

# NOVA CERT

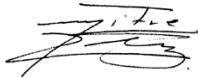
## Policies and Principles

### NOVA CERT POLICIES

NOVA CERT is an innovative and disruptive Validation and Verification Body that brings an efficient and professional service to the constantly growing market. It stands out for grouping the best auditors at an international level who perform their work with integrity and impartiality. The main objectives of NOVA CERT are:

- Perform our services in the most efficient way possible to reduce unnecessary waiting time. We seek to deliver quotations, findings closure, and validation and verification reports in record time!
- Perform our services with no conflict of interest, full confidentiality of the information, and fulfillment of every applicable requirement.
- Provide always a high-quality service via a team of professionals with the required competence to perform quality audits that deliver real value to the client.
- Achieve continuous improvement in our processes and services.

NOVA CERT's top management and every employee seek to achieve these objectives, which represent the policies of efficiency, impartiality, confidentiality, and quality of service. NOVA CERT makes this commitment publicly available to all interested parties, such as customers, GHG programs, intended users, and regulatory authorities.



Raul G. Mitre  
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## NOVA CERT PRINCIPLES

### **1. Efficiency**

Our main objective is to provide an efficient service. In NOVA CERT we have constant monitoring of our time response of the quotations, findings review, technical review, and final validation and verification report issuance.

### **2. Impartiality**

Decisions taken by NOVA CERT are based on objective evidence and are not influenced by other interested parties or parties. NOVA CERT shall not perform services where real or potential risks of conflict of interest or risks to impartiality are identified, such as own interest, self-review, familiarity, intimidation with the project, or intimidation by a person or body. NOVA CERT applies its internal procedures, as well as an independent mechanism, to safeguard impartiality, and selects the audit team carefully to fulfill this principle. If an employee of NOVA CERT fails to inform a real or potential risk to impartiality, his/her qualification as lead auditor will be removed.

The VVB shall not partner with consultancy organizations to offer combined proposals of project development and project validation/verification. The VVB's activities shall not be linked with consultancy. NOVA CERT does not allow any consultancy agency to link their activities to the VVB or claim that the process of validation/verification could be easier, faster, simpler, or less expensive with NOVA CERT. Likewise, NOVA CERT shall never imply that the validation/verification could be easier, faster, simpler, or less expensive with a specific consultancy agency or organization. If NOVA CERT identifies that another organization is implying this, the CEO must take action.

### **3. Confidentiality**

Every employee of NOVA CERT will safeguard the confidentiality of the project activity. All information and documentation related to the client whether obtained before, during, or after the service assignment, will be treated as confidential and will not be reproduced or disclosed to any person or organization not formally authorized. NOVA CERT will apply at least the same degree of security to the client's information as to their confidential information. Every member of the audit team, as well as observers if applicable, sign a confidentiality agreement before every service performance.

### **4. Quality of the service through adequate competence**

NOVA CERT guarantees that the personnel assigned for the validation or verification of a project activity has more than sufficient competence to perform the service. Thanks to our robust and rigorous procedure of qualification and competence, we guarantee our auditors

have the appropriate knowledge, skills, experience, training, and the VVB's support to meet and even exceed customer expectations.

Decisions made by the VVB and its auditors shall be driven by an evidence-based approach; any conclusion reached must have sufficient and appropriate objective evidence. Throughout the validation and verification process, the VVB shall truthfully and accurately address findings and conclusions and shall file and document every stage of the validation verification to have proper traceability of the service and to comply with its internal accredited procedures.

### **5. An evidence-based approach, documentation, and fair presentation**

Decisions made by the VVB and its auditors shall be driven by an evidence-based approach; any conclusion reached must have sufficient and appropriate objective evidence. Throughout the validation and verification process, the VVB shall truthfully and accurately address findings and conclusions and shall file and document every stage of the validation verification to have proper traceability of the service and to comply with its internal accredited procedures.

### **6. Openness**

NOVA CERT shall always provide public access to, or disclosure of, appropriate information about its validation/verification process.

### **7. Responsibility**

NOVA CERT has the responsibility to base a validation/verification statement upon sufficient and appropriate objective evidence. The client, on the other hand, has the responsibility for the claim and its conformity with the applicable specified requirements.

### **8. Responsiveness to appeals and complaints**

NOVA CERT gives its clients the right to disagree with decisions made by the VVB during the service. Confidentiality, impartiality, and independence are guaranteed in the conduct of the appeals or complaints process. The professionals involved in the handling of these are different from those who carried out the service. Complaints may be submitted at any time. Appeals will only be taken into consideration if submitted within the agreed time frames. Complaints and appeals will be handled by the VVB's procedure PRO-05 "Appeals and Complaints" available on the website or by e-mail request.

### **9. Risk-based approach**

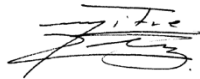
NOVA CERT takes into account the risks associated with providing competent, consistent, and impartial validation/verification. These risks encompass factors such as the nature of the validation/verification objectives and program requirements, the need for competence,

consistency, legal and regulatory concerns, and liability issues, among others. NOVA CERT shall always perform a risk analysis prior to every service execution.

### 10. Conservativeness

When assessing comparable alternatives for quantifying GHG emissions, reductions, or removals, NOVA CERT seeks that the most conservative assumption has to be used in the calculation of the emission reductions.

*NOVA CERT's top management as well as every employee compromises to follow these basic principles to guide our validation and verification services.*



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