

15th of May, 2024

Ref: Your grievance from April 23, 2024

Decision from CEO of Puro.earth

Dear Jeff Norton,

After carefully reviewing our internal records, we have identified the issue that led to the gap in your certification as mentioned in your grievance.

As both parties have acknowledged, V-Grid did not submit to the output auditor the production records for the second half of the year 2022. This caused the auditor to only audit the period from January 2023 onwards, leading to the above-mentioned auditing gap. The initial interpretation of our Certification Office was to withhold issuance of the number of CORCs that arise from production the second half of the year 2022, and through this decision I am overruling this interpretation.


I will order the Certification Office to re-engage with the output auditor to finalize the output audit of V-Grid for the production that took place in the second half of 2022.

I apologize for the inconvenience and frustration this has caused you and your company. We value your trust and loyalty as a supplier and we are committed to provide you with the highest quality of service and certification. We expect that within the next two weeks you will be contacted by our Certification Office and/or output auditor to align on how the reporting needs to be done, and we will issue the CORCs as assessed by the output auditor.

Thank you for your patience and understanding. If you have any questions or feedback, please do not hesitate to contact me or our customer service team.

Sincerely,

Antti Vihavainen

DocuSigned by:

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CEO

Puro.earth Oy