



2019 PROGRESS REPORT
Dinant Security and Human Rights
Implementation Program

October 2019

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1. Executive Summary

Dinant Corporation's progress in security activities continued with the same commitment to implement the Voluntary Principles for Security and Human Rights (VPSHR) throughout the reporting period 2017-2019¹. This commitment has been the guiding strategy during this report period.

Among other notable achievements in 2017-2019, Dinant began expanding the VPSHR Implementation Program and the Risk Assessment process throughout the Central American region.

Dinant continues to be the first and only agri-business worldwide that has adopted and implemented the VPSHR program and continues to be a leading Company in providing professional security, respecting the human rights of all people in Honduras and all its facilities.

This report describes the security and human rights component of Dinant's operations. Interested stakeholders concerned with Social and Environmental issues should also refer to the Dinant website for additional discussion of those programs.

- In October 2017, the IFC published a statement that "as of the date of repayment of the loan, Dinant had achieved material compliance with IFC's Performance Standards". As part of this EAP, Dinant was audited by numerous independent agencies to ensure compliance across the spectrum. The VPSHR Program was specifically checked several times by the renowned law firm of Foley Hoag LLP. (See Annex E for a copy of the letter from the IFC on this issue.)
- Dinant employs the services of SEHOCAN, an affiliate of the international security Company Golan Group. SEHOCAN has accepted Dinant's commitment to the VPSHR and their commitment to act in accordance with The VPSHR. SEHOCAN has trained all its security guards assigned to Dinant operations and facilities in the VPSHR and Dinant's Security Policy. The training also includes Dinant's Rules for the Use of Force (RUF), threat identification and appropriate responses, use of non-threatening defensive equipment, support to Dinant's community engagement program, and other security related topics.
- Dinant strongly supports all the investigations made by the Honduran Government about past violence, especially in the Bajo Aguán region, which has claimed many victims, including Dinant employees.
- Dinant Corporation's commitment to human rights and the professional performance of its security men and women remains firm. Dinant's Ethics Standards, Security Policy, Human Rights Policy and Sustainability Policy are core commitments by the Company. These standards are posted on Dinant's website and displayed prominently at all of their facilities. Security contractors are required to

¹ The cutoff date for information included in this report is May 2019.

accept and adopt Dinant's standards. Security guards are forbidden to act outside Dinant property and may only respond defensively using clear protocols to minimize the escalation of force.

- To support the efforts of the Honduran Government, Dinant has met a number of times with the Honduran Public Security Forces (PSF) in order to share Dinant's policies, standards and commitments with regard to security and human rights and social responsibility. Dinant takes every opportunity to promote professionalism, respect for human rights and the rule of law and order in the Company's interactions with the police and military.
- Using standard risk management methodology, Dinant conducted Risk Assessments for all its Honduran facilities and functions. These Risk Assessments analyzed the full range of issues and challenges each site faces and developed effective action plans to address each of these.
- Dinant's first priority in providing security for its operations has been to improve the professional capabilities and performance of its guard force, both direct-hire and third-party contractors. To achieve that goal, 100% of Dinant security personnel – in-house and contracted -- have been trained in the Voluntary Principles for Security and Human Rights, Threat Assessment, Conflict Avoidance, Rules for the Use of Force and techniques to minimize the amount of force required to repel a violent assault.
- Dinant still continues its ground-breaking initiative in Honduras of unilaterally withdrawing firearms from its security guards in all plantations and manufacturing facilities in the country. This policy was initiated entirely at the behest of Dinant's leadership team. The strongest supporters of Dinant's "No Firearms" Policy have been the guards themselves and their families. The results of this initiative have been independently verified by the IFC using the law firm Foley Hoag LLP.
- Honduras has achieved a significant reduction in homicides in recent years. While violence has dramatically declined, Dinant tragically suffered the loss of six security guards during this reporting period, two of them related to land invasions by armed groups and four of them in relation to palm oil fruit theft, which is becoming a major challenge, especially in the Aguán region.
- To complement Dinant's guard force training, the Company replaced firearms with alternative equipment, including cell phones and whistles to call for assistance, and batons and pepper spray to protect the guards from violent assault. Polling of the guards found that, even after the death of a security guard in 2017, the majority continue to believe they are safer without firearms than they were when they carried them. The guards also feel they get more respect from other employees and from their families. This includes both male and female guards².
- Dinant continues to engage proactively with local communities using a robust Social Team staff. These dedicated men and women meet with local communities and, using a tailored and proven Grievance Mechanism Resolution Program, address

² Dinant has encouraged the inclusion of women in the security guard force, a rarity in Honduras. Female guards receive the same training, equipment and pay as their male counterparts.

issues and concerns. The Grievance Resolution Program has been explained to the work force and local communities; posters are located at all Dinant facilities in Honduras. Currently, Dinant provides six different ways to bring suggestions and grievances to the attention of the Company for resolution. Confidentiality is guaranteed in sensitive cases such as allegations of inappropriate or abusive behavior by any employee. All the liaison staff are trained in this matter. The Company is still facing a challenge in Aguán for the Peasant Groups claiming ownership over Dinant's property to use this channel of communication to address their claims.

- Dinant employees are trained on Dinant's security, human rights, environmental, ecological, and social programs to ensure they understand the Company's commitments and standards.
- Dinant has issued a standing invitation in writing to all concerned parties, including international human rights NGOs, to come to Honduras, to the Aguán Valley and to any other of Dinant's sites to see and discuss what is actually happening on the ground. These invitations remain open. Dinant has also issued a verbal open invitation to the members of the social pillar of the VP's during the VP Plenum meeting in London in March 2019 to visit Dinant's operations.
- Dinant is proud of its ongoing programs to modernize the Company's security requirements while respecting the rights of others. Dinant is a professional and transparent Company, with security men and women locally recruited, equipped and trained in the use of non-lethal defensive techniques. Throughout 2017 and 2018, Dinant Security demonstrated its commitment to the highest standards of professionalism, disciplined restraint, and transparent cooperation with the Honduran government and all other stakeholders. There were no complaints or allegations against Dinant or its security guards with either the Honduran Public Ministry or the Honduran Human Rights Commission during this reporting period.
- Between November 2014 and early 2017, Dinant's implementation of the VPSHR was monitored by an external team from the law firm of Foley Hoag, LLP. Foley Hoag has been strictly neutral and professional. While the team has been consistently complimentary of Dinant's VPSHR implementation program, they have suggested several enhancements to Dinant that the Company has implemented.

In summary, Dinant is proud of its VPSHR Implementation Program and its achievements in 2017 and 2018. The Company is continuing to expand, enhance and improve the processes, procedures and techniques they pioneered in Honduras and in the Central American and Caribbean region.

2. INTRODUCTION

2.1 Background

Dinant Corporation is headquartered in Honduras and operates in Central America and the Dominican Republic. This report is concerned with Dinant's security and human rights related activities in Honduras. The Company continues to make steady and substantial progress in implementing the VPSHR throughout Honduras and is expanding the Program to all Dinant operations in Central America and the Caribbean.

Honduras has reduced violence and deaths³ during this reporting period, particularly on the northern coast. This progress is largely due to the reduction of drug trafficking, aggressive action against existing criminal organizations by the Honduran Government's security forces, and additional training of the Public Security Forces (PSF). Regrettably, illegal and often violent trespassing and invasions have continued. In one brutal occasion, two unarmed security guards were murdered while on duty.

The relationship between Dinant and the PSF remains professional. Since the first deployment in 2011, the Xatruch Task Force has been active and effective in reducing violence in the Aguán area and protecting the local communities. On April 4, 2018 Xatruch withdrew the few members it had at Dinant's warehouse on the Paso Aguán plantation. Police security forces have continued to provide training in minimizing the use of force for Dinant security guards.

Dinant directly employs 8,000 people, supports an additional 22,000 livelihoods, generates many millions of dollars in exports for the Honduran economy, and contributes significantly to the economies of all countries in which it operates.

Dinant strongly supports providing opportunities for women, indigenous peoples and minorities in its workforce to enhance their lives as well to improve the relationship with communities. The Company creates thousands of well-paid, sustainable jobs with pensions and compensation levels well above the national minimum wage. Dinant's programs significantly improve the skills, education and health of its employees.

Dinant rigorously benchmarks its operations against stringent international standards particularly in the Agricultural Business Unit that grows African Palm Oil.

All of Dinant's Honduran operating facilities meet ISO 14001 and OHSAS 18001 standards. The recertification was renewed in 2018 for environmental management systems and occupational health and safety programs. The Company also achieved the International

³ You can see more info on <https://www.presidencia.gob.hn/> Also see: <https://www.insightcrime.org/news/analysis/7-keys-understanding-honduras-declining-homicide-rate/>; <https://www.reuters.com/article/us-honduras-violence/honduras-murder-rate-fell-by-more-than-25-percent-in-2017-government-idUSKBN1ER1K9>

Sustainability and Carbon Certification – European Union (ISCC EU)⁴ and ISCC Plus certifications in relation to its Palm Oil Business. Dinant’s support for small independent growers was also an important aspect of this certification.

In March 2019 Dinant was recognized in a survey of over 150 companies as the “Best Place to Work”, not only in Honduras but in the region by Great Place to Work® Institute of Central America and the Caribbean. (See Annex F)

Dinant is proud of the progress it is making and the success it has achieved as an industry leader, both in Honduras and in the agro-business sector worldwide. By delivering security while respecting and protecting human rights, Dinant has set the example now followed by other companies in Honduras and Guatemala.

2.2 Purpose and Objectives

The purpose of this report is to describe the progress made to date since the previous Report. This report aims to do the following:

- Describe how employees, security guards and members of neighboring communities have been trained in the VPSHR.
- Provide a description of the relationship between Dinant and security forces.
- Describe the implementation of the VPSHR in all Honduran operations.
- Report on events and developments including facts about invasions, evictions, violence and incidents that Dinant has experienced from 2017 through the first months of 2019.
- Explain the Corporate Social Responsibility (CSR) Program that Dinant has implemented including Dinant’s community volunteer program.

2.3 Dinant’s Implementation Strategy

To achieve the goal of professionalizing its security forces, providing security and reducing the potential for conflict, Dinant has initiated a program based on the following:

- A public commitment to operate in accordance with the expectations outlined in the VPSHR, World Bank Performance Standard 4 and the UN Guiding Principles on Business and Human Rights (UNGPHR).
- A training and education program on the VPSHR for all employees of Dinant Corporation.

