As of July 21, 2025, ERS has rebranded to Equitable Earth.

All references to “ERS” refer to the standard body now operating under the Equitable Earth name.

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PROGRAMME

Quality Management System

SUMMARY

This document lays out the Quality Management System (QMS) adopted by ERS, following ISO 9001. This system reflects ERS commitment to continuously improving overall performance and delivering high-quality services to its stakeholders. It is a cornerstone of improving ERS Standard, methodologies and tools by continuously tracking performance, integrating stakeholders' feedback, and adapting to evolving market regulations.

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Introduction

NORMATIVE REFERENCES

This document must be read in conjunction with the following documents:

- ERS Programme
- Anti-Fraud Policy
- Code of Ethics and Business Conduct
- ERS Governance
- Rules of Procedure
- Standard Setting and Methodology Development Procedure
- Technical Advisory Board

TEMPLATES

This document is linked with the following template:

- Declaration of interest
- Annual Report
- Risk Analysis - AML/CTF

SCOPE

This Quality Management System applies to all processes and functions within ERS.

Certification Team

- Project Certification, including Project Feasibility review, Project Design review (including risk management) and MRV.
- Feedback & Continuous Improvement, including all mechanisms designed to collect feedback on ERS's certification processes and outcomes.

Secretariat

- Revisions to the existing Programme and Methodologies and developments of new methodologies.

- Stakeholder Consultation, including Public Comment Periods, the Grievance Mechanism and internal continuous improvement programs.
- Project Validation & Verification, including the adherence to the Validation & Verification Procedure and Performance Reviews.
- Training & Capacity Building, including designing, developing, and delivering training programs for ERS Agents and VVBs.
- Regulatory & Compliance Monitoring, including
    - local, national, and international regulations relating to carbon markets and accreditation schemes (IC-VCM, ICROA, CORSIA);
    - financial and business regulations, including AML/CFT and privacy policies (RGPD).

R&D

- Data Management & Workflows, which encompass methods for collecting, storing, analysing, and verifying Projects' data.
- Cybersecurity, including the security of the ERS Registry, ERS Apps and any personal information held within ERS' databases.
- Research & Development, including processes for developing new methodologies, tools, or technologies to enhance the certification, monitoring and verification processes.

External Relations

- Stakeholder Satisfaction & Feedback from Buyers and Developers.

Administrative Team

- Training & Capacity Building of ERS Agents.
- Regularity & Transparency of all of ERS' financial transactions and budgeting.

ISO-9001 CERTIFICATION

The Quality Management System (QMS) detailed below aligns with ISO-9001 specifications. The Executive Team is dedicated to refining this QMS and upholding the associated Quality Objectives.

Within the forthcoming four-year period, ERS aims to further its commitment to quality management and secure third-party certification to ISO-9001 standards.

Quality *Policy*

POLICY STATEMENT

Standards play an important role in the voluntary carbon markets, working in close collaboration with various stakeholders, including Developers, Buyers, Validation and Verification Bodies (VVBs), governments and local communities.

ERS strives to achieve and maintain a high-quality service and product to serve its multiple stakeholders. ERS acknowledges that the industry's overall quality is not yet fixed. Expectations will change, and quality will rise to follow the science that underpins ERS' work and the VCM norms within which it operates.
For these reasons, ERS has implemented a Quality Management System (QMS) aligned with ISO 9001 standards. By building a culture of continuous improvement, ERS hopes to steadily evolve to serve better its stakeholders, the market, and the planet.

COMMITMENT OF THE EXECUTIVE TEAM

ERS's Leadership plays a pivotal role in integrating the company's Quality Policy. The engagement of the Executive Team will enhance ERS's credibility as a high-quality Standard and improve operational efficiency in certification processes. More specifically, ERS Executive team members must:

1. Review and adapt the QMS annually to ensure it reflects ERS's mission, values, and strategic direction. Executive team members must proactively engage with the QMS to ensure its credibility, effectiveness, and ongoing relevance.
2. Integrate ERS's QMS into the organisation's business processes.
3. Allocate the necessary resources to achieve ERS's quality objectives. This includes engagement and communication regarding the QMS and the Quality Objectives.

