“Palm oil is the most widely consumed vegetable oil on the planet, and it is in about half of all packaged products sold in the supermarket”

Source: wwf
Our company and sustainable management
Economic and social development
  Labor practices and living wage
  Human rights promotion
Society
  Innovation and infrastructure
Environmental management
Adaptation to climate change
Responsible management
Acknowledgments
Strategic partnerships
-GRI- Standards
Dear reader

It is a pleasure to present our fourth sustainability report, based on a vision of integrity, transparency and commitment. The report includes the results of 2017, with initiatives and sustainable practices that show our commitment to become a market leader and a benchmark in the sector.

We focus on the Sustainable Development Goals (SDGs) promoted by the General Assembly of the United Nations; SDGs are an action agenda for the next thirteen years, where the countries that are State parties to the United Nations have committed to intensify efforts to end poverty in all its forms, reduce inequalities and combat climate change.

We have participated in agricultural development business since the late nineteen fifties and the seed of our success has been fostering the awareness of individual responsibility not only for the development of the business and for bringing quality products to market, but also to bring development to all stakeholders involved in a transparent and responsible manner, seeking common good.

We aim to transform the sector and we have the best work team to accomplish it. Our philosophy is that we must strive to generate decent jobs and pay our employees a living wage, as they are our strongest pillar and the main reason for our current success.

We work hard every day to improve yields, attain sustainable productivity, implement technologies for the conservation of natural resources, and seek the development of our people and communities. We believe this gives us a competitive advantage that has crossed borders and produced positive impacts, as we strive to become an industry benchmark.

Fernando Bolaños Valle
CEO
AgroAmerica
About the preparation of the report:

This sustainability report has content from the Global Reporting Initiative (GRI) guide for preparing reports [www.globalreporting.org](http://www.globalreporting.org).

Page 60 of this GRI guide includes a list of report items.

Our company and sustainable management
Global Reporting Initiative

We have used this guide to reflect the economic, environmental and social impacts of our operations; going forward we will refine the use of this guide in order to have a specific, relevant and standardized report year after year.

At AgroAmerica we implement a strategy focused on generating positive impacts and contributing to social issues, such as education, health, a living wage, taking care for the environment, and adaptation to climate change. This all contributes to the common good in the places where we operate as we strive to meet our objectives and be a sustainable company.

To this end, our actions focus on the Sustainable Development Goals (SDGs) promoted by the United Nations General Assembly through Resolution 70/1: Transforming our world: the 2030 Agenda for Sustainable Development.

The SDGs guide us to carry out initiatives that build local skills, accomplish human development, promote opportunities and secure the wellbeing of our surroundings.

1https://sustainabledevelopment.un.org
Who are we?

AgroAmerica is a leading diversified Family owned vertically integrated food and agricultural company.

In AgroAmerica we are committed to the success of all of our stakeholders, striving to make great products in a responsible manner with less resources and a reduced environmental footprint.

Since our beginnings in 1958, we have become one of the largest agribusiness corporations in the region, with operations in the United States, Ecuador, Guatemala, Peru, Panama, Costa Rica, Mexico and Europe. We provide employment to more than 13,000 men and women who contribute to the socio-economic development of their respective countries.

Our vision
To be a world class agribusiness company in quality, productivity, profitability and corporate responsibility.

Our mission
To be a world class agribusiness company devoted to delivering high-quality food with the highest international standards to its customers and the world, and to contribute to the socio-economic development of the region where we operate.

Our values
- Responsibility
- Team work
- Perseverance
- Industriousness
- Generosity
- Honesty

Our major business areas are:
- Growing, shipping and distribution of tropical fruits, especially bananas (conventional and organic). We have our own transport and logistics company.
- Production and processing of vegetable oils.
- A portfolio of investments leading high-tech agriculture, renewable energy, restaurant and entertainment companies.
International markets

AgroAmérica transcends borders by exporting high quality products with international standards; in 2017, we exported palm oil products to the following countries:

**Countries where we export:**

01 Mexico  
02 Germany  
03 The Netherlands  
04 Dominican Republic  
05 Honduras  
06 United States of America
Palm oil

Products and by-products
The main products that come from the palm fruit are:

- Crude Palm Oil -CPO- and Crude Palm Kernel Oil -CPKO-.

Palm Kernel Cake is extracted from the palm kernel.

Palm oil uses

Crude Palm Oil
Crude palm oil is used mostly as raw material for the manufacture of edible products such as margarines for baking; it has industrial uses, as cooking oil, fat for cookies, lard, chocolates, among others.

Crude Palm Kernel Oil
It is used for non-edible products such as soaps, detergents, cosmetics, greases, glue, printing ink, shampoo, toothpaste, candles, and others.

Palm Kernel Cake
It is used for the production of feed or as a supplement for animal nutrition.¹

Nutritional value of palm oil²

Contains:

- It is free from cholesterol and fatty acids.
- Fatty acids in palm oil are vital to build cell membranes in the body, including bones, nerves and the brain.
- It contains Vitamins A and E that help reduce the cellular damage that accelerates aging and the development of some diseases.
- It contains micronutrients that help cell function to keep a healthy body working properly.

Contribution made by the oil palm sector

To the economy of Guatemala during 2017
Significant investment has gone into the oil palm sector in Guatemala. Palm oil is the fifth largest export product from the country, representing a positive contribution to its economy:

- 1.2% of the country’s GDP comes from the oil palm sector.
- 28,000 direct jobs
- 140,000 indirect jobs and beneficiaries are the contribution of the oil palm sector of Guatemala

Source: Study done by Central American Business Intelligence -CABI- “Socio-economic impact of oil palm in Guatemala, 2017”

¹National Oil Palm Grower’s Federation (Fedepalma)
²Malaysian Palm Oil Council (MPOC) http://www.mpoc.org.my/default.aspx
At AgroAmerica we ensure that we contribute to economic and social impacts

Through practices that promote the wellbeing of our employees and the development of communities in order to contribute to a society where common good prevails.
At AgroAmerica we respond to four of the Sustainable Development Goals that promote the end of poverty and the provision of a living wage for our employees.

**Sustainable Development Goal No. 1**

At AgroAmerica we respond to four of the Sustainable Development Goals that promote the end of poverty and the provision of decent work for our workers.

**Actions undertaken by AgroAmerica:**
- Employment generation
- A living wage
- Promotion of Small and Medium-sized Companies -SMEe-

We will now describe the various activities and practices that we conduct in the following areas:

1. Labor practices and a living wage
2. Human Rights promotion
3. Society
4. Innovation and infrastructure
In December 2017, AgroAmerica’s average wages were 20% above the living wage:

<table>
<thead>
<tr>
<th>Year</th>
<th>AgroAmerica salaries are above minimum wages in Guatemala by:</th>
<th>AgroAmerica salaries are above the Living Wage by:</th>
<th>AgroAmerica salaries are above Guatemala’s per capita GDP by: (*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>August ‘13</td>
<td>91%</td>
<td>34%</td>
<td>82%</td>
</tr>
<tr>
<td>November ‘14</td>
<td>57%</td>
<td>42%</td>
<td>66%</td>
</tr>
<tr>
<td>December ‘15</td>
<td>64%</td>
<td>37%</td>
<td>72%</td>
</tr>
<tr>
<td>December ‘16</td>
<td>70%</td>
<td>22%</td>
<td>77%</td>
</tr>
<tr>
<td>December ‘17</td>
<td>63%</td>
<td>20%</td>
<td>72%</td>
</tr>
</tbody>
</table>

*Source: Bank of Guatemala
Sustainable Development Goal No. 8

To promote inclusive and sustained economic growth, full and productive employment and a living wage for all.