⁴ ISCC – *International Sustainability and Carbon Certification* – is a certification system for sustainability, traceability and gas emission savings. ISCC’s stated goal is to facilitate and improve the environmental, social and economic aspects of sustainability in biomass value chains. A multi-feedstock system that can be used for all varieties of biomass, waste, residues and renewable feedstock of non-biological origin, ISCC offers certification for actors throughout the supply chain.

- A Security Risk Assessment at each level that addresses those expectations listed in the VPSHR.
- A revised contract with the security service companies that Dinant uses that requires those companies to accept the VPSHR guidelines and follow Dinant's security and human rights standards.
- An engagement program with Public Security Forces which will include frequent and appropriate consultation; sharing of Dinant's policies on security, human rights and Rules for the Use of Force; and encourages the PSF to do likewise.
- A consultation process with stakeholders that includes grievance resolution procedures.
- The provision of equipment and training to security staff that will promote professionalism, minimize the use of force and support and encourage non-violent conflict resolution.

3. DINANT'S SECURITY POLICY AND IMPLEMENTATION OF THE VPSHR

The VPSHR are a core business principle for Dinant Corporation. Since the last report, the Company has extended the implementation of the VPSHR program not only nationally, but in 2018 it began to expand the program to Dinant's retail distribution centers and other facilities outside Honduras. Currently all Dinant operations in Honduras have conducted a Risk Assessment Matrix for their facilities, developed action plans and implemented specific mitigation measures to address high risk threats.

VPSHR Policies. Dinant's VPSHR policies are posted in all the Company's facilities. In addition, the security, human rights and sustainability policies are properly published on the website, committing Dinant to comply with all the expectations of the Voluntary Principles.



Dinant's security guards in Aguán with all their equipment. Note there are no firearms.

Dinant Security Policies. The Dinant Security Policy is a declaration of Dinant's vision regarding security. Hand in hand with a coordination plan to achieve the strategic vision, the Policy is the essence of the Dinant security program. The policy is brief, simple, clear and positive. It is the cornerstone of Dinant's security and other related programs.

“Dinant Corporation will protect the personnel, safeguard the assets, maintain the business continuity and enhance the Company's reputation by engaging all stakeholders to build a safe and secure environment. Dinant operates within the law and acts as a good neighbor at all times”.

3.1 Dinant Expands Security Training Beyond Honduras

A Voluntary Principles Workshop on Security and Human Rights was conducted in March 2018 for 16 security supervisors assigned to each operation site, as well as the security supervisors of the Distribution Centers in Honduras. The participants also included the security managers for Dinant operations in Guatemala and El Salvador. This training event began the expansion of the program to the other countries where Dinant operates.

The training was carried out in the city of San Pedro Sula and lasted one week. Participants received theoretical and practical training in the Voluntary Principles on Security and Human Rights; discussed and solved cases based on real events; and learned how to react to possible threat situations that may occur in their work sites. The training also included Rules for the Use of Force and the development of a risk assessment for each supervisor to implement in their respective work areas.

The security supervisors were also trained by Dinant's social team on part of their responsibilities.



Roberto Rosales, Dinant Security Manager in Guatemala, successfully completed the Company training program by McFetridge Consulting Inc.

3.2 Security Guards Training

In accordance with Dinant's commitment to comply with the VPSHR program, training was provided to security guards at all Dinant facilities, with the purpose of strengthening their knowledge of the program. The topics covered in the training were:

- The Rules for the Use of Force (RUF)
- Reasonable safety and human rights practices
- Security protocols
- The importance of interaction with public and private security forces
- How to react to threat situations

3.3 Employees' Training

Dinant, in compliance with its established objectives with the VPSHR, has conducted training for all employees, reinforcing the importance of the program, and explained the achievements that the Company has obtained. These achievements include an invitation to be part of the World Table of Human Rights, Dinant was able to share the positive impact that the VPSHR has had at a national and international level, being the first Honduran Company to adopt and implement the VPSHR. During this training, Dinant employees are informed that the security personnel are not authorized firearms. Instead, the security personnel have other equipment and training to manage low-level threats. Dinant security members are strictly prohibited from confronting hostile armed groups. In such situations, the guards are to withdraw and refer the situation to the proper Honduran PSF for resolution.



Aguán employees receiving training on VPSHR.



Distribution Center training at San Pedro Sula

3.2 Community Training Events

In addition to the extension of the VPSHR to all elements of Dinant's leadership, the Social Team continues to reach out to the neighboring communities. During this period, the Social Team explained that one of the fundamental pillars of Dinant is to work in harmony in its areas of influence, guaranteeing that work is carried out under quality conditions and meets sustainable standards. During the training, the Team shares the process which Dinant uses in security situations. The communities are also informed about the training that is carried out with the guards, guaranteeing respect for human rights.



Members of the Lean Community receiving information on Dinant's policies and Grievance Resolution Process.

4. RELATIONS WITH PUBLIC SECURITY FORCES⁵

4.1 Relationship Management

Dinant works in a transparent and consistent manner with the Public Security Forces (PSF). Adhering to the principles in the VPSHR program, Dinant strives for PSF to maintain law and order, reduce the risk of abuse, and protect the lives of all the people, including its employees. The Company is willing to take appropriate and immediate action when it receives reports of abuse.

During the last two and one-half years, strategic relations have been maintained with the PSF through visits and training on the VPSHR. This liaison illustrates to the public forces how Dinant operates and why it is important that there is appropriate and transparent collaboration. Through the PSF's swift response several confrontations have been avoided over the last two years.

In addition to ensuring the safety of Dinant's employees and the inhabitants of the local communities, Dinant and the Honduran PSF have supported the communities in the Aguán with medical "brigades" (the Honduran Armed Forces' medical outreach program, for areas with poor access to health care). Dinant contributed various consumer products for those attending in the "brigades." These activities have improved communications with local community members who have benefitted from these community health initiatives.

4.2 Security Arrangements

Dinant carefully manages the risks associated with engaging the PSF. Since 2015, Dinant has attempted to reach a formal agreement, in either a Declaration of Principles or a Memorandum of Understanding, between the Company and the Honduran government. This will be an unprecedented step for the Honduran authorities who are understandably proceeding with deliberation on the issue.

Dinant site security managers take all lawful and appropriate measures to mitigate foreseeable negative consequences of any support provided to PSF. Any support that may be provided will be transparent, documented and available for audit by the Honduran Government and Dinant Corporation. In its meetings with the PSF, Dinant requests that they respect and abide by Dinant's commitments to the Voluntary Principles and all applicable national laws and international standards. In furtherance of this goal, Dinant has asked the Honduran Human Rights Commission and others⁶ to support this effort to encourage the Honduran Government authorities to adopt the VPSHR and the United

⁵ Public Security Forces include not only police, but joint task forces, interagency groups and in rare cases, military forces.

⁶ Dinant has also had meetings with the US Embassy in Tegucigalpa to solicit their support.

Nations Guiding Principles on Business and Human Rights (UNGPHR) as guidelines for businesses operating in Honduras.

In 2011, Xatruch⁷ was tasked by the Government with reestablishing order and peace in the Aguán region. At that time, local police were overwhelmed by increasing violence and the presence of illegal automatic weapons in the hands of organized criminal groups. Dinant granted temporary, basic shelter at the Paso Aguán plantation for task force members providing security services near the Panama, Rigos and other nearby communities. Dinant and Xatruch agreed that the task force had temporary and sole use of the unused, empty warehouse for Xatruch members to rest and recuperate while away from their home base. In April 2018, Xatruch⁸ ceased using the warehouse and permanently vacated the Company's premises.

Although Xatruch has vacated Dinant's warehouse, they are encouraged to continue their presence in providing security to area communities. The presence of the Xatruch task force has been a significant factor in reducing violence in the Aguán.

The Company also appreciates the training in minimum use of force to control aggressive attacks that the PSF has provided to Dinant's security guards.



Police forces providing training to Dinant's security guards.

⁷ Xatruch is a temporary, multi-agency task force that includes military, police, Ministerio Publico, tax authority, and judicial members. It is commanded by a serving Army officer.

⁸ See: <https://www.dinant.com/noticias/dinant-statement-on-xatruch-and-the-Aguán-honduras/?lang=en>

4.3 Deployment and Conduct

Dinant cannot dictate policy to a sovereign government. However, it can and does consult closely with the Honduran PSF concerning Dinant's expectations regarding the conduct and behavior of PSF members. Dinant supports and encourages further professionalization of the Honduran PSF as recommended in the VPSHR. Dinant's consultation process includes providing copies of the VPSHR to the responsible Honduran authorities. The Dinant site security managers discuss these guidelines with the appropriate local police and military commanders and document the minutes of those discussions. Dinant's senior management has communicated these standards to the Honduran PSF (and incidentally also shared Dinant's stated commitment to the VPSHR with the Honduran Human Rights Commission). The site security managers normally do this at regional command levels of the Public Security Forces not addressed at the corporate level by Dinant's Security Manager. Where local human rights standards do not meet international norms, Dinant has tried to facilitate the provision of training, particularly training in the VPSHR. Dinant enthusiastically supports the program of training in international humanitarian law by the International Committee of the Red Cross (ICRC). This training took place in the Aguán Valley in December 2012 and was taught to both public and private security forces.

All Dinant security equipment complies with the applicable Honduran laws and guidelines in the VPSHR. Dinant does not provide weapons, ammunition or other lethal equipment under any circumstances, either to the PSF or to Dinant security personnel. Any requests for support from the Honduran PSF require Dinant to conduct a risk assessment so that Dinant may institute appropriate and lawful measures to mitigate any foreseeable negative consequences, including human rights abuses and violations of international humanitarian law. This is consistent with the guidelines in the VPSHR.

In previous years, Dinant has held meetings in its facilities with the PSF in order to share the VPSHR program and the action plans of every site. In 2019, the methodology changed; future meetings will be held in the responsible police stations to share this information.

Comment: The goal of close consultations on deployment is somewhat dependent on the cooperation of the Honduran Public Security Forces in sharing information. Their receptivity is generally positive and in several cases it has been effective. At the senior levels the discussions and offers of support for additional human rights related training have been well received; however, they have not yet been implemented

4.4 Consultation and Advice

The VPSHR states "Companies should consult regularly with host governments and local communities about the impact of their security performance on those communities." In the Aguán region, consultation was carried out to discuss a deployment that occurred in that area, near to Dinant's facilities. Consultation with PSF is routine and regular but does not assume that Dinant has any control over the decisions of the PSF.

