



PO.SAM.02 – Complaints and Feedback Management Operational Procedure

1. Objective

The Future Climate Feedback Management Operational Procedure provides practical guidance for the operation and functioning of the established relationship channels.

2. Scope

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

3. Definitions

Stakeholders (interested parties): Individual or group that has an interest in any decisions or activities of an organization. (Source: ABNT NBR ISO 26000)

Requester: The person who requests a service.

Impact: Refers to the effect that an organization causes on society, which, in turn, may indicate its contribution, whether positive or negative, to sustainable development. The term may refer to positive, negative, actual, potential, direct, indirect, short-term, long-term, intentional, or unintentional impacts. (Source: Global Reporting Initiative, GRI)

Ticket: A service request. When a stakeholder submits requests through established communication channels, a ticket is opened with a support number, allowing the entire contact history to be recorded.

4. Description

Feedback management is the process of handling demands received from external audiences. The mechanism is responsible for receiving stakeholders' submissions, such as questions, complaints, reports, compliments, criticism, suggestions, and requests related to the services and projects developed by Future



Climate. It includes the management of the receipt, registration, analysis, and response to all demands reported by this audience.

The purpose of implementing and managing relationship channels for Future Climate is to establish direct communication between the company and its interested parties, including clients, project-affected communities, and society in general, in order to promote the full participation of the project's stakeholder groups, so that decision-making and the resulting implemented activities are carried out in an integrated manner, taking into account the views and interests of these audiences.

5. General Assumptions

- The tools shall ensure the confidentiality and privacy of the data of users who access them, and such information shall not be disclosed or commercialized for any purpose.
- The collection of users' personal data may be carried out upon their authorization, in accordance with the guidelines of the General Personal Data Protection Law (LGPD).
- Assistance shall be provided in an ethical, free of charge, respectful, and transparent manner.
- Responses shall seek to be impartial and clear, proposing a solution or referral for the issue raised by the person who made contact, whenever possible.

6. Relationship Channels

The establishment of robust and accessible relationship channels is essential for Future Climate, serving as key bridges for interaction, transparency, and the management of impacts arising from its activities and projects. These channels ensure that stakeholders can express themselves and submit questions, suggestions, or concerns regarding environmental, social, and economic aspects.



6.1. Direct relationship channels with the Future Climate Socio-Environmental Team

To receive and manage the various interactions, Future Climate provides formal and recognized channels, addressed to and primarily managed by the socio-environmental team (<https://futureclimate.com/partner-channel/>), with the possibility of involving other strategic sectors, such as the Compliance team and the Legal team, depending on the complexity and subject matter of the feedback.

6.1.1. Email

Future Climate provides a contact email address under its corporate domain (faleconosco@futureclimate.com), which will be widely disclosed through carbon project communication activities and other actions involving interaction with the target audience. Emails are received continuously and are systematically collected twice a week.

6.1.2. WhatsApp

In order to broaden its communication channels and make them more aligned with the new forms of communication commonly used by the public, Future Climate provides a mobile phone number [+55 11 941837277](tel:+5511941837277) exclusively for electronic messages via WhatsApp, called the “**Contact Us Channel.**” Messages are received continuously.

6.1.3. Electronic Form

As a complementary and structured means of receiving complaints and feedback, Future Climate provides an official electronic form. Hosted in a secure environment within the corporate domain, the distinguishing feature of this channel is the possibility of submitting feedback anonymously.

All responses are automatically directed to Future Climate’s socio-environmental and Compliance teams, which are responsible for monitoring and recording each request received. After receipt, the records follow the handling flow described in **Item 8, Service Flow**, ensuring a timely response and traceability of the information.



The official form, duly disclosed to stakeholders, is available at the following link: [Electronic form for requests, questions, complaints, or suggestions.](#)

6.1.4. Informal Communications

If feedback is submitted through informal channels, such as interactions during field visits, community dialogues, social media, among others, it shall be redirected to the formal process, preferably through the digital form.

If the requester does not have access to this means to submit their request, the project representative shall be responsible for recording the request and ensuring that the requester receives a response.