Actions undertaken by AgroAmerica:
- Internal policies
- Hotline
- Savings and loan coop
- Training
- Occupational health and safety
- HIV/AIDS prevention in the workplace
- Code of ethics
- School for the children of AgroAmerica workers

Policies were reinforced in which AgroAmerica complies with the obligations and rights required by law; providing the same opportunities for work and improvement, respecting gender, race, religious beliefs, ideology, sexual orientation and physical abilities.

In 2017, 2,264 workers were trained on internal policies

Hotline
We have implemented a hotline for our employees, their families and the members of their communities. They can call and share their concerns, comments or suggestions, which become cases that we systematically monitor, and as much as possible, we seek their solution. These calls are completely anonymous and are handled by an independent company.

During 2017, 1,780 workers were trained in the use of the hotline

Internal policies
AgroAmerica’s internal policies are guidelines through which we aim to establish standards that ensure the well-being of our workers and their ability to exercise their labor rights.

Training on policies in packing plants
The ethics committee works to resolve cases submitted through different means that the company has to file complaints or suggestions: the ethics line, suggestion boxes, labor climate surveys, focus groups, etc., Through actions and investigation the committee strives to ensure a climate of harmony among company, workers and communities, and thus further build our labor relations.

The ethics committee met 12 times in 2017. 77 minor impact and 5 major impact cases were resolved.

A cooperative is a group of people with their own organization, duly legalized, that works to fulfill the common objectives and the aspirations of its members.

In the Southwest and South coast of Guatemala, we promote a savings and loan association called “Mi Gente” that over 70% of our workers belong to, and which offers the following services:

- Savings and loans with better interest rates than market rates
- Access to loans
- Funeral service benefits
- Food and basic products at prices which are 15-25% lower than market prices

2,415 members were trained on 2017 on the benefits and services of the cooperative.

The cooperative’s operations produced the following results in 2017 in the normal course of its business. These show how it is consolidated and sustainable:

Under the principles of freedom of association and democratic participation, the association contributes to the well-being of the employees, and its operations allow better use and yield of its revenues, which leads to a decent life for workers, their families and communities.

Activities called “bazares” are also organized at the packing facilities during the year in order to give workers access to products at prices that are lower than market prices.

In the northeastern part of Guatemala we promote a savings and loan coop called “Cope Palma”. 90% of administrative workers belong to it. All were trained on its services, benefits and results.

10 activities were organized during 2017 where motorcycles, school supplies, shoes and household appliances were sold at affordable prices.
During 2017, 3,557 workers were trained and 349 training sessions were carried out.

The main topics on which our employees are trained are:

- Company mission and vision
- Values
- Internal policies
- Benefits for workers
- Order and cleanliness
- Hotline
- General induction
- Team work
- Labor matters
- Occupational health and safety
- Disciplinary guide
- Code of ethics
- Human rights
- Labor rights
- Cooperative: free association and democratic participation

**Training**

At AgroAmerica we strive to educate our employees and give them the opportunity to improve their work, experience, personal growth and build positive relationships with the company. We have a training program on technical, human and institutional topics.

**Occupational health and safety**

Medical care in the workplace
At AgroAmerica we aim to provide our employees with optimal health conditions in their place of work, as well as access to medical services.

We have nursing professionals who examine any employee who needs health assistance, so they can address preventive health queries, first aid and/or common illnesses.

In 2017, 1,877 workers were trained on occupational health and safety topics.
Training
At AgroAmerica we are committed to ensuring industrial safety conditions, offering a safe workplace through internal controls to avoid hazards, injuries, risks or diseases that may be caused by the work performed, thus ensuring a risk-free work environment.

The major topics covered in the industrial safety training activities were:

- Personal Protection
- Equipment use
- Hygiene in the workplace
- Occupational health and safety committee
- Emergency brigades
- First aid
- Safe use and management of agrochemicals
- Evacuation routes
- Earthquake and fire drills
- Emergency plans
- Occupational health and safety standards
- Responsible use of agrochemicals
- Management and use of fire extinguishers
- Industrial safety policy

HIV/AIDS prevention in the workplace

At AgroAmerica we are committed to the prevention and fight against HIV/AIDS. As of 2011, we implemented a disease prevention policy in all our operations, to benefit workers and their families.

We offer our employees, both in operations and administration, the opportunity to train in raising awareness and preventing HIV. In turn, they replicate these training sessions in all the productive units of the company.

The training program includes:

- Awareness of HIV
- Technical concepts
- Values
- HIV transmission
- Respect and tolerance with HIV-infected patient

The main emphasis of this policy is to raise awareness about HIV/AIDS and help our workers have a greater understanding of their sexuality so they can make free, informed and responsible decisions.

1,842 workers were trained during 2017 on topics related to HIV/AIDS

25% had HIV/AIDS tests done
In 2017, the Corporate Compliance Officer trained 90 middle management people, the purchasing department and human resources on the anti-corruption policy.

**Code of ethics**

Today, companies need to own and carry out operations based on values and transparency. At **AgroAmerica** we have a Code of Ethics to guarantee quality products, and ensure competitive and profitable businesses that respond to market demands.

Our Code of Ethics covers our employees, our directors and suppliers.

**Anti-corruption policy**

Our Code of Ethics includes an anti-corruption policy that promotes compliance with national and international anti-corruption laws.

The following mechanisms can be used to report misconduct or to file complaints or share questions regarding actions which violate the policy:

- Corporate ethics hotline
- Ethics e-mail
- Compliance officer
- Legal corporate department

We have a training program based on the guidelines of the Foreign Corrupt Practices Act -FCPA- of the United States.
Sustainable Development Goal No. 4

At AgroAmerica we respond to the Sustainable Development Goal that promotes inclusive, equitable and good quality education.

Actions undertaken by AgroAmerica:
School for the children of AgroAmerica workers

At AgroAmerica we have a school for the children of our employees that provides a quality education and promotes more development for their families.

The school began operations in 2010. Currently, it has 186 students who attend Pre-school and Elementary School. Gender equity is also promoted in student enrollment.

52% of the children who enrolled in 2017, were girls.

In 2017, 84 workers completed the literacy program during 320 hours of study provided by the National Literacy Committee.

Literacy for workers

A literacy program has been implemented for field workers in the northeastern area of Guatemala in order to reduce the illiteracy rate in Guatemala and provide the opportunity to strengthen their academic level and improve their opportunities for personal growth and employment.

