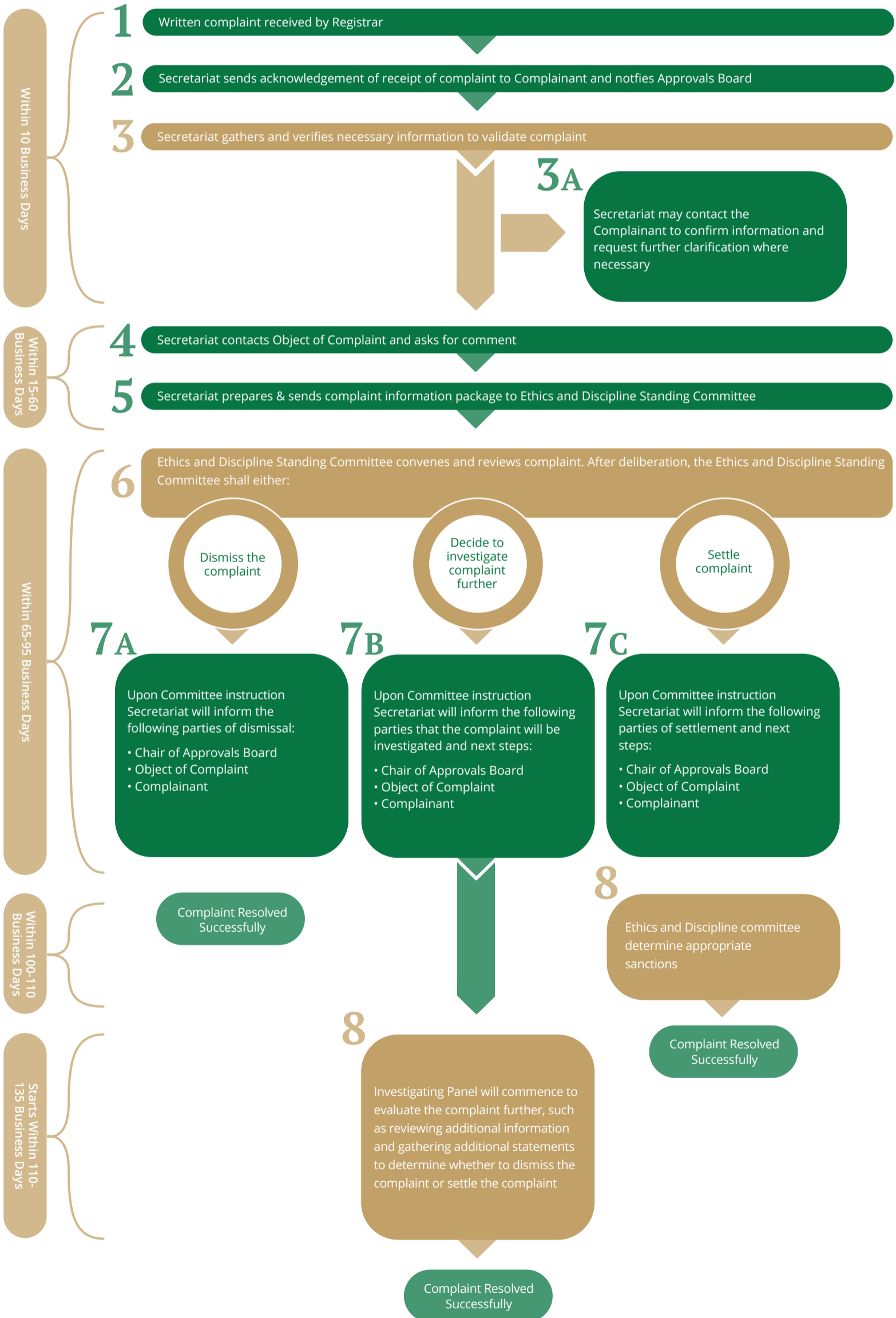




COMPLAINT INVESTIGATION AND DISCIPLINARY PROCESS

If matters involving unethical behaviour arise, we offer a formal ethics complaint process. All ethical cases are taken seriously and are investigated by the Ethics and Discipline Standing Committee (ESDC) on behalf of the Canadian Environmental Certification Approvals Board (CECAB).



Internal Processes



Interaction with Complainant, and Object of Complaint