

ABZ Serviços Ltda. primarily operates in the oil and gas sector, but it is not limited to it. The company provides specialized professionals for both offshore and onshore areas and is committed to continuously improving its processes and ensuring customer satisfaction.

ABZ Serviços Ltda. aims to achieve excellence in its activities. The company's expectation is to consistently achieve customer satisfaction and maintain the quality of the services provided, thereby ensuring new business opportunities.

ABZ Serviços Ltda., as a company that also offers consulting services, understands that its client portfolio may fluctuate due to internal or market-related issues. Many of these clients utilize employees provided by ABZ Serviços Ltda. for predetermined periods to cover emergent needs. However, there is an awareness that when the client is satisfied, the possibilities for new requests and hires are higher.

ABZ Serviços Ltda. aims to keep its name prominent among its clients through the excellent provision of its services, encompassing Quality, Health, and Safety at Work, and consequently, striving for their constant trust and reliability.

ABZ Serviços Ltda. conducts Customer Satisfaction Surveys because it is an important tool for Business Management. Through this survey, it is possible to measure the level of customer satisfaction regarding the services provided and, as a result, strive for:

- To meet the growing demand of national and international companies with specialized services and qualified professionals;
- To understand and comply with applicable legal requirements, as well as others in force;
- To comply with national and international legislation and other legal requirements for all onshore, offshore, and maritime professionals assigned to ABZ Serviços Ltda. and client companies;
- To ensure customer satisfaction through the quality of our services;
- To preserve the health and integrity of employees through the prevention of occupational accidents and illnesses;
- To train employees for the development of their activities with quality, safety, and health;
- To listen to and involve employees in order to expand results in Continuous Improvement, as well as in the understanding and evaluation of Customer Satisfaction;
- To promote a sense of responsibility and discipline in the implementation of this Policy by all those who are part of our Organization, as per the commitment made by the Management.

This Policy extends to all operations and processes related to Aguas Hong Kong Ltd.

William Mair
Administrator



Gordon Walker
Administrator