4. Champion a culture of "Raising the Bar", where performance, user experience, and continuous improvement are central to every entity.

QUALITY OBJECTIVES

ERS quality objectives must be Specific, Measurable, Achievable, Relevant, and Time-bound (SMART). Leaders of ERS Entities should conduct quarterly reviews to assess progress towards these objectives. Quality performance will be reviewed annually and reflected in the ERS Strategy Plan.

1. Certification

1.1. At least 80% of certifications are performed under six (6) months (from the moment the Certification Agent receives the full documentation until the Project is assessed).

1.2. A Net Promoter Score (NPS) of at least 80% from Developers that have completed the full assessment process.

1.3. 90% of Projects that passed the Project Design Review have a successful Validation or Verification by a third-party VVB.

2. Secretariat

2.1. VVBs

2.1.1. 90% of Projects have been allocated a VVB, and the completion of their mandate did not exceed four (4) months.

2.1.2. The Secretariat assessed 100% of VVBs' performance less than one month after completing their first audit (Validation or Verification).

2.2. Stakeholder Consultation

2.2.1. 100% of grievances have been addressed in less than two (2) business days.

2.2.2. At least twenty-five (25) surveys were completed at the end of a Standard Public Comment Period.

2.3. Training & Capacity Building

2.3.1. 100% of ERS Agents trained on AML/CFT at year-end with a performance score of 80% or higher.

2.3.2. 100% of ERS Agents trained on the Code of Ethics & Business Conduct at year-end with a performance score of 80% or higher.

2.4. Regulatory & Compliance Monitoring

2.4.1. ERS Programme and methodologies fully comply with IC-VCM, ICROA and CORSIA requirements at publication.

2.4.2. ERS's RGPD & AML/CFT policies are updated in the three (3) months following regulatory changes.

3. Research & Development

3.1. Important processes are automatically tested before each release.

3.2. Implementation of a monitoring system that alerts the R&D Team in case of malfunction.

3.3. 100% of critical user flows are successfully tested on ERS Apps before release.

3.4. 100% of the sensitive data stored on ERS Apps is fully encrypted when at rest.

3.5. 95% uptime (outside scheduled maintenance) for the ERS Registry, Apps, and website.

4. Administrative Team

4.1. 100% of ERS Agents are trained on the latest version of the ERS Programme, methodologies and tools at year-end.

4.2. 100% of ERS Agents trained on ERS' QMS at year-end.

Quality *Management* Process

OVERALL PROCESS

1. The Chief of Staff is responsible for upholding this Quality Management Process (QMS).
2. Each quality objective is assigned to an Executive team member.
3. Each Executive team member must report annually to the Chief of Staff on:
    3.1. Performance on their assigned quality objectives;
    3.2. Potential risks and opportunities identified;
    3.3. Resources, including personnel, infrastructure and knowledge necessary to meet quality objectives in the future.
4. The Chief of Staff compiles information from all Executive team members as part of the Annual Report.
5. The Annual Report is published on ERS website.
6. The Annual Report is used to inform ERS Administration.

PERFORMANCE EVALUATION

1. The Quality Management Process and its objectives are reviewed and refined annually by the Executive team. ERS highly encourages the identification and implementation of opportunities for improvements by all ERS Agents.
2. Quality objectives can be updated more frequently to better reflect ERS' activities.
3. ERS' QMS is audited annually as part of ERS' annual third-party audits.

TRAINING & AWARENESS

1. All ERS Agents and relevant stakeholders, such as consultants or service providers, must be informed of ERS's QMS.
2. This training must emphasise QMS benefits, each ERS Agent or stakeholder's role, and how they can contribute to its effectiveness.
3. Such training must be updated regularly to reflect changes in ERS's QMS.

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