

# Procedure for handling reasoned concerns

## Background and objective

This procedure for handling reasoned concerns is designed to meet the requirements relating to ESG ratings in accordance with Regulation (EU) 2024/3005 and the ESMA regulatory technical standards applicable from July 2026.

Its aim is to ensure that any reasoned concern raised by a user of an ESG rating, a rated entity or an issuer is dealt with in a transparent, fair and independent manner and within a reasonable timeframe.

Reasoned concerns regarding ratings should be addressed to the Customer Relationship Management (CRM) department at the following email address: [support@carbon4finance.com](mailto:support@carbon4finance.com), stating the name, company and position of the person raising the reasoned concern.

## Procedure for handling reasoned concerns

Reasoned concerns are handled by the CRM team, which liaises with the relevant teams (Analysis, Data or Methodology) in order to compile the necessary information for a response as promptly as possible. The response time for reasoned concerns is 30 working days.

This procedure was approved by Carbon4 Finance's Strategy Committee June 1<sup>st</sup>, 2026.