

COMPLAINTS, DISPUTES AND APPEAL PROCESS

DNV Climate Change Services AS

Any customer or other related party may present complaints to DNV Climate Change Services AS. Customers may present appeals to decisions taken by DNV Climate Change Services AS.

DNV GL's [values](#) include that we care for our customers, which means that we value the opinions of customers and other interested parties. We use feedback and complaints as a basis for continual improvement.

Complaints of any kind may be presented to local DNV CCS representatives, your customer representative, by e-mail to climate.change@dnvgl.com or write to:

DNV Climate Change Services AS
Veritasveien 1
1322 Høvik
Norway

Within 5 working days you will receive acknowledgement of your inquiry. A review of the issue will be initiated, and a response will be made. Complaints are handled confidentially, and the complaint will, if relevant, be handled by a person independent of the issue.

Disputes in the form of disagreements between DNV Climate Change Services AS and a customer with respect to decisions made during validation/verification/certification functions are evaluated at management level.

If the customer does not accept the response by DNV Climate Change Services AS to the dispute, *appeals* can be made. Appeals are reviewed by a panel independent of DNV Climate Change Services AS.

If the appellant still remains dissatisfied with the decision of the Independent Appeal Panel, an independent arbitration acceptable to both parties may be offered.

Further procedures and delegations of responsibilities can be made available upon request.

Michael Lehmann
Managing Director
DNV Climate Change Services AS