

Complaints Policy

BeZero Carbon



BeZero
COMPLAINTS POLICY

Introduction

BeZero provides independent carbon ratings in alignment with EU ESG Ratings Regulation (Regulation (EU) 2024/3005) (the “Regulation”).

Scope

This policy applies to formal complaints and reasoned concerns submitted to BeZero in accordance with the Regulation.

Project Developer Engagement

BeZero’s approach to engaging with Project Developers is available on our website (<https://bezerocarbon.com/ratings/developers>) and exceeds the minimum requirements of the Regulation.

Registering a complaint

BeZero’s complaints policy applies to our regulated ratings in respect of any of the following:

1. The sources of data used for an individual carbon rating, factual errors and mistakes.
2. The way in which the rating methodology in relation to an individual carbon rating has been applied.
3. Whether an individual carbon rating is representative of the rated item or the issuer of the rated item.

To submit a complaint, please email complaints@bezerocarbon.com, including:

- Your name, role and organisation.
- The rating(s) your complaint relates to.
- The nature of the complaint as it relates to the listed topics above.
- Any supporting evidence.

BeZero will follow the following complaints handling process:

- **Acknowledgement:** complaints will be acknowledged in writing within three (3) business days of receipt.
- **Independent investigation:** your complaint will be investigated by a member of the team not involved in determining the rating in question.
- **Outcome:** we aim to complete our investigation and communicate the outcome to you within thirty (30) business days of receipt. If a complaint is complex, we will write to you with a revised timeline.
- **Record retention:** we keep records of complaints, and how we handled them, for five (5) years from the date of receipt.

Reasoned Concerns

For concerns not covered by BeZero's complaints policy or as part of BeZero's normal ratings feedback process, a reasoned concern can be raised. This must include your name and position, and can be sent to contact@bezercarbon.com.

Updates and Reviews

BeZero reviews this policy periodically to ensure it remains consistent with applicable regulatory requirements and accurately reflects BeZero's practices for engaging project developers. Any material updates will be published on BeZero's website.

Version number	Date	Description
1.0	28/10/2026	Initial release

Disclaimer

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