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29 May 2017

Rainforest Action Network
Friends of the Earth (United States)
Union of Concerned Scientists
ActionAid USA
SumOfUs
Mighty
Due Process of Law Foundation
Environmental Investigations Agency – US
Network in Solidarity with the People of Guatemala
Forest Heroes
Forest Peoples Programme
International Labor Rights Forum
Maryknoll Office for Global Concerns
NGO and Cooperatives Coordination

Re: Reforestadora de Palma S.A

Dear friends of the NGO fraternity,

We refer to your letter dated 18 April 2017.

Regarding the allegations of the November 2016 event where Reforestadora de Palma S.A (REPSA) was alleged to have disrupted a meeting convened by the International Observer Mission for Human Rights, we have sought clarification from REPSA who informed that they were not aware of and not responsible for the happenings. Nevertheless, based on the recent letter you sent, we understand that a [police report](#) has been filed by a Mr Saul Pauu Maaz with the Guatemala police authorities. REPSA has committed to fully cooperate with the authorities in the investigation of this case – see REPSA's response [here](#). REPSA and Wilmar may not be able to comment further if police investigation is ongoing.

Notwithstanding the November 2016 incident, Wilmar has been in active engagement and regular dialogues with REPSA since the concerns regarding their business practices were first brought to our attention by you and your peers in November 2015 – see letter [here](#). While Wilmar acknowledges there is still much room for improvement, we appreciate REPSA's efforts thus far at taking the necessary corrective actions on the issues raised for which we continually track and monitor.

In particular, REPSA has

- undergone a site assessment conducted by TFT in November 2015 which resulted in a 12-month action plan that was developed collaboratively with TFT, and commenced in May 2016.
- undergone a 2nd assessment by TFT to assess their progress in the implementation of the action plan; a third field assessment by TFT is scheduled for May 2017.
- published policies on no violence and intimidation and zero-effluent discharge respectively, as well as launched their [grievance procedure mechanism](#) in 2016.
- published their responsible palm oil production policy in early 2017, conducted a security programme assessment and undertaken a labour audit on its labour management systems and practices in 2017.
- to-date published three updates on their action plan implementation progress, with the third one most recently released on 17 May 2017 – see 3rd progress report [here](#).

In addition, TFT and the Consensus Building Institute (CBI) visited Sayaxché in Guatemala in 2016 to jointly carry out a social-scoping exercise to assess the willingness of local stakeholders to participate in a participatory process for dialogue and resolution. TFT and CBI returned a second time to Sayaxché to socialise the results of the social scoping exercise with the local stakeholders. This same [report](#) has been shared with REPSA who appreciated the views, insights and recommendations presented, and they have committed to considering collaborations with stakeholder groups to address them, where relevant.

Most of the above updates can also be found on our [grievance list](#).

Wilmar will continue to actively engage with REPSA and track their action plan implementation progress, as well as follow-up with them on the development of the police investigation of the November 2016 incident.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Daphne Hameeteman'.

Daphne Hameeteman
Sustainability Manager & sustainable sourcing Latin America