

**MONITORING OF ALÔ AGROPALMA RECORDS**

| Record ID                             | Registration Date | Transcription Date | Deadline for Answer       | Classification of Nature         | Transcript Summary  | Status  | Answer Form  | Closing Date (CD) |
|---------------------------------------|-------------------|--------------------|---------------------------|----------------------------------|---|---|--|-------------------|
| year-sequential number<br>ex. 2024-01 | dd/mm/yyyy        | dd/mm/yyyy         | (dr + 21 days) dd/mm/yyyy | Low<br><br>Moderate<br>Sensitive | [text]  | Opened and Forwarded<br><br>In Progress<br>Appeal<br>Closed | (Available on the website, on company bulletin boards, by email, DDSEH, and in communities)                              | dd/mm/yyyy        |
| 2024-01                               | 05/01/2024        | 08/01/2024         | 26/01/2024                | Moderate                         | Attorney forwards court decision on alimony owed by employee.   | Closed  | The answer to the user was given through by email. The pension will be deducted, according the sentence.                 | 29/01/2024        |
| 2024-02                               | 14/01/2024        | 16/01/2024         | 04/02/2024                | Sensitive                        | An employee of the 7A agricultural team reports several instances of misconduct within the work team. | Closed  | The answer to the user was given through by email. A thorough investigation carried out and action was taken.            | 08/04/2024        |
| 2024-03                               | 15/01/2024        | 17/01/2024         | 05/02/2024                | Sensitive                        | Employee reports misconduct by Belém monitoring staff.  | Closed  | The answer to the user was given through by call. An investigation was conducted, but no evidence wasn't found to prove. | 14/02/2024        |

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| 2024-04 | 16/01/2024 | 17/01/2024 | 06/02/2024 | Moderate  | The representative of the company Hitoku and Kimura, gets in touch to complain about "Fertirrigation" employee. | Closed | Answer given personally to the manufacturer. At that time, all information related to the complaint was provided.                  | 23/01/2024 |
| 2024-05 | 17/01/2024 | 17/01/2024 | 07/02/2024 | Moderate  | Employee complains about Prime's buses, claiming they are in terrible condition.                                | Closed | The answer to the user was given through by email, with explanations of the measures taken by the company to prevent a recurrence. | 18/04/2024 |
| 2024-06 | 19/01/2024 | 19/01/2024 | 09/02/2024 | Moderate  | Employee complains of misconduct by IOC staff at a meeting.   | Closed | Response given personally. Training was provided to involved in the complaint, for prevent recurrence.                             | 23/02/2024 |
| 2024-07 | 19/01/2024 | 22/01/2024 | 09/02/2024 | Sensitive | Employee reports misconduct by Belém monitoring employees.  | Closed | The answer to the user was given through by call. An investigation was conducted, but no evidence wasn't found to prove.           | 14/02/2024 |
| 2024-08 | 29/01/2024 | 30/01/2024 | 19/02/2024 | Moderate  | Crude oil tanker worker in Belém, reports misconduct by FCU (Fat Conditioning Unit) employee.                   | Closed | Answer given in meeting with employees in the area. An investigation and negotiations were carried out.                            | 22/04/2024 |

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| 2024-09  | 29/01/2024 | 30/01/2024 | 19/02/2024 | Moderate  | Employee from Tailândia complains about the Prime company bus.  | Closed | The answer to the user was given through by email. The employee was informed of the administrative measures taken against the outsourced company to prevent a recurrence. | 16/04/2024 |
| 2024-10  | 30/01/2024 | 30/01/2024 | 20/02/2024 | Moderate  | Crude oil operator complains to FCU Belém employees, who was threatened with dismissal.                 | Closed | Answer given in meeting with employees in the area. An investigation and negotiations were carried out.   | 22/04/2024 |
| 2024- 11 | 31/01/2024 | 01/02/2024 | 21/02/2024 | Moderate  | Employee complains about spoiled dessert offered, which would have made employees feel uncomfortable.   | Closed | The answer to the user was given through by email. Investigations have been conducted and steps have been taken to prevent this.  | 19/02/2024 |
| 2024- 12 | 05/02/2024 | 08/02/2024 | 26/02/2024 | Sensitive | A employee of FCU (Fat Conditioning Unit) Belém, reports occurrence of function desviation in the area. | Closed | Answer given in meeting with employees in the area. An investigation and negotiations were carried out.   | 22/04/2024 |
| 2024- 13 | 05/02/2024 | 08/02/2024 | 26/02/2024 | Low       | Boa Esperança School is asking for donations of snacks for a event.                                     | Closed | The answer to the user was given through by email. We are developing a donation policy, but until the documentation is approved, donations are suspended.                 | 01/0324    |