Dinant strives to include each level of command of the PSF in the consultation process. The Company uses this consultation process as the appropriate opportunity to promote respect for human rights and upholding international standards of performance, as reflected in the UN Code of Conduct for Law Enforcement Officials and the UN Basic Principles on the Use of Force and Firearms. Each site uses a consultation procedure that is appropriate for the local culture and conditions.

Dinant strongly supports efforts by governments, civil society and multilateral institutions to provide human rights training and education for Public Security Forces. Dinant notes the efforts to strengthen state institutions in order to ensure accountability and respect for human rights. These efforts have produced positive results but are difficult to verify and quantify. Dinant welcomed the training given by the ICRC to the Honduran Armed Forces. In discussions with the Honduran armed forces, Dinant has suggested sources of additional training in professional and ethical behavior provided by recognized international experts.

4.5 Response to Allegations of Human Rights Abuses

Dinant has not received any complaints about human rights abuse through its internal reporting procedures during this reporting period. As proof that Dinant did not commit any human rights abuses, the Company requested a certificate from the Public Ministry Office in the Aguán area, validating that during this reporting period, Dinant has not been accused of any human rights abuses.

The Dinant management team has an effective Grievance Resolution Procedure that includes a process to handle allegations of human rights abuse. Allegations of human rights abuse made against Dinant operations, employees, or contractors are treated seriously and immediately addressed by the corporate legal counsel, Dinant security, Dinant's management team and other appropriate Dinant officials. To date, the company has not found any facts supporting such allegations. Dinant follows the guidance and expectations in the VPSHR and the UNGPBHR by training every site manager and security manager in methods to document allegations of human rights abuses. The Company's protocol will address this by keeping a separate, confidential reporting and monitoring procedures to protect the identity of victims, witnesses, and until there has been due legal process resulting in a finding of guilt, alleged perpetrators. This is essential to prevent possible retribution against those who report abuses. When handling allegations of human rights abuses, Dinant managers are required to communicate Dinant's concerns to the appropriate Honduran government officials responsible for investigating criminal behavior. In those cases, Dinant also requests a copy of the results of any investigations and disciplinary actions taken by the authorities.

In 2019, Dinant was part of a forum organized by the Embassy of Great Britain on the importance of the relationship between business and human rights. The attendees included interested parties from the IFC and several human rights organizations. In the discussions, Dinant explained its progress in implementing the VPSHR. Mr. Chris Goodwin-

Austin, one of the outside speakers, pointed out that the situation in the Aguán is complex and multilayered. Mr. Goodwin-Austin previously conducted an independent assessment of the situation in the Aguán for the law firm Foley-Hoag.

The two-day British Embassy event was well attended. Dinant's participation served to assure all those interested or concerned that Dinant is committed to help bring peace, stability and prosperity to the Aguán.



*British Embassy sponsored forum on business and human rights in Tegucigalpa.
British Ambassador Thomas Carter (center).*

5. Relations with Private Security Contractors

Dinant uses its own direct-hire security guards and third-party contractors. The standards for vetting, hiring, training, equipping and performing are identical for Dinant employees and third-party contractors. About 300 security guards have been vetted and trained using these procedures. To ensure that the security staff meets both Dinant's and international standards, the security manager monitors all security operations on a frequent basis. (See Annex B to see Dinant's Policy on vetting and hiring key personnel).

Dinant contracts with SEHOCAN to provide guard services at several locations. In addition to SEHOCAN, Zehirut⁹ provides technical security advice, staff screening, anti-theft monitoring and fraud prevention expertise. It is Dinant policy that its security staff will only wear Dinant uniforms (never police or military uniforms; which is against the law), operate only inside Dinant's property, and will not act as an extension of the PSF at any time.

5.1 Private Security Trainings

During this reporting period, approximately 300 security guards at all sites and facilities have been trained, as well as their managers and coordinators. The training reinforces their knowledge of the VPSHR program, as well as their knowledge of proper customer service, the appropriate and minimum use of force, and the correct use of their security equipment.

5.2 Policies on ethical conduct¹⁰

The private security companies (PSC) used by Dinant have agreed in their contract to accept and enforce Dinant standards, including the VPSHR, Rules for the Use of Force, ethical behavior, professional and lawful performance. Site security managers have the right to audit the contract services at any time to insure compliance with these standards. These requirements are a specific delivery item in the contract. Failure to perform justifies contract penalties, including termination of the contract. By accepting the Dinant standards, the PSCs have also accepted the responsibility to train their personnel in those standards and to enforce compliance for any employee assigned to Dinant operations. SEHOCAN and Zehirut also accept Dinant's Human Rights Policy, Security Policy and Sustainability Policy, this last policy being added at the end of 2016 as their standard for behavior in their delivery of services to Dinant.

⁹ SEHOCAN is a subsidiary of Golan, a Company with a regional headquarters in Guatemala and roots in the US and Israel. Zehirut is a Colombian security consultancy corporation.

¹⁰ See Dinant's website. <https://www.dinant.com/Categoria/codigo-de-etica/>



VPSHR commitment posted at all Dinant locations.

5.3 Level of Technical Proficiency

Dinant entrusts each site security manager with the responsibility to monitor and verify that the private security guards are meeting the required standards of professional performance as specified in the security contract.

After every training period, PSC personnel are evaluated in how well they retain the subject matter. To verify the level of technical and professional proficiency Dinant conducts unannounced evaluations and maintains records of each training event and evaluation.

5.4 Act in a Lawful Manner

Dinant security staff are required to obey Honduran laws and regulations as well as Dinant procedures and policies.

Should there be an incident involving Dinant personnel, or if an incident occurs on Dinant property, the Dinant site security manager conducts his own fact gathering inquiry.¹¹ The Dinant security manager reports any indication of misbehavior both to the contractor for its action and to the Dinant Security Manager for follow-up. If there is an indication of a criminal act, Dinant promptly reports this to the Honduran PSF for their action. This was done consistently, but informally in the past. All incidents are now fully documented.

¹¹ Technically this is not an official “investigation” since Dinant is not a law enforcement agency and cannot take official statements, interrogate witness or suspects, nor make arrests.



Dinant Security Procedures Manual.

As part of the continuous process of improvement, Dinant is working to achieve certification by the BASC (Business Alliance for Secure Commerce). BASC is an international business alliance that promotes safe trade in voluntary cooperation with governments, border agencies, control authorities, and international organizations. "World BASC organization Inc.", is constituted as an international non-profit organization under the laws of United States of America. WBO is the world's largest business led organization whose mission is to generate a security culture throughout the supply chain, by implementing Management Systems and control measures in international trade processes and other related sectors.

When this certification is completed the procedures manual will be updated and disseminated to all Dinant employees.

5.5 Policy on Conduct and Appropriate Use of Force

The Dinant guard force has been trained to exercise restraint and use minimum force in security operations. This standard is in accordance with the UN Principles on the Use of Force and Firearms and the UN Code of Conduct for Law Enforcement Officials (even though the guards have no actual law-enforcement powers). Security guards are fully trained in the proper use and safety of their security equipment and safeguard of the Company's assets. They have also received training in the Dinant RUF.

The guards know that the only times they should use force is to save the lives of themselves or others. After any incident where force may have been used, the site security manager will promptly review the incident to determine if the guard(s) followed the appropriate Dinant procedures. All incidents are to be reported promptly to senior Dinant management and the Honduran PSF.

Each site security manager uses the Risk Assessment process to determine the recommended equipment posture for its site. Regardless of the equipment on hand, Dinant policy is for security guards to avoid confrontation and withdraw in the face of an attack or land seizure. However, Dinant guards never surrender the right of self-defense if attacked. In cases where the guard(s) are attacked they may only use force in direct proportion to the threat, will cease using force as soon as the assailant ceases to attack, and will call for medical attention for any injuries that may have resulted from the incident. Medical attention will be provided to the most serious injuries first regardless of who is injured. The guard force has been trained to identify and assess the threat level in a confrontation and use the appropriate equipment to manage the situation with the minimum force possible.



Use of force continuum posted at all guard locations

The Dinant Security Manager supervises the compliance of the private security contract in regard to the Rules for the Use of Force. The Security Manager and his staff also make periodic checks and audits of the PSCs to verify that the PSC has trained all guards in these procedures. Site security managers conduct random tests to verify this training has been done at their sites and reports this to the Dinant Security Manager.

5.6 Record of Human Rights Abuse

As of January 2019, the Dinant’s two contract PSC have not received any allegations of human rights abuses. Dinant is always training, screening and vetting security personnel to ensure greater control over the performance of the security men and women.

5.7 Provide Preventative and Defensive Services

Dinant will only acquire and provide defensive equipment to its guard force and will not participate in or facilitate the supply of offensive equipment to them. The PSC provides their own security guards with the equipment approved by Dinant. All equipment acquired or supplied to the guard force or to the PSC must be approved in advance by the Dinant country team. Any equipment that is designed or is reasonably intended to be used in human rights abuse or for offensive purposes, such as firearms or military grade ammunition, is strictly forbidden.

5.8 Private Security Company Employment Practices



Employment practices are an important issue for Dinant. A fair employment system is essential for the good reputation and operational performance of the Company. The PSC is forbidden from employing persons credibly accused of human rights violations or felonies. Further, the PSC is encouraged to select employees from a representative cross-section of the local community, with particular attention to including minorities and women. This is a major initiative for security organizations in Honduras that generally refuse to hire women except for clerical purposes. Dinant has brought a number of women into its direct-hire, front line security guard force. They have consistently performed very well.

Women are hired as security guards as well.

5.9 Proper Reporting and Inquiries into Security Incidents

The Dinant management team conducts full inquiries into all serious incidents at Dinant facilities and activities. In situations of lesser consequence, the site security manager reviews the facts to ensure the appropriate Dinant reporting protocols and procedures have been properly followed. All incidents, particularly those with human rights implications, must be documented and subject to review by Dinant legal counsel.

5.10 Respect for Lawful and Peaceful Assembly, Collective Bargaining, Peaceful Demonstrations and Legal Protests.

By virtue of accepting the VPSHR, Dinant has automatically pledged it will not interfere with, nor encourage others to interfere with, employees or others exercising their rights under the UN Universal Declaration of Human Rights and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.¹² This includes Dinant's private security guard force. Site security and public security may take appropriate action, including use of minimal force to maintain business continuity, keep open public access routes, and conduct safe operations at the site in response to illegal blockades or unlawful disruptions. Force will only be used as a last resort, will be proportional to the threat, will cease as soon as the threat ceases action and, in the event of injuries, Dinant will provide medical assistance.

