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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

- [ERS Programme](#)
- [Anti-Fraud Policy](#)
- [Code of Ethics and Business Conduct](#)
- [Declaration of interest](#)
- [ERS Governance](#)
- [Rules of Procedure](#)
- [Standard Revision Procedure](#)
- [Technical Advisory Board](#)

## SCOPE

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

### Certification Team

- **Project Certification**, including Projects' selection, feasibility study, assessment (including risk management) and MRV.
- **Feedback & Continuous Improvement**, including all mechanisms designed to collect feedback on ERS's certification processes and outcomes.

### Secretariat

- **Project Validation & Verification**, including the adherence to the [Validation & Verification Procedure](#) and Performance Reviews.
- **Stakeholder Consultation**, including Public Comment Periods, the [Grievance Mechanism](#) and internal continuous improvement programs.
- **Training & Capacity Building**, including the design, development, and delivery of 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, analyzing, 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.

## ISO-9001 CERTIFICATION

The Quality Management System (QMS) detailed below aligns to ISO-9001 specifications. The Executive Team is dedicated to the ongoing refinement of this QMS and to 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 our team, Project Developers, Buyers, Validation and Verification Bodies (VVBs), governments, local communities, and the rich biodiversity found within project boundaries.

To serve our many stakeholders, we must set and maintain a high bar for the quality of our work. We recognize that the bar is not fixed - expectations will change, and the bar will continue to rise over time, as will the science that underpins our work and the market norms within which we operate.

For these reasons, ERS has decided to implement a Quality Management System (QMS), aligned with ISO 9001 standards. By building a culture of continuous improvement, we hope to steadily raise the bar to better serve our stakeholders, the market, and the planet.

## COMMITMENT OF THE EXECUTIVE TEAM

ERS Leadership plays a pivotal role in the integration of ERS Quality Policy. Engagement of the Executive Team will enhance ERS 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 mission, values, and strategic direction. Executive team members must proactively engage with the QMS to ensure its credibility, effectiveness, and ongoing relevance.
2. Integrate of ERS' QMS into the organization's business processes.



3. Allocate the necessary resources to achieve ERS 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 is central to every entity.

## QUALITY OBJECTIVES

ERS quality objectives must be Specific, Measurable, Achievable, Relevant, and Time-bound (SMART). Quarterly reviews should be conducted by leaders of ERS Entities 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 6 months (from the start of the feasibility phase to the end of the assessment phase).
- 1.2. A Net Promoter Score (NPS) of at least 80% from Developers that have completed the full assessment process.

### 2. Secretariat

#### 2.1. VVBs

- 2.1.1. 90% of Projects have been validated in the 4 months following assessment.
- 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 resolved in less than two business days.



- 2.2.2. At least 50 surveys were completed at the end of a Standard Public Comment Period.
- 2.2.3. 100% of ERS Entities have completed the feedback survey for standard improvements at year-end.

### **2.3. Training & Capacity Building**

- 2.3.1. 100% of accredited VVBs successfully completed training at the end of their onboarding phase.
- 2.3.2. 100% of ERS Agents trained on [AML/CFT](#) at year-end.
- 2.3.3. 100% of ERS Agents trained on the [Code of Ethics & Business Conduct](#) at year-end.

### **2.4. Regulatory & Compliance Monitoring**

- 2.4.1. ERS Standard and methodologies are at least 80% compliant with IC-VCM, ICROA and CORSIA requirements at publication.
- 2.4.2. ERS' RGPD & AML/CFT policies are updated in the three months following regulatory changes.

## **3. Research & Development**

- 3.1. 100% of certification flows are successfully tested before release.
- 3.2. 100% of critical user flows are successfully tested on ERS Apps before release.
- 3.3. 100% of the sensitive data stored on ERS Apps is fully encrypted when at rest.
- 3.4. 100% uptime (outside scheduled maintenance) for the ERS Registry, Apps, and website.

## **4. External Relations**

- 4.1. At least 50% of Coalition members filled out the feedback survey at year-end.



## **5. Administrative Team**

- 5.1. 100% of ERS Agents trained on the latest version of ERS Programme, methodologies and tools at year-end.
- 5.2. 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 trained on ERS' QMS.
2. This training must emphasize QMS benefits, the role of each ERS Agent or stakeholder within it, and they can contribute to its effectiveness.
3. Such training must be updated regularly, to reflect changes in ERS' QMS.



**Ecosystem Restoration Standard**

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