



Suite 2100, 300 5th Avenue S.W. Tel: +1.403.232.6771
Calgary, Alberta, T2P 3C4 E-mail: solutions@rwdi.com
Canada

January 8, 2025

RWDI Greenhouse Gas Validation & Verification Body Complaints & Appeals Process

RWDI maintains a process that enables the stakeholders of our greenhouse gas validation/verification/agreed-upon-procedure (AUP) services to:

- voice any complaints that they might have with regards to our conduct on greenhouse gas validation/verification/AUP engagements; and,
- file appeals with regards to any findings of our greenhouse gas validation/verification/AUP engagements with which they do not agree.

This complaints and appeals process is fundamental to our commitment to providing fair and transparent greenhouse gas assurance services and is summarized as follows.

Filing a Complaint or Appeal

1. To file a complaint or appeal, email the RWDI VVB Leader, Annik White, at Annik.white@rwdi.com.
2. The VVB Leader may choose a Delegate to resolve the complaint or appeal.
3. The VVB Leader / Delegate shall be unrelated to the complaint or appeal and to the validation or verification work conducted.
4. The VVB Leader / Delegate shall document the complaint or appeal in writing and return it to the complainant/appellant to confirm the complaint or appeal was documented fairly and ask the complainant/appellant to sign the form.
5. The VVB Leader / Delegate shall inform the complainant/appellant that the complaint or appeal was received within two business days.
6. Investigations into complaints or appeals will be conducted following the 'Responding to a Complaint or Appeal' procedure below.

Responding to a Complaint or Appeal

1. The VVB Leader / Delegate shall track and take actions to respond to the complaint or appeal in accordance with the guidance in the RWDI VVB Management System Policy.
2. The VVB Leader / Delegate shall determine if the complaint or appeal is valid based on:
 - a. the source of the complaint or appeal,
 - b. the accuracy and completeness of the data or information on which the complaint or appeal is based, and
 - c. the reasonableness of the requested solution (if provided). It shall also be determined whether the complaint or appeal relates to the validation or verification services under the VVB's responsibility.

This document is intended for the sole use of the party to whom it is addressed and may contain information that is privileged and/or confidential. If you have received this in error, please notify us immediately. Accessible document formats provided upon request. © RWDI name and logo are registered trademarks in Canada and the United States of America.



3. The VVB Leader / Delegate shall provide an initial response to the complainant/appellant within five (5) business days upon receiving a complaint or appeal.
4. When possible and if necessary, the VVB Leader / Delegate should provide an update on the investigation to the complainant/appellant.
5. The VVB Leader / Delegate shall assess the complaint's or appeal's nature and extent and determine if corrective actions are necessary.
6. A final response should be provided to the complainant/appellant within four weeks. Additional time may be necessary depending on the nature and complexity of the complaint or appeal. If additional time is required, the VVB Leader / Delegate will inform the complainant/appellant.
7. The VVB Leader / Delegate shall ensure that the investigation and decision on the complaint or appeal do not result in any discriminatory actions.

Complaint or Appeal Resolution

The VVB Leader / Delegate is responsible for carrying out all necessary actions to bring the complaint or appeal to a final resolution and closure. This may involve the following:

- Carry out an analysis of the complaint or appeal and take any necessary measures and corrective actions.
- Keep the relevant parties informed.
- Keep accurate records of the activities and proceedings and safeguard the confidentiality of the subject of the complaint or appeal and the involved parties.
- Keep all information pertaining to filed complaints or appeals and their resolutions confidential.

For more information about this process, please contact Annik White by email as indicated below.

RWDI

A handwritten signature in black ink that reads 'Annik White'. The signature is written in a cursive, flowing style.

Annik White, M.A.Sc., P.Eng.
VVB Leader, Technical Director, Associate Principal
annik.white@rwdi.com

RWDI VVB