Comment: In the security guard training lessons on threat identification and Rules for the Use of Force, one scenario specifically addresses a peaceful labor demonstration.

¹² The VPSHR guidance on this issue is to, "...not violate the rights of individuals while exercising the right to exercise freedom of association and peaceful assembly, to engage in collective bargaining, or other related rights of Company employees as recognized by the Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work."

6. RISK ASSESSMENTS

The procedures for the Risk Assessment (RA) have been a strength within the VPSHR program since it began being used in Dinant Corporation. In 2016, Dinant expanded the program throughout all activities in Honduras, with positive results. Two years later it was decided to implement the program in all Dinant activities in the Central American and Caribbean regions. The expansion will begin with training and conducting Risk Assessments at each facility with the goal of mitigating threats.

Training has begun with the security managers in Guatemala and El Salvador. Nicaragua has also begun training and will be the next country where Dinant will implement the program.¹³

7. COMMUNITY ENGAGEMENT

7.1 Grievance Mechanism

Security and human rights allegations are sensitive. The mere allegation of a human rights abuse or criminal act may put the victims, witnesses and third parties at risk of retribution or retaliation. Dinant must also protect the normal due diligence and background checks that are required for security employees. However, these considerations are not a justification for ignoring allegations or actual crimes. Dinant has pledged to take all reasonable measures to protect the identity of individuals while still meeting its obligations to report and follow up on any credible human rights allegation and to insure its private security companies do likewise.

The Grievance Mechanism is a communication tool established in 2014 with the purpose of receiving the petitions, concerns, complaints, claims and requests made by members of the communities where Dinant operates, as well as suppliers, clients and employees. A separate procedure is in place to handle allegations of human rights abuse and other sensitive inquiries. This confidential process is similar to the Grievance Resolution Process but is managed separately with the results provided to the victim and, if appropriate, to the Honduran authorities for legal action. This procedure is communicated to the work force to ensure they are aware of and have confidence in it. There are six different methods to bring issues to Dinant's attention for their response.

Currently, the Grievance Mechanism is used throughout Honduras. The communities where Dinant is established have been trained in how to use this tool in a clear and efficient way. This has benefited Dinant as well as the local communities, since through this channel of communication, many misunderstandings have been resolved and relations between the

¹³ Those interested in the specifics of Dinant's Risk Assessment process are referred to the Dinant 2015 and 2016 Reports.

Company and the communities have been strengthened. Due to the many communities affected by Dinant’s operations, the Company is proceeding with a plan - to reach them all.

In the Lean Valley, the tool has been a very successful communication channel between the inhabitants of the community and Dinant. For example, in the case of La Rosita, a request was made concerning a dangerous river ford. The Mechanism worked to provide a quick and efficient response from the Company which fixed the problem.

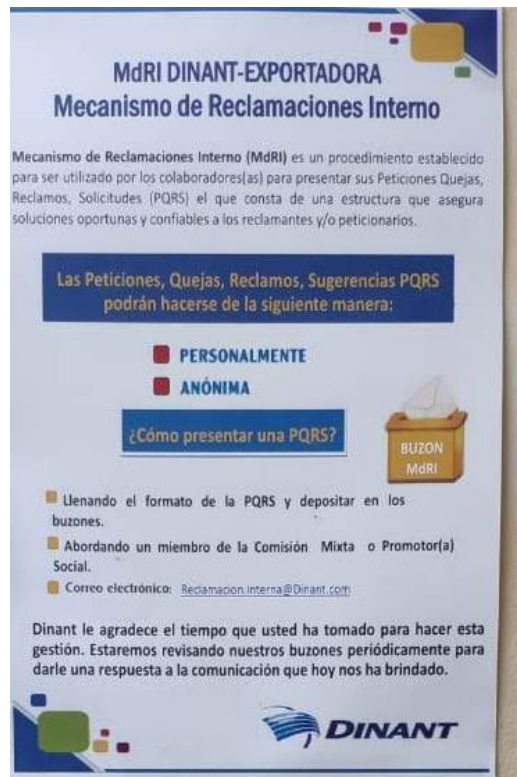
In Comayagua a complaint was received from the residents of Pepineros, concerning the waste water discharged from the Dinant Food Plant. The allegation was that waste water from the plant had polluted the water supply in the area. The local environmental authorities, along with Dinant, visited the area and verified that Dinant’s processes and waste water do not pollute the water; findings that were properly shared and discussed with the complaining party

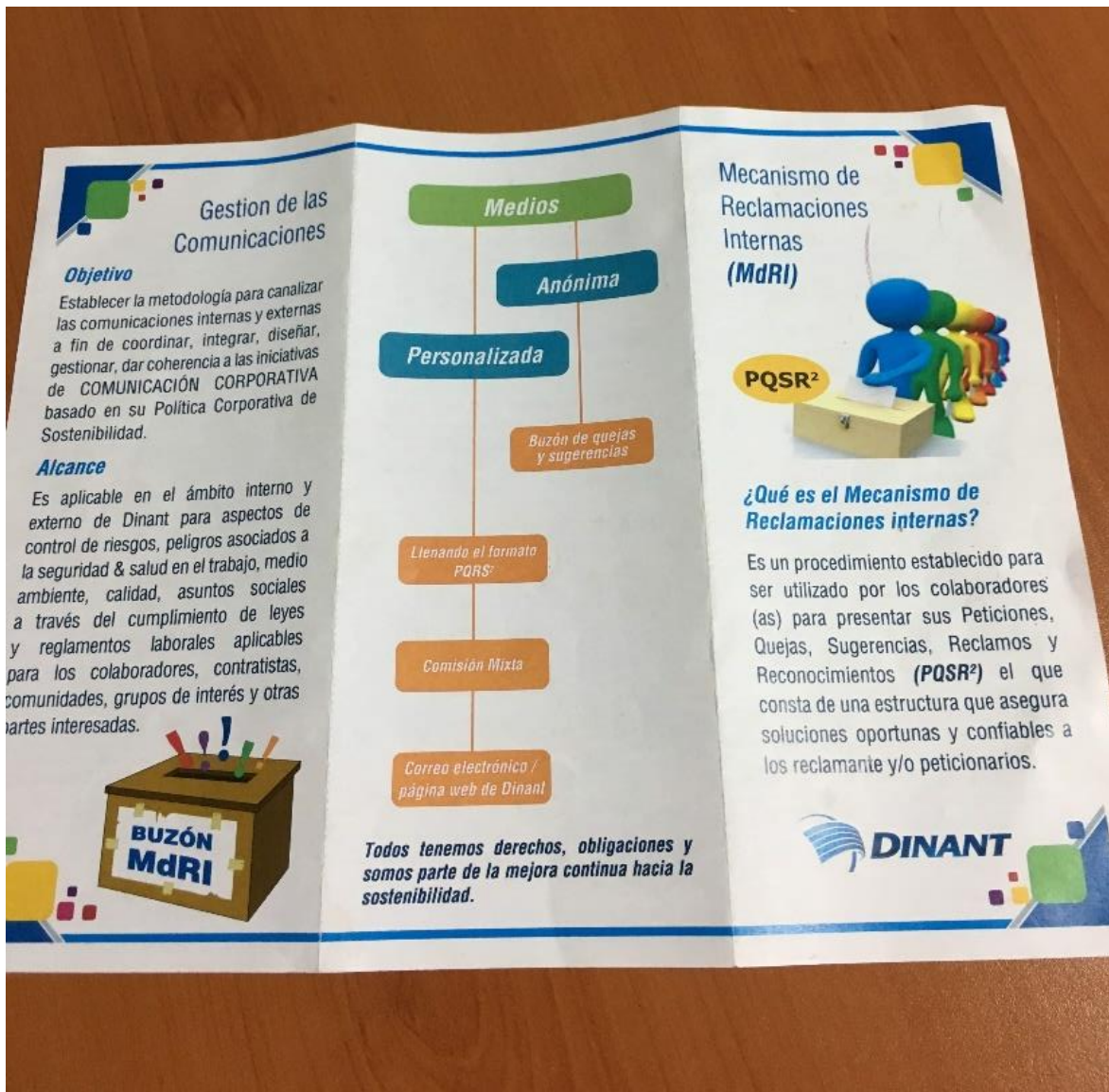
The Grievance Mechanism process is in Annex C.

7.2 Internal Grievance Mechanism

Dinant is also concerned about the welfare of its employees. In order to be aware of their needs, an internal grievance mechanism was established within the Company. Employees in Honduras have received training on the benefits of this tool and also on ways to make a claim.

Typical example of how to use Dinant’s on-site tip box; this one in the plant at Comayagua





Internal Grievance Mechanism Brochure given to employees in Dinant's Tegucigalpa offices.

8. INDIGENOUS PEOPLES¹⁴

Dinant has long been a supporter of minority groups in Honduras. For example, beginning in 2009, the Company invested several thousand dollars in a program to support the sustainable production of Corozo palm nuts by local Pech and Garifuna communities near Trujillo. Dinant's Sustainable Corozo Palm Harvesting Program provided training, tools, processing machinery, infrastructure and crop collection facilities that increased the economy of those neighboring Pech and Garifuna communities by up to 70%. The project directly benefited more than 500 ethnic people.

Beginning in 2018 Dinant began developing a new and expanded program to enhance and strengthen indigenous communities in a variety of ways. The Company is cognizant that many well-meaning efforts by donor governments and NGOs in the past have had unintended and even counter-productive consequences. With this in mind, Dinant has met and discussed possibilities with representatives from the Honduran, US and UK Governments, local and international NGOs and other respected experts on this issue. Dinant is exploring a number of possible initiatives to improve the lot of indigenous communities in Honduras, particularly those near Dinant operations.

Work has begun on several programs in which Dinant can bring its unique expertise, business resources and in-house opportunities to bear. The guiding principles for these initiatives are:

- Partnership, not philanthropy
- Sustainable and self-supporting
- Capacity building in the communities for the long-term
- Open and transparent engagement
- Respect for the challenges these communities have faced

Dinant's intentions are to assist these local, disadvantaged communities overcome the issues that have held them back in the past. The Company's initial research has indicated that many of the indigenous communities have limited capacity to address the developmental hurdles. Dinant wishes to avoid a common misstep of simply making contributions that have little long-term effect. Unfortunately, the "Santa Claus" syndrome is what many in these communities are most familiar with and have been conditioned to expect. Dinant's view is that education, training, jobs, self-help and small enterprise creation and production are more sustainable and effective strategies. Dinant has adopted

¹⁴ Persons from indigenous and Afro-descendent communities continue to experience discrimination in employment, education, housing, and health services. Source: US State Department [HONDURAS 2017 HUMAN RIGHTS REPORT](#), page 26.

the World Bank Performance Standard 7 – ESS7 Guidance Note and the Voluntary Principles for Security and Human Rights as guidelines.

