



CREDYNOVA SOLUTIONS PRIVATE LIMITED

Credible Solution, Sustainable Solution!
(Also known as “Credynova”)

Appeal Policy



Introduction:

Credynova is committed to maintaining transparency, fairness, and accountability in all its operations. This Appeal Policy outlines the procedures for submitting, reviewing, and resolving appeals related to our services and decisions, ensuring compliance with Voluntary Carbon Market (VCM) standards and carbon compliance market requirements.

Purpose:

The purpose of this policy is to provide a structured framework for addressing appeals from employees, contractors, clients, and other stakeholders. This policy aims to ensure that all appeals are handled impartially, promptly, and effectively.

Scope:

This policy applies to all employees, contractors, clients, and stakeholders involved in Credynova's operations. It covers all types of appeals, including but not limited to, decisions related to project assessments, carbon credit transactions, and compliance with VCM standards.

Appeal Submission:

Credynova provides multiple channels for submitting appeals to ensure accessibility and confidentiality:

Written Appeals:

Appeals can be submitted in writing to the Appeals Officer or the designated appeals department.

Online Appeals:

Appeals can be submitted through the company's online appeal portal.

Anonymous Appeals:

An anonymous reporting system is available to protect the identity of the appellant.

Time Period for Filing Appeals

Two-Week Time Period:

Appeals must be filed within two weeks (14 days) from the date of the decision or action being appealed. This

time period ensures timely resolution and prevents undue delays.

Appeal Handling Process:

The appeal handling process at Credynova involves the following steps:

Step 1: Acknowledgment

Receipt of Appeal:

The Appeals Officer or appeals department will acknowledge receipt of the appeal within two working days.

Initial Assessment:

An initial assessment will be conducted to determine the nature and validity of the appeal.

Step 2: Investigation

Assigning an Investigator:

An impartial investigator will be assigned to conduct a thorough investigation of the appeal.

Gathering Information:

The investigator will gather relevant information, including interviews with the appellant, the respondent, and any witnesses.

Confidentiality:

All information gathered during the investigation will be kept confidential.

Step 3: Resolution

Resolution Meeting:

A resolution meeting will be held with the parties involved to discuss the findings and explore possible solutions.

Decision:

Based on the investigation and resolution meeting, a decision will be made, and the parties will be informed in writing.

Implementation:

Any corrective actions or remedies will be implemented promptly.



Maintenance of Confidentiality:

Credynova is committed to maintaining the confidentiality of all parties involved in the appeal process. This includes:

Confidential Handling:

All appeals will be handled confidentially, and information will only be shared on a need-to-know basis.

Secure Records:

All records related to the appeal and investigation will be securely stored and accessible only to authorized personnel.

Anonymity:

Efforts will be made to protect the anonymity of the appellant and witnesses, where possible.

Reporting Violations Credynova:

Encourages employees, contractors, and stakeholders to report any violations of this policy. Reports can be made through the following channels:

Anonymous Reporting:

An anonymous reporting system will be available to ensure confidentiality and protect the identity of the reporter.

Direct Reporting:

Reports can be made directly to the Appeals Officer, HR department, or any member of management.

Whistleblower Protection:

Credynova will protect whistleblowers from retaliation. Any form of retaliation against individuals who report violations in good faith will not be tolerated.

Consequences for Policy Violations:

Credynova takes violations of this policy seriously. Consequences for policy violations may include, but are not limited to:

Verbal or Written Warnings:

Issued for minor infractions or first-time offenses.

Mandatory Training:

Required participation in additional training sessions focused on appeal handling and compliance.

Suspension:

Temporary suspension from duties for more serious or repeated violations.

Termination:

Dismissal from employment for severe or repeated breaches of the policy.

Legal Action:

In cases where violations also breach legal standards, appropriate legal action will be taken.

Monitoring and Review:

Credynova will regularly monitor and review its appeal handling processes to ensure compliance with this policy. This includes internal audits, feedback from stakeholders, and periodic reviews by the Appeals Officer.

Conclusion:

Credynova is dedicated to maintaining a fair and transparent process for handling appeals. By adhering to this policy, we aim to resolve appeals effectively and efficiently, thereby fostering a culture of trust and accountability.