

## INDUSTRIA CHIQUIBUL S.A

### LIST OF CLAIMS AND RESPONSES

| CLAIM                                 | DATE           | RESPONSE TO CLAIM  | SUPPORTING EVIDENCE AT THE TIME OF THE CLAIM   | ACTIONS TAKEN BY THE COMPANY   | CLAIM STATUS |
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| <b>Contamination of Rio San Roman</b> | July 3rd, 2019 | <p>Industria Chiquibul did not contaminate the San Roman River in 2019.</p> <p>At the time, water analysis was taken by local governmental authorities where the studies determined that no contamination was found in the River San Roman out of the ordinary values.</p> <p>Furthermore, the company ensured preventive measures were taken that would safeguard any future incidents.</p> | <ol style="list-style-type: none"> <li>Local authorities took water analysis and determined that there was no contamination in the river. There were no differences between the contamination levels before and after</li> <li>Industria Chiquibul's extraction mill was strategically built 1200 meters from any natural water system to avoid this risk.</li> <li>The company designed its effluent management system in compliance with local legislation which is regulated in the following: <i>"Reglamento de las descargas y re uso de aguas residuales y de la disposición de lodos - Acuerdo Gubernativo Número 236-2006"</i>. The company conducts water analysis every six months with an independent laboratory, in order to comply with Guatemalan law</li> </ol> | <p>Since 2019, Industria Chiquibul has invested many resources in improving its effluent system to mitigate any environmental impacts and reduce carbon emissions. The geomembranes in the 7 oxidation ponds have been renovated, a protective block perimeter was built across oxidation ponds 3-4, two biodigesters were built with agitators, and methane capture projects culminated in 2023.</p> <p><i>*For more information about our STAR system and Biodigesters project:</i></p> <p><a href="https://www.youtube.com/watch?v=rkBZGrI8fjQ">https://www.youtube.com/watch?v=rkBZGrI8fjQ</a></p> | Closed       |

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|                            |      |  | <p>and prevent any possible contamination.</p> <p>4. Industria Chiquibul has seven oxidation ponds that helped guarantee the residual water treatment system's efficiency. These oxidation ponds are continuously being supervised, repaired, and improved to guarantee better results.</p> <p>5. The company has 12 dyke barriers that would act as a mitigation and alert system for any situation like this.</p> |  |        |
| <b>300 Fired Employees</b> | 2019 | <p>Industria Chiquibul recognizes the respect for human and labor rights. The company liquidated a group of 300 workers in December 2019 due to a reduction in production forecasts due to drought conditions.</p> <p>The termination of the work relation was in strict compliance with Guatemalan labor laws and in the presence of the Ministry of Labor, with no anomalies in the process.</p> | <p>1. The company liquidated a group of people with the presence of the Ministry of Labor in December 2019. The liquidations of these individuals were done with the presence of the Ministry of Labor. The company has records of payments done to this group of workers and calculation payments</p>  | <p>Since this incident, Industria Chiquibul has continued to provide job opportunities to surrounding communities, including those who claimed they were not paid their severance by giving them second chances.</p> <p>Currently, many of these individuals are working for the company and benefiting from multiple programs created to strengthen our relationship with communities. Some of these programs include, health facilities for workers,</p> | Closed |

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|  |                   |   |   | <p>alphabetization programs, family gardens, medical and visual journeys and education.</p>  |               |
| <p><b>Eviction of 200 Families</b></p> | <p>April 2020</p> | <p>In March 2020, a group of 8 people from the Santa Elena community blocked the entrance of the Tierra Blanca plantation which represents close to 2000 hectares of planted palm oil. These areas were planted starting in 2014 and were producing fresh fruit bunches of palm oil.</p> <p>In April 2020, Chiquibul’s engineers attempted to enter the plantation to perform their agricultural activities and were held up by a group of people that was convened by the illegal land occupants to create an obstacle to the companies entrance to their private property.</p> <p>Between March and December 2020, Industria Chiquibul attempted on numerous occasions to find a peaceful solution with the land occupants. However, these efforts were not successful.</p> | <ol style="list-style-type: none"> <li>1. In March 2020 a group of 8 people blocked the entrance of Tierra Blanca plantation. Industria Chiquibul was actively trying to engage in a productive dialogue process with community leaders which were blocking the entrance.</li> <li>2. It is important to clarify that under no circumstance were communities or people living inside the plantation and an “eviction” did not take place. Satellite images of this area since 2014 clearly demonstrate that the palm oil estate did not have families or communities as it was an agricultural production unit.</li> <li>3. In our archives, the company has documented filmed footage of “dialogue round-tables” with the land occupants and CONDEG to reach for a peaceful solution. Unfortunately, the requests were not realistic and unreasonable.</li> <li>4. Since the actions of these individuals are not legally</li> </ol> | <p>Since 2020, Industria Chiquibul has maintained good relations with the surrounding communities and there has been no conflict and the environment has been positive. We are constantly working to bring job opportunities and prosperity to the region. The company continues its social economic development by supporting infrastructure, food security, education, community development and health through its different programs.</p> <p>Industria Chiquibul is committed to a peaceful relationship with its surrounding communities and transparency in our operations.</p> <p>Our 2024 updated Sustainability Policy shows our commitment to People and Human Rights, and our multiple efforts to assure a good relation with our neighboring communities</p> | <p>Closed</p> |

