



# CARBON INDUSTRY CODE OF CONDUCT FACT SHEET

**As an approved Signatory to the [Australian Carbon Industry Code of Conduct](#) (the Code), Carbon Neutral demonstrates its commitment to the integrity, reputation and growth of the carbon industry in Australia, and to conducting their business in line with industry best practice. It commits to interacting with clients in a professional and ethical manner and to operating in compliance with the requirements of the Code.**

## **WHAT IS THE CARBON INDUSTRY CODE OF CONDUCT?**

The Australian Carbon Industry Code of Conduct (the Code) aims to promote best practice within Australia's carbon reduction and sequestration industry. The Code provides guidance for carbon project developers, agents, aggregators and advisors undertaking carbon projects. It applies to projects that exist in Australia, under the ERF scheme as well as other voluntary offset schemes such as Gold Standard and Verra. It is a voluntary Code that aims to promote market integrity, consumer protection and appropriate interaction with project stakeholders, including Native Title Holders, representative bodies, land managers and project owners. Signatories to the Code agree to meet the minimum requirements for operating in the carbon industry, as set out in the Code, including during pre-project activities, ongoing project management, documentation and general business practices.

Administered by the [Carbon Market Institute](#) (CMI), the Code aims to address issues that impact the market integrity and reputation of the carbon industry and promote international leadership on carbon project development. Signatories to the Code are committed to developing and conducting their business in line with industry best practice and interacting with their clients and other stakeholders in a professional and ethical manner.

## **WHAT ARE SIGNATORIES' OBLIGATIONS TO CLIENTS?**

Signatories must provide their clients with sufficient and accurate information in a way that allows the clients to make informed decisions about the project. Further information on Signatories' obligations to clients (and other stakeholders) can be found in Section 2.2 and 2.3 of the Code. Please refer to the Code of Conduct (Version 2.0), available on the [Code of Conduct website](#), or contact the Code Administrator via email if you require more information.

## **WHAT SHOULD I DO IF I HAVE A CONCERN OR WOULD LIKE TO MAKE A COMPLAINT ABOUT A SIGNATORY?**

You should raise any issues with the Signatory organisation directly in the first instance. In the event that you are not able to raise the complaint directly with the Signatory, or if your complaint has not been actioned or acknowledged, you may contact the Administrator directly by email to notify them of this issue, and/or submit a complaint through the complaints form on the [Code of Conduct website](#).