

SERVICES POLICY

For approval by the Board of Directors of ISA CTEEP on December 1, 2020

PURPOSE

To state the corporate decisions guiding the provision of quality services in a timely and reliable manner at competitive prices to ensure customer satisfaction and build long-term relations.

DECLARATIONS

- We comply with and respect the laws, as well as relevant conventions, agreements and treaties and voluntary commitments undertaken by ISA CTEEP and its subsidiaries, which are in force.
- We are committed to complying with Brazilian and international norms and standards.
- We offer quality products and services in a timely and reliable manner at competitive prices.
- We actively promote the construction of a customer-oriented service culture.
- We hear our customers to identify and understand their expectations.
- We implement strategies to strengthen long-term relations with our clients, underlined by mutual trust and respect.
- We are committed to continuous improvement of our services based on feedback and performance appraisal.
- We manage assets throughout their life cycle, maintaining a balance between costs, risks and performance.
- While providing services, we verify the coherence and articulation with sustainable value.

ROLES AND RESPONSIBILITIES

Specific roles and responsibilities related to the application of this policy are those declared in the management system of ISA CTEEP and its subsidiaries.

Rui Chammas
Chief Executive Officer