MONINTORING OF ALÔ AGROPALMA RECORDS 2025								
Record ID	**Registration Date**	**Transcription Date**	**Deadline for Answer**	**Classification of Nature**	**Transcript Summary**	**Status**	**Answer Form**	**Closing Date (CD)**
year-sequential number ex. 2025-01	dd/mm/yyyy	dd/mm/yyyy	(dr + 21 days) dd/mm/yyyy	Low Moderate Sensitive	[text]	Opened and Forwarded In Progress Deadline Extended Appeal Closed	(Available on the website, on company bulletin boards, by email, DDSEH, and in communities)	dd/mm/yyyy
2025-01	16/01/2025	20/01/2025	06/02/2005	Moderate	A young apprentice on the electromechanical course complains about the condition of the bus that transports the team.	Closed	The answer to the user was given through by e-mail. The company investigated the situation and requested that the bus be replaced so that it could properly serve the apprentices.	30/01/2025
2025-02	24/01/2025	27/01/2025	14/02/2025	Moderate	A worker industrial area complains about new guidelines issued by his coordinator for changing PPE.	Closed	The answer to the user was given through by e-mail. The company gathered the information and adjusted the procedure to improve the process of exchanging PPE.	25/02/2025
2025-03	28/01/2025	28/01/2025	18/02/2025	Moderate	Employee at the Limeira unit complains about the conditions of workers' transport.	Closed	The answer to the user was given through by e-mail. The company is already taking the necessary steps to improve employee transportation.	19/02/2025

2025-04	28/01/2025	28/01/2025	18/02/2025	Moderate	Employee at the Thailand unit complains and requests reopening of clubs, sports and recreational activities.	Closed	The answer to the user was given through by e-mail. The company is considering the resumption of the club and leisure spaces for 2025.	12/03/2025
2025-05	30/01/2025	30/01/2025	20/02/2025	Sensitive	Young pollinator apprentice says apprentices are engaging in inappropriate activities and reports relationships between coworkers.	Closed	The answer to the user was given through by e-mail. After investigation, no evidence was found to support the report.	12/03/2025
2025-06	05/02/2025	07/02/2025	26/02/2025	Moderate	An industrial worker reports that some CQI Branch 7 second shift employees are not properly collecting process waste.	Closed	The answer to the user was given through by e-mail. The company has investigated the report and implemented an action plan to prevent recurrences of incidents like those reported.	27/02/2025
2025-07	07/02/2025	10/02/2025	03/03/2025	Moderate	Employee complains about the treatment of an outsourced Prime Plus driver.	Closed	The answer to the user was given through by e-mail. The driver was advised on the importance of maintaining a harmonious and respectful work environment.	12/03/2025
2025-08	07/02/2025	10/02/2025	03/02/2025	Moderate	Employees report a degree of kinship between the supervisor and the industrial operator, which would result in favouritism towards the operator.	Closed	The answer to the user was given through by e-mail. The company conducted an investigation and took appropriate measures.	24/03/2025

2025-09	10/02/2025	10/02/2025	03/03/2025	Moderate	A Limeira employee complains about the behaviour of the unit's gatekeepers.	Closed	The answer to the user was given through by e-mail. The procedures adopted at the entrances are in accordance with the company's access control standards.	24/03/2025
2025-10	10/02/2025	10/02/2025	03/03/2025	Moderate	A Limeira enployee complains about the way the driver who transports workers and the route he takes.	Closed	The answer to the user was given through by e-mail. The company has conducted an investigation and will take the necessary measures to provide safe transportation for its employees.	03/04/2025
2025-11	12/02/2025	14/02/2025	05/03/2025	Sensitive	The user forwards the court decision and requests information on the existence the amounts to be paid in favour of the Prime Plus company.	Closed	The answer to the user was given through by e-mail. As this a legal matter, the Legal area will be the one to give final feedback to the user, but arrangements are already being made.	14/02/2025
2025-12	13/02/2025	14/02/2025	06/03/2025	Sensitive	Employee reports transport of wild animals on buses carrying employees.	Closed	The answer to the user was given through by e-mail. The company conducted an investigation and found no evidence to substantiate the reported incident.	28/03/2025
2025-13	17/02/2025	18/02/2025	10/03/2025	Low	The Boa Esperança school asking for donations.	Closed	The answer to the user was given through by e-mail. The company will partially fulfill the donation request.	21/03/2025

2025-14	17/02/2025	18/02/2025	10/03/2025	Moderate	Agrícola worker complains about care at medical clinic.	Closed	The answer to the user was given through by e-mail. The company held a meeting with the team to improve service and prevent complaints.	18/02/2025
2025-15	26/02/2025	27/02/2025	19/03/2025	Moderate	A procurement department employee reports supplier misconduct.	Closed	The answer to the user was given in person and by email. There was a misunderstanding, and it was addressed with the involved parties.	05/03/2025
2025-16	05/03/2025	05/03/2025	26/03/2025	Sensitive	The user reports that the buyer commits fraud to benefit another company.	Deadline Extended	The answer to the user was given through by e-mail. The company conducted an investigation and found no evidence to substantiate the reported incident.	17/04/2025
2025-17	02/04/2025	03/04/2025	23/04/2025	Low	A representative from the company Hurb requests a donation of samples of organic waste.	Closed	The answer to the user was given in person and by email. The company made the donation of the requested organic waste.	04/04/2025

2025-18	09/04/2025	10/04/2025	30/04/2025	Sensitive	A contracted employee reports that the supervisor responsible for the third-party team is prohibiting the communication of workplace accidents at Parapalma and Agropar industries.	In Progress		