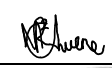
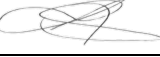

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1. Purpose

This procedure establishes AFRICA STANDARDS AND CERTIFICATIONS (Pty) Ltd (ASC) process for receiving, assessing, and resolving complaints and appeals related to the verification activities under the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) and following SANS/ISO 14065:2020 standards. It ensures that complaints and appeals are handled impartially, transparently, and within an acceptable timeframe.

2. Scope

2.1 This procedure applies to:

- a) Complaints: Dissatisfaction with the verification body's performance, personnel, or verification decisions.
- b) Appeals: Requests from clients or stakeholders to reconsider decisions or verification outcomes that they disagree with.



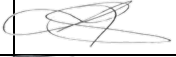

2.2 It covers all stakeholders, including airline operators, government bodies, and other parties affected by CORSIA verification activities.

3. Definitions

- a) Complaint: Expression of dissatisfaction related to the services provided by the verification body, including the conduct of its personnel or the outcome of verification activities.
- b) Appeal: Formal request for reconsideration of a decision made by the verification body regarding the verification or validation of GHG emissions data.
- c) Verification Body: The entity responsible for verifying GHG emissions under CORSIA.

4. Responsibilities

- a) Appeals Committee:
 - i. Reviewing Appeals: The committee reviews submitted appeals to determine whether the original decision was made fairly, in line with established rules, policies, and regulations.
 - ii. Conducting Hearings: If necessary, the committee holds formal hearings where both parties—those who filed the appeal and the original decision-makers—can present their cases.
- b) Evaluating Evidence: They carefully evaluate all the evidence and documentation provided to support the appeal. This includes any new information that may not have been considered in the original decision.
- c) Maintaining Neutrality: The committee ensures impartiality in its review process, avoiding conflicts of interest and bias in their decision-making.

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- d) Making Final Decisions: After careful consideration, the committee reaches a conclusion, either upholding, modifying, or overturning the original decision. Their decision is usually final and binding.
- e) Communicating Decisions: The committee is responsible for clearly communicating their decision to the parties involved, often providing a written explanation or justification for their ruling.
- f) Upholding Policies and Regulations: The committee ensures that the appeals process adheres to the organization's policies, legal standards, and ethical guidelines

5. Procedure for handling complaints

5.1 Submission of Complaint

- a) Complaints must be submitted in writing via email or official form (CAB-F20) to info@asc-africa.com or 41 Kyalami Boulevard Kyalami, Midrand.
- b) The complaint must include:
 - i. Name and contact information of the complainant.
 - ii. Description of the complaint, including the nature of the issue, relevant dates, and personnel involved
 - iii. Supporting documentation, if any.

5.2 Acknowledgment of complaint

- a) Upon receipt, the complaint will be acknowledged within 5 working days.
- b) The acknowledgment will include a reference number for tracking and an estimated timeline for resolution.

5.3 Initial review



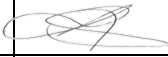

- a) The Complaints and Appeals Team will review the complaint within 10 working days of acknowledgment to determine if further investigation is needed.
- b) If the complaint relates to a specific individual, that person will not be involved in handling or resolving the complaint to ensure impartiality.

5.4 Investigation

- a) A thorough investigation will be conducted, including reviewing relevant documents, data, and interviewing personnel involved.
- b) The complainant may be contacted for additional information or clarification.

5.5 Resolution

- a) The investigation will be completed within 30 working days of receiving the complaint. If more time is required, the complainant will be notified.
- b) A final written response will be provided to the complainant, outlining the findings of the investigation and any corrective actions taken, if applicable.

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5.6 Corrective Actions

- a) If the complaint is valid, corrective actions will be implemented to resolve the issue and prevent recurrence. These actions will be documented and monitored for effectiveness.
- b) The resolution will be communicated to all affected parties.

6. Procedure for handling appeals

6.1 Submission of Appeal

- a) Appeals must be submitted in writing within 30 days of the verification decision.
- b) The appeal should include:
 - i. Name and contact information of the appellant.
 - ii. Reference to the decision being appealed.
 - iii. Detailed reasons for the appeal, including any supporting evidence.

6.2 Acknowledgment of Appeal

- a) The appeal will be acknowledged within 5 working days, and the appellant will be informed of the process and timeline for resolving the appeal.

6.3 Establishment of Appeals Committee

- a) An independent Appeals Committee will be convened to review the appeal. This committee will consist of individuals who were not involved in the original verification decision.
- b) The committee will ensure the appeal is reviewed impartially.

6.4 Appeals Review

- a) The Appeals Committee will review the verification decision, the grounds for the appeal, and any relevant evidence. This may include re-examining the emissions data, verification procedures, and calculations.
- b) The appellant may be invited to provide additional information or attend an appeals hearing if necessary.


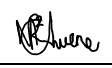
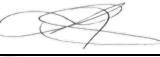

6.5 Decision on Appeal

- a) The Appeals Committee will issue a final decision within 45 working days of receiving the appeal. If more time is required, the appellant will be notified.
- b) The decision will be communicated in writing, with clear reasons for upholding or overturning the original decision.

6.6 Implementation of Decision

- a) If the appeal is upheld, the necessary changes to the verification findings will be made, and corrective actions will be implemented.
- b) If the appeal is not upheld, the original verification decision will stand, and the appellant will be informed of the reasons.

7. Confidentiality

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- a) All information related to complaints and appeals will be treated as confidential.
- b) Only personnel directly involved in the investigation or resolution process will have access to the details of the case.

8. Impartiality

- a) The Complaints and Appeals Team and Appeals Committee will be independent of the personnel who performed the verification to ensure unbiased decision-making.
- b) Measures will be taken to prevent conflicts of interest at all stages of the complaints and appeals process.

9. Record-keeping and monitoring

- a) All complaints and appeals will be logged in a Complaints and Appeals Register.
- b) The register will be reviewed periodically to identify trends or areas for improvement in the verification process.
- c) Records of complaints and appeals will be retained for a minimum of 5 years.

10. Continuous improvement

- a) The Quality Assurance Department will analyse the outcomes of complaints and appeals to identify areas for improvement in the verification process.
- b) Procedures and policies will be updated as necessary to prevent the recurrence of issues and improve overall service quality.

11. Communication of procedure

- a) This procedure will be made available to all clients, stakeholders, and interested parties via the organization's website or upon request.
- b) Training on handling complaints and appeals will be provided to all relevant personnel to ensure effective implementation.



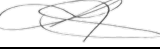
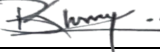
12. Review and update of procedure

- a) This procedure will be reviewed annually or as necessary to ensure continued relevance and compliance with CORSIA and ISO 14065:2020 standards.

13. Reference

CAB-QP-8.3 Procedure for control of documents
CAB IB-QP 8.7&8. Procedure for corrective and preventive action
CAB-F20 Incident Report
CAB-F35 Appeals Register

14. Amendments

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