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| 2024- 14 | 08/02/2024 | 08/02/2024 | 19/02/2024 | Sensitive | Team 3A employee reports buying drinks on way home. Bus number 16, from Transport Bezerra.                               | Closed | The answer to the user was given through by phone and WhatsApp. An investigation was conducted, but no evidence of what happened. The complainant himself has not provided any evidence to support his account.         | 17/02/2024 |
| 2024- 15 | 09/02/2024 | 14/02/2024 | 01/03/2024 | Low       | BHU (Basic Health Unit) Boa Esperança request TV donation  | Closed | The answer to the user was given through by email. We are developing a donation policy, but until the documentation is approved, donations are suspended.   | 01/03/2024 |
| 2024- 16 | 11/02/2024 | 14/02/2024 | 03/03/2024 | Low       | Former employee wants contact P&M (People and Management) to discuss termination.  | Closed | The answer to the user was given through by WhatsApp. The former collaborator wanted information about unemployment insurance and had his doubts cleared up.  | 16/02/2024 |
| 2024- 17 | 19/02/2024 | 19/02/2024 | 11/03/2024 | Sensitive | User says that P&M employee is harassing, prejudicing and discriminating against PWD (person with disability) employees. | Closed | The answer to the user was given through by email. An investigation was conducted with other members of the team, and it was determined that the employee named in the complaint didn't engage in the reported conduct. | 10/04/2024 |

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| 2024- 18 | 19/02/2024 | 19/02/2024 | 11/03/2024 | Sensitive | Employee reported industrial supervisor of abusing power and omission information for employees.           | Closed | The answer to the user was given through by email. The information was reviewed and was determined that there was no abuse of power or omission of information. The supervisor's decisions were well aligned with Industrial and Transportation Management. | 26/02/2024 |
| 2024- 19 | 22/02/2024 | 22/02/2024 | 14/03/2024 | Sensitive | A user says that an employee the training department influenced her own sister to be hired by the company. | Closed | The answer to the user was given through by email. Following an internal investigation, we take appropriate action to correct any errors identified. We reaffirm our commitment to transparency and compliance with internal policies.                      | 08/04/2024 |
| 2024- 20 | 22/02/2024 | 22/02/2024 | 14/03/2024 | Moderate  | An employee at Branch 7 complains about the menu and the time of the supper is served.                     | Closed | The answer given through notice boards at Branch 7 (Agropalma and Parapalma Industries). A survey was carried out and most of the complaints weren't found.   | 22/03/2024 |
| 2024- 21 | 23/02/2024 | 26/02/2024 | 15/03/2024 | Sensitive | A User says he wants to file a report and asks the company to call him back.                               | Closed | The answer to the user was given through by call on phone. The company personally heard from the user, and conducted a investigation into the reported fact.  | 10/05/2024 |

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| 2024- 22 | 24/02/2024 | 26/02/2024 | 16/03/2024 | Low       | The representative of Arquivar requests the minutes of the meeting held on 2/22, in Gonçalves Village.  | Closed | The answer to the user was given through by email. Informations about the meeting was shared with the user.                               | 14/03/2024 |
| 2024-23  | 29/02/2024 | 01/03/2024 | 21/03/2024 | Sensitive | A truck driver complained about the procedure for loading trucks with Agropalma products. He reported about the delay in the process and the retreat his cell phone, as well as the treatment he received from the employees. | Closed | The answer to the user was given through by email, with explanation of what happened and any errors made by the driver.                   | 20/03/2024 |
| 2024-24  | 02/03/2024 | 05/03/2024 | 23/03/2024 | Moderate  | An employee who lives near the São Marcos branche complained about a change in the bus route.   | Closed | The answer to the user was given through by call. The company reached out, listened to the user, and provided clarification on the issue. | 17/04/2024 |
| 2024-25  | 04/03/2024 | 05/03/2024 | 25/03/2024 | Sensitive | A resident of the Sempre Alegre community expresses concerns about environmental issues.  | Closed | The answer to the user was given through by email. We provide clarifications on the issues raised by the User.                            | 14/03/2024 |