This program was conducted in partnership with the National Literacy Committee (http://www.conalfa.edu.gt/), in which reading and writing skills were reinforced.
Partnership with rural education foundation
AgroAmerica established a partnership with Funcafe (www.funcafe.org) who provide the administration, monitoring, counseling and operation of the school. Funcafe has vast experience in the use of a methodology that enhances the active participation of students as well as creative experiences and innovative teaching methods.

Funcafe provides on-going training for school teachers on matters of assessment tools, teaching methodology, effective communications and leadership.

Four training activities were carried out during 2017 with teachers in order to further develop the teaching methodology and provide them with new teaching practices.

Reading contest
Five students from our school who participated in a regional reading contest were recognized in 2017. Private and public schools of rural areas from the entire country participated. The students from grades two to six from the AgroAmerica School in the Southwestern region obtained the first, second and third places. They exceeded the reading standards suggested by the Ministry of Education.

The Department-wide Office of the Ministry of Education acted as judges of the contest that graded reading expression, precision and speed.
2 HUMAN RIGHTS PROMOTION

In December, AgroAmerica joined the campaign “Stand up for human rights” (http://www.stand-up4humanrights.org/) that is endorsed by UN’s Assembly General and the Universal Declaration of Human Rights.

The campaign is one-year long, from December 2017 to December 2018, to commemorate the 70th Anniversary of the Universal Declaration of Human Rights -UDHR-.

The main objectives of the campaign are:

- To accomplish the participation of the largest number of persons in the world.
- To promote understanding of how the Universal Declaration of Human Rights empowers us all.
- To promote a thought process on the ways in which each one of us can advocate in favor of rights in our daily lives.

AgroAmerica raised awareness and trained 2,543 workers in respect of Human Rights: a philosophy that must trickle down from top management to the entire company.
At AgroAmerica we respond to three of the Sustainable Development Goals that promote development in the communities in which the families of our workers live and are close to our operations, through food safety practices, nutrition, comprehensive health coverage and management of community projects.

### 3 SOCIETY

End hunger, achieve food security and improved nutrition and promote sustainable agriculture.

**Sustainable Development Goal No. 2**

**Actions undertaken by AgroAmerica:**
*Creciendo Sanos and Madres Sanas Programs (Growing up Healthy and Healthy Mothers Programs)*

We work in partnership with the University of Colorado in the United States (www.ucdenver.edu), to provide technical assistance and training to implement the Growing up Healthy and Healthy Mothers Programs. The main objective of these programs is to reduce mother-child mortality and to contribute to the growth and development of children during the zero-to-two years of age stage.

**During 2017, University of Colorado physicians provided 12 training activities to the technical personnel of AgroAmerica that implements community programs**
Both programs consist of training and home visits to regularly monitor the mothers and children involved, thus ensuring the effectiveness of the programs. AgroAmerica has a team of professionals specialized in nursing and community relations, which directly coordinates, executes and monitors the programs.

The program’s process was completed by 115 children during 2017; these children showed satisfactory growth and nutritional development.

Below is a description of how the programs operate:

“Creciendo Sanos” (Growing up Healthy) Program:
- Serves children from zero to two years of age;
- Trains mothers on danger signals in new-born babies, on early stimulation techniques, breastfeeding, nutrition, personal hygiene, accident prevention, healthy food, diseases and vaccination;
- Records the height and weight of children to implement corrective actions;
- Makes household visits to provide training and monitor children’s development and growth.

“Madres Sanas” (Healthy Women) Program:
- Aimed at pregnant women;
- It teaches mothers to identify danger signals during pregnancy, pre-natal care, post-partum depression, danger signals in new-born babies, adequate nutrition and breast-feeding;
- Medical control and exams during pregnancy;
- Household visits to teach and do pregnancy control through medical exams.

### “Creciendo Sanos” Program coverage

<table>
<thead>
<tr>
<th>Growing up Healthy</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of children served</td>
<td>425</td>
<td>478</td>
<td>620</td>
<td>613</td>
</tr>
<tr>
<td>Number of trainings</td>
<td>4</td>
<td>12</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Number of household visits</td>
<td>1,018</td>
<td>2,966</td>
<td>3,213</td>
<td>4,520</td>
</tr>
</tbody>
</table>

### “Madres Sanas” Program coverage

<table>
<thead>
<tr>
<th>Healthy Mother</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of mothers in the program</td>
<td>367</td>
<td>399</td>
<td>341</td>
<td>312</td>
</tr>
<tr>
<td>Number of household visits</td>
<td>403</td>
<td>986</td>
<td>660</td>
<td>982</td>
</tr>
<tr>
<td>Number of trainings</td>
<td>15</td>
<td>28</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Sustainable Development Goal No. 3

Ensure healthy lives and promote well-being for all at all ages.

**Actions undertaken by AgroAmérica:**

Medical clinic in partnership with the University of Colorado

Preventive health activities for our workers in partnership with the University of Colorado

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**Medical clinic in partnership with the University of Colorado**

AgroAmerica operates a medical clinic that is part of our comprehensive vision to provide access and health coverage in the area of influence of our operations. The clinic is located in the Southwestern region of Guatemala, where more than 30,000 persons live.

To make this project possible, we hired the University of Colorado, in the United States, to provide us with technical assistance and resident doctors for patient care, along with Guatemalan doctors and nurses. (For more information visit:

http://www.ucdenver.edu/academics/colleges/medicalschool/administration/alumni/CUMedToday/features/globalhealth/Pages/Guatemala-Clinic.aspx

The clinic is available to our employees, their families and the communities that surround us, as a contribution to the development of the area through access to high-quality medical services at very low prices. As an example, medical consultation is priced at $3.50 for the community and $1.90 for employees of the company and their families.
The clinic opened in 2014 and offers the following services:

- Medical consultation
- Ultrasound exams
- Lab tests
- Drug store
- Ambulance service
- Dental clinic
- Research center
- Child delivery care

Results

<table>
<thead>
<tr>
<th>Service</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons served</td>
<td>5,504</td>
<td>4,793</td>
<td>7,770</td>
</tr>
<tr>
<td>Medical visits</td>
<td>2,817</td>
<td>3,680</td>
<td>3,371</td>
</tr>
<tr>
<td>Procedures performed</td>
<td>114</td>
<td>231</td>
<td>249</td>
</tr>
<tr>
<td>Revisit</td>
<td>253</td>
<td>263</td>
<td>245</td>
</tr>
<tr>
<td>Emergencies served</td>
<td>59</td>
<td>102</td>
<td>88</td>
</tr>
<tr>
<td>Ultrasound</td>
<td>477</td>
<td>223</td>
<td>356</td>
</tr>
<tr>
<td>Lab tests</td>
<td>719</td>
<td>6,823</td>
<td>6,725</td>
</tr>
<tr>
<td>Drugstore</td>
<td>2,925</td>
<td>5,547</td>
<td>4,516</td>
</tr>
<tr>
<td>Newborn Deliveries</td>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

Preventive health activities
During the year, the medical clinic conducts preventive health activities to help the population avoid illness that might afflict them if they do not receive proper treatment or do not have access to affordable prices.

