



CUSTOMER POLICY

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1. GENERAL PROVISIONS

Review approved at the 10th Ordinary Meeting of the Board of Directors, held on October 10, 2024 (Version 1).

2. PURPOSE

The Customer Policy establishes business guidelines aimed at disseminating knowledge among employees to strengthen customer trust in the provided product/service, continuously seeking their satisfaction through excellence in service delivery, always guided by respect, responsibility, professionalism, transparency, and ethics.

3. SCOPE

This policy applies to all people responsible for activities that generate impacts on external customers: employees, interns, young apprentices, governance agents, third parties, partner institutions, and other parties related to Sanepar.

This Policy is available at: <http://www.ri.sanepar.com.br> and, once approved by the Board of Directors, must be disclosed and complied with in all its terms.

4. REFERENCES

Federal Law 11,445/2007 – National Guidelines for basic sanitation;

Federal Law 14,026/2020 - Legal Framework for Sanitation;

Federal Law 8,078/1999 — Consumer Protection Code (CDC);

Federal Law 13,303/2016 — State-Owned Companies Law;

Federal Law 12,527/2011 — Access to Information Law (LAI);

Federal Law 13,709/2018 — General Data Protection Law (LGPD);



Agepar Resolution 003/2020 — Regulation of Basic Sanitation Services in Paraná;

State Decree 8182 — July 30, 2021;

State Decree 9,606/2021 — Solidarity Water Program (Sanepar Social Tariff);

Sanepar Integrity Program;

Sanepar Internal Regulations and Normative Documents;

Sanepar Personal Data Protection and Privacy Policy;

Sanepar Diversity, Equity, and Inclusion Policy.

This Policy must be read and construed together with Sanepar's Integrity Program and other Corporate Policies.

5. TERMS AND DEFINITIONS

Collection — this is the process responsible for ensuring consistent collection, receiving, and writing off payments for water, sewage, and service bills, as well as managing compensation for the collection service via the Alternative Network and the Banking Network;

Registration — set of data that identifies and characterizes the property, the connection, and the customer;

Customer — any legally represented individual or legal entity that uses the services provided by Sanepar;

Collection — process with the objective of carrying out actions to receive amounts owed by the customer for services provided, for which the invoice has not been paid by its due date;

Marketing — the process responsible for managing membership of water supply, sewage, and solid waste services;

Billing — is the monthly calculation of measured consumption and the amount to be paid by the customer;

Minority Groups — minority groups are those who, for some reason, generally linked to social class, physical condition, ethnicity, have not had their basic rights fully guaranteed;

LGPD — General Data Protection Law;

Commercial Macroprocess — to guide the Company's actions, demands and standards, the commercial macroprocess is made up of the following processes: Customer Relations, Marketing, Registration, Billing, and Collection;

Affordable Tariffs — a principle that mandates charging fees that ensure user access to public services while also maintaining the economic and financial balance of the service and providing universal, adequate, and current service delivery.

Ombudsman's Office — communication channel that connects citizens and Sanepar, allowing them to express themselves, helping to improve processes and services provided. The Ombudsman's Office is responsible for receiving complaints, requests, suggestions, compliments, and SIC;

Customer Relations — this process involves receiving, handling, negotiating, and responding to customer requests for information, services, or complaints, directly related to the business activities that Sanepar may or may not perform, in accordance with its policies and regulations;

Environmental Sanitation — set of actions, services, and works that aim to achieve increasing levels of environmental health, through the supply of drinking water, collection, and sanitary disposal of liquid, solid, and gaseous waste, promotion of sanitary discipline, land use and occupation, urban drainage, control of vectors of transmissible diseases, and other specialized services and works;

Universalization — the progressive expansion of access to water supply and sanitation services for all households.

