

## 1. Objective

The objective of this policy is to ensure regulatory compliance, staff competence, customer satisfaction, and continuous improvement of the management system.

- **Compliance with requirements:**
  - a) To comply with the rules established by the carbon offset programs.
  - b) To detect any conflict of interest that may compromise our judgment.
- **Auditors' competence:** to have sufficient and competent personnel to carry out the validation and verification processes.
- **Customer satisfaction:** To increase the customer satisfaction through the timely delivery of high-quality services, as well as through clear and effective communication.
- **Continuous improvement:** continuously improve the effectiveness and efficiency of our quality management system.

## 2. Scope policies and principles

This quality policy is mandatory for:

- All validation and verification services for GHG reduction or removal projects carried out by NOVA CERT LLC.
- All personnel involved in providing the service, including lead auditors, technical auditors, and support staff.
- NOVA CERT's quality management system as a whole, including processes for planning, execution, technical review, and report issuance.
- The carbon offset programs with which NOVA CERT operates and whose rules must be followed.
- Mechanisms for feedback and monitoring of customer satisfaction.

## 3. Development

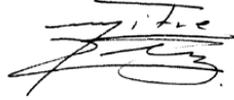
### 3.1. Policy

**NOVA CERT** is committed to provide validation, verification and/or conformity assessment of projects and mitigation activities that reduces or remove GHG, considering the following dimensions:

- **Compliance with requirements:** we are committed to provide a service which consistently meet the applicable regulatory requirements. We are committed to act impartially and to detect any conflict that may compromise our judgment.
- **Auditors' competence:** we ensure that our personnel are adequately qualified to perform the assigned tasks in a competent and efficient manner.
- **Customer satisfaction:** we strive to understand and meet the needs of our customers by fostering an open and transparent communication. We analyze and receive customer feedback to continuously improve our performance.

- **Continuous improvement:** we are committed to continually review and improve our management system to meet our objectives.

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