meetings for the committee

Adhoc: As and when complaints / appeals are received then weekly

Competency requirements of committee members

Committee members must have a minimum level 3 in all competencies defined in the Individual's Skills Assessment. The person with the most experience and senior role will be appointed chairperson. Committee members will change depending on the complaint/ appeal origination to ensure impartiality and independence.

Number of committee members required

Minimum of 2 two committee members.

Balance of interest consideration of the committee members

All employee records will be reviewed by the Verification Manager to ensure impartiality as well as the measured entities file to ensure independence from the original verification.

Basic Agenda

Welcome



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- Apologies
- Review of Appeal or Complaint
- Review of Original documentation
- Investigation
- Recommendations
- Decision
- Date of next meeting

Minutes of committee meetings

Minutes to be taken by the chairperson using the Minutes template F08