



PROCEDURE FOR THE RESOLUTION OF CONFLICTS, COMMUNITY GRIEVANCES, AND/OR ILLEGAL ACTIVITIES

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Procedure for the Resolution of Conflicts and/or Community Grievances

Code: GAF PR 03

Revision: 4

1.0 Objective

- 1.1 This procedure outlines the steps to be followed in addressing potential conflicts and community grievances arising from negative impacts (e.g., fires, truck traffic, invasion of exotic species, fencing, gates, etc.) resulting from the operations of the farms comprising the AF GROUP. It also applies to disputes regarding land tenure and rights of use.
- 1.2 Conflict resolution is understood as reaching an agreement between the parties involved in a timely and cost-effective manner.

2.0 Scope

This procedure applies to all grievances submitted to the Company that originate from the surrounding community.

3.0 Responsible Parties

- 3.1 The recipient of the grievance
- 3.2 Head of Forest Management

4.0 Methodology

- 4.1 Upon receipt of a grievance or when a conflict arises, the matter shall be reported to the Head of Forest Management and to the Management System Officer within 10 days.
- 4.2 The Head of Forest Management shall convene a meeting between the parties involved if deemed necessary. Otherwise, where appropriate, an action plan will be defined and implemented within one month. Once the action has been executed, either the Supervisor or the Manager, depending on the nature of the grievance and the claimant, shall contact the claimant to confirm satisfaction with the outcome.
- 4.3 If the Head of Forest Management convenes a meeting, the validity of the grievance and the possible solutions shall be analyzed, seeking to reach a proposal that is satisfactory to all

parties.

- 4.4 The resources required to implement the proposal shall be assessed, responsible parties shall be designated, and timelines shall be defined.
- 4.5 If necessary, the proposal shall be submitted to the General Manager for approval whenever the remediation cost exceeds USD 2,000.
- 4.6 The proposal shall be executed.
- 4.7 If the grievance is deemed not pertinent, it shall be archived, and the claimant shall be informed —either in writing or through an audio message (e.g., WhatsApp)—of the reasons for its non-acceptance.
- 4.8 In the event a grievance (dispute) remains unresolved, an entry shall be made in the Register of Complaints and Grievances explaining the reasons it could not be resolved and the measures to be taken to address it.
- 4.9 Preventive measures are established to avoid potential damage, including fire prevention. For this purpose, the Company is part of a fire prevention group composed of several forestry companies, whose members are trained and follow clearly defined contingency measures. Truck movements for timber transport are planned in advance, with prior notice given to the affected parties. Circulation is avoided on rainy days. In the case of aerial applications, the affected parties are notified, and all necessary precautions are taken to minimize impacts on the community.

Procedures are also established for cases of timber theft. The Head of Forest Management must be informed, and together with the Farm Supervisors, is responsible for filing the relevant police report. Whenever timber theft occurs, a report shall be filed. In the case of land tenure and use disputes, the Head of Forest Management is notified, and operations are suspended until the conflict is resolved through legal channels.

5.0 Illegal Activity or Undesired Impact

- 5.1 An illegal activity monitoring program has been established. It consists of field inspections carried out by personnel assigned to the program (the Harvesting Manager may reassign

responsibilities depending on the activity). Farm Supervisors must conduct these inspections and complete the monitoring report annually. The program also includes monitoring of potential illegal activities, soil conditions, the surrounding environment, neighboring communities, roads, and other relevant factors.

5.2 If any illegal activity or undesired impact is detected, it shall be reported promptly to the respective Area Managers (Harvesting and Silviculture).

5.3 Reporting Illegal Activity

Once made aware of illegal activity, both the Area Manager and the Farm Supervisors shall proceed as follows:

- If individuals are found camping (e.g., hunting or fishing), they shall first be informed that the property is private land and instructed to leave.
- If they refuse to leave, or in the event of repeated trespassing, a report shall be filed with the nearest police station. This report shall be submitted by either the Head of Forest Management or the Farm Supervisor, depending on who is present at the site.

In the case of any other illegal activity that threatens the assets of the farms managed by the AF GROUP, a police report shall be filed promptly.

5.4 Suspension of Activities / Operations

The suspension of activities or operations shall be implemented in cases where disputes arise concerning applicable laws or customary land tenure rights, provided they are of substantial magnitude or duration, or involve a significant number of stakeholders.

In the event of an undesired impact, the matter shall be reported to the Managers, and the situation will be reviewed and assessed.

6.0 Recordkeeping

All complaints or grievances received, as well as the actions taken in response and their resolution, shall be recorded in the Register of Complaints and Grievances of Agro Empresa



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Reports of timber theft are kept on file at the Montevideo office for five years.

In the case of land tenure and use disputes, the file remains permanently under the jurisdiction of the legal system.

CHANGES IN THE LATEST VERSION

- Revision 0 to 1: Logo updated, approving officer changed, and reference to the AF GROUP added.
- Revision 1 to 2: Document updated.
- Revision 2 to 3: Guidelines defined in items 1.6.3 and 1.6.4 of the FSC-STD-URU-01-2021 [National Forest Stewardship Standard of Uruguay] were incorporated.
- Revision 3 to 4: Methodology updated to include General Manager approval for expenses exceeding USD 2,000.