

# VERIFICATION RIGHTS AND DUTIES

## VERIFICATION PROCESS

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In general, the verification process follows the stages of:

- Key steps in the pre-engagement phase of the verification include: completion of the verification application, conflict-of-interest assessment, identification of the verification team, and the verification agreement.
- Key steps in the approach phase of the verification include: approval of the verification plan, and the kick-off meeting.
- Key steps in the verification phase of the verification include: the risk analysis, approval of the sampling plan, the desk verification, initiating the issues & corrective action log, the on-site verification, finalization of corrective actions, and preparing the verification report.
- Key steps in the verification statement phase of the verification include: the internal peer review, preparing the verification statement, and the final verification meeting.

Specific steps will be based upon the GHG program and protocols governing the verification. A flow chart/procedure defining these steps shall be provided along with these rights and duties.

## CHANGES

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Changes to the verification requirements and the relevant GHG program that may affect the objectives of the client will be provided on an as-needed basis. This will typically be addressed via a universal memo distributed to all clients falling under the relevant GHG program as amendments or changes are made by that governing body.

## SCHEDULE

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A verification plan and a sampling plan shall be issued that will address the specific schedule of verification activities to be conducted.

## VERIFICATION TEAM MEMBERS

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Verification team members will be AWM employees who have been qualified as verifiers. AWM does not use contracted verifiers nor does AWM outsource verification activities. Specific team member names shall be provided as part of the verification plan and sampling plan; individual backgrounds and qualifications can be provided upon request. Clients are encouraged to voice any concerns with team member choices.

## VERIFICATION FEES, COMPENSATION, AND PAYMENT

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AWM shall provide a proposal on a case-by-case basis that shall include specific verification fees. A final invoice shall be provided detailing specific levels-of-effort and associated charges.

The client is required to pay the full invoiced amount directly to AWM within fifteen days from the date of receipt. A service charge of 1.5% per month may be assessed and charged on all past due accounts. Should the client wish to dispute an invoice, this must be done within fifteen days of receipt.

**AWM may not issue the Verification Report and/or the Verification Statement until receipt of payment.**

## USE OF THE AWM VERIFICATION MARK

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A verified organization may use the Advanced Waste Management Systems, Incorporated (AWM) verification mark only in conjunction with its own mark on its certificates, stationery and literature associated with its verified activities, subject to the conditions below.

The AWM verification mark shall be reproduced:

- In black, green, or in the predominant color of the letterhead or printing;
- On a clearly contrasting background;
- In a size which makes all features of the mark clearly distinguishable.

The AWM verification mark shall not be used by a verified organization on any document unless the document relates in whole or in part to activities of the organization that were audited by AWM. This shall not prevent a verified organization from including the verification mark on its preprinted letterhead paper.

AWM's mark or reference to AWM shall not be placed on products or product packaging in a way that may be interpreted as denoting product certification. AWM's mark be not be used on a product or product packaging or in any other way as to suggest that AWM has approved or endorsed any product, process or service of a verified organization, or in any other misleading manner.

If necessary, other requirements with regard to the use of marks will be developed in consultation with individual organizations. Such requirements will be made part of the verification agreement, and the verified organization will immediately be subject to such requirements.

Misuse of the verification mark will lead to corrective action by AWM including publication of the misuse and, if necessary, legal action.

## STATEMENTS TAKEN FROM THE GHG ASSERTION

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A verified organization may quote any statement from the GHG assertion (e.g. verification report, verification statement) if the following conditions are met. Such a statement shall always include referencing the year(s) and scope covered by the assertion being quoted. If applicable, the client shall also state whether the statement is based on historical data and whether there was any limitation associated with the statement. There is no time limit by which any verification statement may be quoted.

## APPEALS AND COMPLAINTS

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As part of each kick-off meeting, clients shall be informed of the complete appeals and complaints process. In addition, this information is included within the rights and duties documents and on AWM's website (<http://www.awm.net/whyawm.html>).

Should a client or outside party have concerns regarding any unsatisfactory condition encountered during an audit / verification the team leader should immediately be made aware of the specifics. The team leader has the responsibility to make every effort to resolve the issue without compromising the integrity and objectives of the audit / verification process.

If the team leader is unable to resolve the situation to the complete satisfaction of the client or should an appeal or complaint be received after the completion of the audit/verification the CEO is responsible for initiating a formal review. If the CEO was involved in the audit/verification for which the appeal or complaint has been received, the VP, Operations is responsible for fulfilling the responsibilities of the CEO.

The CEO is responsible for receiving and beginning documentation on an Appeal or Complaint Form. The CEO will validate the information provided by the appellant or complainant and investigate the situation, which may include discussions with the audit/verification team. The CEO will evaluate the available information and decide on what actions are to be taken in response to the appeal or complaint, considering the results of previous similar occurrences. The CEO is responsible for ensuring that any appropriate corrections and corrective actions are taken, including, if deemed necessary, performing a new audit / verification.

The appeal or complaint form is used to document each stage of the process, including information about the appellant or complainant, the circumstances of the appeal or complaint and the resolution, including any actions undertaken.

The CEO is responsible for giving formal notice to the appellant or complainant of the end of the appeals or complaint handling process.

AWM top management, together with the CEO, the certified client, and the complainant is responsible for determining whether and, if so to what extent, the subject of the complaint and its resolution is made public.

AWM top management is also responsible for ensuring submission, investigation, and decision on appeals does not result in any discriminatory actions against the appellant or complainant.

## CLIENT OR RESPONSIBLE PARTY RESPONSIBILITIES

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AWM requires all clients to:

1. Conform with verification requirements;
2. Make all necessary arrangements for the conduct of the audit, including provisions for examining documentation and the access to all processes and areas, records and personnel for the purposes of verification and resolution of complaints;
3. Make provisions, where applicable, to accommodate the presence of observers.



## REVISION HISTORY

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- 5/19/11 ..... Original.
- 9/13/18 ..... Removed references to President.