6.2. Independent Channel for Reports on Ethical Conduct

Future Climate also maintains an external and independent relationship channel, operated by the specialized platform **Ouvidor Digital**, for receiving reports, complaints, and accounts related to the ethical conduct of the Future Climate team and project partners.

Communications received through this channel are handled with full confidentiality and impartiality in a secure environment provided by the platform. Future Climate's Compliance team is responsible for analyzing the reports and conducting internal investigations, ensuring integrity, confidentiality, and the protection of whistleblowers. Learn more about this channel here: [Future Climate Reporting Channel](#)

7. Categorization of Communications

For management purposes, records related to interactions received through the "Contact Us" channels are categorized as follows:

Report: Communication of any improper practice, irregularity, or conduct that violates legal, ethical, or institutional principles, whether caused by project stakeholders or even by the project implementation team itself.

Feedback: Constructive input received regarding Future Climate's activities, actions, or interactions with external audiences, with the aim of supporting the continuous improvement of projects.



Compliment: A record of positive recognition made by stakeholders or external audiences regarding the performance of Future Climate, its professionals, or the activities carried out.

Criticism: An expression of dissatisfaction related to actions, services, or results delivered by Future Climate or its partners, with a direct impact on stakeholders and/or on activities carried out within the scope of the projects.

Request: A demand made by stakeholders regarding the implementation of actions, delivery of resources, or the fulfillment of specific needs.

Suggestion: A spontaneous proposal submitted by stakeholders with the aim of contributing to the improvement of processes, activities, or approaches adopted by Future Climate.

7.1. Complexity Categorization

In Future Climate's feedback management process, the complexity categorization of each interaction is adapted according to the nature of the communication, whether it is a report, feedback, request, or suggestion. This system is intended to ensure more efficient and appropriate handling of each case, taking into account its impact on the project and on the stakeholders involved.

To record interactions with project stakeholders, a complexity categorization matrix is used, containing the following parameters:

Interaction Type	Low Complexity	Medium Complexity	High Complexity
Report	Report of unethical behavior at the local level.	Reports involving multiple stakeholders and presenting a risk of generating or intensifying conflicts among stakeholders.	Report of corruption, fraud, illegal activities, misconduct by Future Climate professionals or partners, and significant misappropriation of resources.
Feedback	Feedback on routine operational issues related to the implementation of activities.	Feedback suggesting changes that may affect more than one project area.	Feedback involving the need to review the project strategy or its results.
Request	Requests for information or minor adjustments.	Requests for schedule changes or reprioritization.	Requests that affect the project budget or scope.
Suggestion	Suggestion for small operational improvements.	Suggestion for new approaches or adjustments affecting different stakeholders.	Suggestion for strategic changes or innovations that may redefine the project scope.



This categorization ensures that the response is proportional to the complexity and impact generated, promoting more appropriate and efficient handling of each interaction.

For interactions classified as **low complexity**, the focus is on matters that are easy to resolve and have limited impact, generally restricted to the local or individual level. These situations are resolved quickly, often by a single person or team, without the need for additional resources. Examples include clarifying simple questions, providing 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 prompt service.

Medium-complexity interactions require a moderate level of effort, often involving multiple stakeholders and, at times, more than one team for resolution, although without the need for structural changes to the project. This level of complexity includes matters that may affect specific stakeholders and require some investigation, meetings, or discussions for proper resolution. Examples include complaints about compliance with deadlines, requests for changes in processes, and technical questions. In these cases, the estimated resolution period is **15 business days**, ensuring the time necessary for a more detailed analysis and collaboration among the parties involved.

For high-complexity interactions, the matters have significant impact, with the potential to affect several stakeholders and harm the project's image or its relationship with interested parties. These situations require detailed planning, allocation of additional resources, and the engagement of multiple hierarchical levels. Examples include serious reports, criticism pointing to structural failures in the project, or requests that require changes in the scope of work. Given their complexity, the resolution period for these interactions may be up to **30 business days**, although this period may vary depending on the seriousness of the case.

It is important to note that the relationship channels with the socio-environmental team will not handle matters classified under the categories of **“commercial”** and **“ethics.”** If any request in these categories is identified, the socio-



environmental team may request that the claimant contact the specific channels (below) or to forward the request internally to the designated teams.

