



# CLIENT CHARTER



This charter outlines our service standards and project governance framework. It defines clear roles, responsibilities, and processes for all MFF projects to ensure transparency, quality, accountability, and alignment with our Client Charter principles.

## Donation & Fund Management



- Ensure transparent and accountable management of donations and funds
- Provide regular reports on the impact of donations and how funds are utilized to support conservation efforts.

## Quality Assurance



- Maintain high standards in all our projects and services, ensuring they meet or exceed best practices.
- Regularly review and improve our processes to enhance service quality and effectiveness

## Sustainability



- Commit to long-term sustainability goals that align with global environmental standards and policies.
- Invest in innovative solutions and technologies that enhance sustainability and conservation efforts.

## Stakeholder Engagement



- Foster strong relationships with all stakeholders, including local communities, government agencies, NGOs, and private sector partners.
- Ensure inclusive participation in decision-making processes, respecting the voices and needs of all stakeholders.
- Maintain open and regular communication with stakeholders to build trust and ensure transparency.
- Implement feedback mechanisms to gather stakeholder input and continuously improve our projects and services.

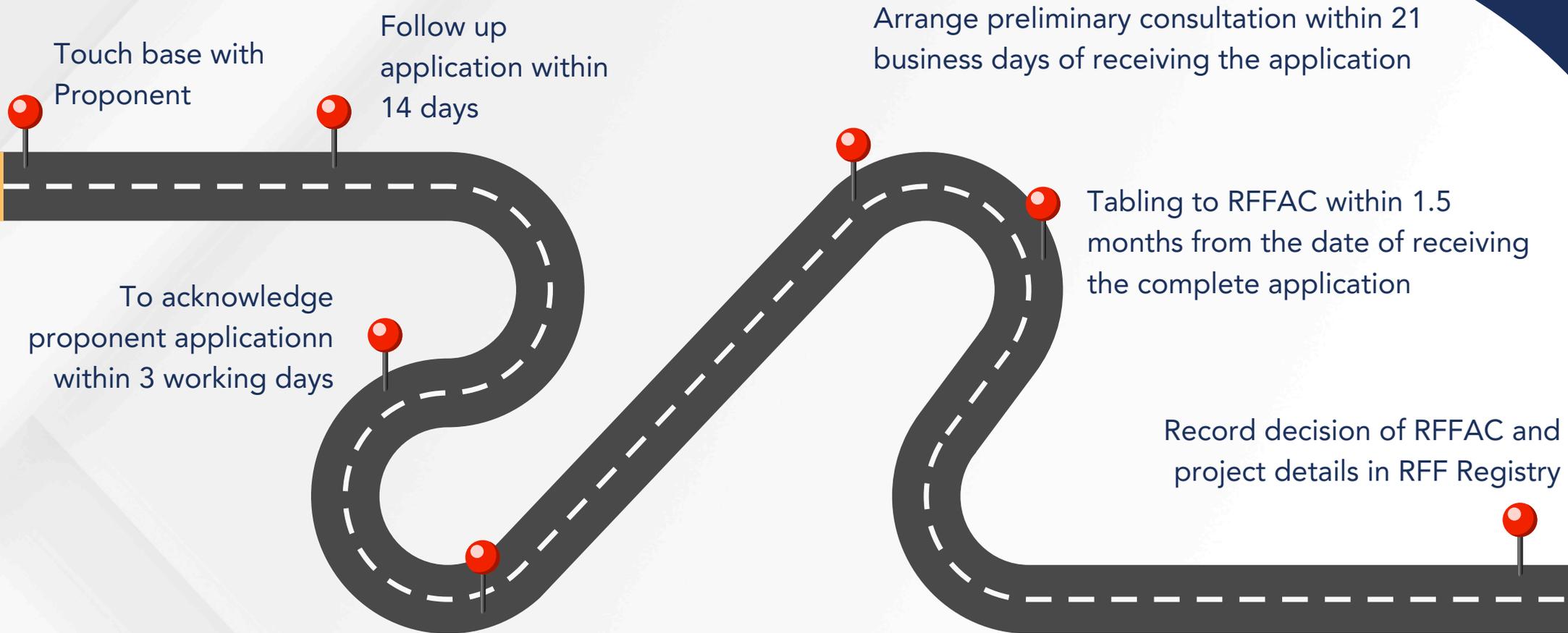
## Risk Management



- Conduct thorough risk assessments to identify potential threats to project success and sustainability.
- Develop and implement effective risk mitigation strategies to address identified risks.
- Continuously monitor and review risks throughout the project lifecycle to ensure timely responses and adjustments.
- Establish contingency plans to manage unforeseen events and ensure project resilience.



# FCC CHARTER TIMELINE



Submit a proposal for action within 14 business days of receiving the application

To ensure responsive and efficient service delivery, MFF adheres to the following service timelines:

- Respond to enquiries within **3 workings day**
- Follow up after engagement **within 14 days**
- Ensure proposals submitted to RFFAC receive recommendations **within 1.5 months**

Feedback can be submitted via official email, FCC Registry live chat, or during engagement sessions.