



**“Year of the Bicentennial, of the consolidation of our Independence, and of the commemoration of the heroic battles of Junín and Ayacucho”**

*Madre de Dios, Biodiversity Capital of Peru*

**REPORT-ACTIVITY N° 009-2024 – MADERACRE SAC./LRMC.**

**FOR :** Nelson Kroll Kohel  
Regional Manager  
MADERACRE SAC.

**OF :** Leslie Rosario Monteagudo Ccencho  
Social Responsibility Coordinator

**AFFAIR :** Dissemination of Social Responsibility Protocols and establishment of a Suggestion Box.

**DATE :** March 19, 2024

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I am pleased to address you in order to inform you of the following:

**I. DESCRIPTION:**

From February 24th to March 19th of this year, management and citizen participation documents were disseminated as part of Maderacre's Social Responsibility Department's policies, targeting the population of the company's area of influence in the districts of Iñapari and Iberia.

This activity was carried out with the objective of:

- Disseminate the four Social Responsibility Protocols and enable the Suggestion Box to stakeholders in the company's area of influence located in the Iñapari and Iberia districts.

**II. METHODOLOGY AND EQUIPMENT:**

- The Social Responsibility area updated the Social Responsibility Protocols in coordination with the Management area.
- The Social Responsibility department coordinated with the maintenance department to install the Suggestion Box, which consisted of cleaning the material, varnishing it, and replacing the sheet metal.
- The list of stakeholders was updated prior to dissemination to include all state institutions, local private institutions, and communities in the area of influence.

This document is an English translation of the original Spanish version. In case of discrepancies or interpretation issues, the Spanish version shall prevail, as it is the official language used by the company.

### III. RESULTS:

- The Social Responsibility area was responsible for disseminating the Social Responsibility Protocols, which are as follows:
  1. Procedure for addressing potential losses or damages to the community and/or third parties.
  2. Procedure for citizen information on non-routine company operations.
  3. Procedure for handling complaints, queries or external requests.
  4. Procedure for the attention and constructive transformation of possible complaints, claims or social conflicts
- Likewise, the Suggestion Box was launched as part of the company's communication and citizen engagement mechanisms. This process was carried out through the delivery of multiple letters to stakeholders in the area of influence.
- The dissemination was carried out to a total of 30 representatives from private, public, local institutions and communities in the area of influence, which are the following:

| No. | Representative              | Company, Institution or community                             |
|-----|-----------------------------|---------------------------------------------------------------|
| 1   | Arturo Cigarrostegui Vargas | Peruvian Army- Iberia                                         |
| 2   | Angel Huisa Flores          | National Police of Peru – PVF Iñapari                         |
| 3   | Miguel Ángel Gómez          | District Municipality of Iberia                               |
| 4   | Gladys Alvarado Chapiama    | San Francisco Sector- Iberia                                  |
| 5   | Jhuniur Frisancho           | San Martin Health Post- Iberia                                |
| 6   | Jorge Escampani             | OSPA IBERIA                                                   |
| 7   | Gladys Taipe Villegas       | OSPA TAHUAMANU                                                |
| 8   | Zulema Mamani Huamantuma    | IIBR No. 52086 Little Mary                                    |
| 9   | Willy Lucas Neyra           | PNAPU                                                         |
| 10  | Miracles López Cardozo      | Mothers' Club                                                 |
| 11  | Manuel Reyes Ravelo         | “Iberia – Tahuamanu” Higher Technological Education Institute |
| 12  | Paula Romero                | San Isidro de Chilina Rural Settlement                        |
| 13  | Alex Aguirre Cortez         | GRFFS-Tahuamanu Operational Headquarters                      |
| 14  | José Gastelo                | La Colonia neighborhood                                       |
| 15  | Diego Miguel                | Health post                                                   |
| 16  | Alexander Huisacayna        | Agrarian Office of Iñapari                                    |

