INSTRUCTIVE FOR REQUESTING THE STATUS OF A VV STATEMENT

⇒ **Objective**

To ensure the secure, transparent and compliant handling of requests for the status of Validation/Verification statements issued by NOVA CERT

⇒ **Scope of the procedure**

This process applies to all activities related to requests for the status of Validation/Verification statements issued by the VVB and covers types of statements, parties involved, all applicable activities regarding the statement and records of the statements.

⇒ **Template summary table**

Activity	Template
V/V Opinion	VV-11

INSTRUCTIVE FOR REQUESTING THE STATUS OF A VV STATEMENT

⇒ **Development**

1. Reception of the request

NOVA CERT recognizes that it is possible to receive a request for the status of a given V/V declaration, for this purpose, email is the only way to develop the process.

The emails available to initiate the process are:

1. info@nova-cert.com

Any interested party may send an e-mail specifying the following information

- Name of the organization
- Contact information
- Reference number of the declaration
- Date/time of request
- Initial details, brief description of the request, including client's name, scope, etc.

NOVA CERT will receive the request, assign a unique case ID number and respond to the requestor with an acknowledgement of receipt not to exceed 5 working days.

The ID number shall be recorded in the Icloud folders of the service statement following the next example:

25.001 : Project ID
25.001-RS1: Requesting of the status of a V/V statement ID

2. Verify authorization

NOVA CERT shall confirm the completeness and accuracy of the information and ensure compliance with all requirements outlined in the preceding section. In case that any regulatory body may be interested in the process , NOVA CERT shall confirm their authority through an official letterhead or an official reference to a legal mandate

NOVA CERT will verify :

- Name of the organization
- Contact information
- Reference number of the declaration
- Date/time of request
- Initial details, brief description of the request, including client's name, scope, etc.
- Validation of the applicant's identity
- No conflict of interest

3. Response

Once authorization is verified, NOVA CERT will review the declaration status (active, suspended, expired, withdrawn), dates (issued, expired, last audit), modifications (scope, corrective actions, next audit), audit reports (make sure the status matches the results of the last assessment) and VVB updates (no sanctions against VVB).

Once the VVB confirms all information, the GPM or MC will prepare an email response within 10 calendar days of the request date.

The email should include

- Request for the status of a V/V statement ID
- Organization Name
- Scope
- Period of validity
- Modifications
- Surveillance
- Restrictions

This e-mail response must be approved by CCED and, if necessary, changes made. The CCED will confirm

- Accuracy with respect to the original statement
- Ensure that no unauthorized disclosures are made.

Once the CCED has approved the e-mail response, the GPM or CM will send the response to the requester.

If the applicant disagrees with the VVB's response, he/she may file a complaint following the PRO-05 guidelines on appeals and complaints.

4. Unauthorized request

In the event that the VVB identifies any issues with the applicant's request, the email response will follow the following structure:

"NOVA CERT regrets to inform you that we are unable to disclose the requested status to confidentiality obligations under applicable regulations and/or carbon offset programs, to proceed please provide the following information, [Include the information that it is missing from the section 1.Reception of the request] or proof of legitimate interest."