

# Classification Dispute Resolution Procedure



This dispute procedure applies to both objective and subjective tests on site.

1. When a classification is disputed for an objective or subjective test, the classifier will retest another sample drawn from the Grower Load Composite (GLC) sample.
2. The result of this second sample will override the initial test.
3. For objective tests, the second result will be final and binding.
4. Only the test that is subject to dispute will be retested.

The following applies only to subjective tests, after a second sample has been drawn and tested:

1. If the results of the second sample are still in dispute, a representative sample from the GLC will be placed into a tamper proof sample bag or sample bag with a tamper proof cable tie.
2. This sample will be forwarded with relevant details, to an independent body engaged by Viterra. These results will be binding.
3. The load will be binned as per the classifiers assessment.
4. Where the laboratory confirms the site classification, the grower will be informed and no further action required.
5. Where the laboratory determines the load to be of a higher grade, Viterra will compensate the grower for the higher grade.
6. The grower will assume all price risk while awaiting results.
7. Viterra reserves the right to invoice growers for additional testing arising from disputes on subjective tests if, after additional testing, the initial Viterra result is confirmed.