|    |                                 |                                      |
|----|---------------------------------|--------------------------------------|
| 17 | Ruben Dario Copa Alarcon        | Provincial Municipality of Tahuamanu |
| 18 | Gerardo Delgado                 | Neighborhood Board                   |
| 19 | Máxima Adali Jurado             | IE N Villa Primavera                 |
| 20 | Beatriz Rios Huesembre          | IEI No. 260 Los Angeles              |
| 21 | Miriam Romero                   | Rosario del Acre Housing Association |
| 22 | Mary Etna Jiménez Gómez         | District Subprefecture of Iñapari    |
| 23 | Edith Quispe                    | San Antonio de Abad Sector           |
| 24 | Rosa Valdez                     | Flor de Acre Sector                  |
| 25 | Arturo Balcárcel                | Chilina Vieja Sector                 |
| 26 | Maria del Rosario Chavez Medina | El Arrozal Community                 |
| 27 | Antonio Lopez Cuhitineri        | Belgian Civil Aviation Authority     |
| 28 | Rosa Ramírez Mamani             | IE No. 53004 Miguel Grau-Iberia      |
| 29 | Santiago C                      | CUSTOMS Iñapari Checkpoint           |
| 30 | Juan Carlos Ramírez Benites     | IEBR Túpac Amaru II                  |

- The process of disseminating the four Social Responsibility Protocols and opening the suggestion box included explaining each document to representatives of the aforementioned organizations, emphasizing the importance of formal channels for addressing various disputes that may arise between the public and the company.
- This process reaffirmed the company's commitment to each representative in the area of influence, as part of the citizen participation process, with activities carried out by the company to coordinate efforts with the local population.

#### IV. CONCLUSIONS:

- The four Social Responsibility Protocols were disseminated and the Suggestion Box was opened to a total of 30 stakeholders in the company's area of influence located in the Iñapari and Iberia districts.

#### V. RECOMMENDATIONS:

- Continue with outreach activities.

That's all I have to inform you about. For whatever purposes are convenient.



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**Leslie Rosario Monteagudo Ccencho**  
Social Responsibility Coordinator  
MADERACRE SAC



**EJERCITO DEL PERÚ**  
**UMAR N° 4 IBERIA**  
**MESA DE PARTES**

Hora: 10:30

Firma: *[Signature]* Madre de Dios Capital de la Biodiversidad del Perú

**RECIBIDO**



3717634  
H. 08.45.16.032



**Maderacre**

Año del Bicentenario, de la consolidación de nuestra Independencia, y de la conmemoración de las heroicas batallas de Junín y Ayacucho

**INGRESADO**  
**MESA DE PARTES**

0645 05 3:36

14 MAR 2024

Iñapari, 14 de marzo del 2024

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**CARTA MULTIPLE N° 002-2024-MADERACRE-SAC/RS/LRMC/I-TAH-MDD**

Señor (a):

ASUNTO: Socialización de Protocolos de Responsabilidad Social y Buzón de sugerencias.

De mi especial consideración:

Me es grato dirigirme a usted para saludarlo muy cordialmente a nombre de la empresa Maderera Río Acre S.A.C., y a su vez comunicarle que tenemos habilitado un **Buzón de sugerencias** externo, ubicado en la puerta N° 01 de ingreso de la empresa MADERACRE. Este espacio está dado para que usted o cualquier miembro de la comuna pueda realizar cualquier sugerencia, comentario u opinión que tuviese; así también, ponemos a su alcance los **Protocolos de Responsabilidad Social** de la empresa MADERACRE, siendo los siguientes:

- Flujograma para la atención y transformación constructiva de posibles quejas, reclamos o conflictos sociales con poblaciones y/o terceros.
- Protocolo de atención a posibles pérdidas o daños a la comunidad y/o terceros.
- Procedimiento para la atención de quejas, consultas o solicitudes externas.
- Procedimiento para la información sobre operaciones no rutinarias de la empresa.

Lo mencionado, constituyen mecanismos de participación ciudadana que implementa MADERACRE para la atención a la población, gestión de conflictos y mantener una buena relación con nuestros vecinos y poblaciones locales.

De requerir mayor información o canalizar su respuesta, le agradeceremos comunicarse con la antropóloga, Leslie Monteagudo, Coordinadora de Responsabilidad Social al número (+51) 985582143 o al correo electrónico [responsabilidadsocial@maderacre.com](mailto:responsabilidadsocial@maderacre.com).

Agradecidos por la atención que le brinde a la presente, quedamos de usted.

