

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 ex. 2024-01	dd/mm/yyyy	dd/mm/yyyy	(dr + 21 days) dd/mm/yyyy	Low Moderate Sensitive	[text]	Opened and Forwarded In Progress Appeal 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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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.	Closed	The answer to the user was given through by e-mail. The company investigated the incident, identified the faults and dealt directly with those responsible for the company's bus fleet. It even requested adjustments to the preferred seating signage.	20/12/2024
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

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

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.	Closed	The answer to the user was given through by e-mail. The company's schedule includes actions to promote the people who make up the committee.	09/01/2025
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.	Extended Deadline	The demand is under investigation.	

2024-103	28/11/2024	29/11/2024	19/12/2024	Moderate	Employee reports on the condition of buses transporting employees.	Closed	The answer to the user was given through by e-mail. The company advised service providers on the importance of maintaining buses in good condition.	20/12/2024
2024-104	28/11/2024	29/11/2024	19/12/2024	Moderate	Colaborador denuncia colega de trabalho se praticar bullying e chamar muito palavrão.	Closed	The answer to the user was given through by e-mail. The company held a discussion about the importance of a healthy and respectful work environment, including talking about bullying. It also called the employee who had made the report to provide her with guidance on the behaviours that are expected and acceptable in the company.	20/12/2024
2024-105	28/11/2024	19/11/2024	19/12/2024	Moderate	Employee reported that romantic relationship between coworkers affect the working environment.	Closed	The answer to the user was given through by e-mail. The company has investigated the situation and will take appropriate action.	20/12/2024
2024-106	05/12/2024	05/12/2024	26/12/2024	Moderate	Employee reports bus carrying employees wearing inappropriate clothing	Closed	The answer to the user was given through by e-mail. The company provided training on the importance of proper uniform use and reinforced company policy.	20/12/2024

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.	In Progress	The answer to the user was given through by e-mail. The company is implementing improvements to mitigate this type of occurrence.	08/01/2025
2024-108	10/12/2024	10/12/2024	31/12/2024	Moderate	Complaint about employee exceeding break time, and inappropriately using mobile phone at work and during working hours.	Closed	The answer to the user was given through by e-mail. The company has investigated and taken the necessary steps to prevent recurrences.	10/01/2025
2024-109	10/12/2024	10/12/2024	31/12/2024	Low	The Pedagogical Coordinator of the Nova Jerusalém School asks if we have already received an answer regarding the donation of toys for the Natal Solidário Project, as she received a answer regarding the request 2024-98.	Closed	The answer to the user was given through by e-mail. On 12/20/24, we are delivered 200 toys to the same school.	09/01/2025
2024-110	13/12/2024	13/12/2024	03/01/2025	Low	Employee requests clarification on your holiday calculation	Closed	The answer to the user was given through by e-mail. The company clarified that the calculations were correct and provided direct contact for the responsible department in case of any questions.	20/12/2024
2024-111	19/12/2024	23/12/2024	09/01/2025	Moderate	Employees report on the relationship between colleagues in the agricultural sector.	Extended Deadline	The demand is under investigation.	