

28 June 2011

Dear Mr. Pred,

I am writing to you in relation to the complaint that Bridges Across Borders Cambodia has filed with Bonsucro. The Complaints and Grievances Committee (CGC) has agreed that the contents of the complaint are within the CGC's remit to further investigate and potentially work towards the formation of a Complaints Resolution Mechanism. A complaints resolution mechanism is a process whereby the CGC will work with both parties in the complaint to better understand the issue at hand, and create a work plan to resolve the complaint in a manner that is mutually agreeable all parties involved.

The CGC will reach out to you shortly to further discuss the situation. In the interim, the CGC will contact Mitr Phol to further explain the process (the CGC has already done so with a Mitr Phol consultant but will now discuss the matter with company representatives). Additionally, the CGC will seek to better understand the relationship between the three land concessions in question and Mitr Phol, since the concessions are in the names of three company officers and not the company itself. This detail adds a layer of complexity that requires clarification in order to most appropriately proceed.

Please let me know if you have questions or comments.

Sincerely,



Kevin Ogorzalek

Chairman, Complaints and Grievances Committee