

## FOLLOW-UP OF STAKEHOLDER RECORDS Alô Agropalma 2021

Communication with Stakeholders									Status
No.	Date	Subject Description	RQ	E	S	Q	O	Comments / Actions Taken	
1	2/2	Employee complains that (s)he is being accused of stealing LED lamps from the Tailândia Unit, claiming that (s)he has never done such a thing and asks for help from the company to shed some light on the issue.	x					Archived. The contact number provided by the user is currently unavailable.	
2	2/2	Employee complains that, due to a lack of guidelines, employees from the Personnel & Management department need support from the company. In his/her understanding, employees are without guidance, overloaded and liable to mistakes. Still according to him/her, "the overall atmosphere of dissatisfaction and unrest is noticeable, different from previous managements".	x					Demand addressed and solved through warning boards.	
3	2/3	Client requests that the company makes contact for quotation of palm oil.					x	The business team has contacted the user.	
4	2/4	Client asks what is the smallest quantity of palm oil or palm kernel sold by Agropalma, and if the company sells to individuals or only to corporate persons.				x		Archived. The user provided no contact information.	

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Color key:

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5	2/5	In two back-to-back calls to Alô Agropalma that generated only one inquiry, the employee claims that his/her work contract has ended, but complains that, prior to this termination, when working in the company at the CQI, he/she was humiliated and pressured to perform most services because he was “just a handyman”, as said by some of the analysts.	x					Demand addressed and answered through company warning boards.	
6	2/8	Client contacted the company to apply for a position of business representative in that state.					x	The business team has contacted the user.	
7	2/9	Consumer says that uses the palm oil to produce natural soap, and only found 370B and 420B palm oil in the markets for purchase. She asks if there is any difference between the two types.					x	The MasterSense sales department has contacted her on 02/11 explaining the difference between the two fat types, but could not close the sale because she was not registered as a corporate person.	
8	2/9	Client says that she is interested in palm slices and cannot contact anyone at Agropalma.					x	On 02/10, between 10:44 and 10:49 a.m., several unsuccessful contact attempts were made by phone and WhatsApp. The response is that the number does not exist.	

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9	2/9	Agropalma Tailândia employee complains that the boss is in a relationship and favoring a new inspector.	x					Response published on the company's warning boards.	
10	2/10	Client says that he/she needs information on palm oil for animal nutrition.				x		Archived. Unsuccessful contact attempts were made on days February 15, 16 and 17, with no response by phone.	
11	2/10	Client would like to know how to purchase Agropalma products in his/her town.				x		Contact made with an individual on 02/19, 10 a.m.	
12	2/13	Employee complains that management personnel (not informed) have recorded other employees without their consent, with no further information on the reason for the recording. She points out that she did not authorize the recordings.	x					Since no further details on the occurrence were provided, such as the location of the recordings, the inquiry was archived, as it does not enable further investigation.	

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13	2/13	Employee complains that managers (does not specifically point out who) were recording other employees without prior authorization for image use.	x					No further details on the information are provided that may enable any investigation. For this reason the inquiry was archived. Inquiry correlated to Inquiry 21-21.	
14	2/15	Former employee asks Agropalma to release his RAIS (Annual Social Information Report) so he may receive his PIS (Social Integration Program) payment. He claims he worked for the company in the past.	x					The former employee was contacted directly regarding the issue, and he agreed to visit the company office to have the situation resolved.	
15	2/15	The employee asks to speak to an HR representative, because he was unable to issue a digital card.					x	The employee was contacted by phone and received instructions, but chose to visit the company office to have the situation resolved.	
16	2/26	Employee reports ongoing psychological harassment performed by her supervisor. She claims she feels pursued every day in the workplace, and her coordinator is aware of the situation.	x					The G&G department acknowledged the employee's grievance and monitored the situation.	

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17	3/11	User claims he needs to register as a vendor at Agropalma, regarding services.					x	The Purchases department contacted the user.	
18	3/15	A franchiser of SOS Alergia claims to be attempting contact with an Agropalma vendor, in Pernambuco, via the phone number and e-mail provided on Agropalma's website, but receives no answer.					x	The Business department contacted the franchise owner and provided information.	
19	3/18	Employee living in the Vila Crai region claims he has no Internet access because Agropalma is blocking the access of the internet service provider's team, Online Telecom, to the village.	x					Answer published on the company's warning boards.	
20	3/20	UAG employee complains that he/she is over 4 months without pay. After a 1-year work leave period (caused by an accident), payroll discounts performed by the HR department for retroactive health care and dental care plan fees for the leave period, causing the employees complaint.	x					The Company has contacted the employee directly regarding the situation.	