6. VALUES AND COMMITMENTS

Responsibility: Being accountable for your actions and decisions, committing to the company's objectives;

Innovation: Seeking new solutions, aiming at efficiency and universalization of environmental sanitation;

Competence: Performing your professional duties with the support of knowledge, skills, and assertive attitudes;

Respect: Acting correctly, respecting diversity, society, and the environment;

Commitment: Acting in a dedicated and committed manner with the company's Principles, Values, Vision, and Mission;

Professionalism: Carrying out your duties with dedication, ethics, and respect.

Transparency: Acting and informing/communicating clearly and truthfully;

Ethics: Acting in accordance with values that guide honest, transparent, and upright conduct;

Qualification: Developing employees for the effective management and performance of activities in compliance with the commitments of this Policy.

7. GUIDELINES

Understanding that quality and efficiency in the availability of products and services are essential conditions for good customer service;

Promoting the universalization of environmental sanitation through the commercialization of water and sewage connections;

Promoting continuous improvement of processes, seeking excellence and innovation in the provision of services and quality of products;

Acting proactively to meet customer needs and expectations in an ethical and transparent manner;

Implementing and managing relationship channels to meet customer demands by acting on commercial macro processes;

Ensuring that customer demands are handled quickly and effectively;

Seeking virtualization and modernization of customer relationships, aiming at practicality and agility in service;

Reaching the customer wherever they are, overcoming geographical, and technological barriers;

Safeguarding the veracity and security of customer information and data in the commercial registry, in compliance with the LGPD;

Seeking the correct measurement of water consumption and the corresponding charge for services provided for fair and adequate billing;

Providing adequate mechanisms and channels for collecting payments from customer accounts;

Seeking communication and transparency in the Company's collection processes;

Act to promote affordable tariffs;

Provide differentiated services and fees for minority groups, ensuring access to basic sanitation and contributing to reducing social inequalities and promoting social and economic development;

Encourage customer service considering their limitations, needs, and characteristics while respecting diversity, equity, and inclusion;

Monitor from time-to-time customer satisfaction and loyalty rates;

Keep mechanisms and channels for receiving suggestions and criticisms from customers, ensuring that demands are properly handled;

Act in a transparent and collaborative manner with Defense and Inspection Agencies in responding demands filed via Procon, Public Prosecution Office, Consumer Public Prosecutor's Office, and Ombudsman's Offices (Sanitation Company of the State of Paraná - Sanepar Ombudsman's Office, Regulatory

Agency of the State of Paraná - Agepar Ombudsman's Office, General Ombudsman's Office of the State of Paraná).

8. RESPONSIBILITIES

8.1 COMMERCIAL EXECUTIVE OFFICE

- Establishing, disseminating, and ensuring compliance with this Policy;
- Proposing changes and updates regarding this Policy;
- Reporting cases of non-compliance to the Executive Board.

8.2 BOARD OF EXECUTIVE OFFICERS

- Disseminating and consolidating this policy in accordance with its guidelines in the Company's decision-making process, including in strategic planning and governance practices, maintaining cohesive and exemplary actions and attitudes of respect for the Customer and society;
- Submitting the Customer Policy for approval by the Board of Directors;
- Deliberating or reporting cases of non-compliance, when necessary, to the Board of Directors.

8.3 BOARD OF DIRECTORS

- Approving the Customer policy in harmony with related parties, bringing good practices and market experiences, encouraging excellence in customer relations in a transparent, ethical, and professional manner.
- Deliberating, when necessary, on cases of non-compliance, when it significantly impacts the business plan, strategic, and investment planning.

9. FINAL PROVISIONS

Questions regarding the interpretation of this Policy should be forwarded to Sanepar's Commercial Department.

This policy comes into effect on the date of its approval by the Board of Directors.

10. BACKGROUND

Customer Policy		Version		1
		Management Department		DC/GGC
		Secrecy		External Audience
Version	Date	Person in Charge	Approved by	Change Description
1	10/10/2024	Commercial Executive Officer	Board of Directors	First Issue