4 dental activities were held in 2017 in which 263 people participated; they underwent treatment by dentists of the University of Colorado

Partnerships
The medical clinic works in partnership with other health providers to have a greater scope and impact:

Private institutions:
- University of Colorado: Medical and community program counseling, research, training, donation of medical equipment
- Dioptica: Opthalmologic sessions
- Private universities: University internships

NGO:
- Rotary Club
- Project Cure

Government:
- Health posts of the Ministry of Health
- Municipality in La Blanca, San Marcos
- Municipality of Coatepeque, Quetzaltenango
- Coatepeque Public Hospital
SUSTAINABLE CITIES AND COMMUNITIES

Palm Oil Sustainability Report
2017

SUSTAINABLE CITIES AND
COMMUNITIES

Make cities and human settle-
ments inclusive, safe, resilient
and sustainable.

**Actions undertaken by AgroAmerica:**
Community management projects
Local partnerships
Training stakeholders
Social Responsibility Forum:
“Ethical Leadership to
transform Guatemala”

**Community management projects**

We support initiatives and proj-
ects of stakeholders who request
our participation in community
management through our com-
munity relations staff. We seek
to contribute to building local
self-management development ca-
pacity in communities, where the
social actors (company, govern-
ment and community) participate
actively.

In 2017, 35 community
management projects
were carried out in
the southwestern and
northeastern area of
Guatemala

Preventive health activities
for our workers in partnership
with the University of
Colorado

In the workplace we carry out
preventive health activities to
ensure optimal health conditions
for our employees and their fam-
ilies.

The activities that carried out
in 2017 in the medical clinic of
AgroAmerica are:

- Ophthalmology, eye
disease control
- General evaluation of the
workers consists of a medical,
arterial, weight/height and
blood tests, as well as a
survey to know the health
profile of each worker and
thus make the necessary
medical recommendations

Ophthalmological day for workers
It was conducted in
partnership with doctors
from the University of
Colorado who surveyed
and evaluated 2,569
AgroAmerica workers

In 2017, 35 community
management projects
were carried out in
the southwestern and
northeastern area of
Guatemala
Economic and social development

The projects focus on infrastructure, health and education:

Infrastructure:
- Repair and maintenance of bridges
- Road repair
- Street maintenance
- Reinforcement of rail
- Maintenance of sports courts
- Procedures for road repair
- Construction material for auxiliary mayor’s office

Education
- Support sport championships
- Donation of materials to improve classrooms
- Donation of desks
- Building bathrooms for school use
- Tours of the company’s operations for college students

Health
- Health event days
- Community fumigations to prevent Zika, Dengue and Chikungunya diseases

Environment
- Reforestation of river banks
- Building forest nurseries

During 2017 the major project in infrastructure was the construction of 10 kilometers of road through a partnership between AgroAmerica and more than 15 communities of the Southwestern region of Guatemala.

Local partnerships
We work in partnership with local governments and non-governmental organizations, other private companies and local leaders and strive to have a greater impact when managing communities, thus achieving sustainable development and involving all social actors.

We have partnerships involving the following organizations at the local level in the Southwest and in the Southern Coast of Guatemala:

Government
- Ministries of Health and Education
- Departmental Municipalities
- National Coordinator for Disaster Reduction -CONRED-
- National Forestry Institute -INAB-
- National hospitals
- Community Development Councils -COCODE-

Non-Governmental organizations
- Volunteer firefighters
- Foundation for Eco-Development and Conservation -FUNDAECO-
Private Institutions
- Climate Change Institute
- Agribusiness companies

Civil society
- Community leaders
- Teachers
- Principals

Training to stakeholders
We aim to build local capacities through courses for community leaders and local institutions to enable them to expand their knowledge and achieve better impact from their activities for the benefit of society.

Topics covered during the training courses offered in the Southwestern and South Coast regions of Guatemala:
- Risk management
- Climate Change
- Natural Disasters Prevention
- Ethical leadership
- Corporate Social Responsibility
- Disease prevention
- Importance of safe water
- Food and Nutrition Security

In 2017, 373 stakeholders were trained in the southwestern area and the South Coast of Guatemala.
Social Responsibility Forum “Ethical Leadership to transform Guatemala”

AgroAmerica together with the Center for Social Corporate Responsibility Action in Guatemala -CENTRARSE-, held a departmental forum in the northeastern area of the country; named “Ethical Leadership to transform Guatemala”.

The main objective of the forum is to establish bridges for multi-sector dialogs and think about the importance of being part of building a sustainable future for Guatemalan society, using ethics as a cross-cutting theme.

Social actors from the business and government sectors and the community participated in the forum; which was attended by 150 people:

- Private institutions
  - AgroAmerica workers
  - Representatives from universities
  - AgroAmerica’s suppliers

- Government
  - Departmental municipalities
  - National Forestry Institute (INAB)
  - Government entities

- Civil society
  - Community Development Councils
  - Community leaders
  - School principals, and students

Specialized speakers addressed the following topics:

- Social Responsibility, its impact and relationship with the Sustainable Development Goals promoted by the United Nations General Assembly
- 10 principles of sustainable dialog
- Community relations
- Ethical Leadership in its three dimensions: Virtue, Justice and Sustainability
4 INNOVATION AND INFRASTRUCTURE

AgroAmerica promotes the development of local economy through the innovation and infrastructure of the palm oil mills:

**Sustainable Development Goal No. 9**

Build infrastructure to promote sustainable, inclusive industrialization and foster innovation.

**Actions undertaken by AgroAmerica:**
- **Investment in palm oil mills**

**Invest in palm oil mills**

We have four palm oil mills, located on the southern coast of Panama and in the northeastern and southwestern area of Guatemala.

AgroAmerica’s palm oil mills have a holistic approach, because we process and extract palm oil, generate clean energy, follow global standards, reuse all by-products generated in the process and guarantee the quality with which the palm oil extraction process is performed.
Palm oil mills trainings
We care about constantly training our workers; with the aim of providing both technical and human knowledge for their professional development and promoting a safe work place.

In 2017, 363 workers were trained on the following topics:

- International Certifications
  - Preserved Identity: Rainforest Alliance and RSPO
  - BASC
- Good manufacturing practices
- Good laboratory practices
- Industrial safety
- Internal policies and labor benefits
- Company’s vision, mission and values
- Code of ethics
- Human rights
- HIV/AIDS
- Personal hygiene

Health and occupational safety
We have an industrial safety policy where we keep track of all of the tasks and avoid any type of risk and/or hazard.

The training topics in industrial safety are:
- Mill operational procedures and safety measures
- Government law
- Emergency Brigades and their operations
- Occupational Health Safety Committee
- Personal Protection Equipment Use
- Risk Assessment
- First Aid
- Use of fire extinguishers
- Workplace order and cleanliness
- Road safety education for drivers of the palm oil trucks
- Emergency Plans
- Evacuation routes and earthquake drills

Through the health and occupational safety practices, the mills have had 360 days with no accidents.
Medical care for workers at their workplace
The mills have specialized nursing staff to care for workers in their workplace, in order to provide them with medication and first aid; they also care for other type of cases, mostly common diseases.

