

## COMPLAINTS AND APPEALS

SG CO2 Pte.Ltd, as a validation and verification body, is committed to maintaining the highest standards of service quality and transparency.

We understand that, from time to time, clients or stakeholders may have concerns, complaints or appeals related to our validation and verification services. This procedure outlines the steps to be taken to ensure fairness, accountability and continuous improvement in our services.

In handling complaints or appeals, confidentiality shall be safeguarded.

### Definitions:

**Complaint:** An expression of dissatisfaction by any person or organization about SG CO2 Pte.Ltd and its performance as a validation and verification body (VVB).

**Appeal:** A request by the project representative to SG CO2 Pte.Ltd for a reconsideration of any decision it has made related to its validation/verification.

### Process for a complaint

- Complaints can be received through phone calls, meetings, fax and email. A clear description of the case, objective evidence to support each element or aspect of the complaint, and the name and contact information of the complainant must be provided.
- SG CO2 Pte.Ltd will acknowledge receipt of the complaint, verify all necessary information to validate it, conduct an investigation, evaluate the findings and make a decision on the complaint.
- The complaints-handling process includes at least the following elements and methods:
  - ✚ the process for receiving, validating, investigating the complaint, as well as deciding what actions need to be taken in response.
  - ✚ tracking and recording complaints, including actions undertaken in response to them.
  - ✚ ensuring that appropriate corrective and preventive action are taken.
- Whenever possible, SG CO2 Pte.Ltd will provide formal notice to the complainant upon the conclusion of the complaints-handling process.

### Process for an appeal

- SG CO2 Pte. Ltd. has a documented process for receiving, evaluating, and making decisions on appeals.
- If a client disagrees with a validation or verification decision, they may submit an appeal to SG CO2 Pte. Ltd. via mail, fax, email, or orally. The appeal must include a clear description of the case, objective evidence supporting each element of the appeal, and the appellant's name and contact information.
- SG CO2 Pte.Ltd will gather and verify all relevant information to validate the appeal.
- SG CO2 will formally notify the appellant upon the conclusion of the appeal-handling process.