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| 2024-26 | 06/03/2024 | 07/03/2024 | 27/03/2024 | Sensitive | A former employee of Limeira Quality Control (QC) reports reports having suffered moral harassment  | Closed | The answer to the user was given through by email. The company conducted an investigation and not found evidence to support the allegation.  | 22/04/2024 |
| 2024-27 | 06/03/2024 | 07/03/2024 | 27/03/2024 | Sensitive | Employee wonders why the dinner menu at Branch 07 is not the same that offered at the central cafeteria.  | Closed | Answer given on the notice boards of Branch 7 (Agropalma and Parapalma Industries). The cafeteria management team ensures that the menu is strictly followed in all units, including Branch 07. However, there may be minor variations due to logistical issues. | 25/04/2024 |
| 2024-28 | 08/03/2024 | 11/03/2024 | 29/03/2024 | low       | The employee praises the RSPO and Alô Agropalma training, and suggests that the company include libras languagem in the videos, to improve communication with some employees. | Closed | The answer to the user was given through by email. The company appreciated the suggestion and is working with the Gender, Diversity & Inclusion Committee to assess the feasibility of the request.  | 29/04/2024 |

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| 2024-29 | 12/03/2024 | 12/03/2024 | 02/04/2024 | Moderate  | Employee complains about the service and lack of empathy of the People & Management (P&M) team towards new employees, especially those from Agricultural. | Closed | The answer to the user was given through by email. The information provided wasn't verified, but the team was coached on the importance of good service, empathy with colleagues, effective communication, and reasonable response times. | 08/04/2024 |
| 2024-30 | 19/03/2024 | 19/03/2024 | 09/04/2024 | Sensitive | CPA (Palmares Company Industry) Employee isconduct by co-worker in a situation related to Personnel Transportation.                                       | Closed | The answer to the user was given through by email. We conducted a thorough investigation and is taking every step to mitigate all of the issues raised by the employee.   | 17/04/2024 |
| 2024-31 | 22/03/2024 | 25/03/2024 | 12/04/2024 | Sensitive | CPA employee reports discomfort caused by two other employees in a power struggle.  | Closed | The answer to the user was given through by email. We conducted a thorough investigation and is taking every step to mitigate all of the issues raised by the employee.   | 17/04/2024 |



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| 2024-32 | 26/03/2024 | 26/03/2024 | 16/03/2024 | Moderate  | An employee of the Belém unit complains about the misconduct of a Limpcar employee. | Closed | The answer to the user was given through by email. The company took all measures with the outsourced company.  | 09/05/2024 |
| 2024-33 | 02/04/2024 | 02/04/2024 | 23/04/2024 | Sensitive | User expresses dissatisfaction with Nutrition employee and alleges misconduct.      | Closed | The answer to the user was given through by email. Following an internal investigation, conducted with the utmost discretion to protect the privacy of all involved, we want to inform you that steps are being taken to address the issues raised in your report. | 08/04/2024 |
| 2024-34 | 02/04/2024 | 03/04/2024 | 23/04/2024 | Moderate  | Employee wonders why outpatient physician did not accept certificate from dentist   | Closed | The answer to the user was given through by email, for clarification of the denial.  | 08/04/2024 |
| 2024-35 | 02/04/2024 | 02/04/2024 | 23/04/2024 | Low       | Outsourced truck driver questions why SegurPro employees request rides every day.   | Closed | The answer to the user was given through by email with clarifications about the question.  | 08/04/2024 |

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| 2024-36 | 04/04/2024 | 04/04/2024 | 25/04/2024 | Moderate  | An employee from Belém complains about P&M delay in providing him, with the health insurance benefit requested on 02/14.   | Closed | The answer to the user was given through by email. The employee and his dependents were included in the benefit as requested.  | 08/04/2024 |
| 2024-37 | 05/04/2024 | 08/04/2024 | 26/04/2024 | Sensitive | Residents of the Semper Alegre community say there have been no improvements related to the environmental issues reported in the 2024-25 request.                | Closed | The answer to the user was given through by email. Although the company wasn't responsible for the reported actions, it made improvements in the site, because it understood the importance of the river to the community. | 08/08/2024 |
| 2024-38 | 04/04/2024 | 04/04/2024 | 25/04/2024 | Moderate  | User reports that he received Bauducco product offered in refectory in a condition unfit for consumption.  | Closed | The answer to the user was given through by call. The company conducted a detailed investigation of the reported incident and took immediate action to prevent a recurrence.   | 22/04/2024 |
| 2024-39 | 10/04/2024 | 10/04/2024 | 01/05/2024 | Sensitive | User contests the answer given in demand 2024/17 about discrimination and prejudice supposedly practiced by a P&M employee against PWD (person with disability). | Closed | The answer to the user was given through by e-mail. The company expressed appreciation for the feedback, and clarified the company's care and work with women returning from maternity leave.                              | 08/05/2024 |