Sustainable Development Goal No. 7

Build infrastructure to promote sustainable, inclusive industrialization and foster innovation. In the palm oil mills we also respond to Sustainable Development Goal No. 7 that watches to ensure access to affordable, reliable, sustainable and modern energy for all.

Actions undertaken by AgroAmerica:
Investment in clean energy
Biomass boiler
Bio digestors

In the operations of the northeastern and southwestern area of Guatemala, we have projects whose aim is treating the palm oil mill’s waste water to generate clean energy, reduce greenhouse gases and obtain suitable water to reuse in irrigation.

AgroAmerica seeks to implement technologies that promote the use of renewable, non-contaminating energy
Clean development mechanism project

In the Northeastern region of Guatemala we have a UN-approved Clean Development Mechanism Project. It consists of capturing methane in anaerobic ponds where organic particles obtained from waste water from the extraction process decompose. Upon decomposing, these particles produce biogas with methane gas content which is captured to burn and reduce greenhouse effect gases or to take to electric power generators to produce up to 2MW/hr for the operation of the milling plant. The surplus is sold to the local grid.

This project was approved under the UN Kyoto Protocol.

Biomass boiler

In the Northeastern region of Guatemala we have a biomass project that consists of clean energy generation through a steam-operated plant made of a boiler and a turbo-generator, which covers electric power demand for the milling plant.

The boiler burns the following by-products from the extraction process: rachis (empty bunch, which contained fresh palm oil fruit) and shell and fiber waste. When burning these by-products, the steam is not expelled into the environment but is used to meet steam requirements during the oil extraction process and to generate clean energy by means of a turbine with the capacity to produce a maximum of 4 MW/Hr.

The biomass boiler is connected to the National Interconnected System – SIN– where all the generation plants in Guatemala are connected, which therefore permits the production, distribution and consumption of electric power generated by the boiler.
Bio digestors

In the Southwest and Northeast of Guatemala we have bio digestors for the following purposes:

- Improving the physical-chemical characteristics of waste water generated by the milling plant
- Reducing organic matter through anaerobic and aerobic processes

Bio digestors are special equipment that reduce the risk of environmental pollution, reduce organic load in plant wastewater, after which that water is used to irrigate plantations. It is modern, state-of-the-art technology.

Coming investment in bio digestor tanks:

- Bio digestor tanks will be covered with a tarp to decompose organic particles that produce biogas, which is then transferred to electric power generators for the operation of the plant. The surplus will be sold locally.
Our aim is to use sustainable environmental practices for the efficient use of natural resources.

That ensure efficient production and respond to two Sustainable Development Goals:
Sustainable Development Goal No. 6

Ensure availability and sustainable management of water and sanitation.

Actions undertaken by AgroAmerica:

Water use and irrigation technologies

We aim to achieve the most efficient use of water resources and ensure availability of water through different technologies. Below we list our investment in different techniques that have led us to save not only water but also energy, and which have contributed to improve the productive performance of plantations.

The technologies implemented by AgroAmerica in the efficient use of water are:

- Reservoirs
- Piezometer
- Rain gauge or pluviometer
- Tensiometer
- Micro-aspersion

Reservoirs

In 2000, reservoirs began to be constructed, they allow collecting water during the rainy season and use it for irrigation when the climate conditions so require. There are currently 8 reservoirs.

Reservoir located in the southwestern zone of Guatemala with capacity of 1,263,600 m³: 334,449,787 galons
Piezometer
Allows measuring the phreatic level, that is, the water level in the soil to determine if it is necessary to drain and avoid flooding in the plantation.

Rain gauge or pluviometer
Allows measuring water precipitation during the rainy season.

Tensiometer
Indicates when to start and stop irrigation.

The main results of the technologies implemented for irrigation are:

- Reduction of the use of water and diesel of up to 50%
- 12% increase in production

Micro-aspersion
Uniform spray system in plantations in order to efficiently use water for irrigation.
Sustainable Development Goal No.12

Ensure sustainable consumption and production patterns. Also, accomplish the ecologically rational management of chemicals and of all waste throughout their life cycle.

Actions undertaken by AgroAmerica:
Recycling
Reuse

At AgroAmerica we strive to reduce waste production through recycling and resource reutilization:

- The central office in Guatemala has a 100% paper recycling program in partnership with Red Ecológica (www.redecologica.com.gt), a certified company for the recovery and recycling of paper with the purpose of reducing, reusing and recycling 12,986 pounds of plastic, cardboard and aluminum have been recycled in the housing units located in the northeastern area.
Reuse

Soil conservation is essential for food security and future sustainable food production; it also helps to fight climate change and adapt to it.

This is why in AgroAmerica plantations nutrients are constantly being applied to the soil by re-incorporating organic matter that comes from the same crop such as palm leaves after pruning and harvesting, rachis, sludge, fiber, ash and nuts that are by-products of the oil extraction process; we also use the legume cover crops in the plantations, which protect the soil from water and wind erosion, add organic matter, improve the moisture conditions and help fix atmospheric nitrogen.

In 2017, the use of agrochemicals was reduced by 28% in the southwestern and northeastern areas of Guatemala.

These practices ensure integrated crop management by maintaining soil fertility and reducing the use of agrochemicals.
Community adaptation to climate change is the adjustment to natural and human systems to reduce the impacts of climate hazards and enhance opportunities to benefit all.

To achieve this, we work on empowering community leaders who carry out impact and development projects in their communities to adopt climate change measures.
In **AgroAmerica** we respond to three of the Sustainable Development Goals that contribute to combating climate change and its effects:

**Sustainable Development Goal No. 13**

Take urgent action to combat climate change and its impacts.

**Actions undertaken by AgroAmerica:**
- Local Disaster Reduction
- Weather Stations
- Reforestation
- Training workers on environmental matters

**Local Disaster Reduction**

Due to the characteristics of the Guatemalan territory, it is vulnerable to the periodic occurrence of natural disasters. **AgroAmerica** partnered with the National Coordinator for Disaster Reduction -CONRED- to train community leaders and company workers over a period of five months in order to organize the Local Disaster Reduction Coordinator System in the communities of the South-western region of the country.

92 persons from 12 communities in the Southwestern region of the country were accredited in 2017 as official Local Disaster Reduction Coordinators; they received 54 hours of training.

The main objectives for the creation of Local Disaster Reduction Coordinator System are:

- To establish mechanisms, procedures and standards that promote disaster reduction;
- To organize, train and monitor communities to install in them a disaster reduction culture;
- To produce emergency plans to respond to natural or man-made disasters;
- To develop coordinated plans and strategies with institutions for the restoration of public services and lines that are essential in cases of disasters.
Three training activities were carried out during 2017 to reinforce and update knowledge on Natural Disasters for 92 members of 12 communities:

The following topics were covered:
- Monitoring of the operation of a Local Coordinator System for Disaster Reduction
- Recommendations for the rainy season
- Vulnerability assessment
- Threats
- Alerts
- Duties of the local coordinators for disaster reduction -COLRED-
- Recommendations for earthquake events
- Mapping of risk zones

Reforestation

AgroAmerica has established partnerships with government agencies, community and private institutions to reforest riverbanks where operations take place, in order to promote the conservation of water, flora and fauna that make up the ecosystem, reduce floods and greenhouse gas emissions.

