

Schedule 1 – AgriProve’s Complaints Management Framework Statement

AgriProve seeks to provide the highest standard of customer service. We value feedback as an opportunity to learn more about our customers’ needs and to improve our service. AgriProve takes complaints seriously and is committed to resolving them quickly and fairly. We encourage you to contact us about any concerns.

Australian Carbon Industry Code of Conduct

AgriProve is a Foundation Signatory to the Australian Carbon Industry Code of Conduct.

The Australian Carbon Industry Code of Conduct (the Code) aims to promote best practice within Australia’s carbon reduction and sequestration industry. The Code provides guidance for carbon service providers undertaking carbon projects including under the Emissions Reduction Fund and other Voluntary Offset Schemes.

It is a voluntary Code that aims to promote market integrity, consumer protection and appropriate interaction with project stakeholders, including Native Title Holders, representative bodies, land managers and project owners. Signatories to the Code agree to meet the minimum requirements for operating in the carbon industry, as set out in the Code, including during pre-project activities, ongoing project management, documentation and general business practices.

Administered by the Carbon Market Institute (CMI), the Code aims to address issues that impact the market integrity and reputation of the carbon industry and promote international leadership on carbon project development. Signatories to the Code are committed to developing and conducting their business in line with industry best practice and interacting with their clients and other stakeholders in a professional and ethical manner.

If you have a concern or would like to make a complaint about the business practices of AgriProve as a Signatory, you are encouraged to raise the issue with AgriProve directly in the first instance.

In the event that you are not able to raise the complaint directly with AgriProve, or if you feel your complaint has not been actioned or acknowledged, you may notify the Administrator of the Code directly by submitting a complaint through the complaints form on the Code of Conduct website (<https://carbonmarketinstitute.org/code/consumers/complaints/>).

Lodging a complaint with AgriProve

You can lodge a complaint or provide us with your feedback via the contact methods set out below.

Via an email: info@agriprove.io

Send a letter: Attn: National Growth Manager
Level 1, 601 Dean Street
Albury NSW 2640 Australia

Call: +61 1300 467 645

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When lodging a complaint, please provide your name, phone number, email, and any related identifiers (such as a company or project name, product, or service). You should receive acknowledgement of contact within 2 business days.

Please let our team know:

- who should be contacted regarding the complaint, yourself or a representative, and a preferred method of contact
- if special assistance is needed to assist in your interaction with our team
- if this is an ongoing issue
- what outcome you are seeking.

A copy of AgriProve's Complaints Management Framework can be accessed from AgriProve's website, along with AgriProve's privacy statement.

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