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| 2024-40 | 11/04/2024 | 15/04/2024 | 02/05/2024 | Low      | The employee praises the welcome she received after returning from maternity leave, and thanks for working in a company like Agropalma. | Closed | The answer to the user was given through by e-mail. The company appreciation the feedback and clarified the company's care and work with women returning from maternity leave.          | 22/04/2024 |
| 2024-41 | 12/04/2024 | 16/04/2024 | 04/05/2024 | Low      | Employee praises industrial employee, and company initiative to create Gender, Diversity & Inclusion Committee.                         | Closed | The answer to the user was given through by e-mail, clarifying points about the performance of the Gender, Diversity & Inclusion Committee highlighted by employee.                     | 07/05/2024 |
| 2024-42 | 19/04/2024 | 23/04/2024 | 10/05/2024 | Moderate | A employee in Limeira reports that he has applied for health insurance, but has not yet received a reply.                               | Closed | The answer to the user was given through by WhatsApp. The employee was added to the plan. The delay occurred due to lack of documentation.  | 10/05/2024 |
| 2024-43 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | Employee requests better salary for tractor and skid steer operator.  | Closed | The answer to the user was given through by e-mail. The company conducted a review in the reported situations and no found violations of collective agreements, laws or internal rules. | 05/06/2024 |

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| 2024-44 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | Employee requests better working conditions and salary increase for tractor operators.  | Closed | The answer to the user was given through by e-mail. A empresa revisou todas as situações denunciadas e não encontrou violações de acordos coletivos, leis ou normas internas.                     | 05/06/2024 |
| 2024-45 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | Employee requests better salary for tractor operator and better working conditions.   | Closed | The answer to the user was given through by e-mail. The company conducted a review in the reported situations and no found violations of collective agreements, laws or internal rules.           | 05/06/2024 |
| 2024-46 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | Employee requests salary adjustment for tractor driver and more recognition for the category.   | Closed | The answer to the user was given through by e-mail. The company investigated all reported situations and found no violations of collective agreements, legislation or internal rules.             | 06/06/2024 |
| 2024-47 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | The worker operates a tractor in the industrial area demands an increase in salary and income per production, just like the workers in other areas. | Closed | The answer to the user was given through by e-mail. The company carried out a survey of all reported situations, and not find any breach of collective agreements, legislation or internal rules. | 06/06/2024 |

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| 2024-48 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | Employee requests salary increase for tractor drivers.                 | Closed | The answer to the user was given through by e-mail. The company carried out a survey of all reported situations, and not find any breach of collective agreements, legislation or internal rules. | 06/06/2024 |
| 2024-49 | 22/04/2024 | 23/04/2024 | 13/05/2024 | Moderate | Workers demand better pay and working conditions for tractor drivers.  | Closed | The answer to the user was given through by e-mail. The company carried out a survey of all reported situations, and not find any breach of collective agreements, legislation or internal rules. | 06/06/2024 |
| 2024-50 | 22/04/2024 | 23/04/2024 | 13/04/2024 | Moderate | Employee requests wage increase for tractor and mini-loader operators. | Closed | The answer to the user was given through by e-mail. The company carried out a survey of all reported situations, and not find any breach of collective agreements, legislation or internal rules. | 06/06/2024 |

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| 2024-51 | 23/04/2024 | 23/04/2024 | 14/05/2024 | Moderate | Employee requests hiring of industrial tractor driver and salary increase.           | Closed | The answer to the user was given through by e-mail. The company carried out a survey of all reported situations, and not find any breach of collective agreements, legislation or internal rules.                         | 06/06/2024 |
| 2024-52 | 23/04/2024 | 24/02/2024 | 14/05/2024 | Moderate | Employee reports on the work situation of tractor drivers in the industry.           | Closed | The answer to the user was given through by e-mail. The company carried out a survey of all reported situations, and not find any breach of collective agreements, legislation or internal rules.                         | 06/06/2024 |
| 2024-53 | 24/04/2024 | 24/04/2024 | 14/05/2024 | Moderate | Former employee requests termination of employment.                                  | Closed | The answer to the user was given through by e-mail, with evidence there no outstanding issues that need to be addressed by company.   | 20/05/2024 |
| 2024-54 | 24/04/2024 | 24/04/2024 | 14/05/2024 | Moderate | Employee from Belém reports embarrassment caused by a co-worker and asks for action. | Closed | Answer given personally. An investigation was conducted and the facts reported were verified. All administrative measures have been taken to prevent recurrence, including training and monitoring the reported employee. | 01/05/2024 |