We have implemented reforestation programs and 12 hectares have been reforested in 2017

AgroAmerica has implemented reforestation programs and 12 hectares were reforested in the river banks in 2017 in the northeastern and southwestern areas of Guatemala.
Volunteering for the reforestation campaign (http://munipuertobarrios.gob.gt/2017/07/30/adelante-con-la-reforestacion-del-cerro-san-gil/)

A reforestation program was carried out in the northeastern area of Guatemala, in which AgroAmerica contributed through the participation of its workers who volunteered to plant 7,000 trees at the source of one of the rivers in the area, which provides drinking water for 85,000 people.

The reforestation program was carried out in partnership with government and non-government entities, private institutions and the community; the actors involved were:

- Division for the Protection of Nature
- National Coordinator for Disaster Reduction -CONRED-
- Private institutions
  - AgroAmerica
  - Independent producers
- Non-governmental organizations
  - Foundation for Eco-Development and Conservation -FUNDAECO-
  - Volunteers for Development
  - Red Cross
- Community
  - Scouts
  - Community Development Councils

Government
- Departmental municipalities
- Students from Guatemala’s public universities
- Social Work Secretariat of the President’s Wife
- Human Rights Ombudsman’s Office
- National Council of Protected Areas -CONAP-
- Infantry Marine Brigade
- Municipal Development Councils

Training workers on environmental matters

At AgroAmerica we train our workers in practices that promote the protection of the environment and which they can implement in their place of work, in order to contribute to the conservation of resources and international standards.

The main topics covered by the training are:

- Protection and care for the environment
- Environmental policy: no pollution, continuous improvement, environmental legislation
- International certifications and regulations

In 2017, 3,173 workers were trained on environmental protection topics
**Sustainable Development Goal No. 14**

Conserve and sustainably use the oceans, seas, and marine resources for sustainable development.

**Actions undertaken by AgroAmerica:**
- Mangrove technical working group
- Technical working group on river basins
- Integrated Water Management Congress
- Fish nurseries
- Forest Nurseries
- Celebration of International Mangrove Day in the communities to raise awareness of their importance and need for conservation
- Identification of areas to be reforested
- Training on conservation, restoration and importance of mangroves to schools and community leaders

**Mangrove technical working group**

Guatemala is a country with a great variety of ecosystems, including mangroves that are internationally important wetlands. **AgroAmerica** participates in the mangrove technical working group of the South Coast of Guatemala to contribute to the conservation and wise use of wetlands through local and regional actions.

**AgroAmerica** contributed with the methodology of "Permanent Plots of Forest Measurement in Mangrove" which was implemented by the National Forest Institute of Guatemala to monitor and gather information for the decision-making for Mangrove conservation.

The main participants of the mangrove technical working group are:

- National Institute of Forests
- Institute of Climate Change
- Association of Independent Banana Producers
- Neighboring municipalities
- Community leaders from the communities surrounding the mangrove zones
- Environmental Management Unit of the Municipality of Tiquisate, Escuintla
- Nature Protection Division
- Agricultural companies in the area

The activities carried out with the mangrove working group have dealt with:
Adaptation to Climate Change


Technical working group on river basins

Due to the climate events that affect the world, Guatemala has been significantly impacted by the reduction in rainfall, increased temperatures and the reduction of water levels in rivers.

At AgroAmerica we seek measures to adapt to climate change through our active participation in River Basin Committees in the Southwest and Southern Coast of the country.

The main objectives of the technical working groups on basins are:

- To obtain basic user information and flows along the main rivers
- To define a baseline to help make the best use of water resources

AgroAmerica participates in seven technical working groups on basins in the southern coast and the southwest of Guatemala - a participatory effort of all social actors in business, government and civil society. Below are the members of the committees:

Participants in technical working group on basins:

Government
- Departmental Governor
- Municipalities
- Department of Water and Watershed Resources
- Territorial Reserve Control
- Offices of the State
- Presidential Commission
- Coordinator of the Executive’s Policy on Human Rights – COPREDEH –
- National Commission for Disaster Reduction
- National Council of Protected Areas

Private organizations
- Agroindustry
- Association of Independent Banana Producers
- Climate Change Institute
- Hydroelectric Power Plants
- Association of Independent Banana Producers
- Sugar Growers’ Association of Guatemala
- Association of palm growers

Community
- Community leaders
- Church
- Community Development Councils
- Citizens of the community

Accomplishment of the technical working groups on basins:

The major activities conducted by AgroAmerica in these technical working groups have been:

- Riverbank reforestation
- Forest nurseries
- Training for 760 persons who live close to rivers, on topics such as climate change, resource conservation, reforestation and gauging mechanisms
During 2017, AgroAmerica has participated in 42 meetings of the six technical working groups on basins, to contribute to and promote the conservation and efficient use of resources, as well as to take benefits to the inhabitants of the area.

AgroAmerica’s technical staff: AgroAmerica has trained technical staff who participate in meetings and perform the following tasks:

- Participation in monitoring the sustainable use of water resources
- Monitoring planning
- Coordination of reforestation activities and training
- To coordinate and be a communications channel to maintain the dialogue among the users of the basin
- Flow measurement and recording

150 persons participated in the Congress, among them representatives of agribusiness companies, municipalities, mayors, churches, and community leaders

### Integrated Water Management Congress

The First Integrated Water Management Congress took place in the Southern Coast of Guatemala in 2017.


It was organized by the private agricultural sector and association groups that AgroAmerica belongs to.

- AgroAmerica engineers were selected to present advances in the system of irrigation, storage, conservation and reuse of water
- This Congress was held with the following objectives:
  - Improve knowledge on the quantity and quality condition of water resources of the Southern Coast according to recent research and data
  - Create awareness about present and future risks related to water that could have a direct or indirect impact on the productive systems of the Southern Coast
  - Make visible and promote good practices in water management implemented on the Southern Coast
  - Suggest potential technical and institutional solutions in integrated water management
Sustainable Development
Goal No. 15

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.

Actions undertaken by AgroAmerica:
- Flora and fauna diversity
- Forest areas
- Iguana Reserves

Flora and fauna diversity

AgroAmerica protects biological diversity and through environmental studies more than 53 species of flora and more than 76 species of fauna that live in our plantations have been identified.

Iguana Reserves

In the northeastern area of Guatemala there is a natural reserve of more than FIFTY THOUSAND IGUANAS, which are protected and are given the necessary care in their stages of development stage and growth. Iguanas live for more than 15 years; therefore, a suitable habitat has been adapted for them to live and conserve the species.

Forest areas

We promote the conservation of forest areas to prevent floods, erosion and to protect flora and fauna.

362 hectares of forest area are currently under conservation plans in the plantation in Guatemala.
We know that to ensure the outcome of our efforts we must evaluate them constantly.

We also believe that being certified and complying with international standards is crucial for the business, so our employees, the communities that surround us, our customers and our investors can be assured of sustainable and responsible production.
Responsible management

49

Roundtable on Sustainable Palm Oil -RSPO-

Identity Preserved Certification

www.rspo.org/

Currently, RSPO has 11.90 million tons of certified palm oil, which represents 19% of palm oil at the global level.

