



Complaint for Inappropriate Message in Package

Risk: Labor Risk

Event No. 336

Dear Customer,

We have received your complaint regarding an inappropriate message that was found in one of our packages. We would like to inform you that we have investigated the event through our Grievance Mechanism, in line with our policy and values that promote responsibility and respect for human rights.

After completing the investigation process, our Compliance and Ethics team has reached to the following conclusions:

1. Since 2019, NaturAceites has been compliant and has obtained the **SMETA** accreditation at our Refining plant, which supplies products to our end customers.
2. The SMETA certification, audited by an independent third party, encompasses **compliance with labor standards, health and safety at work, environmental requirements, and business ethics**. This ensures the existence of suitable working and environmental conditions for all employees at the Refining plant.
3. **The results of the audits conducted at the Refining plant demonstrate compliance with our high labor standards**, surpassing the national legal requirements in this regard.
4. Additionally, we undergo voluntary compliance inspections by the Ministry of Labor of Guatemala (**MINTRAB**) on an annual basis, which have confirmed our 100% compliance with the current labor regulations.
5. As a preventive measure and within the scope of the ongoing investigation, **we have also contacted our cardboard and other raw material suppliers related to this event to ensure that there has been no infringement of workers' human rights in our supply chain.**

At NaturAceites, we are committed to conducting our operations responsibly and diligently investigating the claims raised to ensure respect for human rights among all participants in our value chain.

If you have any further questions or concerns, please do not hesitate to contact us. We are here to assist you and ensure that your concerns are addressed appropriately.

Sincerely,


Héctor Herrera
Sustainability Manager


Edgar Castro
Compliance Manager

Guatemala, June 21, 2023.

