

**PROCEDURES FOR RECEIVING, TREATMENT, RESPONSE AND NEGOTIATION AND SOLUTION
OF GRIEVANCES AND COMPLAINTS**

CRITERION RSPO

<p>There is a mutually agreed and documented system for dealing with complaints and grievances, which is implemented and accepted by all parties.</p>	<ul style="list-style-type: none">• The system resolves disputes in an effective, timely and appropriate manner.• Documentation of both the process by which a dispute was resolved and the outcome.• The system is open to any affected parties. <p>Dispute resolution mechanisms should be established through open and consensual agreements with relevant affected parties. Complaints may be dealt with by mechanisms such as Joint Consultative Committees (JCC), with gender representation. Grievances may be internal (employees) or external.</p>
---	---

Definitions¹:

Complaint: 1) Act or effect of complaining. 2) Claiming of rights. 3) Act of requesting measures to the legitimately constituted authority, regarding any illegality or postponement of justice.

Grievance: 1) Act or effect of complaining. 2) Claim based on loss or on offenses received with moral or physical diminution of any nature. 3) Exposure of injuries or offenses to a competent authority to seek redress.

¹ The authors developed these definitions during the process of elaborating this document.

COMPLAINTS AND GRIEVANCES PROCEDURES FLOW

1 – FILING A GRIEVANCE OR COMPLAINTS

Registering ways:

- Specific e-mail for grievances and complaints (reclamacoesequixas@agropalma.com.br);
- Official letter;
- “Alô Agropalma” hot line (0800 709 0706);
- Specific form available for filing and protocol delivery. These forms are available at the main entrance gate of Agropalma, in the workers union headquarter and with Agropalma officers in charge of managing the relationship with family farmers and integrated outgrowers.

Description of the grievance or complaint:

- Fact;
- Justification (description of the moral, physical or material damage/loss);
- Proposal of solution (optional);

2 – ANALYSIS OF THE COMPLAINT OR GRIEVANCE

Agropalma verifies the fact.

Agropalma analyses the fact and the damages/losses reported.

Agropalma develop a solution proposal that solves the problem.

3 – RESPONSE TO THE GRIEVANCE OR COMPLAINT

Deadline for the response is 3 weeks at most, but can be anticipated.

Response must be provided in any format that allows Agropalma to register and record the receiving.

4 – ACCEPTANCE OR NON-ACCEPTANCE OF THE RESPONSE

Complainant analyses the response sent by the Agropalma Group.

Complainant inform Agropalma about the acceptance or non-acceptance within 3 weeks.

This information must be provided in any format that allows the complainant register and record.

Obs: in case complainant accepts the solution proposal presented by the company, but the actions for solution are not implemented, the complainant must notify Agropalma Group.

5 – MEETING FOR MUTUAL SOLUTION BETWEEN COMPLAINANT AND AGROPALMA

In case the complainant does not accept the solution proposal presented by the company, both parts will have a meeting to develop a solution for the problem.

This meeting must take place within 2 weeks after complainant has informed Agropalma that its proposal was not accepted.

6 – MEETING FOR MUTUAL SOLUTION BETWEEN COMPLAINANT, AGROPALMA AND MEDIATOR

If the parties did not developed an agreed solution in the previous meeting, another meeting to solve the problem will be carried out. Complainant and company will request help from a mediator accepted by both parties.

This meeting must happen within 3 weeks from the previous meeting.

7 – JURIDICAL ACTIONS

If after all this process the disagreement remains, parties might file their complaints within the official courts to solve the problem.

Complainant will choose which court is more appropriate to file each specific case.

8 – CLOSING OF THE GRIEVANCE OR COMPLAINT

When the problem is considered solved, Agropalma Group will proactively seek for evidences of the solution and will register, record and keep all documents generated in the process.

Date: February 03, 2011.

This procedure was developed and signed by 23 people: 1 school teacher; 8 integrated outgrowers; 5 community associations leaders; 3 family farmers association presidents; 1 women association president; 2 directors of workers union; 1 representative of workers association; 2 representatives of Agropalma Group.

The complete list of participants and signatures can be found in the original file, written in Portuguese, available on <https://www.agropalma.com.br/responsabilidade-socioambiental/politica/transparencia-corporativa>.