AgroAmérica’s palm oil company, located in the northeastern area of Guatemala was the fourth palm oil company at global level to become -RSPO- Identity Preserved certified, the fifth in Latin America to obtain the -RSPO- Certification and the first one in Central America.

What is the -RSPO-?
The Round Table on Sustainable Palm Oil is a non-profit association that brings together different actors in the palm oil value chain, with the objective of promoting palm oil production and use with environmental, social and economic sustainability criteria.

The -RSPO- is the most recognized initiative in the international arena in the field of sustainability for the sector and -RSPO- members make up a large portion of the sector of palm oil which is produced and sold in the world market.

The -RSPO- standard contains 8 principles, 43 criteria and 138 indicators. The main principles are:

- Absolute commitment to transparency in the information provided in relation to the procedures used for cultivating oil palm
- Compliance with applicable laws and regulations at local, national and international levels
- Commitment to long-term economic and financial viability
- Use of appropriate best practices by growers and millers
- Environmental responsibility and conservation of natural resources and biodiversity
- Responsible consideration to workers, neighboring individuals and communities
- Responsible development of new plantings
- Commitment to ongoing improvement in all key areas of the operation

See certificate published by Control Union:


International certifications

Certifications are specifically oriented to agricultural, labor, economic and social practices that allow operating with global standards and set us apart in the world market:
The Rainforest Alliance covers ten criteria related to continuous improvement as well as economic, environmental and social aspects that ensure and promote the concept of sustainable agriculture.

AgroAmerica’s palm oil mill located in the northeastern part of Guatemala was the first mill in the world to be Rainforest Alliance-certified.

Additionally, the mills are Rainforest Alliance Identity Preserved certified, which guarantees that all palm oil fruit that goes into the mill to be processed is 100% certified by the Rainforest Alliance Certified seal.

The main criteria audited are:

- Social and environmental management systems
- Preservation of ecosystems
- Wild life protection
- Water conservation
- Fair work practices and good working conditions
- Occupational health and safety
- Community relations
- Integrated crop management
- Soil use and conservation
- Integrated waste management

AgroAmerica’s palm oil mill located in the northeastern part of Guatemala, was the first mill at the global level in becoming -BASC- certified.

The -BASC- certification enables management of safety global standards and procedures, applied to the international trade logistics chain.

The main criteria audited are:

- Compliance with business partners
- Load and container safety
- Physical access control
- Safety for its own staff, subcontracted and supplied personnel
- Security Procedure
- Physical Safety
- Technological Safety
- Security training and threats
- Security Assessment
The Kosher Certification is the verification system so that food complies with the requirements of Judaism and can therefore be consumed by its believers. This audit is conducted in the palm oil mills to ensure compliance with the quality standards and specifications required.

The main criteria to evaluate are:

- Quality
- Good Manufacturing Practices
- Supply Chain Traceability

It guarantees that there are no products from animal origin in the oil process, such as milk and its by-products, alcohol, wine, beer, chocolate, grape juice and by-products; it also makes sure that these products are not transported in ships or in tanks that transport oil, so it also guarantees the tanks sanitation.

**AgroAmerica** has three categories of the Kosher Certification:

1. **UK Kosher:**
   Guatemala’s southwestern area has the UK Kosher category, which is the most recognized one at the Spanish-speaking level. [http://www.ukkosher.org/](http://www.ukkosher.org/)

2. **OK Kosher:**
   The northeastern area has OK Kosher category, since 2014, recognized at world level [http://www.ok.org/](http://www.ok.org/)

3. **OK Kosher - PARVE KOSHER FOR PASSOVER**
   The northeastern area was awarded the OK Kosher - PARVE category, which refers to products in their natural Kosher state, that do not contain meat or dairy ingredients, or their by-products; becoming the first palm oil production company in Latin America to gain the OK - PARVE Kosher certification and including it among the five companies in the world with this certification.

Under the seal of the Global STD Certification, we guarantee the implementation of Good Manufacturing Practices that promote the integrity of the food manufacturing process and their compliance with food safety regulations.
Northeastern area of Guatemala*

<table>
<thead>
<tr>
<th>Certification</th>
<th>Name of the Certification</th>
<th>% of certified milling plants</th>
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</thead>
<tbody>
<tr>
<td>OK Kosher</td>
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<td>100%</td>
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<tr>
<td>Rainforest Alliance (Identity Preserved)</td>
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<td>100%</td>
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<tr>
<td>RSPO (Identity Preserved)</td>
<td></td>
<td>50%</td>
</tr>
<tr>
<td>Good Manufacturing Practices</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>-BASC-</td>
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<td>100%</td>
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</tbody>
</table>

*The remaining 50% is currently in the process of being RSPO Preserved Identity certified during the first half of 2018.

In 2017, 2,600 workers were trained on the main topics audited in international certifications.

Southwestern area of Guatemala*

<table>
<thead>
<tr>
<th>Certification</th>
<th>Name of the Certification</th>
<th>% of certified milling plants</th>
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<tbody>
<tr>
<td>Rainforest Alliance (Identity Preserved)</td>
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<td>100%</td>
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<tr>
<td>Good Manufacturing Practices</td>
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<td>100%</td>
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</table>

* Currently the operations in the southwestern area are in the process of obtaining the RSPO certification.

In 2017, 1,112 workers were trained on the main topics audited in international certifications.

Production farms certifications

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<thead>
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<th>Name of the Certification</th>
<th>% of certified milling plants</th>
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<tbody>
<tr>
<td>Rainforest Alliance</td>
<td></td>
<td>100%</td>
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<tr>
<td>RSPO</td>
<td></td>
<td>78%</td>
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</table>

*Currently, the remaining 22% is in the process of being RSPO certified.
During 2017, we were finalists in several awards, which confirms our effort for business sustainability.

We have also been invited to participate in very prestigious high-level meetings.
1. Unilever Global Development Award 2017

http://awards.bitc.org.uk/home-page

We participated in the largest and most prestigious awards program in the United Kingdom, and were one of the five finalists out of 249 participating companies worldwide in the Unilever Global Development Award category in which we presented our “Living Wage” program.

This award recognizes companies that have demonstrated a positive impact on one or more Sustainable Development Goals promoted by the United Nations' General Assembly.

2. Rainforest Alliance acknowledgment

http://newsinamerica.com/pdcc/agrocaribe-receibe-reconocimiento-de-rainforest-alliance/

AgroAmerica received an acknowledgement from Rainforest Alliance for achieving five consecutive years with the sustainability seal in the northeastern area of Guatemala.

The recognition was granted by Rainforest Alliance’s Manager for Mesoamerica, who said: “Your Company is part of a distinguished group of innovative organizations around the world, who work tirelessly to support people and the planet through its commitment to sustainability.”
3. Central America Donors Forum 2017


**AgroAmerica** was invited to be a sponsor of the Central American Donors Forum that was held in Panama City. It is an initiative of the Seattle International Foundation (SIF) in which more than 300 persons gathered: government leaders, media, private sector and institutions that promote Social Responsibility.

