

FOLLOW UP OF STAKEHOLDER RECORDS

Alô Agropalma 2023

Communication with Stakeholders									Status
No.	Date	Subject Description	R/Q	E	S	Q	O	Comment / Actions Taken	
1	6/1	Phytosanitary employee says that employee of the area is cutting the production of the Phytosanitary team.	x					Audicon conducted an investigation, and there was no confirmation of what had been registered by the user.	
2	12/1	Employee says that she works applying pesticides and therefore demands that the company provide a bathroom to take a shower before returning to her home.	x					The Agricultural area requested adaptations from the Infrastructure area, to better serve the workers and carried out DDS with the employees, to talk about the subject.	
3	21/1	User says that coordinator of the occupational health area coerces and threatens employees.	x					The area's management took the necessary measures and provided training to all employees in the department.	
4	29/1	A user says that two CQI employees in Tailândia are putting psychological pressure on seasonal employees in the area, and asks for measures to be taken. One of them was also in an affective relationship with an employee in the area and a geoprocessing employee, which would be impacting the working relationship of CQI employees.	x					The area's employees were trained by the area manager on Ethics, Conduct, Management and Strategic Planning.	

Legend of acronyms:

R/Q - Complaint

E - Compliment

S - Suggestion

Q - Question

O - Other

Color Code:

■ demand answered successfully

■ pending demand

■ demand overdue

FOLLOW UP OF STAKEHOLDER RECORDS

Alô Agropalma 2023

Communication with Stakeholders									Status
No.	Date	Subject Description	R/Q	E	S	Q	O	Comment / Actions Taken	
5	31/1	User requests a duplicate of the FGTS key.					x	The R&S area got in touch, and the user informed that the problem had already been solved.	
6	1/2	User suggests that the school bus route be changed in Palmares, encompassing other streets, not just the main one, especially in the rainy season.			x			The School, together with the Infrastructure area, made adjustments to the school bus routes, in order to facilitate the entry and exit of our students; as well as providing greater safety during the rainy season.	
7	2/2	Group of CQI employees praises the conduct/work of the area coordinator. Demand related to 4/23.		x				The area's employees were trained by the area manager on Ethics, Conduct, Management and Strategic Planning. In addition, every measure has been taken to ensure a healthy work environment.	
8	6/2	Employee says he was unfairly warned by Infra's coordination, under the allegation that he was refusing to carry out his activities. By not agreeing and not signing the warning document, even having evidence that invalidates such an attitude, the employee says he was threatened by one of the coordinators. He asks for measures.	x					Investigation and necessary negotiations were carried out.	

Legend of acronyms:

R/Q - Complaint

E - Compliment

S – Suggestion

Q - Question

O - Other

Color Code:

■ demand answered successfully

■ pending demand

■ demand overdue

FOLLOW UP OF STAKEHOLDER RECORDS

Alô Agropalma 2023

Communication with Stakeholders									Status
No.	Date	Subject Description	R/Q	E	S	Q	O	Comment / Actions Taken	
9	11/2	User says that COI assistants are overloaded because analysts are not carrying out their activities, and asks for measures.	x					We inform that the company, upon becoming aware of the reported information, analyzed the issues and promoted actions to clarify the noises with the laboratory's employees, as well as to mitigate any problems related to management. No function deviation was identified in the aforementioned area, as well as overload or lack of control in working hours management.	
10	13/2	Former employee gets in touch to praise the industrial manager, employee in the area and the company, for the opportunity for growth.		x				The Industrial Management was grateful for the compliment and will share the information with the employee who was also praised. The answer was given to the user's email.	
11	28/2	Employee complains about the conduct of utilities coordinator.	x					The company carried out DDS with the entire Utilities team, to address issues related to the Code of Conduct and ethics.	
12	2/3	Employee complains about the conduct of Parapalma's supervisor.	x					The same complaint was made directly to Audicon, which had already begun discussions with the Industrial Board. The aforementioned supervisor was warned and is being followed up by the area's coordination, who together with G&G developed a Leadership Development Plan, with specific conversations and training to the profile of the complainant.	

Legend of acronyms:

R/Q - Complaint

E - Compliment

S - Suggestion

Q - Question

O - Other

Color Code:

■ demand answered successfully

■ pending demand

■ demand overdue

FOLLOW UP OF STAKEHOLDER RECORDS

Alô Agropalma 2023

Communication with Stakeholders									Status
No.	Date	Subject Description	R/Q	E	S	Q	O	Comment / Actions Taken	
13	7/3	Representative of Gelateria Quatro Estações, from the city of Arcos-MG, requests technical sheet of the vegetable oil (AGP 300), for labeling its products.					x	An email was sent to the user, with the technical data about the product.	
14	9/3	Employee complains that the CPA bathroom is in need of maintenance, and sends photos to prove it.	x					All items were corrected until day 14/03.	
15	9/3	Employee complains about the lack of activities that provide leisure to employees. He says that even having a gym and a soccer field in the company, those activities would be prohibited by the director.	x					The People & Management area is resuming leisure activities, which were paralyzed due to the pandemic.	
16	14/3	Former employee requests contact to request submission of C ballot.					x	The contact of the employee responsible for sending the information was sent.	

Legend of acronyms:

R/Q - Complaint

E - Compliment

S - Suggestion

Q - Question

O - Other

Color Code:

■ demand answered successfully

■ pending demand

■ demand overdue



FOLLOW UP OF STAKEHOLDER RECORDS

Alô Agropalma 2023

Communication with Stakeholders									Status
No.	Date	Subject Description	R/Q	E	S	Q	O	Comment / Actions Taken	
17	31/3	Employee says that bus transportation service, provided by a third party, is bad and poses a risk to employees.	x					The buses that transport (ADM) to Tailândia/PA undergo periodic inspections at the company itself and at the Agropalma Vehicle Workshop, and are replaced when they eventually show problems. A survey was carried out on the vehicles, and it was found that they are in good working order and that they have mandatory equipment, such as a fire extinguisher, seat belts, tachograph, among others, in accordance with CONTRAN (National Traffic Council) standards. In addition, trips were made on the buses currently used, and no situations were found that would pose risks to employees.	

Legend of acronyms:

R/Q - Complaint

E - Compliment

S – Suggestion

Q - Question

O - Other

Color Code:

demand answered successfully

pending demand

demand overdue