

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 Team Leader 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
- The AWT Complaints, Appeals, and Disputes representative will review the complaint and determine a resolution within 30 days.
- Once a resolution has been made, the Team Leader 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 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 Team Leader assigned to the project will field the appeal
- Upon receipt of appeal, AWT will confirm whether the following should occur:
 - To require additional documentation from aggregator or project owner for review
 - Determine whether another site visit is required
- The AWT Complaints, Appeals, and Disputes representative will review the appeal and determine a resolution within 30 days.
- Once a resolution has been made, the Team Leader 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 the appeal/dispute has been resolved
- If the matter cannot be resolved between AWT and the client, AWT will at that point contact the GHG registry and determine appropriate action.

_____ 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.
501 N. Salem St., Suite 203
Apex, NC 27502
Attn: President of Agri-Waste Technology, Inc.