- For commercial requests, such as proposals, billing matters, and business opportunities, contact shall be made through contato@futureclimate.com
- For reports of conduct inconsistent with the Code of Conduct or with applicable laws, contact shall be made through the [Future Climate Reporting Channel](#).

8. Service Flow

8.1. Receipt of Communications

The communication channels remain available and accessible 24 hours a day, every day of the week, enabling the continuous receipt of interactions, feedback, and requests from stakeholders.

Communications received by email or through the electronic form are monitored periodically, and as soon as receipt is identified, the person responsible for the channel records the request in the feedback control spreadsheet, in accordance with the procedure described in **Item 8.1.1, Recording of Communications**.

In the case of communications received through the [Future Climate Reporting Channel](#), receipt, recording, and response are carried out within the platform itself.

For WhatsApp, a corporate tool is used for the management and systematization of communications received through this channel, with the aim of improving the organization, traceability, and efficiency of stakeholder service.

The system allows the centralized management of messages from the different projects developed by Future Climate, ensuring that each interaction is properly recorded, categorized, and assigned to the appropriate person responsible. Thus, whenever a new communication is received, the focal point of the socio-environmental team linked to the corresponding project is assigned in the system and becomes directly responsible for following up on that interaction.



To facilitate communication management, each registered contact is classified into categories such as stakeholder type, project instance, role performed, and reference project. This structure facilitates the search, analysis, and segmentation of records, ensuring the organization of interactions.

In cases where the stakeholder reports complaints, reports, requests, or feedback, the technician responsible classifies the communication in the system through thematic funnels, which include: report, positive feedback, negative feedback, or request/suggestion.

This functionality allows the structured recording and monitoring of the handling of communications, ensuring traceability and integrity of the information, in accordance with the flow described in **Item 8.1.1, Recording of Communications**. The following table presents guiding descriptions for the selection of each funnel.

Contact Type	Description	Guiding Question	Examples	Proactive or Reactive
Report / Complaint	Communication received regarding irregularities, problems, or occurrences that require investigation or referral for resolution.	Was the contact made to report something irregular, unlawful, or concerning that requires investigation or referral?	Reports of environmental crimes, rights violations, possible fraud, or misconduct.	Reactive: Generally initiated by the stakeholder, as they are reporting something that concerns them.
Request / Suggestion	Formal request made by stakeholders or communities involving support, resources, or specific information.	Was the contact made to request something in a practical and objective way?	Requests for support, materials, schedule adjustments, or the sharing of specific information.	Reactive: The contact originates from stakeholders, as a request for support.
Positive Feedback	Comments or assessments that highlight positive aspects, acknowledge achievements, or praise the project's actions, activities, or results.	Was the contact spontaneous or requested in order to praise or highlight something that worked well?	We greatly appreciated the event, everything went very well!	Proactive or Reactive: It may arise spontaneously from stakeholders or be requested by the team after activities.
Negative Feedback	Criticism or suggestions for improvement aimed at enhancing actions, activities, or results, without constituting a formal expression of dissatisfaction.	Was the contact made to point out criticism or a suggestion for improvement, but without a tone of formal dissatisfaction?	I think communication could be improved before the activities, but overall, it was a good experience.	Proactive or Reactive: It may arise as criticism from stakeholders or be encouraged by the team during an evaluation.



Passive vs. Active Communications

Communications may occur in a passive or active manner. Passive communications are those made indirectly, either through the Contact Us digital channels or during in-person interactions. In such cases, the project team is prepared to identify and classify the communication according to the categories established in item 7.1 of this protocol. Passive communications are screened when they fall under one or more of the following criteria:

- (I) when the stakeholder shares an interaction indirectly through WhatsApp groups related to the project in which the Contact Us channel is present;
- (II) when the communication is made to another stakeholder, who subsequently passes it on to the project team;
- (III) when communication falling under one of the categories described in item 7.1 arises spontaneously during a conversation, statement, or message whose initial purpose was different, including in the context of field interactions.

