

## PO.SAM.02 - GRIEVANCE AND REQUEST MANAGEMENT

### *Standard Operating Procedure*

#### 1. Objective

Future Climate's Grievance and Request Management presents practical guidelines for the management and operation of the relationship channels established to resolve grievance and deal with other requests received from stakeholders.

#### 2. Coverage

This document applies to all carbon projects developed by Future Climate, including all business areas, and must also be implemented by partners who interact with communities and other local stakeholders.

#### 3. Definitions

- I. **Stakeholders:** Individual or group that has an interest in any decisions or activities of an organization. (Source: ABNT NBR ISO 26000).
- II. **Requester:** Who demands a service request.
- III. **Impact:** Refers to the effect that an organization has on society, which, in turn, can indicate its contribution (positive or negative) to sustainable development. The term can refer to positive, negative, actual, potential, direct, indirect, short-term, long-term, intentional or unintentional impacts. (Source: Global Reporting Initiative – GRI).
- IV. **Ticket:** is a service request. When a stakeholder sends requests through established communications channels, a ticket is opened with a support number, allowing the entire contact history to be recorded.

#### 4. Description

Grievance and request management is the process of meeting demands received from the external public (stakeholders), such as complaints, doubts, praise and criticism related to Future Climate's operational activities. The receipt, registration, treatment and return of all demands reported by this public is managed as described in this procedure.

Implementing and managing relationship channels for Future Climate aims to establish direct communication between the company and stakeholders, including customers, communities

and society in general. The mechanism is responsible for receiving all types of requests from stakeholders, such as doubts, complaints, complaints, praise, criticism and suggestions regarding the services and projects developed by the company; and provide responses in an equitable and transparent manner.

For interactions classified as **low complexity**, the focus is on manifestations that are easy to resolve and have limited impact, usually restricted to the local or individual level. These situations are quickly resolved, often by a single person or team, without the need for additional resources. Examples include clarification of simple questions, sending additional information, or resolving minor operational complaints, such as difficulties in accessing documents. The deadline for resolving these interactions is up to 5 business days, ensuring agile service.

**Medium complexity** interactions require moderate effort, often involving multiple stakeholders and sometimes more than one team for resolution, although without the need for structural changes to the project. This level of complexity encompasses manifestations that may influence specific stakeholders and that require some investigation, meetings, or discussions for proper resolution. Examples include complaints about deadline compliance, requests for changes in processes, and technical questions. In these cases, the estimated timeframe for resolution is 17 business days, ensuring the necessary time for more detailed analysis and collaboration between the parties involved.

For **high complexity** interactions, the manifestations have significant impact, with the potential to affect various stakeholders and harm the project's image or relationship with interested parties. These situations require detailed planning, allocation of additional resources, and engagement of multiple hierarchical levels. Examples include serious complaints, criticisms pointing to structural failures in the project, or requests that demand changes in the scope of work. Given their complexity, the deadline for resolving these interactions can be up to 30 business days, although this time may vary according to the severity of the case.

It is worth noting that the dedicated channels described in this procedure will not deal with topics classified in the “commercial”, “ethics” and “project routine” categories. If the receiver identifies tickets in the aforementioned categories, the requesters will be asked to make contact through the appropriate channels and the ticket will be closed.

For commercial requests (such as proposals, billing questions and business opportunities), contact should be made via [contato@futureclimate.com](mailto:contato@futureclimate.com); for reports of behavior inconsistent

with the Code of Conduct or current laws, contact must be made by <https://contatoseguro.com.br/futurecarbon>; for routine project demands, contact must be made via the project's official email or with the person responsible for technical coordination.

#### 4.1. General Premises

- The tools must guarantee the confidentiality and privacy of data of users who access them, not allowing the disclosure and commercialization of this information for any purpose;
- The recording of users' personal data may be done with their authorization, following the guidelines of the General Personal Data Protection Law (LGPD)<sup>1</sup>;
- The service will be offered ethically, free of charge, respectfully and transparently;
- Responses will seek impartiality and clarity, proposing a solution whenever possible.

#### 4.2. Communication Channels

The formal channels used to receive interactions related to environmental, social and economic aspects and impacts arising from Future Climate's activities and projects are **E-mail** and **WhatsApp**. Informal interactions may also occur directly with Future Climate employees.

##### 4.2.1. E-mail

Future Climate provides a contact email under the domain ([faleconosco@futureclimate.com](mailto:faleconosco@futureclimate.com)) that will be widely publicized in carbon project communication activities and other interaction actions with the target audience. E-mails are received uninterruptedly and are collected systematically twice a week.

##### 4.2.2. WhatsApp

Aiming to expand communication channels and make them more in line with new forms of communication commonly used by the population, Future Climate provides a mobile phone number (+55 11 94183-7277) for exclusive access to electronic messages via WhatsApp, called "Fale Conosco" (Contact Us). Tickets are received uninterruptedly and are collected at least twice a week.

##### 4.2.3. Informal interactions

If the request is carried out through informal channels (such as: interactions during field visits, dialogues with the community, social networks, among others), it must be forwarded to the formal flow, that is, it must be reported preferably to the official email and/or or through the Whatsapp number.

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<sup>1</sup> Available at [https://www.planalto.gov.br/ccivil\\_03/\\_ato2015-2018/2018/lei/l13709.htm](https://www.planalto.gov.br/ccivil_03/_ato2015-2018/2018/lei/l13709.htm)

If the requester does not have access to these means to submit their requests, the project representative (whether from the Future Climate team or employees of the farm owners) will be responsible for registering this request through one of the formal channels and ensuring that the requester receives feedback.

### **4.3. Service Flow**

#### **4.3.1. Receiving and recording process**

The channels are available and accessible to receive any request 24 hours a day, any day of the week. However, collections, that is, processing of requests, will be carried out in accordance with the deadlines indicated in item 4.2. The role of receiver of interactions will be performed by a qualified person, whether a Future Climate employee or a contracted third party. All requests, regardless of the input channel, are recorded and addressed following the same flow and established guidelines.

#### **4.3.2. Response and Treatment**

Each of the tickets receives response formulation treatment, favoring the use of “standard answers” or previously defined “FAQs”.

Once the access has been identified, the recipient collects and registers the demand in the manifestation registration document. If it is a question that has already been mapped, use “Frequently Asked Questions”; If it is a new demand or specific issue, the receiver forwards it to the Resolution Owner (RO) assigned to the project.

The RO is responsible for analyzing the request and its content, developing an action plan, when necessary, and formulating a suggested response to send to the requester.

The receiver forwards the response to the requesters and records the response presented in the ticket log, as well as the return date.

Regardless of treatment with a “standard response” or “specific response” (defined for necessary cases), the specific language and cultural issues of the requester will be considered, so that the responses are comprehensive and accessible.

The resolution process will have three possible stages, as required by VCS Standard v4.5:

- Future Climate will seek, as a priority, to resolve conflicts amicably and provide a formalized response that is culturally appropriate.
- For situations or issues in which the response and treatment presented by Future Climate are not sufficiently recognized or legitimized by the claimant, a neutral third-party mediation protocol may be activated.
- Any complaints that are not resolved through mediation will be sent to arbitration, that is, the parties will bring them to the attention of the relevant arbitration body. The



arbitrator must be impartial and have decision-making power, so the decision will be based on the law and must be complied with by the parties.

- Regarding the deadline for addressing complaints, 5 (five) working days are foreseen for low-complexity complaints. For more complex demands, which may involve legal and other analyses, up to 30 (thirty) calendar days.