Atentamente:

**MINISTERIO DE EDUCACIÓN**  
**INSTITUTO DE EDUCACIÓN SUPERIOR TECNOLÓGICO PÚBLICO**  
**"IBERIA - TAHUAMANU"**

Exp. N°: 11.000.1414

Fecha: 11 MAR 2024

Hora: 11:00

**MESA DE PARTES**

*[Signature]*  
**Nelson Nilton Kroll Kohel**  
Gerente Regional  
MADERACRE

*[Signature]*  
**Yuri E. LICONA CHACMAN**  
S1 - PND

GOBIERNO REGIONAL DE MADRE DE DIOS  
Dirección Regional de Educación  
Unidad de Gestión Educativa Local Tahuamanu  
Prof. Zulma Velasco Mamani Huamantuma  
DIRECTORA  
IEBR N° 52006 MANA MARIA

**MINISTERIO DE EDUCACIÓN**  
**DIRECCIÓN**  
**DRE - MDD**

*[Signature]*  
**Prof. Rosa S. Ramirez Maman**  
DIRECTORA (e)

**DIRECCIÓN REGIONAL DE EDUCACIÓN**  
**UNIDAD DE GESTIÓN EDUCATIVA LOCAL TAHUAMANU**  
**IEBR N° 52006 MANA MARIA**

*[Signature]*  
**Prof. Juan Carlos Ramirez Benites**  
DIRECTOR

*[Signature]*  
**Juan Carlos Ramirez Benites**  
DIRECTOR

*[Signature]*  
**Juan Carlos Ramirez Benites**  
DIRECTOR

*[Signature]*  
**Juan Carlos Ramirez Benites**  
DIRECTOR



I.E. EMBLEMÁTICA DE MAYO - IBERIA

EXP N° 116 FOLIO 05

FECHA 14 MAR 2026

HORA ..... FIRMA .....

**MESA DE PARTES**

*[Signature]*  
Gladys Alvarado Chapiama  
PRESIDENTE  
SECTOR P. SAN FRANCISCO  
IBERIA

ASOCIACION DE PESCADORES ARTESANALES  
DE TAHUAMANU DE IBERIA

*[Signature]*  
Gladys Taipe Villegas  
DNI: 05082000  
PRESIDENTA

*[Signature]*  
Miriam S. Romero M.  
Vocal  
Asociación de Usuarios del Acro  
Rosario del Acro

*[Signature]*  
SECTOR SAN ANTONIO ABAD  
PRESIDENTE  
IBERIA - TAHUAMANU

I.E. N° 53004 "MIGUEL GRAU"  
IBERIA - TAHUAMANU - MADRE DE DIOS

**RECEPCION**

N° DE EXP. 170

FECHA 14 MAR 2024

HORA 1:35 PM FOLIOS .....

OBSERV. ....

FIRMA *[Signature]*

*[Signature]*  
INAPARI  
14/03/24  
H: 4:00 PM

*[Signature]*  
OSPA-IBERIA  
14/03/24  
H: 4:46 PM

*[Signature]*  
Asesor Voluntario  
presidente



*[Signature]*

*[Signature]*  
Nancy Delatorre  
I.E.I.N.-260  
"LOS ANGELES"  
FECHA: 15-03-24  
HORA: 10:00 AM

GOBIERNO REGIONAL DE MADRE DE DIOS  
SECRETARIA REGIONAL FORESTAL Y AMBIENTAL  
UNIDAD DE GESTION FORESTAL Y AMBIENTAL DE TAHUAMANU

**15 MAR 2024**

EXP. N° 0680 FOLIOS 04

HORA 11:05 RECIBIDO POR *[Signature]*

*[Signature]*  
J. SAENZ  
SOLERO LA COLONIA  
PRESIDENTE

*[Signature]*  
Rosa A. Valdez Encinas  
TE GOBERNADORA  
MUNICIPIO DE UN DE ACRO



*[Signature]*  
Mary Etna Jimenez Gomes  
SUBPREFECTA DISTRITAL DE INAPARI  
MINISTERIO DEL INTERIOR  
19/03/24

JERRY MARITZA  
ARIMUYA YUYARIMA  
INGENIERA FORESTAL  
Reg. CIP N° 170223



MUNICIPALIDAD PROVINCIAL DE TAHUAMANU - INAPARI  
OFICINA DE TRAMITE DOCUMENTARIO Y ARCHIVO

**RECEPCIONADO**

**15 MAR 2024**

REG. N° 613 FOLIO 05

HORA 4:54 FIRMA *[Signature]*

LA RECEPCION DEL DOCUMENTO  
NO SIGNIFICA CONFORMIDAD

*[Signature]*  
Cord. J. V. V. S. C.  
Gerente Delgado V

**SUNAT**  
INTENDENCIA DE ADUANA DE PUERTO MALDONADO  
PUERTO DE CONTROL ADUANERO INAPARI

**18 MAR. 2024**

**CONTROLADO**

REG. N° 9904 FOLIO 1302 FIRMA *[Signature]*