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## Appendix 3 – Grievance Redress Procedure

This Grievance Redress Procedure is intended as a supplement to the Zimmfor Standard Operating Procedures – Stakeholder Consultation + Engagement under the Verified Carbon Standard (VCS) and the Sustainable Development Verified Impact Standard (SD VISta) of the same date as indicated on this document.

As it relates to project developed under the VCS and SD VISta, the following Grievance Redress Procedure outlines methods that will be implemented to address disputes that may arise between local stakeholders and project proponents during project planning and implementation.

The following processes are intended to facilitate receiving, hearing, responding to and attempting to resolve grievances, within a reasonable time period related to VCS and SD VISta projects developed by Zimmfor.

These procedures are to be applied to all Zimmfor VCS and SD VISta projects, however where appropriate, these procedures will be amended to take into account culturally appropriate conflict resolution methods.

These documented procedures, and documentation of disputes resolved through this procedure will be made publicly available on the Zimmfor website (<https://www.zimmfor.com/>).

### Contact Information

All grievances are requested to be submitted through the Grievance Submission form located on the Zimmfor website. Where local customs or circumstances do not allow for electronic submission, a paper version of the Grievance Submission Form can be provided. Please contact Zimmfor using the information provided on [contact page](#) of our website if you or someone you are representing requires an alternate form of submission.

### Grievance Process

#### *Stage 1 – Receive, Respond and Resolve*

When Zimmfor receives a grievance related to a VCS Project, either directly or via a project proponent, Zimmfor will:

1. Acknowledge the grievance to the grievor, if not already done so by the project proponent and provide an initial response to the grievor within two weeks of the original grievance. Zimmfor will request the grievor complete the Zimmfor Grievance Submission Form if they have not already and including relevant evidence to support their concern. General information grievances received will be tracked within the Zimmfor Grievance Record Database and made publicly available.



2. Conduct a preliminary assessment to determine whether evidence provided in a grievance is or is not substantial, by assessing the evidence provided.
3. Dialogue with grievor with the aim to solve grievances assessed as substantial before further actions are taken.
4. While substantial grievances are pending, a precautionary approach towards the continued implementation of the project will be taken, which may include:
  - a. Temporarily halting the sale of VCUs generated by the project, or
  - b. Developing interim mitigation measures to effectively mitigate the grievance, until the grievance is resolved.
5. Where further investigation is required to resolve a substantial grievance, a desk or field review (as applicable) will be conducted within two months of the initial grievance.
6. Where a grievance is assessed as being substantial, mitigation measures will be developed, as applicable (e.g., mitigation measure revision or development, changes to project design or implementation). Mitigation measures may include steps to be taken by stakeholders, as well as the project proponent, to resolve the issue.
7. If a mitigation measure cannot be determined and/or enforced, *Stage 2 – Mediation*, shall be considered and managed accordingly.
8. Upon conclusion of the grievance review and mitigation process, the Grievance Record Database will be updated with relevant results of the grievance and any actions taken towards its resolution.
9. A separate grievance file will be maintained by Zimmfor to record detailed records of grievances received, correspondence, and actions taken.

### *Stage 2 – Mediation*

If a grievance cannot be resolved by utilizing the procedure outlined within Stage 1, the grievance will be referred for a neutral third-party<sup>4</sup> for mediation.

Procedures for mediation will be developed and outlined by the neutral third-party.

### *Stage 3 – Arbitration or Adjudication*

Any grievances that are not resolved through mediation will:

1. Be referred to arbitration, to the extent allowed by the laws of the relevant jurisdiction, or,
2. Be referred to competent courts in the relevant jurisdiction, without prejudice to a party's ability to submit the grievance to a competent supranational adjudicatory body, if any.

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<sup>4</sup> The neutral third-party will be contracted by Zimmfor, however will be required to be agreed upon by both the project proponent and the griever.