



SOLUTION TO COMPLAINTS ON DEFORESTATION, LABOR AND SOCIAL ISSUES

Updated Report: June 01, 2022

No.	SHEET	RECEPTION DATE	DESCRIPTION OF THE COMPLAINT	AREA	MEASURES	STATUS	CLOSING DATE	ADVANCE
1	262	March 3rd, 2020	Complaint by a palm grower due to the fact that the AGROMSA Company has stopped delivering its fruit due to the decision of a single person. Requesting that this situation be resolved.	Procure	A meeting was held with the manager of AGROMSA in Maspatepec defining 3 main agreements that benefit both parties.	Closed	April 2nd, 2020	100%
2	582	Feb. 28th, 2021	An attentive call is made to the authority in charge of traffic issues and obstruction of main streets due to the constant abuse that cargo unit operators carry out when parking their vehicles on Manuel Altamirano street, heading to Maseca, where a few years ago there was a catastrophic accident.	Logistic	A statement was released directly to the transportation lines to make them aware of the importance of keeping the road to the Chinameca plant clear to avoid any accident to be regretted.	Closed	March 2nd, 2021	100%