8.1 Management.

To execute this program, Dinant has identified a Project Leader and directed all members of the Social Team, as part of their other normal duties, to liaise with the indigenous communities near Dinant facilities. All departments in Dinant have a role to play in this program.

8.2 Employment

Dinant already employs members of the Garifuna and Pech in its operations. For example, in the areas of the Aguán and Lean valleys, around 18 indigenous people work in Dinant’s facilities. Going forward, Dinant will give priority in recruitment and training to minority applicants. While most of the opportunities will be at entry-level jobs, Dinant will identify candidates for advanced training and education to fill supervisory positions. The Company is also exploring the possibility of dedicating certain intern positions in Dinant for indigenous candidates.

Dinant recognizes these communities have had a more difficult challenge in the past getting adequate education as the members are frequently concentrated in remote areas. Northern Honduras in particular has few economic opportunities. Where possible, Dinant will offer a job to graduates of the vocational technology programs to jump start their economic improvement. The Company sees this initiative as a way to stabilize the social environment and reduce the pressure on Hondurans to leave the country.

8.3 Agricultural Initiatives.

Dinant has worked with the Pech and Garifuna for several years on Corozo nut cultivation. The Company’s Agricultural Division has reached out to the communities to offer expertise on crop diversification, improved cultivation methods and assistance in building a wider base to the agricultural economy. One possibility is to diversify crops by planting cacao. Dinant and the indigenous communities are continuing to explore additional alternatives to subsistence level farming.

8.4 Multi-agency Initiatives

Building on long established relationships with international representatives, Dinant has explored partnering with donor countries and developmental NGOs to support programs that address education, training, mentorship, capacity building and small enterprise start-ups.

Dinant has been careful and clear that it wants to work with anyone who has ideas for sustainable initiatives and programs with the indigenous communities. Several programs underway by USAID show promise in meeting these criteria. The goal is a hand up NOT a hand out.

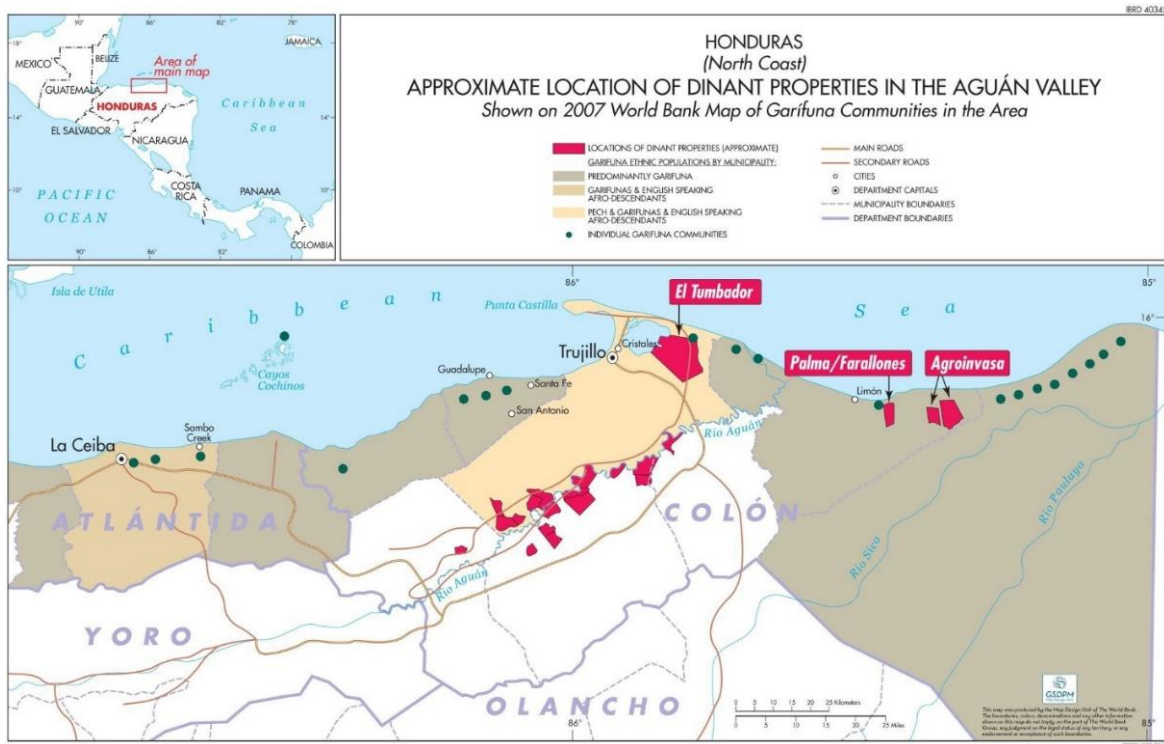
On the national level, Dinant representatives have been in contact with the Honduran Government office that has responsibility for these indigenous groups and is exploring possible ways to partner with the Government on worthwhile projects. Any project that Dinant enters must be carefully vetted, monitored and accountable.

To increase community's members options to improve their economical welfare, early in 2019, the Company created a new position (Inclusive Business Manager) to look for business opportunities for community's members, build alliances with National and International Governments and NGOs.

8.5 Buy local Honduran goods and services whenever possible

Dinant has established a dedicated Project Officer to search out local sources of supply for goods and services. For example, certain types of equipment may be available locally rather than using imported alternatives. While this effort is in its infancy, it potentially offers significant opportunities for local craftsmen and cost savings for Dinant.

DINANT AND INDIGENOUS COMMUNITIES IN THE AGUÁN VALLEY



9. CORPORATE SOCIAL RESPONSIBILITY

Dinant works under a Social Corporate Responsibility Policy that states "Dinant aims to promote a socially responsible culture where ethical values, transparency, respect for people and the environment are practiced, to create a sense of value in a sustainable manner for employees, through our priority action areas".



Celebrating Children's Day in Honduras

Dinant goes beyond its legal requirements, acting with due diligence, recognizing the importance of promoting the economic, civic and social progress of its stakeholders. The Company's concrete actions are aligned with the 2030 Sustainable Development Goals.

9.1 Pillars

Dinant has developed a Social and Environmental Management System, in accordance with international standards. Dinant relies on its Code of Ethics, the VPSHR, and ISO 26000 to guide its actions.

The four priority action areas in which the Company will have a positive impact through sustainable relationships with local communities are:

- Life Quality
- Education, Health and Nutrition
- Community Development
- Environmental Sustainability

9.2 Quality of Life

Dinant is committed to respect and promote human rights among employees, suppliers, contractors and communities where it operates, in accordance with the Universal Declaration of Human Rights and the Declaration of the International Labor Organization. The Company is creating an environment with opportunities for growth, recognition and empowerment for all, promoting diversity and equality.

Dinant has a Comprehensive Management System for Occupational Safety and Health, with all the facilities in Honduras certified in OHSAS 18001. These certifications guarantee a healthy and safe working environment that enhances the well-being, satisfaction and productivity of Dinant's most valuable asset, its employees.

9.3 Education, Health and Nutrition

Dinant is committed to the education and development of Honduras and its citizens. The Company finances twelve teachers in the Lean and Aguán Valleys and has done so for many years. These teachers help students to stay in school and continue their education. Dinant has begun strengthening its interaction with teachers and is planning to start interacting with mothers and tutors to improve the quality of education.

Through the Occupational Health program, Dinant maintains and promotes public health, providing limited medical care to employees through the medical clinics located in each of our facilities.

9.4 Community Development

Dinant's works with local communities through honest and transparent dialogue, creating an environment of harmony and respect. When issues arise the Grievance Mechanism is a proven and trusted tool that helps to resolve many issues and concerns that the community members may have with Dinant.

Some of Dinant's consumer's finished products are made with raw materials provided by more than 3,000 small and medium-sized local producers. Working hand in hand with these small enterprises to strength their social and environmental practices, Dinant provides technical training and advice that promotes good agricultural practices.

The Company is constantly looking for ways to build trust among all parties. This includes some peasant groups that have not been willing to engage with Dinant in the past. This continues to be a challenge for the Company in selected communities.

9.5 Environmental Sustainability

Dinant is a leader in Honduras and in the agro-business sector in reducing its impact on climate change. The Company's advanced technology captures and reuses the biogas generated by the palm oil extraction process, of which 60% is methane, a major greenhouse gas. The process supplies clean energy to Dinant's Aguán oil palm mill, saving thousands of gallons of fossil fuel. Dinant also recycles solid by-products of the oil palm in the Aguán and Lean Mills for fertilizer and animal feed.



Reforestation Fair in Aguán.

Protecting the environment is fundamental to Dinant's business strategy. As part of that commitment, international standards have been incorporated into its Environmental Management System. All the facilities in Honduras have ISO 14001 certification, recognizing the management of a responsible operation in the environment. Dinant's African Palm Oil extraction mills and plantations in the Aguán and Lean regions of Honduras have been awarded two prestigious International Sustainability and Carbon Certifications - ISCC EU and ISCC Plus in recognition of the sustainability of its raw materials and products, the traceability of the entire supply chain, and control of greenhouse gas emissions.



Promoting natural regeneration and enrichment of forests, Dinant has two Wildlife Conservation Centers (WCC) and protected areas. The Company has developed programs for the reproduction, breeding and release of endangered species such as jaguars, tapirs, whitetail deer, green iguanas, and red macaws.

Red Macaw at the Dinant protected breeding facility.

9.6 Employee Volunteer Program

Dinant is introducing an Employee Volunteer Program that encourages the Company work force to invest quality time in activities to help the environment, improve education, strengthen communities, protect children in high risk situations, promote better public health and add value to the human capital of the nation.

The Employee Volunteer Program activities are carried out during and outside working hours. Volunteer activities have also expanded to Dinant facilities and operations in other Central American countries where Dinant employees have enthusiastically accepted the program.

In Honduras, Dinant works with four organizations, improving the quality of life of many children and adults. These organizations are:

- Operation Smile
- Children Cancer Fpundation
- Maria Hospital
- Emma Romero de Callejas

Operation Smile Honduras is a non-profit organization that provides comprehensive treatment: surgical, dental and psychological, as well as orthodontics and speech therapy to children, youth and adults in Honduras with facial malformations, mainly cleft lip and palate. Dinant, working through activities, donations and activations, has supported this organization at ten locations throughout Honduras.

