

Participants Survey

Purpose of this questionnaire:

Gaining knowledge on market players' experience with the I-REC(E) Code and Evident as Code manager to further improve I-REC(E) markets and Evident's services. Evident must be in adherence with International Attribute Tracking Standard, and your input will help the Foundation assessing the facilitation of the I-REC(E) Code.

This survey takes approximately 15 minutes to complete.

There are 60 questions in this survey.

Information on Product Certificates

Standard: The owner or End-user of any Product Certificate has the right to obtain full information on the origin and attributes of the Product Certificate they own or have redeemed.

Do you or your clients miss any type of information about the market or about the I-REC(E) Product Certificates you trade and redeem?

(e.g., Market statistics, attributes on I-RECs) If yes, please elaborate. You may attach an example of a certificate, redemption statement or any other document to explain your answer.

*

Please choose **only one** of the following:

Yes

No

Please elaborate: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q011]' (Do you or your clients miss any type of information about the market or about the I-REC(E) Product Certificates you trade and redeem? (e.g., Market statistics, attributes on I-RECs) If yes, please elaborate. You may attach an example of a certificate, redemption statement or any other document to explain your answer.)

Please write your answer here:

You may attach an example of a certificate, redemption statement or any other document to explain your answer.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q011]' (Do you or your clients miss any type of information about the market or about the I-REC(E) Product Certificates you trade and redeem? (e.g., Market statistics, attributes on I-RECs) If yes, please elaborate. You may attach an example of a certificate, redemption statement or any other document to explain your answer.)

Please upload at most one file

Kindly attach the aforementioned documents along with the survey

Similar Attribute Tracking Systems

Standard: To help ensure that End-users are provided with full and accurate information, Accredited Entities are required to collaborate with those operating similar attribute tracking systems.

In case the I-REC(E) is not the only attribute tracking system in the market you operate, do you miss clear guidance or a rule book on how the multiple attribute tracking systems work and collaborate?

*

Please choose **only one** of the following:

Yes

No

Please elaborate: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q021]' (In case the I-REC(E) is not the only attribute tracking system in the market you operate, do you miss clear guidance or a rule book on how the multiple attribute tracking systems work and collaborate?)

Please write your answer here:

Do you have any concerns regarding the independence of certain Accredited Entities or accessibility of the market, especially regarding the equal treatment of all market players?

*

Please choose **only one** of the following:

Yes

No

Please elaborate:

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q031]' (Do you have any concerns regarding the independence of certain Accredited Entities or accessibility of the market, especially regarding the equal treatment of all market players?)

Please write your answer here:

Market Integrity

Standard: To ensure that markets are clear, equitable, and transparent, Accredited Entities shall not participate directly in any market they serve without adequate protections to ensure the integrity of that market, that market abuse is avoided, and that access is fair and open to all.

Do you have concerns regarding the accessibility of the market, and especially regarding the equal treatment of all registered entities?

*

Please choose **only one** of the following:

Yes

No

Please elaborate on your concerns: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q041]' (Do you have concerns regarding the accessibility of the market, and especially regarding the equal treatment of all registered entities?)

Please write your answer here:

Communication to Stakeholders

Standard: The Foundation and Code Managers work to support the fair and accurate communication to all stakeholders.

Is the communication through forms and guidance documents sufficiently clear for you? If not, what is missing?

*

Please choose **only one** of the following:

Yes

No

Please elaborate: *

Only answer this question if the following conditions are met:

Answer was 'No' at question ' [Q051]' (Is the communication through forms and guidance documents sufficiently clear for you? If not, what is missing?)

Please write your answer here:

Please upload one or more files (maximum of 5) with an example of communication indicating what is missing.

Only answer this question if the following conditions are met:

Answer was 'No' at question ' [Q051]' (Is the communication through forms and guidance documents sufficiently clear for you? If not, what is missing?)

Kindly attach the aforementioned documents along with the survey

Compliance with applicable law

Standard: The Standard requires that Product Codes be implemented in compliance with applicable law.

Do you believe the current implementation of I-REC(E) in any country or region goes against national applicable law? If so, which one?

*

Please choose **only one** of the following:

Yes

No

In which country do you believe the current implementation of I-REC(E) goes against goes against which law?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q01]' (Do you believe the current implementation of I-REC(E) in any country or region goes against national applicable law? If so, which one?)

Name of the country

Description of violated law

Do you have another example? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q01]' (Do you believe the current implementation of I-REC(E) in any country or region goes against national applicable law? If so, which one?)

Please choose **only one** of the following:

Yes

No

In which country do you believe the current implementation of I-REC(E) goes against goes against which law?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q03]' (Do you have another example?)

Name of the country

Description of violated law

Do you have another example? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q03]' (Do you have another example?)

Please choose **only one** of the following:

Yes

No

In which country do you believe the current implementation of I-REC(E) goes against goes against which law?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q05]' (Do you have another example?)

Name of the country

Description of violated law

Do you have another example? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q05]' (Do you have another example?)

