

AWT's objective is to ensure that all GHG information represents a true and fair account, by analyzing each GHG validation/verification project with respect to relevance, completeness, consistency, accuracy, transparency and conservativeness. In the event that a client deems that an aspect of their validation/verification project is not compliant, AWT will commit to the following procedures to ensure a timely, independent and effective resolution. AWT is responsible for all decisions at all levels and ensures that decisions based on complaints, appeals and/or disputes will not result in any discriminatory actions against the client.

**Facts Discovered After the Validation/Verification Statement**

AWT will consider appropriate action if facts that could materially affect the validation/verification statement are discovered by our client, responsible party or GHG program after the issuance to include the following:

- Determine if the facts have been adequately disclosed in the GHG assertion
- Consider if the validation/verification statement requires revision
- Discuss the matter with the client, responsible party or GHG program

If the validation/verification statement requires a revision, AWT will meet with the initial validation/verification team members to discuss the concerns and to issue a revised report and statement, which specifically addresses the reason for the revision. AWT will obtain sufficient evidence and identify relevant information up to the date of the validation/verification statement. If facts that could materially affect the validation/verification statement are discovered after this date, AWT will consider appropriate action on a case-by-case basis.

**Complaints**

AWT will commit to the following regarding complaints:

- All clients must notify AWT in writing of their complaint and outline their objections
- The Project Manager assigned to the project will field the complaint and provide the client with a copy of AWT's *Complaints, Appeals and Disputes* document. AWT will safeguard the confidentiality and subject of the complaint
- Clients must acknowledge that they have received the *Complaints, Appeals and Disputes* document and return the signed form to AWT within 5 business days
- Upon receipt of complaint, AWT will confirm whether the complaint relates to validation/verification activities and whether the validation/verification body is responsible
- A validation/verification team member that was not originally assigned to the project in question will be chosen to review the complaint and determine a resolution, within 30 business days. This individual is based on the type of project in question, to include: Hal Langenbach (Agricultural Soil Carbon and Rangeland) and Jeff Vaughan (Agricultural Methane, Renewable Energy and Energy Efficiency)
- Once a resolution has been made, the Project Manager will contact the client in writing with AWT's outlined conclusion and any necessary modifications to the validation/verification statement or report
- The client has 5 business days to notify AWT in writing whether or not the complaint has been resolved
- If the matter can not be resolved between AWT and the client, a formal Appeal by the client will be made

**Appeals and Disputes**

AWT will commit to the following regarding all appeals:

- All clients must notify AWT in writing of their appeal and outline their objections
- The Project Manager assigned to the project will field the appeal
- Upon receipt of appeal, AWT will confirm whether or not the following should occur:
  - To require additional documentation from aggregator or project owner for review
  - Determine whether another site visit is required
- A validation/verification team member that was not originally assigned to the project or complaint in question will be chosen to review the appeal and determine a resolution, within 30 business days. This individual is based on the type of project in question, to include: Hal Langenbach (Agricultural Soil Carbon and Rangeland) and Jeff Vaughan (Agricultural Methane, Renewable Energy and Energy Efficiency)
- Once a resolution has been made, the Project Manager will contact the client in writing with AWT’s outlined conclusion and any necessary modifications to the validation/verification statement or report
- The client has 5 business days to notify AWT in writing whether or not the complaint has been resolved
- If the matter can’t be resolved between AWT and the client, AWT will at that point contact the GHG registry and determine appropriate action.

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\_\_\_\_\_ acknowledges receipt of the above *Complaints, Appeals and Disputes* document and understands the procedures and timelines outlined to successfully complete the complaint/appeal. AWT ensures a timely, independent and effective resolution of all complaints and appeals.

\_\_\_\_\_  
Client Name (Signature)

\_\_\_\_\_  
Phone Number

Note: Signature is required only if the complaints, appeals and disputes process is being used by the client.

Please return signed document to:  
Agri-Waste Technology, Inc.  
5400 Etta Burke Court  
Raleigh, NC 27606  
Attn: Jeff Vaughan or Hal Langenbach (Depending on Team Leader)