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|   |                      | <p>Given that the company's rights were being violated and a peaceful and realistic solution was not possible, Industria Chiquibul was forced to begin legal procedures that would guarantee the rule of law.</p> <p>In December 2020, after a close investigation of facts, local authorities emitted an eviction order that would displace illegal occupants from Industria Chiquibul's palm oil estate. The morning of the eviction, the illegal occupants received information that authorities were on their way to the plantation to evict them from Industria Chiquibul's private property and decided to abandon the plantation because they were committing illegal actions.</p> <p>As mentioned before, the company operates in accordance with the law, and has the legal ownership of all of its farming states.</p> | <p>considered within the framework of human rights defense, Industria Chiquibul denounced their actions and presented the necessary proof of evidence to the Guatemalan judicial system for their respective investigation.</p> | <p>throughout different social projects and open dialogue with community leaders.</p>                |               |
| <p><b>Arrest of 4 illegal occupants and</b></p> | <p>November 2020</p> | <p>Industria Chiquibul, abiding to its legal property right proceeded</p>  | <p>1. Prosecutions detailed cases regarding these individuals.</p>  | <p>Industria Chiquibul prioritizes an open dialogue to solve any conflicts. However, if dialogue</p> | <p>Closed</p> |

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| <p><b>active arrest warrant of 3 illegal occupants.</b></p>  |  | <p>denouncing the illegal occupation of its lands since March 2020 with the relevant authorities.</p> <p>The prosecutor's, which is the independent and sovereign government entity responsible for investigating illegal occupations conducted an investigation of the complaint received.</p> <p>The investigation conducted by the prosecution's office resulted in the arrest warrant of 7 occupants for the illegal occupation of the Tierra Blanca Estate. The arrest of 4 illegal occupants was the result of the local authority's independent investigation. The 3 illegal occupants with existing arrest warrants have not presented themselves to the court.</p> | <ol style="list-style-type: none"> <li>2. Local authorities emitted an eviction order in December 2020.</li> <li>3. The 4 illegal occupants that were incarcerated were liberated after a few months. Industria Chiquibul did not oppose the measures given by the local authorities.</li> </ol> | <p>is ineffective, Industria Chiquibul resorts to its legal rights permitted by the Guatemalan legal system.</p> <p>Industria Chiquibul is constantly working to promote an open and transparent work environment with surrounding communities. Through different programs and studies, we promote understanding and knowledge of our operations and open communications with all employees and surrounding communities.</p> |               |
| <p><b>Acquiring land rights by deceiving Santa Elena</b></p> |  | <p>Industria Chiquibul land purchase policy is in strict accordance with legal land rights. The company does not appropriate indigenous lands and it does not engage in fraudulent appropriation of lands; our strict purchasing process</p>  | <ol style="list-style-type: none"> <li>1. Industria Chiquibul purchased lands where it cultivates palm oil from individuals who have legitimate property titles and rights.</li> <li>2. The company does not appropriate indigenous lands and it does not</li> </ol>                             | <p>Since Industria Chiquibul started operations in 2011, the company has been committed to follow a detailed procedure for new land and acquisition, involving investigation and property analysis before completing a purchase.</p>   | <p>Closed</p> |

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|   |  | involves pertinent due diligence and analysis of property rights, as part of our sustainability policy and the legal compliance.   | engage in fraudulent appropriation of lands.<br>3. The following link shows the operating procedure that is applied, in case any land dispute takes place.   |  |        |
| <b>Non payment of minimum wage and severance.</b> |  | Since its establishment, Industria Chiquibul has worked strictly in compliance with the Guatemalan Labor laws. By no means minimum wage payments or other labor rights have been violated. Employees have access to social security through the “Instituto Guatemalteco de Seguro Social.” Furthermore, the company works strictly based on industry benchmarks and its workers do not work scrutinous work targets. | In 2020 the company conducted a yield study with INTECAP (a non-partial third-party institution) that determined the reasonable times for different agricultural activities such as maintenance, harvesting, and fertilizing.<br><br>The company has records of its payroll over the years and the payment of their social security. | Industria Chiquibul has updated its human and labor rights policy in 2023, focusing on creating long lasting and open relationships with its workers. Job opportunities are given with no discrimination and adherence to the law to guarantee wage payment and a safe work environment. | Closed |
| <b>Child Labor and Hiring Practices</b>           |  | Industria Chiquibul does not employ minors in its plantation. Human resources departments strictly verify the age of individuals and do not engage in practices that contradict its hiring and sustainability policies. Attached is Industria Chiquibul’s hiring procedure for every person  | <ol style="list-style-type: none"> <li>1. Industria Chiquibul has a sustainability policy that defends human rights and prohibits child labor.</li> <li>2. The company published its human rights policy, making a priority the people that work at the company, guided by the ILO convention.</li> </ol>                            | Every year, Industria Chiquibul commits to children and educational programs to promote social development and their future. The company supports education initiatives and organizes programs that encourage children engagement regarding palm   |        |

