

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 an interested party 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 interested party.

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 interested party

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:

- Interested party must notify AWT in writing of their complaint and outline their objections, which AWT will acknowledge to have received, via email.
- The Team Leader assigned to the project will field the complaint and provide the interested party with a copy of AWT's *Complaints, Appeals and Disputes* document, via email. AWT will safeguard the confidentiality and subject of the complaint.
- Interested party 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.
- AWT Complaints, Appeal and Disputes representative will review the complaint and determine a resolution within 30 business days.
- Once a resolution has been made, the Team Leader will contact the interested party in writing with AWT's outlined conclusion and any necessary modifications to the validation/verification statement or report.
- The interested party has 5 business days to notify AWT in writing whether the complaint has been resolved
- If the matter cannot be resolved between AWT and the interested party, a formal appeal by the interested party may be made.

Appeals and Disputes

AWT will commit to the following regarding all appeals:

- Interested party must notify AWT in writing of their appeal and outline their objections, which AWT will acknowledge to have received, via email.
- The Team Leader assigned to the project will field the appeal and provide the interested party with a copy of AWT's *Complaints, Appeals and Disputes* document, via email. AWT will safeguard the confidentiality and subject of the complaint.
- 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, Appeal and Disputes representative will review the appeal and determine a resolution within 30 business days.
- Once a resolution has been made, the Team Leader will contact the interested party in writing with AWT's outlined conclusion and any necessary modifications to the validation/verification statement or report.
- The interested party 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 interested party, both parties must state their consent to submit irreconcilable differences for review to the designated program. At that point, their appointed Dispute Resolution Committee will make the final decision.

_____ 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.

Interested Party Name (Signature)

Phone Number

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

Please return signed document to:

Agri-Waste Technology, Inc.
1225 Crescent Green, Suite 250
Cary, NC 27518
Attn: President of Agri-Waste Technology, Inc.