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| 2024-55 | 25/04/2024 | 25/04/2024 | 16/05/2024 | Moderate  | Employee says there's a lack of communication to formalize the PAM in the Belém unit.          | Closed | The answer to the user was given through by e-mail. There was a meeting with the CRA Workers Committee on the matter. The company agreed and the union to pay 50% of the amount as the target was not met.          | 14/05/2024 |
| 2024-56 | 28/04/2024 | 29/04/2024 | 19/05/2024 | Sensitive | PWD (Person With Disability) employee says being harassed and asks the company to contact him. | Closed | The answer to the user was given through by WhatsApp Messenger. A investigation was conducted and not found evidence to support the former employee's.  | 26/07/2024 |
| 2024-57 | 29/04/2024 | 01/05/2024 | 20/05/2024 | Moderate  | Employee at branch 8 complains about the way promotions are made.                              | Closed | The answer to the user was given through by e-mail. The company found't evidence to support employee's allegations, and provided clarification regarding promotions and participation in internal hiring processes. | 06/08/2024 |

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| 2024-58 | 30/04/2024 | 02/05/2024 | 21/05/2024 | Low      | Limeira employee informs the unit is without birthday gifts.  | Closed | The answer to the user was given through by e-mail. The company is reviewing and strengthening internal procedures to ensure that all employees receive the gifts appropriately and on time.  | 06/08/2024 |
| 2024-59 | 02/05/2024 | 02/05/2024 | 23/05/2024 | Moderate | P&M employee demands equal pay for analysts.  | Closed | The answer to the user was given through by e-mail, with guidances on analyst compensation and compliance with applicable employment laws.  | 07/05/2024 |
| 2024-60 | 02/05/2024 | 07/05/2024 | 23/05/2024 | Moderate | Employee complains that QC employee who starts work at 11 p.m, uses break room from 7 p.m. to 11 p.m.   | Closed | The answer to the user was given through by e-mail. The company investigated and discovered that the employee in question arrived at the company well before her working day, which started at 11 pm. It was therefore necessary to liaise with the employee's manager to promote changes to resolve the problem. | 23/09/2024 |
| 2024-61 | 03/05/2024 | 07/05/2024 | 24/05/2024 | Moderate | Industrial employee complain that inspectors would be prevented workers from resting in the break room. | Closed | The answer to the user was given through by e-mail. The company met with industrial area managers to adjust break room hours.   | 21/08/2024 |



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| 2024-62 | 05/05/2024 | 07/05/2024 | 26/05/2024 | Sensitive | Former field worker denounces field inspector and says there is a scheme to gain greater production gains. | Closed | The answer to the user was given through by e-mail. The Company conducted a investigation, and confirmed the veracity the facts, took appropriate measures to prevent a recurrence of this situation.      | 11/06/2024 |
| 2024-63 | 05/05/2024 | 07/05/2024 | 26/05/2024 | Low       | Employee complains that a former employee making a course offered by the company.                          | Closed | The answer to the user was given through by e-mail. The Company discontinued the former employee's enrollment and reviewed the terminations communication, including the Development & Culture department. | 19/08/2024 |
| 2024-64 | 06/05/2024 | 07/05/2024 | 27/05/2024 | Sensitive | Employee accuses manager of moral harassment.  | Closed | The answer to the user was given through by e-mail. The Company has conducted a rigorous investigation and taken appropriate action.   | 23/09/2024 |

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| 2024-65 | 09/05/2024 | 09/05/2024 | 30/05/2024 | Moderate | A employee complains about the manager's lack of commitment to sharing information about available internal opportunities. He feels slighted.                                      | Closed | The answer to the user was given through by e-mail. The company is reviewing the internal communication model, to make it more comprehensive and accessible to all. We will reinforce, through internal campaigns, other measures relating to the responsibility of managers to ensure that all members of teams are aware of internal recruitment opportunities. | 27/09/2024 |
| 2024-66 | 14/05/2024 | 15/05/2024 | 04/06/2024 | Low      | A employee in class AP01, from department 02, branch 07, praises her supervisor's performance.   | Closed | The answer to the user was given through by e-mail. The company appreciates the feedback and will be evaluate employee's suggestion.  | 06/08/2024 |
| 2024-67 | 14/05/2024 | 15/05/2024 | 04/06/2024 | Moderate | The former employee says that was unable to sign a severance agreement with the company, and that he has tried contact through various channels but has never received a response. | Closed | The answer to the user was given through by e-mail and WhatsApp Messenger. At the time of dismissal, the employee didn't return to sign the documents. The company contacted the former employee but received no response.  | 01/10/2024 |

