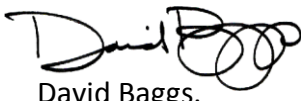

Global GreenTag Complaints Handling Policy & Process

Policy

The Global GreenTag International Pty Ltd Board and Management Team are committed to the maintenance of a comprehensive Complaints Handling and Management Process as follows:

- i. Implementing a fair, equitable and technically competent resolution of complaints;
- ii. Ensuring the process is independent and free from conflicts of interest;
- iii. Completing investigations and resolutions in a timely manner;
- iv. Maintaining appropriate systems and procedures for internal resolution;
- v. Ensuring transparency and visibility of process and progress of any matters
- vi. Ensuring availability manpower & other resources to handle any complaint;
- vii. Providing adequate training of all relevant staff in complaints handling processes;
- viii. Determining appropriate delegation of responsibilities with specific mandates for issues of routine nature;
- ix. Determining delegation and escalation of non-routine/serious complaints to be handled by appropriately qualified or experienced expert staff including referral of or Appeals the to National Advisory Committee (NAC) and as relevant to International Expert Panel;
- x. Conducting Internal reviews of process and technical merits to avoid recurrence;
- xi. Providing public notification of the outcome of the grievance resolution process for serious complaints via publication on the appropriate section of the GlobalGreenTag.com website.

Signed



David Baggs.

CEO & GreenTag Program Director

Global GreenTag Complaints Handling Process:

Why do we have this document?

This document describes how, clients, members of the public and stakeholders can lodge complaints or appeal decisions made by the Global GreenTag Certification Program:

General:

Any complaints received by the GreenTag Program will be:

- a) Requested and received only in writing;
- b) Formally recorded and filed for 5 years in accordance with the ISO 9001 QMS document handling procedures;
- c) Dealt with in a timely and fair manner.

Appeals:

If a complainant believes the internally resolved outcome is not satisfactory, an appeal may be lodged by submitting a written request stating the reason for dissatisfaction and addressed to the Chairperson of the National Advisory Committee (NAC) who may, where relevant refer it to the International Expert Panel for Technical advice. The NAC will provide final advice to GreenTag Program Director for further action.

Specific Obligations Process:

1. On lodgement of a complaint the details will be recorded in the Complaints log;
2. Each subsequent stage of the complaints handling process will be summarised and recorded in the Complaints log until the issue is resolved;
3. If the complaint is from a Supplier, the Research Team Leader will determine if it serious or non-serious;
4. If the complaint is from a Subscriber or is internal, the Admin Team Leader will determine if it serious or non-serious;
 5. If the complaint is non-serious, the relevant team leader will determine the most appropriate course of action and respond appropriately;
6. If the complaint is deemed serious, the appropriate team leader will inform the Program Director to determine the most appropriate course of action and respond appropriately-

A Complaint is deemed to be serious if it is at risk of affecting the complainant's personal or corporate wellbeing or public reputation, if it is liable to create legal ramifications, or if it is likely to affect the GreenTag public reputation; it is considered non-serious if it does not meet above criteria, is procedure based, or of a minor technical nature.



7. The relevant Team Leader will:
- a. make provision of complaint a.s.a.p. to relevant staff;
 - b. ensure the matter receives proper consideration
 - c. assume appropriate management control and supervision of process;
 - d) ensure the matter is responded to initially within 7 days and subject to further requests for information from the complainant, resolve the matter within 30 calendar days, unless referred to the NAC or IEP wherein the matter will be dealt with within 90 days;
 - d. at all times make themselves accessible at all times to clients and make this known to clients;
 - e. keep the Program Director and NAC and where relevant the IEP informed regularly of progress relating to complaints deemed serious;
 - f. Inform clients of the duties of the GreenTag program according to current published versions of Terms and Conditions, GreenTag Standard and supporting documents as well as legal duties of Global GreenTag and the rights of the client contained therein or created by Australian legislation;
 - g. Provide clients or staff a clear summary of how they can proceed if complaint dismissed;
 - h. Include Name and Contact Details of Chairperson of NAC and Research Team Leader; Receipt of complaint to be promptly acknowledged with details of contact staff and all responses recorded;
 - i. Client informed if matter not dealt with within 30 days they have the right to pursue appeal with NAC
 - j. Where the matter is resolved in favour of the client ensure redress is offered and acted on without delay. If the matter involves publication of any material on any Global GreenTag website or publication to rectify the content within 48 hours of the issue being determined where possible.

Appeals Fees:

Appeals to Product Certification determinations will attract a fee of \$2,000 to cover GreenTag's direct costs in the re-assessment process.