Dinant operations in Guatemala, Costa Rica, Nicaragua and the Dominican Republic have joined in supporting organizations that fight childhood cancer.

In Honduras, around 200 employees have sponsored patients from the Children Cancer Foundation. Dinant, through its brand Mazola, annually launches the "Product with a Cause," donating an important percentage of all the profits from different presentations during the campaign.



Volunteers are also part of reforestation projects around the country. In 2018, a thousand trees were planted by Dinant volunteers in a massive reforestation activity near San Pedro Sula.



Volunteers after a reforestation activity in SPS

10. INCIDENTS AND EVENTS

Dinant continues to suffer illegal invasions and occupations of its plantations, often by trespassers armed with illegal, semi-automatic weapons. Evictions of trespassers have always been undertaken exclusively by Government security forces only after direct instruction from the Honduran courts. In every legal challenge to date, the Honduran courts have ruled that Dinant is the rightful owner of the lands in question. Dinant has always acted in accordance with the Honduran legal framework established to protect private lands from trespassing. During this reporting period, Dinant and its employees have been the victim of several violent criminal assaults. In each of these incidents the Company has followed the correct legal procedures to resolve the incidents without violence.

10.1 Invasions and Evictions

In spite of Dinant's efforts to maintain peace and order in all its facilities, it has not been able to completely stop the illegal invasions caused by some radical peasant organizations in the Aguán. Dinant always expresses its willingness to find a peaceful and sustainable solutions to these problems, following the legal procedures with the authorities. Dinant's many offers of dialogue, mediation and compromise have been rejected by the radicals in every case.

It is worth mentioning that agrarian conflict in Honduras is not only related to Dinant, but also to many other companies, including small and medium-sized private land owners with no affiliation to Dinant. In the Aguán and other regions of the country land has been seized by violent peasant organizations from rightful owners and even from the government itself.

10.2 El Tumbador Farm

In September 2018, a small group of people arrived at El Tumbador Plantation main entrance. Members of the Public Security Forces proceeded to conduct an inspection of the area after Dinant filled out a corresponding complaint with the judicial authorities. At that time, the group voluntarily left the area.

The National Agrarian Council had previously issued a ruling in 2011 that Dinant is indisputably the rightful owner of the land in question.

10.3 San Isidro Farm

In July of 2018, the San Isidro plantation was seized by trespassers. The trespassers immediately began harvesting and stealing the palm fruit. Following standard policy, Dinant withdrew its unarmed security guards to avoid a confrontation and possible violence. In August 2018, public authorities – acting on a court order – evicted over 40 trespassers. Dinant took no part in the eviction process. In accordance with Dinant's strict policies, the Company completed a thorough investigation of the incident.

In March 2019, the San Isidro plantation was once again invaded by a people associated with the MARCA movement. Dinant followed its Security and Human Rights protocols and withdrew its employees to avoid violence.

Dinant immediately carried out the appropriate legal procedures and called on the public authorities to evict the trespassers in a peaceful manner. While the situation continues, millions of dollars of palm fruit have been brazenly stolen by the trespassers. Dinant has received reports from its employees that some of them have been threatened and intimidated by these criminals. As a result, Dinant continues to demand the trespassers respect Dinant's employees' human rights.

10.4 Paso Aguán Farm

Since 2014, there have been a series of land seizures by peasant groups. These takeovers have generally been of short duration.

However, in August 2017, the Paso Aguán Plantation, located in Northern Honduras was illegally seized by those claiming to be from the Gregorio Chavez Movement. During the invasion, two of Dinant's unarmed security guards were murdered in cold blood. Santos Misael Guzmán and Juan José Salazar bodies were found tied up, face down on the ground with multiple gunshots to their heads and bodies¹⁵. Neither of the guards had been carrying firearms as part of the Company's Human Rights and Security policy since 2013. There followed other acts of violence, including reports of another murder victim found in the area. As with other land seizures, there has been a loss of considerable revenue to the Company.

Dinant has fully cooperated with the Honduran authorities, following all required legal procedures in court, to demand the PSF evict the trespassers, investigate the deaths associated with the land seizure, and bring to justice those responsible for these terrible crimes. Despite the murders, Dinant remains firm in its decision to maintain an unarmed guard force. The Company also conducted an internal investigation to find any information that might lead to those responsible for these crimes and reaffirmed its decision to follow all the legal procedures in the process.

In August 2018, around forty trespassers at the San Isidro Plantation were evicted by public authorities under orders from the Honduran court. It was reported in the media that the authorities used tear gas to disperse confrontational trespassers and that two members of the military forces were shot by trespassers carrying firearms. It was also reported that arrests were made during the confrontation. Dinant took no part in the eviction, but following normal protocols, provided medical attention to those injured during the eviction.

¹⁵ Dinant augments the insurance payments to the families of these innocent victims who were Dinant employees.



Soldier wounded the confrontation at Paso Aguan

Various acts of violence were reported in the Paso Aguán plantation after the invasion. Besides the murders mentioned above, in October Dinant received news that fighting among competing trespassers had resulted in at least one person being killed and some other injured by gunfire among the trespassers. No Dinant employees or contractors were present during that incident. In March 2019, new acts of violence were reported in the local media. In both cases, as soon as Dinant learned about the acts of violence that were taking place inside the Plantation, Dinant proceeded to share this with Police, Army and General Attorney's office representatives.

10.5 Unidentified body discovered.

In November of 2018, the body of an unidentified male was found on the grounds of the Palma Lean plantation. Dinant proceeded to follow the appropriate procedures, calling the Police and the Public Ministry to carry out their investigation. According to the investigation staff and forensic medicine, the victim had been there for several days. It is unclear where he died or why he was killed. In any case, he had no connection to Dinant except that his body was dumped on Dinant property.

10.6 Quebrada de Agua village murders

Two other deaths were registered in May 2018. The bodies of Dinant security guards José Wilfredo Morales and Isaias Lemus Fuentes were found at Dinant's facility in the village of Quebrada de Agua. Dinant, along with the authorities, began an investigation of the incident.

After an investigation, the authorities identified the suspects responsible as Rony Alexi Lizama, Cristian Miguel Montoya and Juan Carlos Lizama, members of an armed gang called Los Cachos. The presumed motive for the murders was a conflict with the Dinant security guards over the theft of palm fruit. One of those charged has been indicted while the other two were later released. The one indicted is being prosecuted for the crimes of murder and illicit association with an illegal organization.

10.7 Violence, Incidents and Threats

In the five years since firearms were restricted by the Honduran government in the Aguán and Colon region the homicide rate in northern Honduras has declined. The Aguán is becoming a positive example to the other regions and departments of the country that are affected by high crime rates and violence.

To achieve this reduction in homicides the Honduran Secretariat for Security provided additional resources and doubled the number of police in the area. The Government also introduced the multi-agency Xatruch Task Force to patrol the region.

Honduras scored an important victory over organized crime in 2016 with the surrender and extradition to the US of the leaders of the notorious Cachiros gang. The Cachiros were particularly active in northern Honduras. The gang leaders have been cooperating with US authorities to dismantle associated criminal activities and bring numerous high-profile criminals to justice, including those extradited to the US.

Dinant has worked with the PSF and other Honduran authorities, including the Lower Aguán Violent Deaths Special Unit or UMVIBA, to investigate and prosecute those responsible for crimes, violence and murders in the Aguán. The Company strongly supports UMVIBA and all efforts to maintain and strengthen law and order in Honduras.

There have been no credible accusations of violence or abuse of human rights made against Dinant or any of its employees during the reporting period. On the contrary, Dinant employees have been intimidated, assaulted and even murdered. The Company has suffered serious financial loss rather than resort to confrontation and counter-violence.

11. CONTACT DETAILS

For further information, please contact:

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12. ANNEXES

ANNEX A - Certificate that Dinant is not under any investigation



No. 1260-2017

CONSTANCIA

El Infrascrito Sub-Secretario General del Ministerio Público, **HACE CONSTAR:** Que Según **Resolución SDGF-No. 1563-2017** de fecha 28 de Julio de 2017, emitida por la Sub Dirección general de Fiscalía, la Fiscalía Local de Trujillo, **NO EXISTE** registro por delito o expediente investigativo, ni requerimiento fiscal contra la **Sociedad Mercantil EXPORTADORA DEL ATLANTICO S.A. de C.V.** por temas relacionados con **VIOLACION DE DERECHOS HUMANOS.**

Se extiende la presente en la ciudad de Tegucigalpa, Municipio del Distrito Central, a los treinta y un (31) días, del mes de Agosto del año Dos Mil Diecisiete (2017).

ABOG. WALTER GALINDO VALERIANO
SUB-SECRETARIO GENERAL



ANNEX B – Dinant Policy on Vetting and Hiring Key Personnel

General: Dinant has always followed the best practices in carefully evaluating prospective candidates for employment to key positions. For those with particularly important or sensitive positions, additional measures are required to ensure the Company does not inadvertently hire personnel who do not meet Dinant’s high standards for honesty, integrity and trustworthiness. Application for these positions must accept additional screening if they wish to be considered for such positions.

ALL security personnel are subject to these additional screening procedures. Other key personnel in the Company may, at the sole discretion of the Company, be required to accept some or all of the procedures below.

Screening a prospective employee is a detailed process. No single part of the process automatically disqualifies a candidate. If there is a problem with a particular issue, it may be possible to use alternative ways to investigate the issue and verify the candidate is acceptable. For example, a person may have been charged with a crime, but the charges were later dropped. This information must be disclosed during the application process so that Dinant can do additional investigation to insure the person was not guilty of the offense.

Screening and vetting process: Dinant’s Human Resources Department will use their existing hiring procedures for anyone applying for a position in the Company.

A. Candidates for security positions will also produce the following minimum documentation:

1. Police certification that the person is not wanted for a crime.
2. Two signed and dated letters of recommendation from persons of standing in the community (teacher, religious leader, mayor of the community, patronato, etc.) who is not directly related (not a family member) to the applicant. Dinant will contact those who made the recommendations to verify the letters are truthful. These letters must include the following:
 - a. Identification of the recommender and a description of how they know the applicant
 - b. Length of time the recommender has known the applicant

- c. A personal statement describing the character of the applicant
 - d. Explanation of any issue of concern, previous allegations, or character issues about which the recommender may have personal knowledge
 - e. A statement by the recommender that they recommend the applicant for a position of trust and responsibility without hesitation.
 - f. The signature of the individual making the recommendation.
- 3. A signed and dated letter from the applicant stating they are not currently and have never been accused of a crime or a human rights violation. If accused of an offense, but not convicted, Dinant will use additional procedures to process the application for employment. (See Annex A. Sample Letter of Application)
 - 4. A copy of the graduation certificate from the last school the applicant attended and completed.