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| 2024-68 | 15/05/2024 | 17/05/2024 | 05/06/2024 | Moderate  | A employee complains about the change in the bus schedule that drops off employees in Palmares District.           | Closed | The answer to the user was given through by e-mail and WhatsApp Messenger. The route and clarification of what happened was communicated to the employee.   | 27/05/2024 |
| 2024-69 | 05/06/2024 | 06/06/2024 | 26/06/2024 | Sensitive | A industrial employee reports the another employee was getting involved emotionally or harassing other co-workers. | Closed | The answer to the user was given through by e-mail. A investigation was conducted and no evidence was found to substantiate the complaint; however, the company provided the reported employee about the Conduct and Professional Development Manual. | 26/07/2024 |
| 2024-70 | 26/06/2024 | 26/06/2024 | 17/07/2024 | Moderate  | Worker complains about conditions of the ADM 01 bus, which transports workers from Thailand.                       | Closed | Response given personally to employee. The bus has been replaced.   | 20/08/2024 |
| 2024-71 | 29/06/2024 | 01/07/2024 | 20/07/2024 | Sensitive | A outsourced employee reports moral harassment committed by outsourced manager.                                    | Closed | The answer to the user was given through by e-mail. The company conducted an investigation and no found of harassment, but the outsourced company's management took appropriate action to treat the situation.  | 23/09/2024 |

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| 2024-72 | 01/07/2024 | 02/07/2024 | 22/07/2024 | Moderate | User of outsourced company claims that he was mistreated in the company's premises, and he will adjust the shipping cost of the service, since he will have to hire another company to perform the service. | Closed | The answer to the user was given through by e-mail. The company spoke to and reoriented the employee.  | 27/09/2024 |
| 2024-73 | 03/07/2024 | 03/07/2024 | 24/07/2024 | Low      | A user expresses about the blocking websites that he or she considers essential to his or her work, and asks the company for justification or even solutions.   | Closed | The answer to the user was given through by e-mail. The company has blocked websites for cyber security reasons, but has solutions (certified software) for areas that request them. | 09/10/2024 |
| 2024-74 | 09/07/2024 | 09/07/2024 | 30/07/2024 | Moderate | User expresses outrage at not being able to negotiate his release   | Closed | Response given personally to employee. All issues related to matter have been resolved, and dealt with in accordance with labor law.   | 21/08/2024 |
| 2024-75 | 17/07/2024 | 22/07/2024 | 07/08/2024 | Moderate | Employee says the priority seating for pregnant women, people with disabilities and the elderly is not respected.   | Closed | The answer to the user was given through by e-mail. The company evaluates the implementation of awareness campaigns on the topic.  | 27/09/2024 |

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| 2024-76 | 23/07/2024 | 24/07/2024 | 13/08/2024 | Low      | The leader of the Calmaria II community request financial support to organize event.  | Closed | The answer to the user was given through by call and e-mail. Since the association doesn't have bank account, the donation wasn't possible.   | 05/08/2024 |
| 2024-77 | 23/07/2024 | 24/07/2024 | 13/08/2024 | Moderate | An employee of an outsourced company says that she has receiving late wages every month, since the beginning of the contract. | Closed | The answer to the user was given through by e-mail. The company has requested that payments to the workers be regularised and will continue to monitor the situation closely to ensure that the rights of outsourced workers are respected. | 23/09/2024 |
| 2024-78 | 24/07/2024 | 25/07/2024 | 14/08/2024 | Moderate | Employee reports diversion of chemical materials.   | Closed | The answer to the user was given through by e-mail. The company conducted an investigation, but didn't obtain evidence to substantiate the report, but advised the department to strengthen its controls.                                   | 09/08/2024 |
| 2024-79 | 24/07/2024 | 29/07/2024 | 14/08/2024 | Low      | Sponsorship request for Expotai 2024.   | Closed | The answer to the user was given through by e-mail. The company will sponsor the event.   | 20/08/2024 |