Please choose **only one** of the following:

Yes

No

In which country do you believe the current implementation of I-REC(E) goes against goes against which law?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q07]' (Do you have another example?)

Name of the country

Description of violated law

Certificates listed for onward sale

Standard: A Product Certificate is considered used when it is Redeemed. A Redeemed Product Certificate ceases to be transferable to another Entity or individual and cannot be Redeemed more than once. The use of a Product Certificate can be verifiably assigned to an End-user only upon Redemption.

Have you encountered a situation where a redeemed I-REC(E) Product Certificate was listed for onward sale?

*

Please choose **only one** of the following:

Yes

No

Please elaborate: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q071]' (Have you encountered a situation where a redeemed I-REC(E) Product Certificate was listed for onward sale?)

Please write your answer here:

Security of the I-REC(E) Registry

Standard: Infrastructure that facilitates the ownership, transfer, trade, or visualization of Products Certificates shall be secure and reliable, and its capacity shall be sufficient to meet anticipated demand for such Products. Infrastructure shall be implemented and operated using practices and protocols that protect the integrity and security of data both within systems and when being transferred between systems.

Do you have concerns regarding the security of the I-REC(E) Registry?

*

Please choose **only one** of the following:

Yes

No

Please elaborate on your concerns: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q081]' (Do you have concerns regarding the security of the I-REC(E) Registry?)

Please write your answer here:

Does the Registry provide enough functionalities for your business?

*

Please choose **only one** of the following:

Yes

No

Which other functionalities would you like to see implemented? *

Only answer this question if the following conditions are met:

Answer was 'No' at question ' [Q091]' (Does the Registry provide enough functionalities for your business?)

Please write your answer here:

Are there additional functionalities currently being provided by a Platform that you make use of? *

Please choose **only one** of the following:

Yes

No

Which additional Platform functionalities do you use? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G07Q53]' (Are there additional functionalities currently being provided by a Platform that you make use of?)

Please write your answer here:

Cost-effective business practices

Standard: Accredited Entities shall enable and support the adoption of cost-effective business practices wherever possible while maintaining all the requirements that they are supposed to meet.

To what extent do you believe that the range of services provided to you by Evident is cost-effective?

*

Please choose **only one** of the following:

- Very Ineffective
- Ineffective
- Effective
- Very Effective

Please elaborate: *

Only answer this question if the following conditions are met:

Answer was 'Very Ineffective' or 'Ineffective' or 'Effective' or 'Very Effective' at question ' [Q101]' (To what extent do you believe that the range of services provided to you by Evident is cost-effective?)

Please write your answer here:

Product Certificates Redeemed by the Participant

Standard: Product Codes must ensure that Product Certificates are Redeemed by the Participant through an action that irrevocably assigns the Product Certificates to a stated Beneficiary for a stated purpose within a stated Consumption Period. This action may be subject

to the approval of a Redemption Authority and it will be reportable on a uniquely verifiable Redemption Statement specified within the Product Code.

I-REC(E) redemptions are irreversible. However, upon the request of some participants, some minor changes have been accepted (e.g., address details of the beneficiary). Have you encountered or requested minor changes?

*

Please choose **only one** of the following:

Yes

No

How was the communication clarity and timeliness regarding the requested changes? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q121]' (I-REC(E) redemptions are irreversible. However, upon the request of some participants, some minor changes have been accepted (e.g., address details of the beneficiary). Have you encountered or requested minor changes?)

Please choose the appropriate response for each item:

	Very good	Good	Badly	Very badly
Communication clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate on your answer: *

Only answer this question if the following conditions are met:

Answer was 'Very good' or 'Good' or 'Badly' or 'Very badly' at question ' [Q122]' (How was the communication clarity and timeliness regarding the requested changes? (Communication clarity))

Please write your answer here:

National legislation, the International Attribute Tracking Standard, and the I-REC(E) Code

Standard: Issuers shall operate in line with national legislation, the International Attribute Tracking Standard, and the I-REC(E) Code.

How well do you feel Issuers communicate with Registrants?

*

Please choose **only one** of the following:

- Very good
- Good
- Badly
- Very bad

Please elaborate on your answer clarifying to what country and Issuer this applies: *

Only answer this question if the following conditions are met:

Answer was 'Very bad' or 'Badly' or 'Good' or 'Very good' at question ' [Q131]' (How well do you feel Issuers communicate with Registrants?)

Please write your answer here:

Do you think the issuance criteria are in line with national requirements?

*

Please choose **only one** of the following:

Yes

No

Please elaborate on why you do not think the issuance criteria are in line with national requirements: *

Only answer this question if the following conditions are met:

Answer was 'No' at question ' [Q141]' (Do you think the issuance criteria are in line with national requirements?)

Please write your answer here:

Are the issuance criteria clear?

*

Please choose **only one** of the following:

Yes

No

Please elaborate on why the issuance criteria are not clear:

Only answer this question if the following conditions are met:

Answer was 'No' at question ' [Q151]' (Are the issuance criteria clear?)