Active communications are those in which the stakeholder intentionally contacts the project team to submit a communication falling under one of the categories described in item 7.1, whether through the official Contact Us channels or during direct conversations in the field.

Regardless of how they are received, all communications, whether passive or active, follow the same screening, recording, handling, and response timeline, as established in this protocol.

8.1.1. Recording of Communications

All received and answered requests are recorded in the **Future Climate Stakeholder Communications Register** spreadsheet, managed by the socio-environmental team.

After a communication is received, regardless of the entry channel, whether WhatsApp, email, or form, a protocol number, or **ticket**, is created to ensure traceability, transparency, and deadline control. From this record onward, communications are classified and handled in accordance with the deadlines and



guidelines described in this document. Each interaction recorded in the spreadsheet contains, at a minimum, the following fields:

- Protocol / ticket number
- Date received
- Entry channel (WhatsApp, email, form, in person, etc.)
- Category of the communication (report/complaint, feedback, request/suggestion)
- Description of the message
- Active/Passive
- Level of complexity
- Name of the person submitting the communication (or “anonymous,” according to their choice)
- Person responsible for handling the case (RO)
- Contact information of the person submitting the communication
- Stakeholder mapping
- Stakeholder category
- First contact (yes/no)
- Source of the first contact
- Description of the response
- Status of the communication within the service flow
- Date of response
- Total resolution time (in days)
- Associated evidence (screenshots, photos, minutes, documents, email files)
- Compliance with the LGPD (sensitive data: yes/no)

The evidence is stored in a restricted folder within Future Climate’s institutional domain, ensuring traceability, information security, and compliance with the General Data Protection Law (LGPD).

It is important to note that the channel is also used for routine communications with communities and partners related to the coordination of socio-environmental



activities and, therefore, not all everyday messages are recorded as formal communications, since the record applies only to the categories described in Item 7, Categorization of Communications

8.2. Development of a Response and Handling Measures (Action Plan)

For all communications, regardless of the channel through which they were initiated, the language and specific cultural considerations of the requester shall be taken into account, so that responses are understandable and accessible.

The handling procedures for each of the channels through which communications may be initiated are described below.

If a communication is received by email, electronic form, or informally, the requester shall receive a confirmation email outlining the steps and deadlines for handling the matter.

The communication is then forwarded to the person responsible for resolution, which may be the socio-environmental team or the Compliance team, who will analyze the communication and its merits, develop an action plan according to its level of complexity, and prepare the response to be sent to the recipient. The recipient forwards the response to the requester and records the response in the Stakeholder Communications Register spreadsheet.

Communications received through the corporate WhatsApp “Contact Us” channel are managed by the socio-environmental team.

8.3. Complaint and Report Management

The process for handling complaints and reports has three possible stages and meets the requirements of the VCS Standard 5:

- Future Climate shall seek, as a priority, to resolve conflicts amicably and provide a formal response that is culturally appropriate.
- For situations or issues in which the response and handling measures presented by Future Climate are not sufficiently recognized or accepted by the requester, a third-party neutral mediation protocol may be triggered.
- **Complaints that are not resolved through mediation shall be referred to arbitration**, meaning that the parties shall submit the matter to the appropriate arbitral body. The arbitrator must be impartial and shall have



decision-making authority, so that the decision will be based on the law and must be complied with by the parties.

The complaint and report handling process has three possible stages and complies with the requirements of the VCS Standard 5:

If conflict resolution needs to proceed through mediation and arbitration, Future Climate has established the “**Independent Conflict Resolution Mechanism (ICRM)**” regulations.

The purpose of the ICRM is to prevent, mitigate, and resolve socio-environmental conflicts in a fair, effective, and non-judicial manner. The regulations follow principles of transparency, good faith, intercultural dialogue, and respect for human and territorial rights, aligning with national and international standards, such as ILO Convention No. 169 for traditional communities.

8.4. Denúncias Anônimas

Para garantir a confidencialidade e o anonimato das denúncias, os stakeholder poderão realizar a comunicação através do formulário descrito no item 6.1.3 deste documento ou no Canal independente conforme item 6.2.