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| 2024-80 | 07/08/2024 | 08/08/2024 | 28/08/2024 | Sensitive | Employee reports that female industry workers are being harassed by supervisors.   | Closed | The answer to the user was given through by e-mail. The company conducted an investigation but was unable to gather evidence on the matter. However, the employee was provided with counselling and the company will strengthen its counselling measures in this area. | 03/10/2024 |
| 2024-81 | 09/08/2024 | 12/08/2024 | 30/08/2024 | Low       | Boa Esperança School requests daily payment for using equipment for cleaning the grounds and donation of sand to build a sand court. | Closed | The answer to the user was given through by e-mail. The company can give the school a certain amount of money to carry out the necessary services and works if the school has a current account linked to its CNPJ.  | 11/10/2024 |
| 2024-82 | 09/08/2024 | 15/08/2024 | 30/08/2024 | Moderate  | Agricultural employee complains about late delivery of PPE.  | Closed | The answer to the user was given through by e-mail. The company carried out an on-site survey and certified compliance with all safety-related standards, including the correct supply of PPE.   | 16/10/2024 |
| 2024-83 | 02/09/2024 | 03/09/2024 | 24/09/2024 | Low       | Santa Clara School requests information and permission to cite and use our logo in the September 7th parade.                         | Closed | The answer to the user was given through by e-mail. The company shared information, responded the request for donate oil samples, and authorized the use of brand in the September 7 parade, understanding the importance of its work in the community.                | 06/09/2024 |

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| 2024-84 | 04/09/2024 | 04/09/2024 | 25/09/2024 | Sensitive | An industrial worker says he is being harassed and slandered by a co-worker.   | Closed | The answer to the user was given through by e-mail. The company conducted an investigation, but no found evidence of harassment. However, did find that there was a situation of discomfort among employees caused by workplace jokes. | 23/09/2024 |
| 2024-85 | 09/09/2024 | 10/09/2024 | 30/09/2024 | Moderate  | Employee complains about delays by the Tailândia Infrastructure team in responding to service order (OS) regarding ceiling cleaning. | Closed | The answer to the user was given through by e-mail. There was a mistake by the Infrastructure team, but the requested service is already scheduled for September.  | 19/09/2024 |
| 2024-86 | 10/09/2024 | 10/09/2024 | 01/10/2024 | Low       | Limeira employee questions difference in operators' salaries A.  | Closed | The answer to the user was given through by e-mail. The Company has provided all necessary clarification on this matter.   | 23/09/2024 |
| 2024-87 | 10/09/2024 | 10/09/2024 | 01/10/2024 | Sensitive | Employee reports supervisor for sexual harassment.   | Closed | The answer to the user was given through by e-mail. The Company conducted a careful investigation and found no evidence to support such allegations.   | 23/09/2024 |

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| 2024-88 | 14/08/2024 | 28/08/2024 | 04/09/2024 | Low       | The librarian of the Pedagogical Library, linked to the Municipal Department of Education of Limeira, asks for support for the project. | Closed | The company offered to support the project, but the Pedagogical Library had not set up a fund to receive the money and had no way of justifying the credit and movement of the money in the Town Hall's bank account. Therefore, the donation was not possible.                                      | 16/09/2024 |
| 2024-89 | 22/09/2024 | 23/09/2024 | 13/10/2024 | Sensitive | Employee complains that safety engineer uses foul language on radio.  | Closed | The answer to the user was given through by e-mail. An investigation was carried out into the report, but no evidence was found to support the attitude on the part of the technician, although, the company speak to the employee about the matter and provided guidance.                           | 03/10/2024 |
| 2024-90 | 02/010/24  | 02/10/2024 | 23/10/2024 | Sensitive | Outsourced employee reports inspector for vexatious and embarrassing practices.   | Closed | The answer to the user was given through by e-mail. The reported employee and the teams from the first and second fortnight received training on "Diversity and respect in the workplace and interpersonal relationships at work", with the aim of reinforcing the values of SegurPro and Agropalma. | 25/11/2024 |