B. Once the applicant for a security position has passed the Human Resources process and provided the documentation listed, they will be given a polygraph examination. The full procedures for the polygraph are explained in Annex B.

The polygraph examination alone will NOT be used to eliminate an applicant. The polygraph is not perfect and can sometimes give misleading or unclear results. The polygraph is simply a tool to identify issues or potential areas of concern that require further examination and explanation. If the polygraph indicates an applicant has given an answer that is not consistent with the truth, the screening process will continue with the objective of clarifying the issue and insuring Dinant can make the right decision about hiring.

C. The polygraph may also be used during investigations of criminal incidents, allegations of improper behavior or as a periodic "spot check" on employees where there is an indication of improper behavior. Taking a polygraph is always voluntary. Refusing to take the polygraph may be cause for rejecting an applicant, or for initiating an investigation of an existing employee. At all times, the dignity and honor of the individual will be respected.

D. Physical intimidation, abusive behavior or threats will never be used or approved by anyone in Dinant or its contractors.

ANNEX C – Grievance Resolution Mechanism

1

INQUIRES:

They are treated as requests for information relating to issues of general interest on the actions Dinant intends to perform in communities.

2

GRIEVANCES:

They are treated as complaints, expressions of dissatisfaction of communities arising from an actual or subjective result of the activities of Dinant.

3

SUGGESTIONS:

Approaches are aimed at fostering better performance in a practice or a better relationship. Proposals normally arise from knowledge of the daily activity or similar experiences. These ideas are extraordinary inputs for continuous improvement of Dinant.

WHO CAN PLACE A GRIEVANCE?

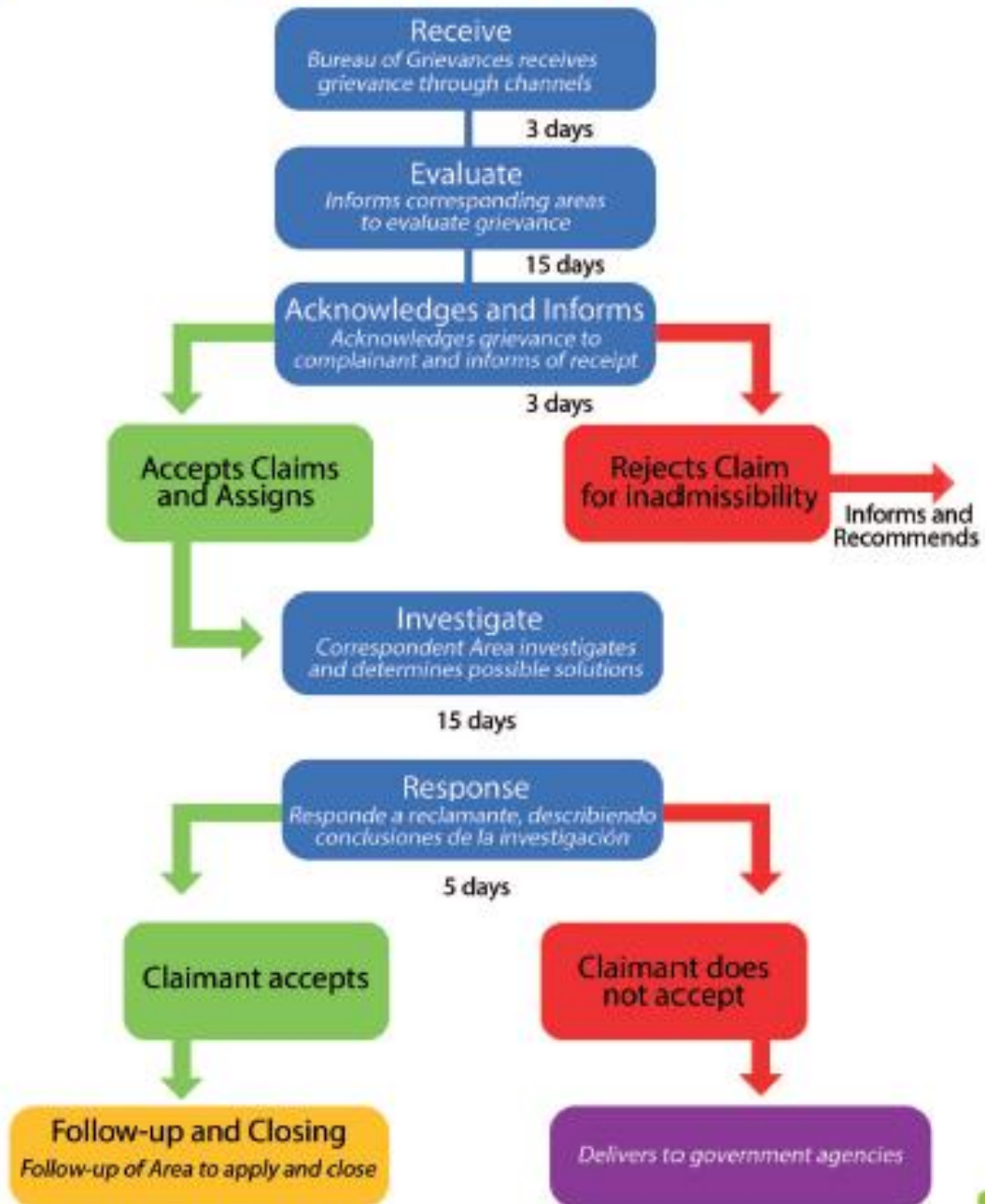
Any natural or legal person, group, government official, official authorities both nationally and locally, the existing leaders in the areas of political, religious and community organizations such as: Boards, Water Boards and other groups in civil society, can submit inquiries, grievances or suggestions, either in person or through legal representatives. This group is identified as subjects, who can claim, to Dinant they constitute as stakeholders..

WHERE CAN YOU FILE A GRIEVANCE?

Grievances may be made at any of the sites in: San Pedro Sula, Comayagua, Leán and Aguán. They will be able to be exposed:

- Personally (verbal or in writing):
 - o Attending and participating in Community Forums to be held periodically.
 - o Addressing directly the Social Promoter
 - o Email the Bureau of Grievances of Dinant has enabled for this purpose: reclamaciones@dinant
- Via anonymous means:
 - o Grievance and suggestion boxes that will be located in an accessible manner in different public places of communities. For example, city halls, community centers, etc.
 - o Grievance Section within the website www.dinant.com
 - o Hotline (800) 2265-3303

GRIEVANCE PROCEDURE



ANNEX D – Dinant Letter to Contractors



Tegucigalpa, M.D.C.
July 1st, 2019

REF: LETTER TO ALL CONTRACTORS, SUPPLIERS AND TENANTS

Dear valued supplier/contractor/Tenants:

Dinant upholds high standards of conduct and professionalism in its relations with its business associates. We value our relationships and wish to maintain the successful and productive arrangements we have with you and your company. We are proud of our business with you and want you to feel proud of your relationship with us, enhanced through good communication and clear standards.

Dinant has always operated as a legitimate, law abiding company. It is our long-standing policy to conduct our business in accordance with the highest standards of Honduran and international law. We pledge to you that we will never ask you to break the law or act improperly. If you were to detect any improper behavior by a Dinant employee, we ask that you report this to Ricardo Gamero, our Human Resources Director, immediately so that we may investigate and, if improper or criminal activities are corroborated, we will take prompt and appropriate legal action.

Over the last three years Dinant has upgraded its operations by adopting the Voluntary Principles for Security and Human Right and ISO certification, as well as by benchmarking operations against accepted international standards. For example, we removed firearms from our security personnel at our plantations and factories and reduced the number of firearms that are used in other locations. In the few locations where weapons are essential, Dinant has never and will never accept or use illegal weapons. We have and will continue to actively cooperate with the Police and Justice departments of all countries where we operate to ensure that justice is done to any Dinant employee who acts improperly.

Just as our reputation reflects on your business, your activities also reflect on ours. We reiterate that Dinant has zero tolerance for illegal activity. In our dealings with you we expect that these same standards apply to your activities. We will not engage in business or services with any organization that engages in illegal activities, uses illegal weapons, brings drugs or illegal weapons onto Dinant property, or conducts or participates in criminal activity. In all such cases we will review the allegations and, if proven, terminate contracts and agreements.

Please can you acknowledge receipt of this letter and confirm that you and your organization will meet the same high standards of justice and legality.

A handwritten signature in black ink, appearing to read "Miguel Mauricio Facusse", with a stylized flourish at the end.

Miguel Mauricio Facusse
Executive President
Dinant Corporation

Cc: Legal Department, file

ANNEX E - IFC Letter to Dinant August 4, 2017



Washington D.C., August 4, 2017

Mr. Miguel Mauricio Facussé
Executive President
Corporación Dinant
Barrio Morazan
Frente a Plantas Tropicales
Boulevard Suyapa
Tegucigalpa, Honduras

Dear Miguel Mauricio,

As you know, IFC received the last payment from Corporación Dinant on its previously outstanding loan on Monday, April 10, 2017. As a result, IFC does not have any outstanding balance with your company.

During our 20-year relationship with Dinant, we have seen the company grow and expand in the region as well as progress in the way it does business. We have faced some huge challenges that tested our relationship as well as shared in the mutual satisfaction of successfully overcoming these challenges. The experience gained from managing the events of the last few years in particular has produced many lessons learned for both Dinant and IFC and made each of our organizations stronger and better as a result. In IFC's case, those lessons have led to material reforms in our processes and policies.

Despite the highly complex and often adverse context in which Dinant operates, we have witnessed the strong commitment of your management team to improve and evolve your business practices, operations, and corporate governance. This commitment—and more importantly acting on it—has been fundamental in sustaining a productive relationship and mutual trust, and we salute you for it.

The IFC team, which has worked with dedicated effort to support Dinant's transition into a market leader in its environmental and social practices, is proud to have supported the implementation of Dinant's achievements. Despite the lingering negative narrative promoted by some backward looking and misinformed stakeholders, we believe that Dinant has progressively gained credibility among those who choose to be informed. Dinant's sustainability practices now serve as a progressive model for agribusinesses operating in Central America. Among Dinant's most notable achievements, we underscore the implementation of the community engagement program, the adoption of security protocols, and the training of its security forces based on the United Nations Voluntary Principles on Security and Human Rights, as well as the implementation of environmental improvements that have led to accreditations and certifications. Dinant is a better, more sophisticated company today and together we celebrate this achievement.

