

MONITORING 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 employee 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
2025-16	05/03/2025	05/03/2025	26/03/2025	Sensivel	User reports that a buyer commits fraud to benefit another company.	Closed	The answer to the user was given in person and by email. The company conducted an investigation and found no evidence to support the reported fact.	17/04/2025

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.	Closed	The answer to the user was given in person and by email. The company conducted an investigation and found no evidence to support the reported fact.	01/05/2025
2025-19	22/04/2025	23/04/2025	13/05/2025	Sensitive	An employee of the Agricultural Department reports misconduct by colleagues and a supervisor, which endangers the safety of the employees.	Closed	The answer to the user was given in person and by email. Following due investigation, no facts or evidence supporting the claim have been identified at this time. Nevertheless, the appropriate measures have already been taken.	24/06/2025
2025-20	23/04/2025	24/04/2025	14/05/2025	Moderate	Industrial department employee complains about misconduct by the safety technician.	Closed	Response sent by email. Internal measures were taken, and guidance on the use of the medical clinic was reinforced to the employee.	02/07/2025
2025-21	23/04/2025	24/04/2025	14/05/2025	Sensitive	Employee criticizes management and conduct of the manager in her department.	Closed	The answer to the user was given in person and by email. The company conducted an investigation and found no evidence to support the reported facts.	15/05/2025

2025-22	28/04/2025	29/04/2025	30/04/2025	Low	Grupo Rural Mais Mulheres requests financial support from Agropalma to hold an event on May 1st.	Opened and Forwarded	The answer to the user was given in person and by email. The company contacted the representative of Grupo Rural Mais, but did not receive a response.	30/04/2025
2025-23	29/04/2025	29/04/2025	20/05/2025	Moderate	Employee complains about the conduct of colleagues inside the ADM bus from Mojú.	Opened and Forwarded		
2025-24	29/04/2025	29/04/2025	20/05/2025	Moderate	Industrial employee complains about supervisor's conduct..	Opened and Forwarded		
2025-25	29/04/2025	30/04/2025	20/05/2025	Low	Francisco Portilho School, from Tomé-Açu, requests support for holding an event.	Closed	The answer to the user was given through by e-mail. Due to a lack of sufficient time, the company was unable to fulfill the request.	09/05/2025

2025-26	08/05/2025	09/05/2025	29/05/2025	Low	Francisco Portilho School, from Tomé-Açu, requests support for holding an event.	Closed	Response given in person to the school representatives, along with the delivery of toys to the school children.	06/05/2025
2025-27	12/05/2025	15/05/2025	02/06/2025	Moderate	Warehouse employee reports coworker's behavior.	Closed	The answer to the user was given through by e-mail. The People and Management department analyzed the matter and took the appropriate measures regarding the case.	24/06/2025
2025-28	12/05/2025	15/05/2025	02/06/2025	Moderate	Student from Agropalma School reports situation experienced at the school and requests an investigation.	Opened and Forwarded		



2025-29	20/05/2025	21/05/2025	10/06/2025	Moderate	Employee complains about the conditions of the ADM 3 bus from Mojú.	Opened and Forwarded		
2025-30	20/05/2025	21/05/2025	10/06/2025	Moderate	Employee complains about the conditions of the ADM 3 bus from Mojú.	Opened and Forwarded		
2025-31	23/05/2025	23/05/2025	13/06/2025	Sensitive	Employee reports constructive dismissal.	Closed	The answer to the user was given in person and by email. The case is currently pending before the Labor Court and is being addressed through legal proceedings in coordination with Agropalma's legal counsel.	24/06/2025