Please write your answer here:

Labelling Schemes

Standard: Labelling Schemes may not be implemented with regard to a Product unless they are explicitly approved to be applied to that Product by the Board.

The Standard identifies 4 types of labels: Verification label, Production Facility label, Product Certificate label, and Redemption label.

To what extent do you think the distinctions between the 4 types of labels are clearly understood?

*

Please choose the appropriate response for each item:

	Very clear	Clear	Unclear	Very unclear
Code: Distinction clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate on your answer: *

Only answer this question if the following conditions are met:

Answer was 'Clear' or 'Very clear' or 'Unclear' or 'Very unclear' at question ' [Q171]' (The Standard identifies 4 types of labels: Verification label, Production Facility label, Product Certificate label, and Redemption label. To what extent do you think the distinctions between the 4 types of labels are clearly understood? (**Code:** Distinction clarity))

Please write your answer here:

The Standard identifies 4 types of labels: Verification label, Production Facility label, Product Certificate label, and Redemption label.

To what extent do you think the 4 types of labels are implemented clearly?

*

Please choose the appropriate response for each item:

	Very clear	Clear	Unclear	Very unclear
Code: Implementation clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate on your answer: *

Only answer this question if the following conditions are met:

Answer was 'Very clear' or 'Clear' or 'Unclear' or 'Very unclear' at question ' [Q173y]' (The Standard identifies 4 types of labels: Verification label, Production Facility label, Product Certificate label, and Redemption label. To what extent do you think the 4 types of labels are implemented clearly? (**Code:** Implementation clarity))

Please write your answer here:

KYC procedures

Standard: Customer verification process in place and including the requirements.

Do you have any concerns or comments regarding the KYC (Know Your Customer) procedure of Evident that is performed on all newly registered entities?

*

Please choose **only one** of the following:

Yes

No

Please elaborate on your concerns: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q182]' (Do you have any concerns or comments regarding the KYC (Know Your Customer) procedure of Evident that is performed on all newly registered entities?)

Please write your answer here:

Data security

Standard: Data security measures in place and compliant with section 10.3.5

Have you encountered any security breaches in use of the I-REC(E) Registry®? *

Please choose **only one** of the following:

Yes

No

Please elaborate on how this was dealt with: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q191]' (Have you encountered any security breaches in use of the I-REC(E) Registry@?)

Please write your answer here:

Please upload evidence (maximum of 5 files) on the security breach(es) if applicable.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q191]' (Have you encountered any security breaches in use of the I-REC(E) Registry@?)

Kindly attach the aforementioned documents along with the survey

Open and fair access to markets and services

Standard: Maintain business models that enable open and fair access to markets and services.

To what extent do you feel, in all your interactions with Evident, that you have been treated with dignity and respect and not have been discriminated against?

Do you feel that your questions are answered in a timely manner?

*

Please choose the appropriate response for each item:

	Very good	Good	Badly	Very bad
Respectfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assessing complaints

Standard: Support Board in assessing complaints.

Do you have any concerns regarding the complaint handling process of the Code Manager? *

Please choose **only one** of the following:

- Yes
- No

Please elaborate on your concerns: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q211]' (Do you have any concerns regarding the complaint handling process of the Code Manager?)

Please write your answer here:

If applicable, please upload (a maximum of 5) files for evidence.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [Q211]' (Do you have any concerns regarding the complaint handling process of the Code Manager?)

Kindly attach the aforementioned documents along with the survey

API Usage

Evident has released API guidance documents for market players and platform operators to connect with the Evident Registry. Do you have experience with the process? *

Please choose **only one** of the following:

Yes

No

Do you have feedback on getting the connection established? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q21]' (Evident has released API guidance documents for market players and platform operators to connect with the Evident Registry. Do you have experience with the process?)

Please choose **only one** of the following:

Yes

No

Please provide your feedback on getting the API connection established: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G01Q22]' (Do you have feedback on getting the connection established?)

Please write your answer here:

Is the API working properly for you? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q21]' (Evident has released API guidance documents for market players and platform operators to connect with the Evident Registry. Do you have experience with the process?)

Please choose **only one** of the following:

Yes

No

Please explain what is not working, or refer to the conversation (ticket number) with de Code Manager about this issue *

Only answer this question if the following conditions are met:

Answer was 'No' at question ' [G07Q24]' (Is the API working properly for you?)

Please write your answer here:

Do you have feedback on the way Evident supports customers on implementing the API? *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G08Q21]' (Evident has released API guidance documents for market players and platform operators to connect with the Evident Registry. Do you have experience with the process?)

Please choose **only one** of the following:

Yes

No

Please provide your feedback on the way Evident handles questions/problems: *

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [G07Q25]' (Do you have feedback on the way Evident supports customers on implementing the API?)

Please write your answer here:

End of Survey

Thank you for your answers. Do you have any other remarks?

Please write your answer here:

Submit your survey.

Thank you for completing this survey.