We know that there is a long road to travel in your efforts to transform Dinant into a "Global Outreach" company, as conveyed in your institutional vision; however, we have no doubt that under your leadership this will be possible. We encourage and will continue to follow your ongoing progress down this road with great interest and admiration.

Finally, we thank you for your trust in and perseverance with IFC and for allowing us to be part of this mutual learning and advancement. Our special thanks to Roger and the rest of the Dinant team who worked diligently and joined forces with us to supervise the project with considerable effort, openness, and relentless dedication. It has been a rewarding experience.

With our best and most sincere appreciation.



Fares T. Zaki
Senior Adviser to the Chief Executive
Officer



Cecilia E. Prieto de Rabassa
Head, Portfolio
Manufacturing, Agribusiness & Services LAC



Mark A. Constantine
Principal Strategy Officer



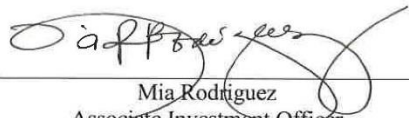
Javier Posas
Senior Investment Officer



Carolina Cardenas
Country Head, Honduras and Nicaragua



Diana Baird
Principal Social Development Specialist



Mia Rodriguez
Associate Investment Officer

ANNEX F - ISCC Certificates




Certificate
 according to the
Renewable Energy Directive (RED)
(Directive 2009/28/EC on the promotion of the use of energy from renewable sources amended through Directive (EU) 2015/1513)

Certificate Number: EU-ISCC-Cert-US201-70600494

SCS Global Services
 2000 Powell Street, Emeryville, CA 94608, USA

certifies that
Exportadora del Atlántico S.A. de C.V.
 Palm Oil Mill Aguas: Km 22 Carretera Tocoa - Trujillo, Comunidad Quebrada de agua, 32091 Tocoa, Colon, Honduras

complies with the requirements of the RED and the certification system
ISCC EU
 (International Sustainability and Carbon Certification)
 which is approved by the European Commission.

This certificate is valid from 20.01.2019 to 19.01.2020.

The site of the system user is certified as:

First gathering point
 Oil mill



Emeryville, CA, USA
 15.01.2019
 Place and date of issue


 Stamp, signature of issuing party



The Issuing Certification Body is responsible for the accuracy of this document.
 Version / Date: 2 / 19.01.2019

Page 1 of 2

Annex to the certificate:
Sustainable materials handled by the certified site
(This annex is only applicable for material handled under the scopes: farm/plantation, point of origin, central office (farm/plantation or point of origin), first gathering point, processing unit (any type) but not for material that is only traded and/or stored)


This annex is only valid in connection with the certificate:
EU-ISCC-Cert-US201-70600494 issued on 20.01.2019

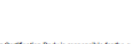
Input material	Output material	GHG option ¹⁾	ISCC EU waste process applied ²⁾	SAIFSA ³⁾
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm)	2	no	N.A.
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm kernel)	2	no	N.A.

1) 1: Default value
 2: Actual value
 3) NUTS 2 value or "NUTS2-equivalent" value. A "NUTS2-equivalent" value is a GHG value for cultivation in a "NUTS2-equivalent" region of a country outside the European Union (values are implemented by the European Commission). Option 3 is only applicable for the level of cultivation, i.e. for first gathering points, farm/plantations, central offices (group of farms or independent smallholders).

2) Yes: The raw material meets the definition of waste or residue according to the RED, i.e. it was not intentionally produced and not intentionally modified, or contaminated, or discarded, to meet the definition of waste or residue.
 No: The raw material complies with the sustainability criteria according to Art. 17 (3), (4) and (5) RED.

3) Farm Sustainability Assessment (FSA) was developed by the Sustainable Agriculture Initiative (SAI).
 SAI Silver Compliance: ISCC Compliant material can be claimed as "Equivalent to FSA 2.1 Silver"
 SAI Gold Compliance: ISCC Compliant material incl. add-on SAI Gold can be claimed as "Equivalent to FSA 2.1 Gold"


 Stamp, signature of issuing party



The Issuing Certification Body is responsible for the accuracy of this document.
 Version / Date: 2 / 19.01.2019

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Certificate
 according to the
Renewable Energy Directive (RED)
(Directive 2009/28/EC on the promotion of the use of energy from renewable sources amended through Directive (EU) 2015/1513)

Certificate Number: EU-ISCC-Cert-US201-70600493

SCS Global Services
 2000 Powell Street, Emeryville, CA 94608, USA

certifies that
Exportadora del Atlántico S.A. de C.V.
 Palm Oil Mill Laan: Desvío de Arizona al km 10, El astillero 31101 Arizona, Atlántida, Honduras

complies with the requirements of the RED and the certification system
ISCC EU
 (International Sustainability and Carbon Certification)
 which is approved by the European Commission.

This certificate is valid from 20.01.2019 to 19.01.2020.

The site of the system user is certified as:

First gathering point
 Oil mill



Emeryville, CA, USA
 15.01.2019
 Place and date of issue


 Stamp, signature of issuing party



The Issuing Certification Body is responsible for the accuracy of this document.
 Version / Date: 2 / 19.01.2019

Page 1 of 2

Annex to the certificate:
Sustainable materials handled by the certified site
(This annex is only applicable for material handled under the scopes: farm/plantation, point of origin, central office (farm/plantation or point of origin), first gathering point, processing unit (any type) but not for material that is only traded and/or stored)


This annex is only valid in connection with the certificate:
EU-ISCC-Cert-US201-70600493 issued on 20.01.2019


Input material	Output material	GHG option ¹⁾	ISCC EU waste process applied ²⁾	SAIFSA ³⁾
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm)	2	no	N.A.
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm kernel)	2	no	N.A.

1) 1: Default value
 2: Actual value
 3) NUTS 2 value or "NUTS2-equivalent" value. A "NUTS2-equivalent" value is a GHG value for cultivation in a "NUTS2-equivalent" region of a country outside the European Union (values are implemented by the European Commission). Option 3 is only applicable for the level of cultivation, i.e. for first gathering points, farm/plantations, central offices (group of farms or independent smallholders).

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 SAI Silver Compliance: ISCC Compliant material can be claimed as "Equivalent to FSA 2.1 Silver"
 SAI Gold Compliance: ISCC Compliant material incl. add-on SAI Gold can be claimed as "Equivalent to FSA 2.1 Gold"


 Stamp, signature of issuing party



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 Version / Date: 2 / 19.01.2019

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ISCC PLUS Certificate

Certificate Number: ISCC-PLUS-Cert-US201-70600496

SCS Global Services
 2000 Powell Street, Emeryville, CA 94608, USA
 certifies that
 Exportadora del Atlántico S.A. de C.V.
 Palm Oil Mill Aguas: Km 22 carretera Tocoa - Trujillo, Comunidad quebrada de agua, 32301 Tocoa, Colon, Honduras
 complies with the requirements of the certification system

ISCC PLUS
 (International Sustainability and Carbon Certification)

This certificate is valid from 20.01.2019 to 19.01.2020.

The site of the system user is certified as:

First gathering point
 Oil mill

The scope of the certificate includes the following chain of custody options:

Mass balance

Emeryville, CA, USA
 15.01.2019
 Place and date of issue

Stanley M. H. R. ...
 Stamp, Signature of issuing party



The Issuing Certification Body is responsible for the accuracy of this document.
 Version / Date: 1 (no adjustments) / 15.01.2019

Annex to the certificate:

Sustainable materials handled by the certified site
 (This annex is only applicable for material handled under the scopes: farm/plantation, point of origin, central office, (farm/plantation or point of origin) first gathering point, processing unit (any type) but not for material that is only traded and/or stored)

This annex is only valid in connection with the certificate:
 ISCC-PLUS-Cert- US201-70600496 issued on 20.01.2019

Input material	Output material	Add-ons (voluntary) ¹⁾	ISCC waste process applied ²⁾	SAI FSA ³⁾	FEFAC ⁴⁾
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm)	205-01	no	N.A.	N.A.
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm kernel)	205-01	no	N.A.	N.A.

- ¹⁾ ISCC PLUS add-ons (voluntary application, see www.iscc-system.org for further information):
- 202-01: Environmental management and biodiversity
 - 202-02: Classified chemicals
 - 202-03: SAI Gold
 - 205-01: GHG emission requirements
 - 205-02: Consumables
 - 205-03: Non GMO for food and feed
 - 205-04: Non GMO for technical markets
- ²⁾ Yes: The raw material meets the ISCC definition of waste or residue, i.e. it was not intentionally produced and not intentionally modified, or contaminated, or discarded, to meet the definition of waste or residue
 No: The raw material complies with the ISCC Principles 1 – 6 for the cultivation of sustainable biomass
- ³⁾ Farm Sustainability Assessment (FSA) was developed by the Sustainable Agriculture Initiative (SAI)
 SAI Silver Compliance: ISCC Compliant material can be claimed as "Equivalent to FSA 2.1 Silver"
 SAI Gold Compliance: ISCC Compliant material incl. add-on SAI Gold can be claimed as "Equivalent to FSA 2.1 Gold"
- ⁴⁾ FEFAC: European Feed Manufacturers' Federation. ISCC compliant materials can be claimed as "in line with FEFAC soy sourcing guidelines"

The Issuing Certification Body is responsible for the accuracy of this document.
 Version / Date: 1 (no adjustments) / 15.01.2019

ISCC PLUS Certificate

Certificate Number: ISCC-PLUS-Cert-US201-70600495

SCS Global Services
 2000 Powell Street, Emeryville, CA 94608, USA
 certifies that
 Exportadora del Atlántico S.A. de C.V.
 Palm Oil Mill Lean: Desvío de Arizona al km 10, El astillero 31101 Arizona, Atlántida, Honduras
 complies with the requirements of the certification system

ISCC PLUS
 (International Sustainability and Carbon Certification)

This certificate is valid from 20.01.2019 to 19.01.2020.

The site of the system user is certified as:

First gathering point
 Oil mill

The scope of the certificate includes the following chain of custody options:

Mass balance

Emeryville, CA, USA
 15.01.2019
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 Stamp, Signature of issuing party



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Oil palm fresh fruit bunches (FFBs)	Crude oil (palm)	205-01	no	N.A.	N.A.
Oil palm fresh fruit bunches (FFBs)	Crude oil (palm kernel)	205-01	no	N.A.	N.A.

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