2025-32	26/05/2025	28/05/2025	16/06/2025	Sensitive	An employee from the Agricultural department says that an employee from the area may be leaking confidential information about the company.	Opened and Forwarded		
2025-33	02/06/2025	03/06/2025	23/06/2025	Moderate	Employee complains about the way processes are being handled by the Purchasing department.	Opened and Forwarded		
2025-34	02/06/2025	02/06/2025	23/06/2025	Low	The Urucuré village community requests a donation of a water tank.	Opened and Forwarded		
2025-35	03/06/2025	04/06/2025	24/06/2025	Moderate	Employee reports that Crai village will be dark, with few lights working, and requests action.	Closed	The responsibility for maintaining the lighting on the company's traffic roads lies with the Tailândia City Hall. The request for lamp replacement has already been made by the Infrastructure department and is expected to be fulfilled within 45 days.	05/06/2025

2025-36	03/06/2025	06/06/2025	24/06/2025	Low	The Urucuré village school requests a partnership to offer courses and lectures.	Closed	Response given in person. The requested lecture was held at the school. The implementation of courses is being considered for the second semester of this year.	04/06/2025
2025-37	05/05/2026	05/05/2026	26/06/2025	Moderate	Employee reports a shortage of administrative uniforms in size S.	Closed	The answer to the user was given in person and by email. The appropriate actions have been taken, and the uniform inventory has been updated.	24/06/2025
2025-38	06/06/2025	10/06/2025	27/06/2025	Moderate	An employee residing in Moju suggests changes to the shift bus routes that transport employees from the Base and Parapalma.	Closed	The answer to the user was given in person and by email. After analyzing the situation and considering the impact on the group, it will not be possible to accept the proposed request at this time. The transportation department will continue to evaluate viable alternatives to optimize commuting and minimize any dissatisfaction.	24/06/2025
2025-39	12/06/2025	13/06/2025	03/07/2025	Moderate	Attorney submits court ruling for enforcement of employee's child support obligations.	Closed	The answer to the user was given in person and by email. The company will proceed with the transfer of the alimony in accordance with the court order.	19/06/2025

2025-40	14/06/2025	17/06/2025	05/07/2025	Moderate	The employee complains about the performance of the IT and Procurement teams and managers.	Opened and Forwarded		
2025-41	17/06/2025	18/06/2025	08/07/2025	Moderate	An employee from the Seedling Laboratory in Belém complains about rules internally established by the department's management.	Closed	Response provided through a meeting with the team from the Seedling Laboratory and via email. The company conducted an investigation and took appropriate measures to address communication issues.	18/06/2025
2025-42	17/06/2025	18/06/2025	08/07/2025	Low	Residents of the Mancha Negra Community are requesting maintenance of the roads that provide access to the community.	Opened and Forwarded		
2025-43	20/06/2025	23/06/2025	11/07/2025	Sensitive	A resident of Barcarena reports an alleged scheme of illicit favoritism carried out by a staff member from the Purchasing Department.	Closed	Response sent by email. After internal review, no irregularities were found in the mentioned processes.	04/07/2025
2025-44	25/06/2025	25/06/2025	16/07/2025	Sensitive	An employee from the G&G department reports a situation that employees might be facing.	Opened and Forwarded		
2025-45	27/06/2025	27/06/2025	18/07/2025	Sensitive	An employee from branch 8 reports having been the victim of alleged physical violence by a coworker inside the break room.	Opened and Forwarded		

2025-46	27/06/2025	27/06/2025	18/07/2025	Moderate	A former employee says she is still waiting for the termination papers that were scheduled to be signed on the 19th.	Closed	Response sent via email. Termination documents were resent after correcting the email address, and all questions were clarified.	02/07/2025
2025-47	30/06/2025	30/06/2025	21/07/2025	Low	ADM III route employees report recurring use of buses in poor condition, requesting a fixed vehicle and driver for the route.	Opened and Forwarded		
2025-48	30/06/2025	30/06/2025	21/07/2025	Low	Former employee requests employment documents from the period worked at the company for retirement purposes.	Closed	Response sent by email. The requested employee registration form was forwarded to the channel user.	03/07/2025
2025-49	30/06/2025	02/07/2025	21/07/2025	Low	A representative from the Vila Gonçalves Association, through the Somar Program, requests sports and leisure materials, including full uniforms and soccer balls.	Opened and Forwarded		