

Procedures for complaints or comments regarding FSC® or PEFC

If you have complaints or comments concerning how the FSC or PEFC standards are applied within Vida AB or its subsidiaries, or regarding the design of the FSC or PEFC standards for Sweden, the information below explains how you may submit your views. All comments received are handled in accordance with the strict procedures established by FSC and PEFC.

DO YOU HAVE COMPLAINTS OR COMMENTS REGARDING A FSC OR PEFC CERTIFICATION OR A CONDUCTED AUDIT?

Please contact Vida at +46 (0) 472 439 00, or by email at certifiering@vida.se

If you believe that your dialogue with Vida is not functioning satisfactorily, or if you have comments or complaints regarding how the independent FSC or PEFC certification body has assessed Vida's operations or application of the standard, please contact the independent certification body directly: DNV, +46 (8) 587 940 00 or email at fsccomplaints@dnv.com

Alternatively, you may contact the standard manager at the Swedish FSC office, Telephone: +46 (0) 18 141 526 or the Swedish PEFC, Christina Lundgren Telephone: +46 (0) 70 380 83 84 Email: christina.lundgren@pefc.se

In certain cases, the FSC international office may be contacted: Email: fsc@fsc.org The international PEFC office may also be contacted: Telephone: +41 (22) 799 4540 Email: info@pefc.org

If you have comments regarding how the Swedish FSC or PEFC standards are designed, or regarding how Swedish FSC or PEFC operate and act in various matters, please contact: Swedish FSC: info@fscsweden.org alternatively, the international FSC office: fsc@fsc.org or Swedish PEFC: svenskapefc@pefc.se alternatively, the international PEFC office: info@pefc.org