

## **Grievance Procedures for Credible Carbon**

### **July 2023**

The carbon market is a regulatory construct. Knowing when a carbon credit is indeed a carbon credit is the subject of the Credible Carbon Standard, respective country's Article 6 Frameworks and a fair degree of expert interpretation. Credible Carbon is committed to a Just Climate Transition, defined by restorative, redistributive and procedural justice but we do this in line with our own standard and the regulatory environment of the respective countries we operate in.

We have legal agreements with each of the projects for which we issue credits and with all of the brokers of our credits that seek to ensure legal compliance and accountability. We are committed to transparency, to learning and improving and to sharing our insights in the interest of pro-poor carbon market developments.

If in any way, anybody, organisation or company, regardless of whether they are a client or not, feels we are not living up to our standard or are breaching carbon market rules, we ask that they follow a series of four options:

- 1) **Contact us** on [info@crediblecarbon.com](mailto:info@crediblecarbon.com) so we can understand the grievance and address it if possible. As a small company committed to improving carbon markets, we are vested in retaining good relations and to learning from multiple sources.
- 2) **Contact the Regulator** in the country of the project or event that is causing the grievance, so that we might be notified of a formal complaint. In South Africa, this is the Department of Mineral Resources and Energy and can be contacted via [DNA@energy.gov.za](mailto:DNA@energy.gov.za) (copying the current head of South Africa's Designated National Authority, [Takalani.Rambau@dmre.gov.za](mailto:Takalani.Rambau@dmre.gov.za)). The Designated National Authorities for other countries can be found here <https://cdm.unfccc.int/DNA/bak/index.html>
- 3) **Seek arbitration**, subject to the other options above, in the event that any dispute or difference arises, the dispute or difference may be submitted for arbitration to and in accordance with the rules of the Arbitration Foundation of South Africa ("AFSA"). The arbitrator shall be appointed by the parties to the dispute, and failing agreement, shall be nominated by the AFSA out of the nominees of the parties hereto. The arbitration shall be held in accordance with the Rules of AFSA, or if AFSA shall not be in existence, in accordance with the formalities and procedures settled by the arbitrator, which shall be in an informal and summary manner, that is, it shall not be necessary to observe or carry out the usual formalities or procedures and otherwise subject as aforesaid to the Arbitration Act, 1965, of the RSA and any statutory modification or re-enactment thereof.
- 4) **Legal Recourse:** The provisions outlined above will not preclude anybody, organisation or company seeking urgent interim relief, pending the outcome of the arbitration, in any division of the High Court of South Africa having jurisdiction.

Credible Carbon (Pty) Ltd chooses 2 Bokkemanskloof, Hout Bay, 7800 as its domicilium citandi et executandi ("domicilium") for the purposes of the serving any notice, the payment of any sum, or the serving of any process relating to a grievance or dispute.