

At Carbonology® Ltd, we are committed to upholding the highest standards of accuracy, impartiality, and professionalism in our ISO 14064 verification audits. We understand that there may be instances where a client disagrees with a verification decision or outcome. Our formal appeals process is designed to provide a fair and transparent mechanism for clients to challenge a decision made by Carbonology® throughout the verification audit.

## Grounds for Appeal:

An appeal can be lodged against a formal decision made by Carbonology® regarding:

- The outcome of a GHG verification audit.
- Non-conformance findings raised during an audit that you believe are incorrect or unsubstantiated.
- Any other formal decision directly impacting the scope or outcome of your GHG verification.

## How to Lodge an Appeal:

1. **Submission of Appeal:** All appeals must be submitted in writing within 30 calendar days of the date of the decision you wish to appeal. Please send your appeal to:
  - **Email:** [nieviewiggins@carbonologyhub.com](mailto:nieviewiggins@carbonologyhub.com)
  - **Postal Mail:** Appeals Committee, Carbonology® Ltd, 1 St Katharine's Way, London E1W 1UN

## Your written appeal should clearly state:

- Your name, company name, and contact details.
- Your assigned lead verifier (Carbonologist®).
- The specific incident you are appealing, including the date of the decision.
- A detailed explanation of the grounds for your appeal, providing evidence and reasoning to support your position.
- Any relevant supporting documentation or correspondence related to the original decision.

## Our Appeals Handling Process:

1. **Acknowledgement:** Upon receipt of your formal appeal, Carbonology® Ltd will acknowledge its receipt within 5-10 business days. This acknowledgment will confirm that your appeal has been received and will provide you with the name and contact details of the person who will be handling your appeal.

2. **Appeals Committee Review:** Your appeal will be reviewed by an independent Appeals Committee. This committee will consist of senior Carbonology® Ltd personnel who were not involved in the original verification incident or any prior handling of the related complaint, ensuring impartiality. Where necessary, the committee may include independent external experts.
3. **Investigation and Information Gathering:** The Appeals Committee will conduct a thorough review of the original incident, your appeal submission, and any supporting documentation. The committee may request further information or clarification from you or from the Carbonology® personnel involved in the original incident. You may be invited to present your case to the Appeals Committee, either in person or via teleconference.
4. **Decision:** The Appeals Committee will convene to deliberate and make a decision based on the evidence presented. The decision of the Appeals Committee will be final within Carbonology® Ltd.
5. **Communication of Outcome:** You will be informed of the Appeals Committee's decision in writing within 30 calendar days of the committee's final review. The written communication will detail the findings of the appeal, the reasons for the decision, and any resulting actions to be taken by Carbonology® Ltd. If, for exceptional reasons, a decision cannot be reached within this timeframe, you will be informed of the delay and provided with an estimated date for resolution.

## **Maintaining Impartiality:**

Carbonology® Ltd.'s Appeals Process is designed to be impartial and fair. The Appeals Committee operates independently of the operational verification teams to ensure an objective review of the appeal.