The topics addressed were economic development, the problems of poverty in Central America and how corporate social responsibility plays an important role in the construction of a more inclusive region through strategic partnerships with social actors.

The CEO and the Corporate Director of **AgroAmerica** participated in the following discussion panels:

- **Social Responsibility: The role of influential people in the construction of democracy in Central America**
- **Speed and Scale: Transforming agricultural partnerships for the environmental, social and economic sustainability of Central America**
Strategic partnerships
Sustainable Development Goal No. 17

Promoting the strengthening of national and international alliances to achieve Sustainable Development.

Actions undertaken by AgroAmerica:
Agreement among AgroAmerica and Solidaridad Network
Strategic partnerships
Relationship with stakeholders for commercial purposes
Relationship with stakeholders in the area of Corporate Social Responsibility

AgroAmerica joined this initiative to promote projects and action plans that foster reforestation, biodiversity and optimize the functions of the Sustainable Landscape.

https://www.solidaridadnetwork.org/

AgroAmerica believes in building positive relations with our stakeholders through active and ongoing communications based on dialogue as a path to development.

At AgroAmerica, we now have a database of 1,302 local stakeholders that include community leaders, churches, members of Community Development Committees (COCODES), teachers, school principals, mothers who participate in our social programs, government agencies, NGOs and the media.

We have contributed to, and we maintain strategic partnerships with national and international labor, business and CSR organizations.
**Relationship with stakeholders for commercial purposes**

Promote economic development projects in the industry and in the region where we operate.

**Chamber of Industry of Guatemala**
We support the development of the industrial sector with initiatives in work areas, competitiveness, trade and legal affairs.

**AmCham Guatemala**
We participate in its activities and have been the recipients of their Award for Contributions to the Community in Education.

**Guatemalan Exporters’ Association**
We are members of AGEXPORT that works to enhance competitiveness through the implementation of quality systems in the exports production chain.

**World Economic Forum**
We work together to define challenges, solutions and actions in a spirit of global citizenship; we encourage public-private cooperation.

**Agricultural Chamber of Guatemala**
We are members of the Chamber and contribute to rural development, food security and competitiveness initiatives.

**Disaster Reduction Coordinator**
We work with CONRED to establish a local Disaster Reduction Network, with community leaders from the areas where the company works.

**USAID ALIANZAS**
USAID has invested in AgroAmerica’s health programs with the aim of expanding their scope and raising their impact. New projects are under analysis to provide support to more neighboring communities.

**Ministry of Education**
We work together with the Ministry of Education to take education to the rural communities in the south-Western region and in the South Coast of Guatemala.

**Universidad del Istmo**
We work with the University in the implementation of programs for education in values for the workers. The company has also offered scholarships for students to continue their schooling at the University.

**World Food Bank**
We have worked with -BAG- in Quetzaltenango and other rural areas of Guatemala that are a priority for their high levels of poverty and malnutrition.

**Relationship with stakeholders in the area of Corporate Social Responsibility**

To implement sustainable projects that have a positive impact on persons, society and the environment.

**Center for Corporate Social Responsibility in Guatemala**
We are members of the Board of Directors and work to promote and contribute to CSR initiatives in Guatemala and the region.

**Sustainability Consortium**
We are members of the Consortium and support scientific research and the development of a work framework and tools to reduce the social and environmental impact resulting from global consumption.
Strategic partnerships

**Business Persons for Education**
We make financial contributions to this organization that aims to improve education in the country.

**FUNCAFÉ**
We signed a memorandum of understanding with Funcafé to receive technical assistance to implement a new education method for the school of the children of our workers.

**Colorado University**
We carry out community-wide programs in partnership with the Children’s Hospital of Colorado. Also, the University of Colorado provides technical, medical and research assistance at the medical clinic of AgroAmerica.

**Solidaridad**
We are part of the consortium for sustainable palm oil in Guatemala, funded by Solidaridad who works with actors in the supply chain, to promote a sustainable and integrated economy.

**Red Ecológica**
Company with which we work the recovery and recycling of paper used in central offices of Guatemala.

**Food and Nutrition Security Secretariat**
We work with the Secretariat to provide training on preventive health in rural communities of Guatemala.

**FUNCAFÉ**
We signed a memorandum of understanding with Funcafé to receive technical assistance to implement a new education method for the school of the children of our workers.

**BSR**
We are members of BSR, which helps companies develop sustainable business strategies and promotes solutions through consultancies, research and multi-sector cooperation.

**World Banana Forum**
We are members of the World Banana Forum, which is a permanent point of contact for representatives of the global supply of banana to promote an open dialogue on how to face the challenges faced by the banana sector.

**Ministry of Social Development**
We provide cooperation to MIDES to carry out social development programs jointly.

**Zamorano University**
We make contributions to the Agricultural Development Fund of Guatemala which is financed by agro-industry to offer fellowships at Zamorano University for low-income students.

**Climate Change Institute**
The Institute is a private organization that is a leader in research and project development for Climate Change mitigation and adaptation in communities, productive processes and regional infrastructure. We established a partnership with the Institute to teach a certificate course on “Community Adaptation to Climate Change” in the Southwestern and Southern Coast areas of Guatemala.

**Agrequimia**
We have carried out training programs on the responsible use of agrochemicals and on plastic container recycling.
### General Basic Contents

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<td><strong>G4-16:</strong> List memberships of associations to which it belongs and/or national and international organizations that the organization supports: affiliations</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Participation of stakeholders</th>
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<tr>
<td><strong>G4-24:</strong> List stakeholders associated to the organization</td>
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<th>Reporting Profile</th>
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<tr>
<td><strong>G4-28:</strong> Period covered by the information contained in the Report</td>
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<td><strong>G4-29:</strong> Date of the most recent previous Report</td>
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<td><strong>G4-30:</strong> Reporting cycle</td>
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<td><strong>G4-31:</strong> Point of contact for matters related to the Report or its contents</td>
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<td><strong>G4-32:</strong> Level reached, GRI Table of Indicators, and external verification of the Report</td>
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<th>Corporate Government</th>
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<td><strong>G4-34:</strong> Government structure of the organization and its committees</td>
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<tr>
<th>Ethics and Integrity</th>
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<tr>
<td><strong>G4-56:</strong> Mission, values and Code of Conduct Statements</td>
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</table>
G4 -57: Describe the internal and external consultation mechanisms in favor of ethical and lawful conduct, and to consult the matters related to the integrity of the organization, such as telephone help lines or consultation.

G4-58: Describe the internal and external mechanisms for reporting unethical or illicit behaviors and matters related to the integrity of the organization, such as escalated notification to management, mechanisms for reporting irregularities or helplines.

### Specific Basic Contents

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<td>Aspect: Mechanisms to file labor practice complaints</td>
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<tr>
<td>G4-LA: 16 Number of labor practice complaints filed, addressed and resolved through formal complaint mechanisms</td>
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<td>G4-HR2: Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained</td>
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<td>G4-HR3: Total number of incidents of discrimination and corrective actions taken</td>
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<td><strong>Aspect: Child labor</strong></td>
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