



April 25<sup>th</sup>, 2024

PUBLIC ANNEX: Grievance System Annual Report – Grievance, Control, and Accountability System for environmental and social safeguards

### **2023 Grievance System Annual Report**

Funbio has a grievance system for non-compliance with safeguards of projects which it implements with GEF and GCF. The system can be used for projects in which Funbio has a role as an implementation agency, as long as the respective safeguards related to the project are activated and its procedures are contained in Operational Procedure PO 08/2013. The system records all communications related to it, even if they are not related to safeguards, and classifies them as “not relevant” complaints, as they are not related to their purpose. These “not relevant” complaints are forwarded to the appropriate areas for clarification and feedback to the communicator.

Related policies available through Funbio’s website:

P 017/2018 – Funbio’s Grievances Policy

P 037/2019 – Funbio’s Information Dissemination Policy

Contact information of the section responsible for Compliance with the Grievance, Control, and Accountability System – [gs@funbio.org.br](mailto:gs@funbio.org.br)  
Focal points within Funbio for Environmental and Social Safeguards – defined in Funbio’s environmental and social safeguards and gender mainstreaming policies

In 2023 a situation related to the entity supporting one of the Projects carried out by Funbio has been identified and registered as a “relevant complaint” in the Grievance System. The reporting channels remained operational throughout the period.

Person responsible for Compliance with the Grievance, Control, and Accountability System – Flávia Neviani



| Complaint Number | Project       | Complaint Category   | Date of Receipt of the Complaint | General description of the complaint process   | Estimated time to resolve the complaint | Schedule defined for follow-up actions  | Complaint status update dates | Results of the complaint process |
|------------------|---------------|--|----------------------------------|--|---|---|-------------------------------|----------------------------------|
| 009/2023         | Floresta Viva | iii. Complaints regarding corruption and/or violation of law | October, 6th, 2023               | Identification of a situation related to the supporting institution of the Floresta Project (matching funds with resources contributed by BNDES) - inclusion of a company that is part of the Supporting Institution's conglomerate on a dirty list related to the hiring of people in conditions similar to slavery - Funbio suspended the execution of the Project selected for support with the resources of this company and requested clarifications regarding the measures taken from the Supporting Institution - the company demonstrated that it had signed a TAC with the Ministry of Labor and presented several measures to mitigate these risks in its production chain - the situation is also under the analysis of BNDES | Indetermined                            | 06/10/2023 a 30/06/2024 - monitoring of actions carried out by the company and analysis by the BNDES board of directors | April, 24th 2024              | in monitoring and under analysis |