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| 2024-91 | 09/10/2024 | 09/10/2024 | 30/10/2024 | Moderate | Warehouse worker reports disrespectful behaviour by a colleague in the form of jokes.  | Closed               | Response given personally to the employee. The company has conducted an investigation and taken steps to prevent situations like the one reported by the employee from recurring. | 28/11/2024 |
| 2024-92 | 09/10/2024 | 09/10/2024 | 30/10/2024 | Moderate | Pregnant employee complains again about other employees giving seats to people with priorities.  | Opened and Forwarded |   |            |
| 2024-93 | 09/10/2024 | 09/10/2024 | 30/10/2024 | Moderate | Pregnant employee complains again about other employees giving seats to people with priorities.  | Closed               | The answer to the user was given through by e-mail. The company will implement improvements to prevent recurrences.   | 29/10/2024 |
| 2024-94 | 15/10/2024 | 15/10/2024 | 05/11/2024 | Low      | An employee, from the environment department, says she has noticed an increase in flu-like symptoms among employees, and asks that the company provide guidance in use of masks and basic care in the workplace and buses. | Closed               | The answer to the user was given through by e-mail. The company is monitoring the issue and raising awareness of care related to influenza-like illness.                          | 18/10/2024 |

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| 2024-95 | 18/10/2024 | 18/10/2024 | 08/11/2024 | Sensitive | Workers report that the boilers at Agropalma and Parapalma Industries are leaking and that the manager wants the workers to operate them in this way. | Closed | The answer to the user was given through by e-mail. On 22 October 2024, an internal audit was initiated in the area concerned. During this process, the matter will be duly investigated. | 08/11/2024 |
| 2024-96 | 24/10/2024 | 28/10/2024 | 14/11/2024 | Low       | Esmac College invites the SocioEnvironmental Manager to speak at an event organised by the educational institution.                                   | Closed | The answer to the user was given through by e-mail. The manager was unable to attend due to external commitments.   | 21/11/2024 |
| 2024-97 | 22/10/2024 | 29/10/2024 | 12/11/2024 | Sensitive | Agricultural employee reports department 1 inspector.   | Closed | The answer to the user was given through by e-mail. The company carried out an investigation, but I found no evidence to support the complaint.   | 21/11/2024 |

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| 2024-98  | 05/11/2024 | 06/11/2024 | 26/11/2024 | Low       | The pedagogical coordinator of the New Jerusalem School requests donations of toys through the Christmas Solidarity Project.                                   | Closed               | The answer to the user was given through by e-mail. The company is collecting toys to donate to the communities, but is not yet able to say how many and which ones will be used.                     | 21/11/2024 |
| 2024-99  | 17/11/2024 | 18/11/2024 | 08/12/2024 | Moderate  | An administrative employee area says that she has never taken a course or training in 5 years, and asks that more attention be paid to employees in this area. | Closed               | The answer to the user was given through by e-mail. We has the knowledge fruit platform for the training and qualification for the employees, and is also available employees to discuss their needs. | 18/11/2024 |
| 2024-100 | 17/11/2024 | 18/11/2024 | 08/12/2024 | Low       | The outsourced employee praises the company for its diversity committee and suggests more disclosure about the people who make it up.                          | Opened and Forwarded |   |            |
| 2024-101 | 18/11/2024 | 18/11/2024 | 09/12/2024 | Low       | The Reformed Adventist Church, in the Boa Esperança village, asking for donations to social projects.  | Closed               | The answer to the user was given through by e-mail. The company has a calendar of activities with the community and is currently unable to contribute to the project.                                 | 21/11/2024 |
| 2024-102 | 27/11/2024 | 28/11/2024 | 18/12/2024 | Sensitive | An employee at the Belém unit reported abusive practices and irregularities committed by managers and other coworkers.   | Opened and Forwarded |   |            |

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| 2024-103 | 28/11/2024 | 29/11/2024 | 19/12/2024 | Moderate | Employee reports on the condition of buses transporting employees.                             | Opened and Forwarded |  |  |
| 2024-104 | 28/11/2024 | 29/11/2024 | 19/12/2024 | Moderate | Colaborador denuncia colega de trabalho se praticar bullying e chamar muito palavrão.          | Opened and Forwarded |  |  |
| 2024-105 | 28/11/2024 | 19/11/2024 | 19/12/2024 | Moderate | Employee reported that romantic relationship between coworkers affect the working environment. | Opened and Forwarded |  |  |
| 2024-106 | 05/12/2024 | 05/12/2024 | 26/12/2024 | Moderate | Employee reports bus carrying employees wearing inappropriate clothing                         | Opened and Forwarded |  |  |
| 2024-107 | 18/11/2024 | 05/12/2024 | 09/12/2024 | Moderate | Complaint regarding the delay in allowing access to concierge 03, in Limeira city.             | Opened and Forwarded |  |  |