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## Public Inquiries & Complaints Procedures Enviva LP

This procedure is intended to satisfy the requirements for handling public inquiries and complaints from suppliers of primary material to Enviva, and external stakeholders of the Track & Trace® program.


Enviva voluntarily implements the Track & Trace® program. Inquiries received regarding this program are to be handled by the Manager of Supply Chain Transparency.

It is rare that Enviva will receive inquiries regarding its Track & Trace program; however, in the event this does occur, the following procedure is in place.

Depending on the nature of the inquiry or complaint and from whom it comes, the complaint procedure will initially either be handled by the Manager of Supply Chain Transparency, for inquiries related to forest operations and tract-level concerns, including complaints about the source of Enviva’s wood where there is evidence that a supplier is delivering wood which violated Enviva’s procurement policies. Others within Enviva may also receive complaints.

Upon receipt of a complaint, the person receiving the inquiry or complaint at Enviva will:

1. Obtain complete information including the date and time of contact, full name, nature of complaint, and how to contact the person making the complaint and acknowledge the complaint to the complainant within 48 hours,
2. Identify the nature of the complaint and elevate it to the Manager of Supply Chain Transparency, or other Manager level or above on the Sustainability team if not available, who will then:
  - a. Gather and verify all necessary information to evaluate and validate the complaint and make a decision on the complaint within two weeks (10 business days) of the filing of the complaint;
  - a. If the complaint is considered relevant and accurate, conduct an assessment within 2 months of receipt
  - b. If a gross non-compliance with the Enviva procurement procedures is uncovered, and there is high risk that the continued receipt of material from the tract will result in negative outcomes for the tract or Enviva, documentation of the non-conformance shall be recorded and the supplier will be given notice and product from the supplier may be suspended until full compliance is attained;
    - i. When a supplier is suspected of non-compliance:
      1. Notify the supplier within 48 hours that they are suspected of non-compliance. Supplier must respond within 72 hours with evidence of compliance.
      2. If evidence of compliance isn’t offered, Enviva may exclude further supply and reject any further attempted deliveries.
  - b. Corrective actions must be developed, and completed within the time described in the Track & Trace® standard.

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- c. Communicate the decision on the complaint and of the complaint handling process in writing to the complainant,
  - d. Ensure that any appropriate corrective and preventative actions are taken as outlined in individual supply contracts.
  - e. Document the inquiry, the corporation’s response and any other relevant details. This information would then be available for use during the annual management review process.
3. The records of all complaints and corrective actions taken shall be maintained for three years..

Complaints must be in writing and clearly identify the correspondence as an official complaint. The complaint must include a detailed explanation of the issue and contain supporting documentation. Complaints will be received by email. Enviva will acknowledge the complaint as soon as practical, and will provide an initial response to the complaint within two weeks.

Enviva will assess each complaint and determine whether it is substantial. If so Enviva will attempt to resolve the complaint directly with the person or organization that filed it. The company will conduct field or office verification within two months.

Enviva will inform the complainant of the results of the complaint and any actions taken towards its resolution.