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# CSR Report



@industriachiquibul  
[www.industriachiquibul.com](http://www.industriachiquibul.com)



## A New Bridge Between Industria Chiquibul and Its Neighbors

At Industria Chiquibul we are reaching the year finish line with the same energy we had at the start!

In October, we completed the final preparations to officially launch our new mechanism for complaints and queries. As of November 3rd, Industria Chiquibul has a new communication channel with our most important stakeholders: employees, neighboring communities, clients, and human rights organizations.

This fundamental tool will help us uphold our human rights policies with the support of others, including our new Code of Ethics, environmental practices, and workplace regulations.

At Industria Chiquibul, we redesigned the Transparency page on our website to make it easier for you and other stakeholders to explore our company values, submit complaints or inquiries, and download the Code of Ethics and the rules for the complaints and queries mechanism. We welcome any feedback to help us continue improving and making it more user-friendly.

We are also developing a new platform that will automatically display both past and current grievances with their updates. This will be an important step toward further strengthening the transparency of our operations.

During the last week of October, we trained the team responsible for managing the new system—covering its principles, objectives, complaint categories, procedures, and more. We are ready to address every case with the diligence and thoroughness it deserves!

Finally, we launched a social media campaign to raise awareness about the new mechanism. This effort will be reinforced through talks with each work team, informational banners in Spanish and Q'eqchi', and other communication tools.

### What's Next?

Next month, we will share more information about the recent studies our sustainability team has been working on.