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21	3/20	User asks if we have ground palm kernel.				x		The business department has contacted the user.	
22	4/9	User inquires if he was summoned to work at Agropalma				x		Contact was made directly by the G&G department.	
23	4/13	Employee from the industrial area claims that the size of the break room was reduced and resting chairs are close to each other, which is a risk because of the COVID pandemic.	x					Inquiry answered via DDSMA with the staff.	
24	4/16	Former G&G employee claims that area manager is not qualified and practices psychological harassment against employees.	x					Inquiry archived due to lack of identification from the former employee on a serious topic.	

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25	4/17	Industrial area employee claims that an assistant, a supervisor and a Safety Technician humiliate other employees.	x					Demand addressed and answered through company warning boards.	
26	4/17	Employee claims that a woman is benefiting her male boyfriend that works in the same department.	x					Demand investigated and addressed as per the Company's Conduct Manual, but archived due to lack of identification of the employee on a personal topic.	
27	4/26	Employee living in the Moju region, reports that employees and service providers with no bus transport contracts with Agropalma are being transported by Transkaldy buses.	x					Demand addressed and answered through company warning boards.	
28	4/27	Employee claims that juice bottle with jammed Tap has been contributing to the formation of crowds.	x					Demand addressed and answered through company warning boards.	

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29	4/27	Employee complains about interruption of internet service at the mess hall.	x					Demand addressed and answered through company warning boards.	
30	8/15	CQI employee reports sexual harassment by bus driver.	x					Answer sent directly to employee's e-mail address.	
31	8/29	Nursery Technician complains about workplace misconduct from colleague.	x					Demand addressed and answered through company warning boards.	
32	8/29	Nursery Technician complains about fellow coworker.	x					Demand addressed and answered through company warning boards.	

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33	9/9	Expotai Sponsorship Request.					x	Sponsorship granted.	
34	10/7	QC employees request reopening of Academia Agropalma.	x					Answered via e-mail.	
35	10/20	Employee complains about industrial supervisor. He was said to be using bad language to address the Operators team.	x					DDSMAs were held with the supervisors to address the complaint.	
36	10/15	A dweller from Vila dos Palmares, living near the soccer field owned by Agropalma, claims to have suffered a R\$ 300 loss in damages caused by company employees. She has also attempted to reach out to the people that caused the damage to her car, so far without success.	x					Answer given via Whatsapp.	

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37	10/26	Employee contacts the company to talk about solutions regarding animals, more specifically the cats that currently live in the Tailândia unit.	x					Demand addressed and answered through company warning boards.	
38	10/27	Client says she is disappointed with the customer service from Agropalma. She claims she is trying to purchase fat and cannot make the transaction.	x					The business department has contacted the user for more information on the dissatisfaction.	
39	10/30	Employee claims he is now 4 months without receiving his transportation allowance, and the benefit are still being discounted from his payroll. He says he already reached out for help from several people, without any success.	x					The Worker Benefits department has contacted the employee to solve the issue.	
40	11/04	Employee claims he is experiencing difficulties to request a dental plan benefit for his son, because the Limeira unit has no employees from the G&G department.	x					The Worker Benefits department has contacted the employee to solve the issue.	

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41	11/18	Employee claims that employees from the Agricultural department were spotted having sexual intercourse within the premises of the company.	x					Answer published on the company's warning boards.	
42	11/25	Employee from the Limeira unit complains about the lack of an HR analyst at the location and requests that the company provides one.	x					Response published on the company's warning boards.	
43	12/7	Industrial department employee claims she is being harassed by industrial supervisors.	x					Inquiry investigated and addressed as per the Manual of Conduct. Response published on the company's warning boards.	
44	12/10	Employee grieves that other employees on work leave due to occupational accidents have not received Christmas kits.	x					Response published on the company's warning boards.	

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45	12/10	Employee is reported for harassment.	x					Inquiry investigated and addressed as per the Manual of Conduct. Response published on the company's warning boards.	
46	12/14	User says she wishes to file a complaint against a coordinator and urges the company to call her.	x					Demand investigated, addressed and answered through company warning boards.	
47	12/22	Contractor employee complains about rotten food being served in morning meals, at the contractors' mess hall.	x					Demand addressed and answered through company warning boards.	
48	12/28	Employee complains about contractor security guards. According to reports, the first guard treats people rudely when asking for COVID-19 vaccine cards and the second guard practiced harassment towards women at the site.	x					Demand addressed and answered through company warning boards.	

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