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ERS REPORT

2024 Annual Stakeholder Feedback Survey – Digest

SUMMARY

This document presents the results of the recent stakeholder consultation conducted by ERS, aimed at gathering feedback on various aspects of the organisation's operations. The document includes an overview of the consultation and a summary of the feedback received.



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Executive *Summary*

As part of its commitment to continuous improvement and transparent stakeholder engagement, ERS conducted a general consultation to gather feedback on its operational activities during 2024. The consultation invited inputs across several key areas, including certification processes, validation and verification procedures, communication practices, public information disclosure, Standard documentation, and the ERS Registry.

This initiative aimed to provide an open and inclusive space for stakeholders to share their perspectives, helping ERS understand how its work is experienced and where it can be improved. One formal submission was received during the consultation period and has been reviewed by ERS.

Stakeholder feedback informs how we prioritise improvements, design our processes, and remain responsive to the needs of the communities and partners we serve. As ERS advances toward its goal of contributing to the restoration and protection of 1% of the planet by 2030, such input remains critical to ensuring that our actions are both effective and grounded in real-world impact.



Consultation *Results*

The following section summarises the feedback received during the consultation. Please note that some questions have been omitted, as they did not receive any responses.

Introduction

1. What is your primary relationship with ERS?

Carbon credit buyer or project investor.

Certification

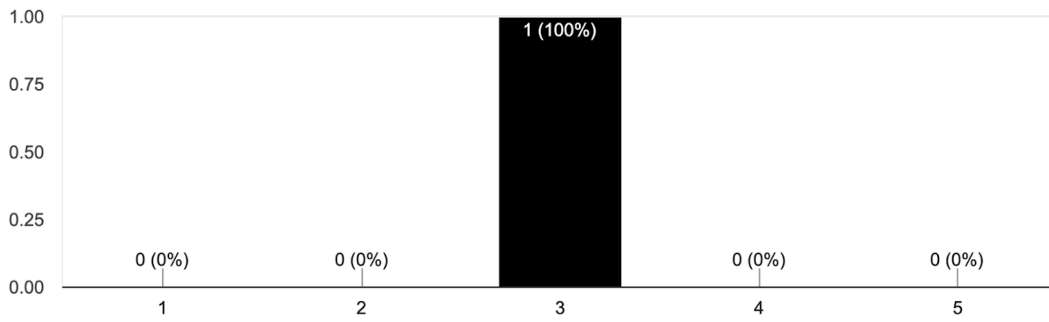
This section was not completed by the stakeholder, as it was not considered relevant to their experience with ERS.

Validation/Verification

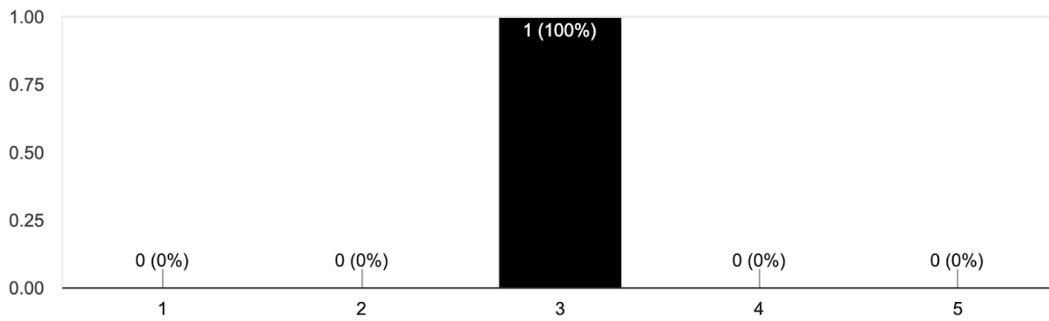
This section was not completed by the stakeholder, as it was not considered relevant to their experience with ERS.

Communication & Public Disclosure

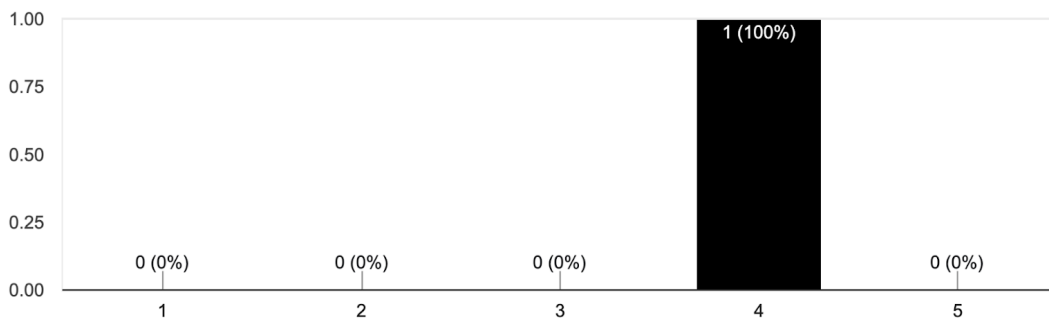
1. How transparent is ERS's official communication and document publication?



