



## GRAPE REJECTION DISPUTE PROTOCOL

Outlined below are the various steps to be taken by growers/drivers, on-site processor staff and on-site testers in the event of a grape delivery rejection dispute. The protocol is outlined for grape deliveries for "On-site Tester Processors" and "Pick-up Program Processors".

### IMPORTANT CONTACTS FOR THIRD PARTY TESTING

<p><b>Errol McKibbon, McKibbon Associates Inc.</b> <b>Cell: 905-328-4199</b></p>
--

### PROCESSOR "ON-SITE TESTER" REJECTION DISPUTE PROTOCOL

Upon a dispute arising between a grower/driver and processor over a grape delivery rejection, the following protocol must be followed:

1. McKibbon Associates Inc. is to be contacted **immediately** of the grape delivery rejection and the third party testing request.
2. Juice from the **original** sample(s)/test(s) **must** to be put into a "sample" container provided by the on-site tester.
3. "Sample" containers are sealed by the on-site tester and the container seal taped.
4. The taped seal is signed by the grower/driver, on-site processor staff and the on-site tester to acknowledge the sample(s) and procedure has been agreed to by all parties.
5. McKibbon Associates Inc. transports the sealed container(s) to Brock University's lab for third party testing.
6. Brock University lab technician signs off on receiving the sealed and untampered "sample" container(s). Only grape rejection dispute samples delivered by McKibbon Associates will be accepted at Brock University's lab.
7. Brock University lab technician tests the sample(s) and notifies McKibbon Associates Inc. with the results.
8. McKibbon Associates Inc. will contact the grower/driver and processor with the final lab results.

## PROCESSOR "PICK-UP PROGRAM" REJECTION DISPUTE PROTOCOL

Upon a dispute arising between a grower/driver and processor over a rejection the following protocol must be followed:

1. McKibbon Associates Inc. is to be contacted **immediately** of the grape delivery rejection and the third party testing request.
2. McKibbon Associates Inc. will deliver "sample" containers to the processor for third party testing.
3. Juice from the **original** sample(s)/test(s) **must** be put into "sample" containers by the on-site processor staff in the presence of the grower/driver.
4. "Sample" containers are sealed by the on-site processor staff and the container seal is taped in the presence of the grower/driver.
5. The taped seal is signed by the grower/driver and on-site processor staff to acknowledge the sample(s) and procedure has been agreed to by all parties.
6. McKibbon Associates Inc. transports the sealed container(s) to Brock University's lab for third party testing.
7. Brock University lab technician signs off on receiving the sealed and untampered "sample" container(s). Only grape rejection dispute samples delivered by McKibbon Associates will be accepted at Brock University's lab.
8. Brock University lab technician tests the sample(s) and notifies McKibbon Associates Inc. with the results.
9. McKibbon Associates Inc. will immediately contact the grower/driver and processor with the final lab results.