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KPMG Performance Registrar Inc. Greenhouse Gas Validation and Verification Services

As voluntary and regulated carbon markets continue to expand, organizations participating in these markets or wishing to demonstrate emissions performance to customers and investors face a need for independent assurance over their greenhouse gas (GHG) assertions.

KPMG Performance Registrar Inc. (KPMG PRI) offers training and accredited validation and verification services based on the ISO 14064-3 verification standard to assist companies in meeting the independent assurance requirements of evolving GHG programs and in gaining voluntary assurance over emissions data and emission reduction projects.

For further information on our validation, verification and training services, including publicly available information on our processes please contact:

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Greenhouse Gas Validation and Verification Services: Complaints and Appeals Process

While it is KPMG PRI's policy to provide a level of service which is unlikely to result in any complaints or appeals, it is recognized that these may sometimes be raised by a client or by other third parties. All complaints and appeals received by KPMG PRI are fully investigated and the findings are reported to the complainant. Where weaknesses in certified management systems are identified during such investigations, clients are required to take corrective actions to address them.

The complaints and appeals procedures followed by KPMG PRI are summarized in the following steps:

- All complaints and appeals must be in writing and include sufficient detail to substantiate the nature of the complaint/appeal and the reasons behind it.
- Receipt of the complaint/appeal is acknowledged in writing within 5 working days.

- The client is notified of the nature of the complaint/appeal when it is received.
- Complaints/appeals are investigated within 10 working days unless a longer period is required to address more complex issues or the complaint/appeal applies to more than one standard.
- Progress reports are provided to appellants by letter where appropriate (e.g., extended investigations).
- The results of the investigation are published and provided to the complainant/appellant within 15 working days, unless the investigation period is extended as noted above. The results will include a written rationale to support the conclusions reached.
- Where management system deficiencies are identified as a result of the investigation, non-conformances and/or opportunities for improvement are issued as deemed necessary by KPMG PRI.
- Once the investigation is complete, KPMG PRI may convene a conciliation meeting with the client and complainant/appellant to attempt to resolve any outstanding differences between the parties.
- Where a complainant/appellant is not satisfied with the results of an investigation, they are referred to the appropriate accreditation body for a decision regarding the merits of their complaint/appeal.