8.5. Fechamento do Caso

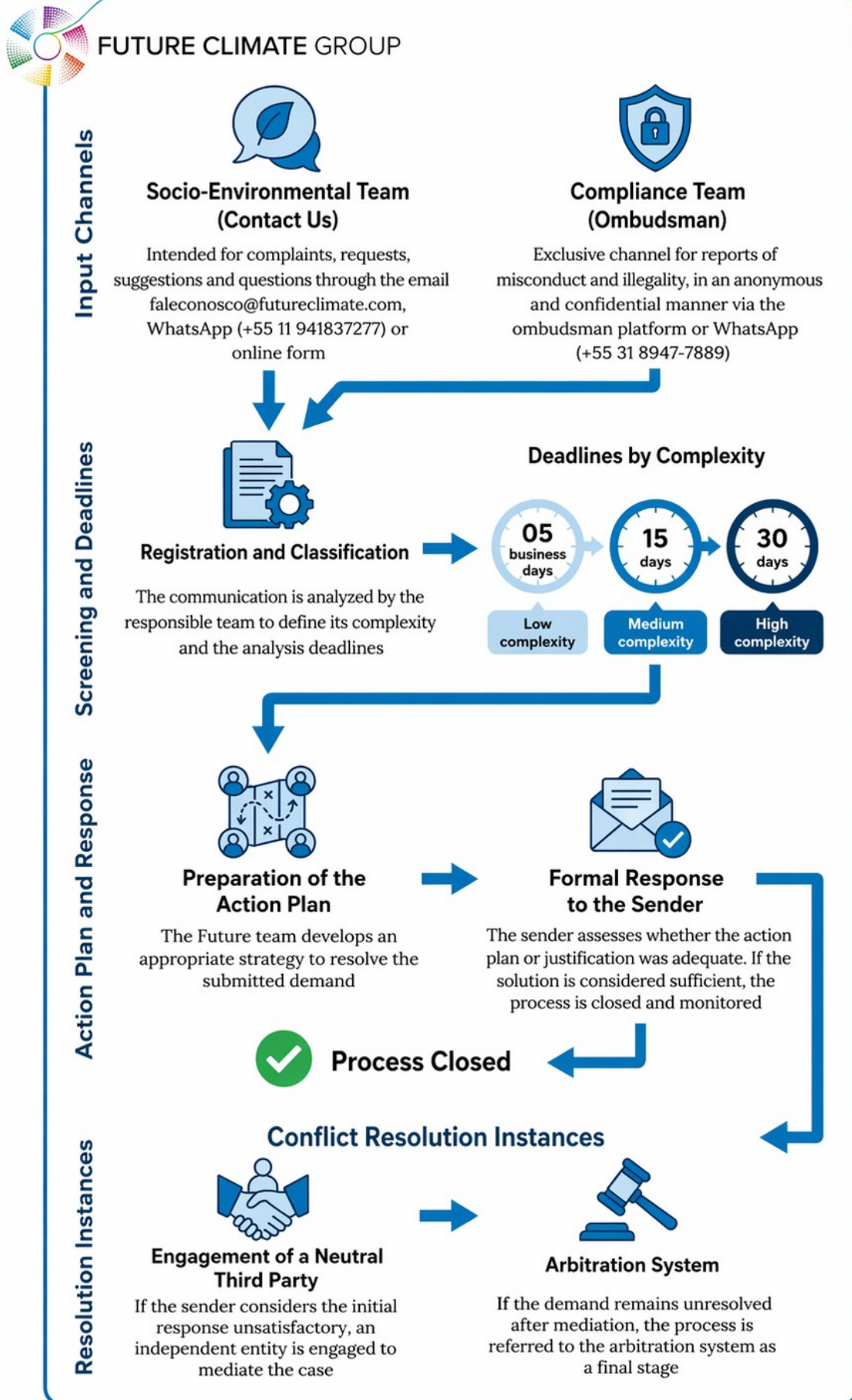
Após a solução ou mediação, o caso é fechado e todas as interações são registradas para rastreabilidade e compliance com as normas internas e com a Lei Geral de Proteção de Dados (LGPD).