2. How effective is ERS's communication on social media?



3. How clear and comprehensive is the information provided in official project documents?



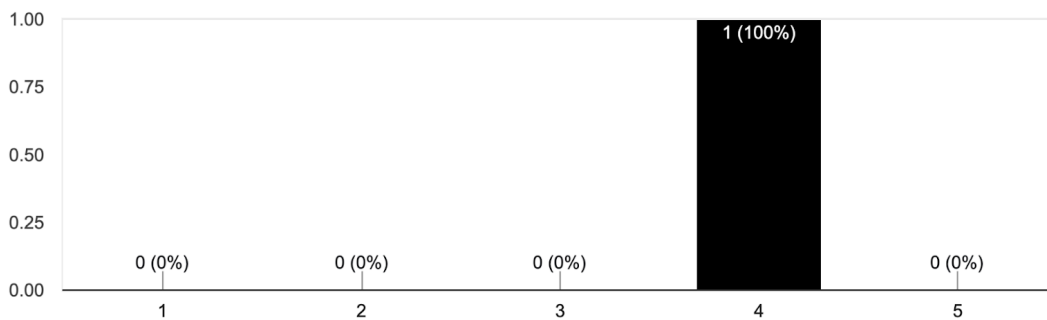


4. Are the public comment periods effective and accessible for stakeholders?

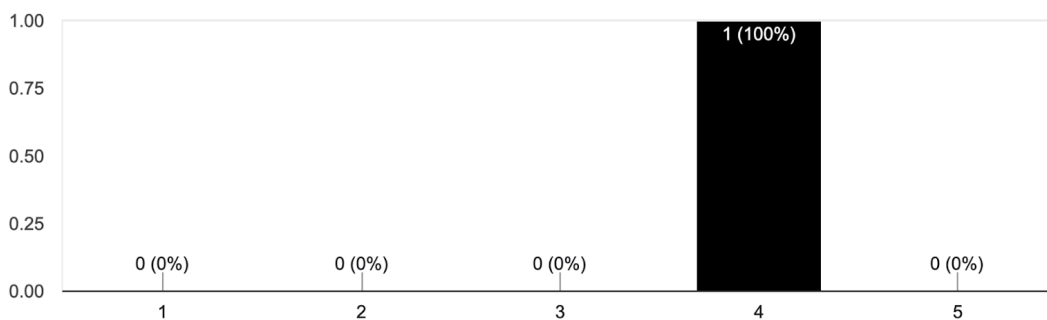
The stakeholder agreed that the public comment periods are both effective and accessible.

Standard Documents

1. How clear and user-friendly are ERS's standard documents (e.g., methodologies, guidance documents, templates)?



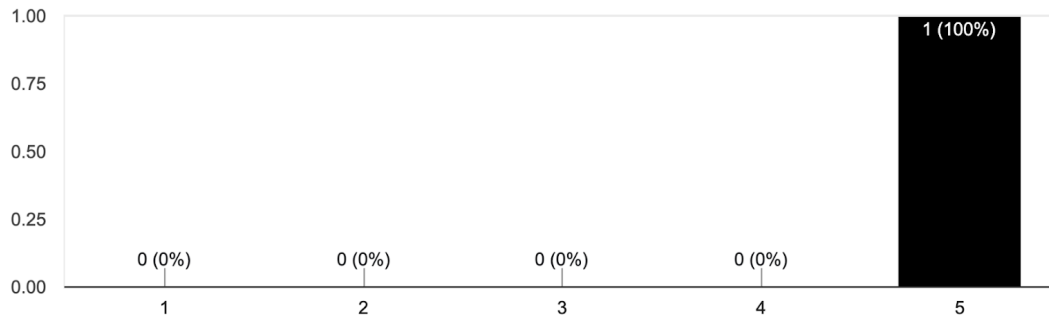
2. Do you feel the updates or revisions to standard documents are communicated effectively?



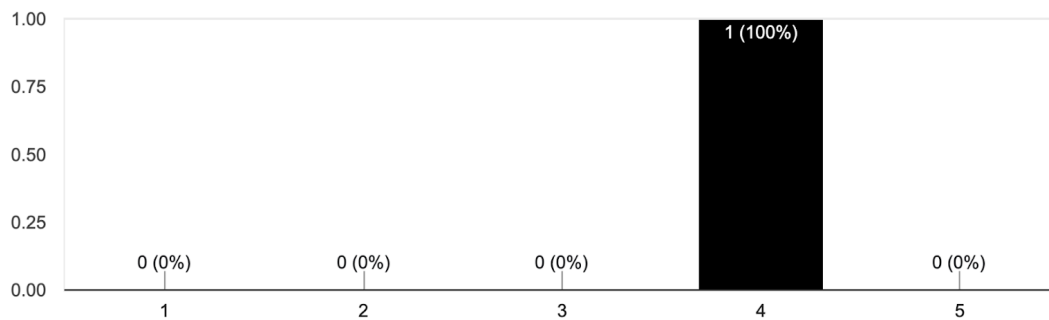


Registry

1. How would you rate the availability of information in the ERS Registry?



2. How easy is it to navigate and use the ERS Registry?



Miscellaneous

1. Is there any other feedback you would like to share regarding ERS's operational activities?

The stakeholder indicated that they had no further feedback to share regarding ERS's operations.



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