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|                                       |  | that applies to a job at the company. Additionally, our Sustainability Policy demonstrates our position against child labor, abuse, forced labor, among other topics.  |  | <p>oil. Supporting over 25 teachers, attending surrounding communities and local school programs, we commit to give access to education to more kids every year.</p> <p>In 2023, we launched our educational book “Chiqui y su aventura a Casa,” since then we have distributed over 5000 books through our teachers and educational programs that encourage children to learn about palm oil and the prosperity it brings to the region. We also held reforestation journeys and school gardens programs to teach about the importance of the environment and food security.</p> |        |
| <b>Health and Occupational Safety</b> |  | <p>Industria Chiquibul follows guidelines on Health and Occupational Safety, safeguarding the security and wellbeing of all our employees.</p> <p>Through 4 clinics around our plantations, Industria Chiquibul encourages health programs and</p> | <ol style="list-style-type: none"> <li>1. Industria Chiquibul provides all the necessary equipment to its employees during multiple times of the year. Evidence can be found of employees wearing protective equipment.</li> <li>2. SSO procedures and ongoing training to employees are implemented to guarantee a</li> </ol> | <p>During the past years, Industria Chiquibul has periodically reviewed its SSO guidelines to assure all workers are capacitated and updated with safety guidelines and procedures.</p> <p>Health programs have also been reinforced, with the</p>  | Closed |

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|                                      |                 | <p>immediate and free medical assistance to its employees.</p>  | <p>good understanding and use of safety equipment.</p> <p>3. Four Clinics around our plantations are available to employees and communities for first aid medical assistance.</p> <p>*More information of the evidence:<br/> <a href="https://cloud.uhi.com.gt/index.php/s/fw2pNXytDw8bP8u">https://cloud.uhi.com.gt/index.php/s/fw2pNXytDw8bP8u</a><br/>       *Video regarding medical missions:<br/> <a href="https://youtu.be/O7t8895ospI">https://youtu.be/O7t8895ospI</a><br/>       *Video of visual medical clinics:<br/> <a href="https://youtube.com/shorts/p8GiXKHC-S-4?feature=share">https://youtube.com/shorts/p8GiXKHC-S-4?feature=share</a></p> | <p>hiring of capacitated nurses, medical equipment and ambulances.</p> <p>We have continued our medical journeys periodically across different communities to ensure access to different medical specialties. Visual journeys are also part of our health program, providing free visual exams and visual equipment to our employees.</p>  |               |
| <p><b>Effluent Spills Claims</b></p> | <p>May 2023</p> | <p>Industria Chiquibul works hard to maintain records of its operations and environmental conditions. We register daily the amount of rainfall in the different areas of our plantation, which is done by monitoring rain gauges.</p> <p>According to our records of the plantation area, specifically in the rain gauge next to the oxidation ponds there was no rain during May 13th or 14th. The article mentions rains of “high intensity” which did not occur and can be</p> | <ol style="list-style-type: none"> <li>1. Records were evaluated in which there was no recorded rainfall in areas near the plantation.</li> <li>2. During May 2023 there was a drought in the region that only registered 20mm of rain in the entire plantation. There were no recorded rains between May 13th and May 14.</li> <li>3. Water analysis tests of the San Roman River are conducted periodically throughout the years.</li> </ol>  | <p>Industria Chiquibul has invested multiple resources and constant research to create a state-of-the-art technology for its water and effluent treatment. As mentioned before, by 2023 all of our ponds’ membranes were renovated and our biodigesters project was completed. We work hard to innovate our technology and promote environmental protection through waste management treatment and reutilization of our effluents after treatment.</p> | <p>Closed</p> |



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|  |  | <p>properly checked through any weather record database.</p> <p>The company conducts two water analysis tests per year to monitor water quality of Rio San Roman before and after the extraction mill. The results taken in April 2023 show no increases that indicated contamination.</p> |  | <p>Learn more about our STAR system in the following link:<br/><a href="https://www.youtube.com/watch?v=rkBZGrI8fjQ">https://www.youtube.com/watch?v=rkBZGrI8fjQ</a></p> |  |
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