

# Signatory to the Australian Carbon Industry Code of Conduct

*The Australian Carbon Industry Code of Conduct ("the Code") is a voluntary code of practice that has been developed to support and guide companies that are undertaking carbon projects. The Code aims to promote market integrity, consumer protection and appropriate interaction with project stakeholders, including but not limited to Native Title Holders, representative bodies, land managers and project owners.*

South Pole Australia, as a signatory of the Code, adheres to the following general principles in its business activities and in all of its dealings with clients and stakeholders:

- (a) full transparency and accountability;
- (b) ensuring the environmental and social integrity of carbon projects;
- (c) compliance with legislation and regulation; and
- (d) facilitating community trust in the outcomes of the scheme.

**With South Pole Australia as a Code of Conduct Signatory, you are engaging with an organisation that follows best business practices and that is committed to the integrity, reputation and growth of the carbon industry in Australia.**

As a client of South Pole Australia, you will be provided with sufficient and accurate information in a way that allows you to make informed decisions about your carbon project.

---

**This includes information on:**

- legal and regulatory obligations;
- relevant project method requirements;
- administrative and compliance requirements;
- options for selling carbon credits;
- project timeline;
- obligations to the land during the project's permanence period (e.g. land tenure conflicts, interest-holder consents, implications if land is sold); and
- the risks and benefits of the project (e.g. natural disturbances, social benefits).

---

South Pole is TRACE-certified. TRACE is the world's leading anti-bribery organisation. This demonstrates our commitment to commercial transparency and enables us to serve as value-added business partners for companies and individuals.

As part of this commitment, South Pole has global policies in place to receive and manage feedback and complaints from employees, clients, business partners and stakeholders.

*A complaint is an "expression of dissatisfaction made to or about an organisation, related to its products, services or staff, where a response or resolution is explicitly or implicitly expected or legally required."*

South Pole's Complaints Policy aligns with the CMI Code and describes the internal complaint handling procedure, including the investigation and resolution of complaints.

If you have a complaint, email us at [compliance@southpole.com](mailto:compliance@southpole.com). You will hear back within two business days with an acknowledgement of your complaint. We will also notify the Code Administrator that we have received a complaint and will provide regular updates to the Code Administrator throughout the process – this provides additional assurance to you that your complaint has been heard.

We will provide feedback on the outcome of your complaint within 45 days of receipt. Normally, however, only 21 days will be required. In the event that more than 21 days are required, we will inform you of this before 21 days have lapsed.

If you are not satisfied with the outcome of the complaint, please notify South Pole again and we will undertake further investigation and work with external bodies for a resolution. In the unfortunate event that you consider your complaint not to have been sufficiently actioned or acknowledged, you can contact the Code Administrator directly by emailing [code.administrator@carbonmarketinstitute.org](mailto:code.administrator@carbonmarketinstitute.org) and/or submitting a complaint through the complaints form on the Australian Carbon Industry Code of Conduct website (<https://carbonmarketinstitute.org/co-de/client-complaint-form/>).

South Pole also has a whistleblowing service which is provided by an external partner WhistleB, to ensure anonymity. Through the Whistleblowing Centre (<https://report.whistleb.com/southpoleext>), anyone can file an anonymous whistleblowing report. Within seven working days, you will receive a response and/or follow-up questions.

#### For more information on the Australian Carbon Industry Code of Conduct visit

<https://carbonmarketinstitute.org/code/the-code/>

#### Our offices

##### Sydney

Level 11  
1 Oxford Street  
Darlinghurst  
NSW 2010

##### Melbourne

Offices 21-25, Level 14  
330 Collins Street  
Melbourne  
VIC 3000

#### Get in touch

(+61) 02 8063 0150  
[contact.australia@southpole.com](mailto:contact.australia@southpole.com)  
[southpole.com/sp-australia](https://southpole.com/sp-australia)



## Local understanding, global knowledge

For more than a decade, South Pole has worked with a wide range of public, private and civil sector organisations to accelerate the transition to a climate-smart society. Our clients benefit from the skills and experience of our team of 400+ experts, and practical knowledge drawn from developing 700+ emission reductions and renewable energy projects. Our local knowledge and global reach allows us to tailor our solutions to suit your needs.

