



CARBON INDUSTRY CODE OF CONDUCT FACT SHEET

Planfarm TerraWise is proud to be a signatory to the Australian Carbon Industry Code of Conduct.

As a signatory, we demonstrate our commitment to the integrity, reputation and growth of the carbon industry in Australia, and to conducting our business in line with industry best practice.

What is the Carbon Industry Code of Conduct?

The [Australian Carbon Industry Code of Conduct](#) (the Code) is a voluntary code that aims to promote best practice within Australia's carbon reduction and sequestration industry. The Code provides guidance for carbon service providers undertaking carbon projects including under the Australian Carbon Credit Unit (ACCU) Scheme (previously the Emissions Reduction Fund) and other Voluntary Offset Schemes.

The Code aims to address issues that impact the market integrity and reputation of the carbon industry and to promote international leadership on carbon project development.

Signatories to the Code agree to meet the minimum requirements for operating in the carbon industry, as set out in the Code, during pre-project activities, ongoing project management, project documentation and general business practices. It also promotes appropriate interactions within project stakeholders including Native Title Holders,

representative bodies, land managers and project owners.

As a signatory to the Code, clients and other stakeholders engaging with Planfarm TerraWise can be assured that we are committed to delivering industry best practices and that we develop our products and services in accordance with this approach. We encourage our clients to read the Code as it outlines our responsibilities to you and is a valuable resource on carbon farming.

Who administers the Code?

The Code is administered by the [Carbon Market Institute](#) (CMI), who provides guidance to all Signatories about the operation and requirements of the Code. The Administrator undertakes education, monitoring and enforcement activities under the Code to ensure that Signatories continue to operate in compliance with the requirements of the Code, including compliance audits, investigation of complaints and breaches, and enforcement of sanctions.

What are the benefits to industry?

The Code makes an important contribution to a well-functioning carbon industry and over time will result in increased transparency and accountability, improved environmental and social integrity of projects, fair treatment of project stakeholders, and enhanced regulatory and legislative compliance.

By becoming a Signatory to the Code an organisation is demonstrating to industry that they are committed to developing and operating in an industry that is built on community trust, transparency, accountability, social and environmental integrity, and is in compliance with the law.

Who are the current Signatories to the Code?

Signatories to the Code are listed on the Carbon Industry Code of Conduct website. If you are unsure of whether an organisation is covered by the Code or believe an organisation has made misleading claims about their Signatory status, please contact the Code Administrator:

code.administrator@carbonmarketinstitute.org

What are Planfarm TerraWise's obligations to clients?

If you are a client of Planfarm TerraWise, it is important that you are aware of our obligations to you, both before a project commences, as well as during the project's lifetime. These obligations relate to the types of information, advice, and documentation that we provide to you. It also includes the ways in which we engage or consult with you as our client.

Planfarm TerraWise must provide clients with full and transparent information in a way that allows them to make informed decisions. This includes information about:

- The legal, regulatory or other obligations that the client may have if they enter into an agreement with Planfarm TerraWise;
- The relevant project method requirements;
- The administrative and compliance requirements of the project, such as record keeping, audits, and eligibility criteria;
- The options for selling carbon credits;
- The project timeline;
- The client's obligations during the project's permanence period (for land-based projects), including if there is a natural disturbance to the land;
- The risks and potential consequences of the project; and
- The implications if the land where the project is being undertaken is sold.

Planfarm TerraWise is also required to:

- Disclose to clients any interests or benefits that they may have in the project or sale of credits;
- Seek to ensure genuine and early engagement with Native Title Holders, and if possible registered Native Title Claimants;
- Provide clients with a written project management plan, and ensure that they understand the plan;
- Ensure regular contact with landholders, provide regular advice to the client and ensure that any issues that arise can be addressed in a timely and efficient way.

This is not an exhaustive list of Planfarm TerraWise's obligations. More detail on Code Signatories' obligations to clients (and other stakeholders) can be found in Sections 2.2 and 2.3 of the [Code](#).

What should I do if I have a concern or would like to make a complaint about a Code Signatory?

You are encouraged to raise the issue with the Signatory directly in the first instance. In the event that you are not able to raise the complaint directly with them, or if your complaint has not been actioned or acknowledged, you can contact the Code Administrator directly by email and/or submit a complaint through the [complaints form](#) on the Code of Conduct website. You are also encouraged to raise the complaint with the relevant consumer protection organisation or scheme regulator.