



CSA INTERNATIONAL

May 28, 2007

Dear Customer,

CSA International Announces Review of Factory's System for Recording Safety Related Customer Complaints as part of the Factory Inspections Program

During the next Factory Inspection, the CSA Field Service Representative will verify that a system is in place to record safety-related complaints made to the supplier about CSA Certified products. CSA will review the safety-related complaints and related corrective actions taken.

CSA is required by ISO/IEC Guide 65:1996(E) to review your safety-related Customer Complaints program.

Factories found without a safety-related Customer Complaint and resolution program will result in documentation on the Factory Inspection Report. Should there be future non-conformances resulting from failure to establish and effectively manage a safety-related Customer Complaint program, CSA may institute corrective action restrictions on your ability to represent your product as CSA certified. This can include the restriction of your company applying the CSA mark until the issue is resolved.

If you have questions or would like further clarification of the above information, please contact me at 216-524-4990, ext. 8390 by phone, 216-328-8138 by fax or at blaine.lanning@csa-international.org by email.

Regards,

BLAINE R. LANNING
Director, Global Inspection Services
CSA International