9. Resolution Flow

The flowchart of the feedback management process was structured to ensure that all interactions follow a clear process, from receipt to final resolution. A summary of the flow can be seen below:



Future Climate Group Communication and Ombudsman System





10. Traditional Conflict Resolution Methods

The project recognizes the importance of traditional conflict resolution practices. In order to respect and integrate these mechanisms, the grievance management procedure includes the following provisions:

10.1. Creation of the Temporary Analysis and Response Committee:

Assessment of Need: The Socio-Environmental team, together with the Compliance team, will carry out an immediate analysis of the grievance. If the complexity and sensitive nature of the case justify it, the creation of a Specific Analysis and Response Committee (**Ad Hoc Committee**) will be considered and implemented.

Nature of the Committee: The Committee will be temporary and advisory in nature, with the purpose of addressing the grievance with the necessary depth and impartiality.

Coordination and Formation: The formation and coordination of the Committee will be the joint responsibility of Future Climate's Socio-Environmental and Compliance teams.

Composition with External Members: In order to ensure credibility and impartiality, the Committee will include external and independent members. The following will be formally invited to join the Committee:

- Legitimate and recognized representatives of national organizations of Traditional Communities and/or Indigenous Peoples.
- Experts and researchers with recognized expertise on the subject matter and relevant cultural context.
- Civil Society Organizations (**CSOs**) and relevant entities working in the defense and mediation of the rights of these peoples.

o **Responsibilities:** The Committee's main objective will be to conduct an in-depth assessment of the complexity of the case, ensuring that community perspectives are the central focus of the analysis and proposing fair, impartial, and culturally appropriate solutions, aligned with Future Climate's highest ethical and social standards.



10.2. Autonomous Protocols:

In the case of traditional people who already have their own established consultation protocols, their guidelines will be followed. Community protocols for prior, free, and informed consultation, also called autonomous protocols, are documents prepared by Indigenous Peoples, quilombola communities, and other traditional peoples in Brazil, which establish the rules for the procedure of prior, free, informed, and good-faith consultation, so that cultural specificities, their own legal systems, forms of social organization, and collective deliberation are respected. If it becomes necessary to contact a traditional people, the website of the [Community Protocols Observatory](#) will be consulted to verify the database of Autonomous Protocols, including the documents published by the peoples who prepared them.

Use of Traditional Assemblies (or community meetings)

Issues will be openly discussed in community assemblies or councils, involving elders, leaders (“caciques,” “pajés,” or similar authorities) and other respected members. The project will always prioritize this step, with the consent and invitation of the community, before proceeding to formal mediation or arbitration.

Participation of trusted mediators or elders

Respected elders or mediators trusted by the community may act as initial mediators or witnesses during the attempt at amicable resolution, ensuring the cultural legitimacy of the process.

Consensus-building and collective deliberation

The handling of grievances will always take into account the value of consensus and collective deliberation, respecting the unique cultural practices of each people in decision-making. The entire process must be recorded and shared in accordance with the format and instances defined jointly with the community.

Respect for local language and cultural values

Responses will always be provided in understandable language and, when necessary, interpretation into Indigenous languages or local dialects will be provided, ensuring accessibility of information.



11. Monitoring

On a monthly basis, the Socio-Environmental team evaluates indicators related to service quality and the effectiveness of the actions taken in handling occurrences. The following indicators are monitored:

- Average satisfaction score;
- Average response time (calendar days between receipt and closure of the case);
- Number of cases by communication category;
- Number of cases by project.

12. Disclosure

The communication channels are continuously disclosed during project field visits, meetings with local communities, and other stakeholders. In addition, these channels are widely promoted in project-related communication materials, such as brochures, booklets, banners, and social media. The objective is to ensure that all stakeholders, especially affected communities, are aware of the formal communication channels available to submit requests, suggestions, or grievances, thereby contributing to transparency and active participation in the process.

13. Transparency and Reporting

Records, indicators, and information relevant to the grievances and actions taken are systematically documented and may be made available to relevant stakeholders, such as the Socio-Environmental Committee, external audit bodies, clients, owners of the areas involved, and other oversight and control entities. Transparency in sharing this information ensures that project practices are auditable, aligned with international standards, and that all actions are in compliance with applicable legislation.