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KPMG Performance Registrar Inc. Greenhouse Gas Validation and Verification Services

KPMG PRI is accredited under the ISO 17029 and ISO 14065 standards to provide training, validation, and verification services across a wide range of subject matter, including GHG emissions, petrochemical or renewable fuels under the Clean Fuel Regulations and other environmental information. We support our clients in meeting the ever-evolving requirements of provincial and federal programs across the country.

Third-party assurance reports are also increasingly required by organizations to accompany GHG emissions or other environmental information. Common examples include in website or sustainability report content being provided to third parties as part of financing arrangements or by an organization to demonstrate their progress towards sustainability targets.

Please contact us to find out more information about the ways a third-party assurance report can be used by an organization. We would also be pleased to provide further information on the GHG verification and validation services KPMG PRI performs for each GHG program and the types of assurance activities these may involve.

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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.