

STAKEHOLDER GRIEVANCE REDRESS PROCEDURE

– VERRA VOLUNTARY CARBON PROJECTS

1 Purpose and Scope

The Nateva Group (**Nateva**) is committed to transparent and accessible engagement with all stakeholders¹ connected to its IFM (The New Zealand Indigenous Forest Regeneration) and ARR (Revive) Projects (together, its **Projects**). This document sets out Nateva's Grievance Redress Procedure (**Procedure**) which is a pathway for stakeholders to raise a grievance in connection with a Nateva Project registered under the Verra Verified Carbon Standard (**VCS**) Program (version 4.7).

The Procedure sets out how Nateva will receive, hear, respond to, and attempt to resolve grievances in reasonable timeframes and taking into account culturally appropriate conflict resolution methods throughout the process. It applies to all grievances that may arise during project planning and/or implementation, including with regard to benefit sharing and all safeguard and stakeholder engagement requirements under the VCS Program.

2 How to Raise a Grievance

Stakeholders wishing to raise a grievance in relation to a Project may do so by sending the following information to Nateva's dedicated Procedure email address (**contact@nzforestrestoration.co.nz**):

- a. The name and contact information of the stakeholder raising the grievance.
- b. The name of the Project to which the grievance relates.
- c. A description of the nature of the grievance including the key facts and circumstances.
- d. Any supporting documentation or evidence.

Providing this information will assist Nateva to address the grievance appropriately.

Nateva acknowledges that it may be preferable for a stakeholder to raise a grievance through existing channels of communication, including directly with Nateva representatives. For the avoidance of doubt, grievances submitted through those channels will also be managed in accordance with this Procedure.

3 Procedure

The Procedure operates across three Stages. Nateva's approach at every Stage of the Procedure is to engage in good faith with the stakeholder who raised the grievance.

Stage 1 - Amicable Resolution:

A grievance is formally initiated when the stakeholder raising the grievance provides Nateva written notice setting out the nature of the grievance including particulars of the facts and circumstances relied upon. Stakeholders can raise a grievance via the channels set out in Section 2 – How to Raise a Grievance. Once a grievance is received, Nateva will:

¹ "Stakeholders" has the same meaning as defined in the VCS Program (version 4.7). Where the term "stakeholders" is used in this Procedure, it may refer to an individual stakeholder, stakeholder entity, or stakeholder group.

- Provide a response to the grievance in writing within ten (10) working days of the grievance being delivered to Nateva.
- Engage in good faith with the stakeholder who raised the grievance with a view to reaching amicable resolution in a manner that is culturally appropriate and respectful of the stakeholder's circumstances.

If, after twenty (20) working days from the date the grievance was delivered to Nateva, the parties cannot resolve the grievance, the matter will be referred to Stage 2 – Mediation.

Stage 2 - Mediation:

Where a grievance is not resolved through Stage 1 – Amicable Resolution, it will be referred to mediation by a neutral third-party mediator.

- The mediator must be agreed upon by the parties. If agreement cannot be reached, the mediator must be nominated by the president or any vice president for the time being of the New Zealand Law Society (or his or her nominee).
- The mediator will determine the procedures for the mediation. The procedure of the mediation must constitute culturally appropriate conflict resolution methods, and the parties may make submissions to the mediator regarding what culturally appropriate conflict resolution methods are in the circumstances.

If, after mediation, the parties cannot resolve the grievance, the matter will be referred to Stage 3 – Action at Law.

Stage 3 - Action at Law:

If the parties are unable to resolve the dispute by mediation, either party may pursue the matter through court proceedings in New Zealand, without prejudice to a party's right to submit the grievance to a competent supranational adjudicatory body, where applicable.

This Procedure provides a recommended pathway for resolving grievances. However, stakeholders are not legally bound by the stages set out in this Procedure and may pursue any legal remedies available to them, including initiating court proceedings in the first instance, at any time.

4 Grievance Redress Register (Register)

Nateva maintains a Register for each of its Projects. The Register documents certain information about any grievances, including:

- a. Nature of the grievance including particulars of the facts and circumstances relied upon.
- b. Explanation of the Steps taken to address the grievance.
- c. Outcome of the Procedure.

The Registers include sufficient information to demonstrate transparency and accountability in the resolution of grievances. Nateva will not publish, and is not required to publish, any Sensitive Information² and/or information protected by the Privacy Act 2020.

Documentation of grievances resolved through the Procedure will be made publicly available.

² "Sensitive Information" has the same meaning as defined in the VCS Program (version 4.7).

5 Relationship with Contractual Agreements

Where a stakeholder is party to a formal agreement with Nateva that contains its own dispute resolution provisions, that contractual agreement will apply. This Procedure operates as a supplementary channel for stakeholders to raise a grievance, and does not override, limit or supersede any rights or obligations arising under any formal agreement. For the avoidance of doubt, where there is any inconsistency between this Procedure and the dispute resolution provisions of any formal agreement, the formal agreement prevails.